



# Direct Connection

## Safety and Independence through Remote Supports from 2GetherTech

Technology services through 2GetherTech are provided statewide. Through the use of sensors including bed, motion, smoke detector, door, image, and panic buttons, 2GetherTech can remotely monitor individuals. The professional staff monitors these sensors to make sure individual’s needs are met in a safe and effective manner. Staff are trained to work with individuals and request local assistance, when necessary. Every individual is evaluated prior to installation and during a Personal Planning Meeting to assess the type of support that is required. Individual Support Plans are documented and evaluated based on the specific activity within the home.

For those individuals who are interested in investigating the types of services provided, 2GetherTech has created a unique opportunity at no cost. Individuals are allowed to use the service free for at least thirty days to make sure it will meet their needs. This also provides the chance for 2GetherTech staff to get to know the individual and their daily routines. During the free trial, 2GetherTech will have built a database of the individual’s typical activity which helps them develop specific protocols to tailor services to meet their needs. The 2GetherTech staff works with the individual, contract provider, and service coordinators to authorize these services in the DD Home and Community Based Waiver.

The mission of 2GetherTech is to continue to improve the safety and independence of all individuals served. As a provider of remote supports, 2GetherTech looks forward to expanding services and helping more individuals gain their independence. You may obtain more information by accessing their website at <http://2GetherTech.com/> or contacting Jeff Grosvenor at (573) 301-1075 or by email at [jgrosvenor@2GetherTech.com](mailto:jgrosvenor@2GetherTech.com).



### Connecting with the Division of Developmental Disabilities

Missouri Department of Mental Health

Division of Developmental Disabilities

1706 E. Elm Street  
Jefferson City, MO 65101

### Inside this issue

- Night Owl Support .....2
- Rest Assured .....3
- Finding Independence .....4
- National Core Indicators.....5
- Healthy Living .....7



## Night Owl Support Systems, LLC: Providing Successful Remote Supports in Missouri Since 2012

Night Owl Support Systems, LLC (NOSS) was founded in 2007 with a mission to deliver quality in-home support with the use of technology while becoming a valuable and meaningful part of people's lives. NOSS provides Remote Supports by uniquely pairing live-remote monitoring with remote caregivers to provide a higher level of independence for people.

NOSS was founded by professionals with a long history of working with people with disabilities. Recognizing that technology can be used in creative ways, NOSS uses technology as a medium to provide a great service. Monitoring staff/tele-caregivers are based in Madison, Wisconsin and dispatch remote caregivers (agency staff, family members or friends) when someone needs assistance.

NOSS uses standard security sensors such as those placed on doors and windows. They also offer "smart" options such as bed sensors that are calibrated to a person's weight and heart rate and will send a signal if the person is out of bed for a period of time. When a sensor is activated in the home, it sends a signal to the NOSS monitoring station. NOSS monitoring staff then click on the alarm and handle it according to the plan determined by the individual's team.

NOSS services are available statewide. The service requires a landline in the home where the system is installed. NOSS provides a cell card in each system to assure a consistent signal in the event the landline is out of service for any reason. Back-up batteries are included in the systems as well. At their monitoring station, NOSS utilizes multiple telephone and internet companies to assure there is never a break in service. Back-up generators are in place to assure continued operation in the event of a power outage caused by any event.

NOSS prides themselves on providing checks and balances, tailoring services to meet the individuals' needs, and providing an outstanding customer relations team that focuses on the ever-changing needs of the individuals they support.



## Rest Assured: Offering Peace of Mind through Technology

Rest Assured offers remote support services and solutions to help individuals maintain healthy and safe lives. Services are specifically designed to help individuals with intellectual and developmental disabilities gain independence and are tailored to each person's unique needs and abilities.

Rest Assured provides a real-time remote support system with two-way communication. Service options include:

- Active Support: Continuous real-time oversight and support by Rest Assured remote caregivers.
- Check-In Support: Periodic short "check-ins" to give reminders or wellness checks.
- Emergency Watch: Passive systems that detect emergencies (smoke, carbon monoxide and weather) and emergency buttons that prompt a response by Rest Assured remote caregivers.
- Family Support: Remote access to video and sensor activity for authorized individuals.

Remote caregiving may assist with:

- Medication management
- Seizure and fall detection
- Remote assistance with completing activities of daily living
- Elopement reduction
- Event alarms requiring emergency response

Rest Assured services are available 24 hours a day, seven days a week. Based on an individual's specific needs, services can be used as an alternative to in-home care or in conjunction with services which provide the presence of a physical staff person.

Rest Assured works directly with individuals served, family members, physicians, providers or other supporting agencies to answer any questions about services provided. Rest Assured acts as direct care professionals using web-based technology to interact and assist during monitoring shifts. Rest Assured provides sensors in sleeping and bathroom areas which alert for incidents that may indicate a change in habits or medical conditions, or in the event of a fall. Kitchen sensors can monitor refrigerator and cabinet use, which may indicate changes in eating habits or stove use. Smoke and carbon monitor detectors in the home alert for emergency situations.

Rest Assured services require an internet connection. Rest Assured will notify back-up caregivers to respond in the event of a system or power outage.

To learn more about Rest Assured services, call 877-338-9193, email [info@restassuredsystem.com](mailto:info@restassuredsystem.com), or visit Rest Assured's website at [www.restassuredsystem.com](http://www.restassuredsystem.com).



**Rest Assured**  
Telecare & Remote Support

## Couple Finds Independence with Remote Supports and a Home of Their Own

At first, Trent was shy when he met his co-worker Lennie. Shyness was quickly replaced by love, and Trent and Lennie were married five years ago. However, the young couple had a bit of a problem. They couldn't live together because they didn't have a home that gave Trent the accessibility he needed. At that time, Trent lived with his Dad and his family helped make sure that he and Lennie got to spend time together. But the couple wanted a home of their own.

So, Lennie began looking into options for a home that would work for the two of them. She contacted the local Habitat for Humanity. Now Trent and Lennie live in their own home that was built by Habitat for Humanity with a lot of assistance from family.

Trent and Lennie receive personal assistance services from Chariton Valley and remote supports through Night Owl Support Systems, LLC (NOSS). The remote support services allow Trent and Lennie to be independent without staff at night or on weekends. Trent's Dad provides back-up for the remote support plan when needed. Now Trent and Lennie have the independence and freedom they desire, in a home they can truly call their own.



Lennie and Trent feel comfortable and secure in the universal designed home they share with the help of personal assistance and remote supports.

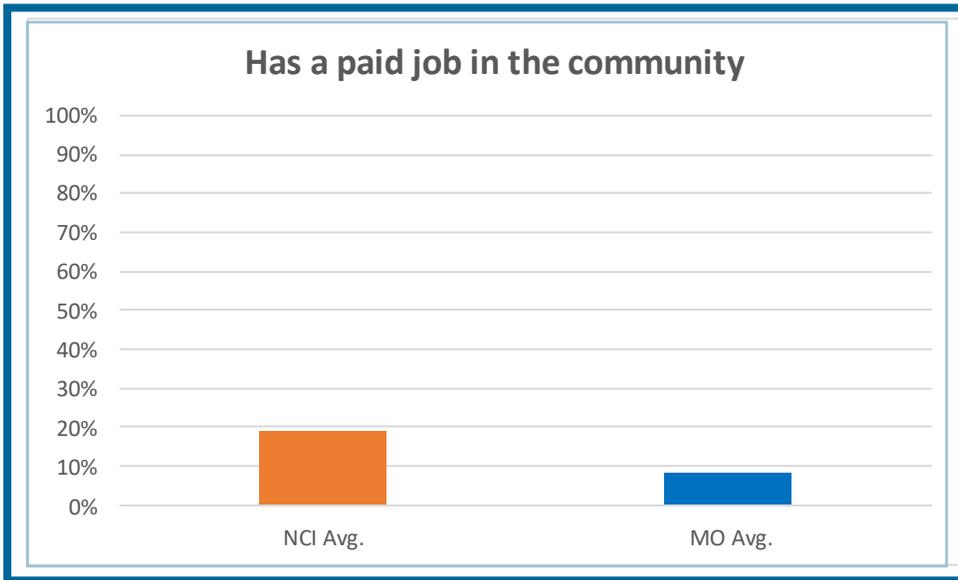
---

*Less than 1% of all individuals participating in a DD waiver received an assistive technology service in fiscal year 2018.*

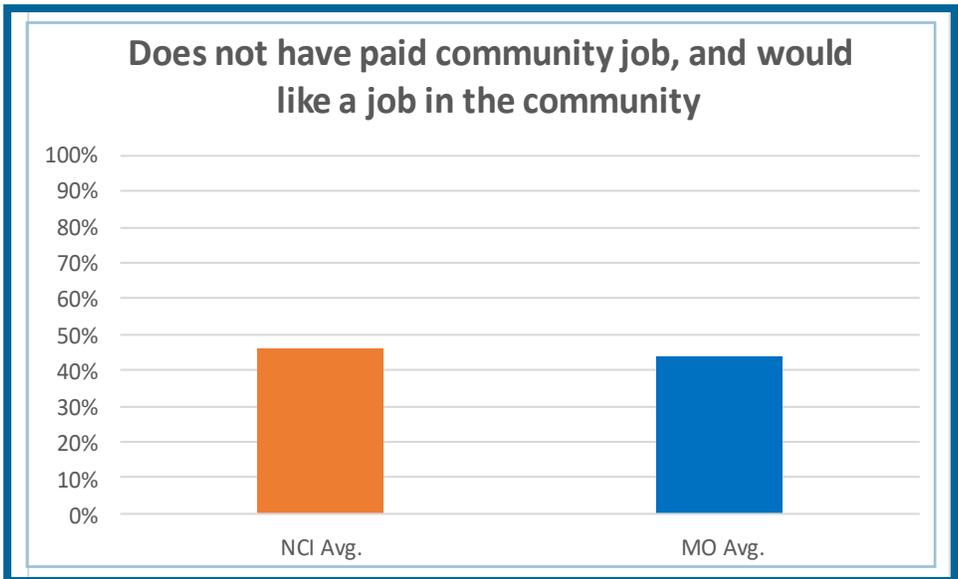
---

## National Core Indicators Data

The following data is collected through the National Core Indicators (NCI) project, which is a nationwide project that assists state developmental disability agencies in measuring and tracking their own performance. NCI surveys measure five Core Indicators, one of which is the individual outcome of employment.



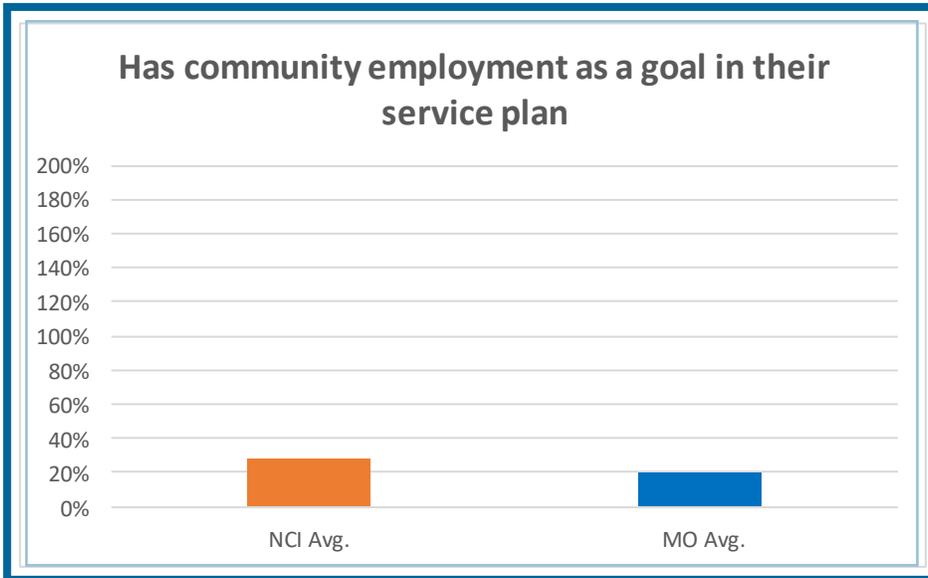
This data is from the 2016-2017 National Core Indicators (NCI) Adult In-Person Survey, which is a face-to-face interview with adults (age 18+) who receive services from the Division of Developmental Disabilities. This graph demonstrates the percentage of individuals that have a paid job in the community as compared to the NCI (nationwide) average for this measure.



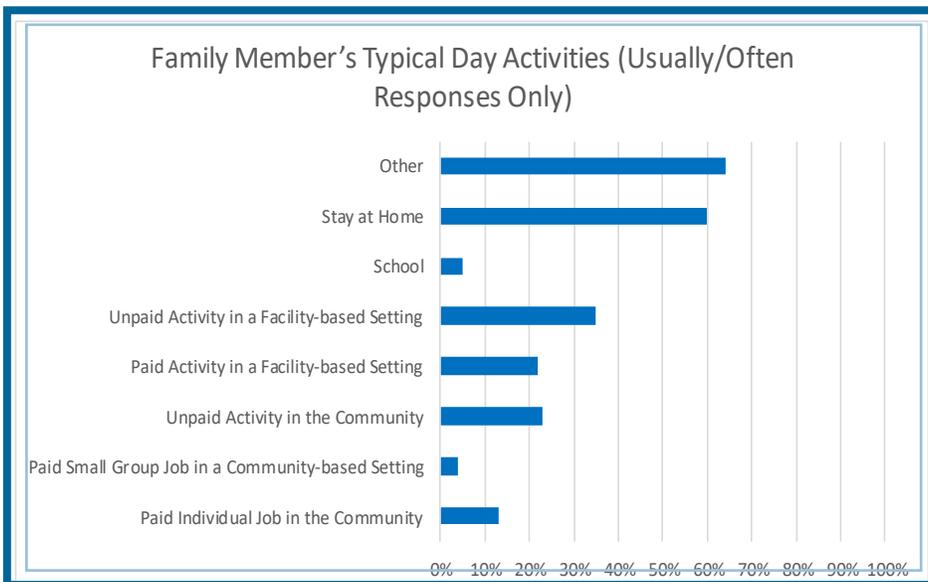
This data is from the 2016-2017 National Core Indicators (NCI) Adult In-Person Survey, which is a face-to-face interview with adults (age 18+) who receive services from the Division of Developmental Disabilities. The graph demonstrates the percentage of individuals that chose or had some input in choosing where they live as compared to the NCI (nationwide) average for this measure.

To review the full survey results, please visit: <https://www.nationalcoreindicators.org/resources/reports>

# National Core Indicators Data



This data is from the 2016-2017 National Core Indicators (NCI) Adult In-Person Survey, which is a face-to-face interview with adults (age 18+) who receive services from the Division of Developmental Disabilities. This graph demonstrates the percentage of individuals that have community employment as a goal in their service plan as compared to the NCI (nationwide) average for this measure.



This data is from the 2016-2017 National Core Indicators (NCI) Adult Family Survey, which is a questionnaire mailed to the family of adults (age 18+) who receive services from the Division of Developmental Disabilities and live in the family home. The graph to the left demonstrates the typical daily activities of Missourians with I/DD.

To review the full survey results, please visit: <https://www.nationalcoreindicators.org/resources/reports>

## Health and Wellness



Healthy Living

**OBSERVE! DECIDE! ACT!**

**SEIZURES**

**Seizures** are considered one of the six leading conditions that are likely to result in death for individuals with Intellectual/Development Disabilities (IDD) according to Health Risk Screening, Inc. (Green-McGowan, n.d.).

**For more information:** <https://dmh.mo.gov/dd/health/docs/seizures.pdf>

MISSOURI DIVISION OF DEVELOPMENTAL DISABILITIES

Improving lives THROUGH supports and services THAT FOSTER self-determination.

DIVISION OF DEVELOPMENTAL DISABILITIES

1706 E. Elm Street  
Jefferson City, MO 65101

Phone: 573-751-4054  
Fax: 573-751-9207  
Website: <https://dmh.mo.gov/dd/>



Fostering Self-determination



Supporting Families



Facilitating Individualized Services and Supports



Developing Accessible Housing



Promoting Employment First

[www.dmh.mo.gov/dd](http://www.dmh.mo.gov/dd)

MISSOURI DEPARTMENT OF MENTAL HEALTH