

WEBVTT

1 "Shelly Brown" (559278080)
00:00:00.865 --> 00:00:11.185

Joining us today, we appreciate you taking the time to spend your lunch with us, so that we can kind of give you some more information and more education in regards to the functions of the team.

2 "Shelly Brown" (559278080)
00:00:11.395 --> 00:00:19.945

And so today we have Jessica dagger, we have Leslie rankles and Alex Edgar, who was safe and home and they're going to visit with us today about remote support.

3 "Shelly Brown" (559278080)
00:00:20.000 --> 00:00:29.850

Services that are offered by their agency and how to create a customizable plan to support individual needs. So I'm going to go ahead and turn it over to Jessica and she's going to begin.

4 "Jessica Daiger" (2414419200)
00:00:30.025 --> 00:00:42.895

Awesome. Thank you, Shelley. I appreciate it as well as Thank you. Can I am Jessica dagger. I am the district manager from Missouri, and I am working with and I've also brought on my 2 counterparts as well.

5 "Leslie Rounkles" (440575744)
00:00:46.465 --> 00:01:00.715

Hi, I'm Lesley wrong calls and I'm in Kansas City, but I cover the Western Missouri side and I'm the account exec and Alex is my counterparts and he does the other half of the state.

6 "Alex Eggert" (1221406720)
00:01:01.020 --> 00:01:07.830

Yes, so I'm in the St Louis area, but I covered the entire eastern side of Missouri.

7 "Jessica Daiger" (2414419200)
00:01:07.830 --> 00:01:17.400

And so, if you guys ever have any questions about anything at any time, please feel free, we all work together very well as a team. So you need to get in touch with any of us. I have questions we're all here to help.

8 "Jessica Daiger" (2414419200)
00:01:18.145 --> 00:01:30.385

So, today we're talking about our services at saving him, we offer remote support services as we are here to help empower independent living and so we're going to watch a video here.

9 "Jessica Daiger" (2414419200)
00:01:30.865 --> 00:01:37.375

We're introducing our remote support training manager. His name is Alex cosma and he's going to walk us through.

10 "Jessica Daiger" (2414419200)

00:01:37.400 --> 00:01:41.580

What it is being on surfaces with limited support.

11 "Jessica Daiger" (2476883712)

00:01:41.580 --> 00:01:47.070

My name is Alex cosma. I am the remote support training manager here at safe and home.

12 "Jessica Daiger" (2476883712)

00:01:50.160 --> 00:01:56.430

The remote support team is a bunch of people who believe in a very powerful proposition.

13 "Jessica Daiger" (2476883712)

00:01:56.430 --> 00:02:07.320

Independent living dignity, full partnership in the game of human, being for every 1 that we work with in every capacity both here at safe in home and in life.

14 "Jessica Daiger" (2476883712)

00:02:07.320 --> 00:02:11.880

That proposition gives you a really powerful way of being while you're working with someone.

15 "Jessica Daiger" (2476883712)

00:02:11.880 --> 00:02:17.280

Whatever struggles, they may have going on, you know, X or Y, or Z happening in their home life.

16 "Jessica Daiger" (2476883712)

00:02:17.280 --> 00:02:22.170

And you get them on the line, it's an opportunity to fulfill on that proposition.

17 "Jessica Daiger" (2476883712)

00:02:22.170 --> 00:02:26.400

By being really curious wanting to know what's going on with them.

18 "Jessica Daiger" (2476883712)

00:02:26.400 --> 00:02:31.920

And leaving them with a sense of, hey, I stand for you and your independence and I've got your back.

19 "Jessica Daiger" (2476883712)

00:02:31.920 --> 00:02:35.190

If something happens in the home, you can give me a call.

20 "Jessica Daiger" (2476883712)

00:02:35.190 --> 00:02:38.460

You got something on your test, you need to get off you can give me a call.

21 "Jessica Daiger" (2476883712)

00:02:38.460 --> 00:02:42.000

And there's a team full of people in this building.

22 "Jessica Daiger" (2476883712)

00:02:42.000 --> 00:02:46.500

And they are all here for you in the exact same way.

23 "Jessica Daiger" (2476883712)

00:02:46.500 --> 00:02:54.840

The goal of remote support in general is to help the individuals we support live independently.

24 "Jessica Daiger" (2476883712)

00:02:54.840 --> 00:02:59.070

Live lives with self determination and live lives with dignity.

25 "Jessica Daiger" (2476883712)

00:02:59.070 --> 00:03:05.280

When we work with somebody on remote sports, we're working pretty much any circumstance in life.

26 "Jessica Daiger" (2476883712)

00:03:05.280 --> 00:03:17.100

Whether somebody's in their twenties and living on their 1st, in their 1st place alone, or in their thirties, you know, living with family or in their, you know, 50 s or older.

27 "Jessica Daiger" (2476883712)

00:03:17.100 --> 00:03:22.200

Living with roommates in in a home that they share out in the community.

28 "Jessica Daiger" (2476883712)

00:03:22.200 --> 00:03:29.730

So, our goal is to meet them, wherever they are, and help provide services that will next level their independence and decision making.

29 "Jessica Daiger" (2476883712)

00:03:29.730 --> 00:03:33.120

And give them the skills and support to go from where they are now.

30 "Jessica Daiger" (2476883712)

00:03:33.120 --> 00:03:36.240

To where they want to be in a relatively low touch.

31 "Jessica Daiger" (2476883712)

00:03:36.240 --> 00:03:40.710

They get to experience privacy doing it for themselves.

32 "Jessica Daiger" (2476883712)

00:03:40.710 --> 00:03:45.690

And knowing that they have the backstop of, if they really run into something.

33 "Jessica Daiger" (2476883712)

00:03:45.690 --> 00:03:52.440
Promote supports is there.

34 "Jessica Daiger" (2476883712)
00:03:52.440 --> 00:03:59.790
It's also there for passive things 1 of the obstacles to independents may be something like a risk of falls or some other passive.

35 "Jessica Daiger" (2476883712)
00:03:59.790 --> 00:04:04.740
In the home remote supports uses sensors.

36 "Jessica Daiger" (2476883712)
00:04:04.740 --> 00:04:10.050
And other electronic tools to help detect patterns of activity.

37 "Jessica Daiger" (2476883712)
00:04:10.050 --> 00:04:13.710
And minimize those sorts of risks.

38 "Jessica Daiger" (2414419200)
00:04:23.250 --> 00:04:32.969
I love hearing Alex say that we meet the individuals where they are. Um, and so this slide. I really want you guys to think about this.

39 "Jessica Daiger" (2414419200)
00:04:32.969 --> 00:04:36.269
What, if you were always treated like a child.

40 "Jessica Daiger" (2414419200)
00:04:36.269 --> 00:04:50.274
If you never got to decide what close, where, or how to spend your money, what, if you guys never got the opportunity to make a mistake or what, if you happen to get on the bus 1 time, the wrong best 1 time and because of that,

41 "Jessica Daiger" (2414419200)
00:04:50.274 --> 00:04:52.674
you guys were never allowed to take the bus again.

42 "Jessica Daiger" (2414419200)
00:04:53.009 --> 00:04:59.429
And now, for most of us that wouldn't happen, because we do live the life of emancipated adults.

43 "Jessica Daiger" (2414419200)
00:04:59.429 --> 00:05:04.349
Which includes the ability to make decisions, even if they're not the best ones.

44 "Jessica Daiger" (2414419200)
00:05:04.349 --> 00:05:13.019
However, when looking at the population that we're currently serving, we've come such a long way, you know, it wasn't, but maybe it.

45 "Jessica Daiger" (2414419200)
00:05:13.019 --> 00:05:20.549
34 years ago, they didn't have these choices, you know, if they did 1
wrong mistake, they were never allowed to try it again.

46 "Jessica Daiger" (2414419200)
00:05:20.549 --> 00:05:35.124
Um, and so that is where the beauty of the settings role so the homing
community based support services, it helps govern the guidelines of what
the support plan looks like for people with disabilities and what it
should look like.

47 "Jessica Daiger" (2414419200)
00:05:35.514 --> 00:05:38.364
So the support plans should be consisting of.

48 "Jessica Daiger" (2414419200)
00:05:38.909 --> 00:05:45.239
Plans that reflect what's important to the person what it is that they
say as well as what it is that they want.

49 "Jessica Daiger" (2414419200)
00:05:45.239 --> 00:05:59.304
Uh, it plans on what's important for the person so what their support
looks like what it's going to require and then it also they should be a
settings rule requires that these plans be directed and approved by the
individual.

50 "Jessica Daiger" (2414419200)
00:05:59.604 --> 00:06:04.494
So, how do we at saving home and here to the htbs settings role.

51 "Jessica Daiger" (2414419200)
00:06:05.239 --> 00:06:16.214
And we do that all through remote support, so remote support follows the
settings rule of what's important to the individual what's important for
them and it's all directed by the individual.

52 "Jessica Daiger" (2414419200)
00:06:16.214 --> 00:06:25.154
It is a person centered service where they are the ones to tell that they
say, you know, this is my goal. This is what I like. This is what I don't
like. This is how I want to be.

53 "Jessica Daiger" (2414419200)
00:06:25.239 --> 00:06:39.574
Supported and we help them achieve that to be able to live more
independently on their own terms. And it also allows for follow the
person centered approach in planning that adheres to the htbs settings.

54 "Jessica Daiger" (2414419200)
00:06:41.489 --> 00:06:54.569

This next video is so special, it's Brian, we're gonna get to meet him. We're gonna get to listen as he tells us as well as in his support team tells us the difference that supports has made in his life.

55 "Jessica Daiger" (2476883712)
00:06:54.569 --> 00:07:09.509
Brian loves him very dearly and so when he passed away.

56 "Jessica Daiger" (2476883712)
00:07:09.509 --> 00:07:15.029
He was left without anyone to really provide that care. He had received his whole life.

57 "Jessica Daiger" (2476883712)
00:07:15.029 --> 00:07:20.939
The day he died, frankly.

58 "Jessica Daiger" (2476883712)
00:07:20.939 --> 00:07:24.659
They are buried.

59 "Jessica Daiger" (2476883712)
00:07:24.659 --> 00:07:31.769
Sorry.

60 "Jessica Daiger" (2476883712)
00:07:31.769 --> 00:07:36.149
He was put in an old folks home and that.

61 "Jessica Daiger" (2476883712)
00:07:36.149 --> 00:07:48.029
Was very difficult for him, because I really wanted about anyone knowing why it was all the time.

62 "Jessica Daiger" (2476883712)
00:07:48.029 --> 00:07:59.129
I spent my whole life looking here.

63 "Jessica Daiger" (2476883712)
00:07:59.129 --> 00:08:05.099
All places I moved too I never in my whole time like.

64 "Jessica Daiger" (2476883712)
00:08:05.099 --> 00:08:09.929
I never have a stable place to go ever.

65 "Jessica Daiger" (2476883712)
00:08:09.929 --> 00:08:15.959
I never had a feel life and then that's a whole year old.

66 "Jessica Daiger" (2476883712)
00:08:15.959 --> 00:08:26.099
Before him for chemical Brian told me he had always dreamed about having his own apartment. I feel like everybody deserves.

67 "Jessica Daiger" (2476883712)
00:08:26.099 --> 00:08:35.009
That independent, so the problem about moving Brian out of a housemate situation was he wouldn't have staff 24 hours a day.

68 "Jessica Daiger" (2476883712)
00:08:35.009 --> 00:08:40.079
And that would be the 1st client at hope to not have stop 24 7.

69 "Jessica Daiger" (2476883712)
00:08:40.079 --> 00:08:43.529
So, it was hard. It was a hard sell.

70 "Jessica Daiger" (2476883712)
00:08:43.529 --> 00:08:47.099
But luckily Cheryl.

71 "Jessica Daiger" (2476883712)
00:08:47.099 --> 00:08:52.229
Kind of stepped in and decided she wanted to go with this option for Brian.

72 "Jessica Daiger" (2476883712)
00:08:52.229 --> 00:08:55.889
3, main things you wanted to do was get a full time job.

73 "Jessica Daiger" (2476883712)
00:08:55.889 --> 00:09:00.899
Learn to drive, find a long term relationship.

74 "Jessica Daiger" (2476883712)
00:09:00.899 --> 00:09:04.769
I already afraid department Home Depot. I love it.

75 "Jessica Daiger" (2476883712)
00:09:04.769 --> 00:09:10.259
5 months now I have the right equipment to be safe.

76 "Jessica Daiger" (2476883712)
00:09:10.259 --> 00:09:19.229
The giacom is always there, and it always reaches me and it always reaches safe at home and it's, it's just.

77 "Jessica Daiger" (2476883712)
00:09:19.229 --> 00:09:24.389
Something that we know will always keep them safe.

78 "Jessica Daiger" (2476883712)
00:09:24.389 --> 00:09:27.989
Are you turned around? Let me look at your location.

79 "Jessica Daiger" (2476883712)
00:09:27.989 --> 00:09:32.369

It looks like you're in downtown to comment that. Right? Right. Awesome.

80 "Jessica Daiger" (2476883712)

00:09:32.369 --> 00:09:37.649

Let me back to the boss. Okay. I appreciate it.

81 "Jessica Daiger" (2476883712)

00:09:37.649 --> 00:09:42.929

I think having services, like state and home available is shaping a whole new world for.

82 "Jessica Daiger" (2476883712)

00:09:42.929 --> 00:09:51.929

What services could look like.

83 "Jessica Daiger" (2414419200)

00:09:51.929 --> 00:09:55.409

The story is so touching.

84 "Jessica Daiger" (2414419200)

00:09:56.454 --> 00:10:09.894

So believe you guys have the ability to write in the chat and if you do, I'd love for you guys to write in, on what you saw on the video that resonates the most with you and Shelley or Alex or Leslie.

85 "Jessica Daiger" (2414419200)

00:10:09.894 --> 00:10:14.994

I'm not able to see the chat, but if there is some answers that come in, I'd love to hear, you know.

86 "Jessica Daiger" (2414419200)

00:10:15.914 --> 00:10:17.474

Resume this with you guys.

87 "Jessica Daiger" (2414419200)

00:10:32.939 --> 00:10:40.949

Why are you guys are writing that down? I'm going to go ahead and talk about the next slide. And if there are some things that come in.

88 "Jessica Daiger" (2414419200)

00:10:40.949 --> 00:10:44.219

Oh, I think I'm seeing I'm getting some notifications, so.

89 "Shelly Brown" (559278080)

00:10:44.219 --> 00:10:55.829

And somebody who goes out loud, please sure we're seeing some responses like the freedom of choice pride of living on their own.

90 "Shelly Brown" (559278080)

00:10:55.829 --> 00:11:00.239

Um, and and being able to do so being allowed the freedom to make mistakes.

91 "Jessica Daiger" (2414419200)

00:11:00.239 --> 00:11:15.114

Um, absolutely, absolutely. I think that's a whole bunch of stuff and they're coming in really quick now so thank you guys, but, you know, having to advocate, you know, somebody that believed in, in his case manager said, let's, we're gonna make this happen.

92 "Jessica Daiger" (2414419200)

00:11:15.114 --> 00:11:19.914

This is what you want let's jump through hoops and make sure that we get you what it is that you want. Even if you're the.

93 "Jessica Daiger" (2414419200)

00:11:20.239 --> 00:11:23.759

The 1st person, you know, to never have staff, 24, 7.

94 "Jessica Daiger" (2414419200)

00:11:23.759 --> 00:11:29.189

Let's see how we can make this work for you. So thank you guys so much for writing that in.

95 "Jessica Daiger" (2414419200)

00:11:29.724 --> 00:11:42.624

So the 5 elements of our remote support services here, it's taken him. 1st, and foremost of course, is the person that we're supporting, we do take that person centered approach that we're focusing on what's important to them. What's important for them.

96 "Jessica Daiger" (2414419200)

00:11:42.624 --> 00:11:49.104

And that's how we develop the support plan is based around what it is that they want our solutions are based on.

97 "Jessica Daiger" (2414419200)

00:11:49.189 --> 00:11:55.169

What it is that they tell us, they need, what are their goals, and they hit the power to decide.

98 "Jessica Daiger" (2414419200)

00:11:56.004 --> 00:12:10.224

The 2nd is the remote support staff so, our remote support staff you've seen now and a couple of the videos that we shown there through that tablet it's a 2 way audio 2 way video. So they're able to communicate with the staff just like we're doing now.

99 "Jessica Daiger" (2414419200)

00:12:10.974 --> 00:12:15.084

And they're able to support them, have that conversation and our staff are.

100 "Jessica Daiger" (2414419200)

00:12:15.194 --> 00:12:22.214

Also available 24, 7, we have 2 support centers where our staff are located. 1 is in California and the other 1 is in Arizona.

101 "Jessica Daiger" (2414419200)

00:12:22.214 --> 00:12:32.174

Our staff, they're always on, they're always available when needed and each staff is also fully aware of the needs and goals of the individual that they are speaking with. with

102 "Jessica Daiger" (2414419200)

00:12:33.629 --> 00:12:41.693

The 3rd 1 is the assistive technology that includes the devices that allows for the active engagement with the person that we're supporting.

103 "Jessica Daiger" (2414419200)

00:12:41.874 --> 00:12:53.544

So, like, we saw with Brian, he had that com on that com is a device that we support. So, you know, he is cellular. He can take it out in the community and, like, we saw where he said that he was.

104 "Jessica Daiger" (2414419200)

00:12:53.629 --> 00:12:59.639

Turned around, he's able to connect with our staff and we're able to get him back to the safely.

105 "Jessica Daiger" (2414419200)

00:12:59.639 --> 00:13:04.319

Uh, the 4th 1 is the sensor technology, the sensor technology.

106 "Jessica Daiger" (2414419200)

00:13:04.854 --> 00:13:19.674

That detects motion lack of motion temperature moisture. If the scope has been left on too long, it will provide alerts that are set up to go to. Either remote supports are also natural supports as well.

107 "Jessica Daiger" (2414419200)

00:13:20.094 --> 00:13:24.144

And then we do have weekly reported too. And then.

108 "Jessica Daiger" (2414419200)

00:13:24.319 --> 00:13:31.274

We've all been talking about that in the next couple of slides, but our weekly reports are generated to go to the support teams.

109 "Jessica Daiger" (2414419200)

00:13:31.274 --> 00:13:44.084

So, you guys would be able to log in and see exactly how the person, you know, what their motion sensor may have said or when they're having conversations with our staff the communication that's taking place what is it that they're.

110 "Jessica Daiger" (2414419200)

00:13:44.554 --> 00:13:57.814

Are there any concerns? So, what we do is we create an environment that supportive of building their desire skills, and providing the means to support them for their independence, their safety but also their privacy too.

111 "Jessica Daiger" (2414419200)
00:13:59.489 --> 00:14:13.584

And so we take a person centered approach, you know, that is going to offer a solution. That is very individualized. That is based again around what it is that they, that the person wants. And what it is that their support team also makes sense to Justin.

112 "Jessica Daiger" (2414419200)
00:14:13.584 --> 00:14:19.464

1, too, and then also we provide a learning environment that's going to be supported and safe. So we're.

113 "Jessica Daiger" (2414419200)
00:14:19.489 --> 00:14:25.544

They're not going to be disruptive and say, you need to take your medications at 12 o'clock. It's 12 o'clock.

114 "Jessica Daiger" (2414419200)
00:14:25.544 --> 00:14:37.064

You said you would, we're going to be there to help encourage them, but at the end of this, their choice to make, so we're there to help teach them and be a safe spot for them to go to.

115 "Jessica Daiger" (2414419200)
00:14:37.649 --> 00:14:44.819

And then also to our staff are available 24, 7, they're always going to be supportive of the individual.

116 "Jessica Daiger" (2414419200)
00:14:44.819 --> 00:14:48.119

As well.

117 "Jessica Daiger" (2414419200)
00:14:48.444 --> 00:15:03.294

So, this slide is talking about how our remote supports work and how all is going to work together if you're utilizing our assistive technology and sensors devices as well. So, like, you'll see here where the little dots that are located in the house.

118 "Jessica Daiger" (2414419200)
00:15:03.294 --> 00:15:07.674

That's where some of the sensors are located. So it could be like a motion sensor.

119 "Jessica Daiger" (2414419200)
00:15:08.119 --> 00:15:20.624

Sensor that present sensor and if remote support is on for that time frame, say we're on for monitoring for 12 hours anytime that,

120 "Jessica Daiger" (2414419200)
00:15:20.624 --> 00:15:28.004

that door or motion or bed sensor where to go off it notifies us support to let us know. Hey, this is what's going on. Let's do a check.

121 "Jessica Daiger" (2414419200)
00:15:28.119 --> 00:15:31.379
And see how they're doing.

122 "Jessica Daiger" (2414419200)
00:15:31.734 --> 00:15:35.304
So, to kind of recap about remote support, it is a service.

123 "Jessica Daiger" (2414419200)
00:15:35.304 --> 00:15:47.424
It's not a thing so we're not here to replace people in their home, but we do integrate technology into their home to help provide that privacy in that safety and also provide alerts.

124 "Jessica Daiger" (2414419200)
00:15:48.174 --> 00:15:51.324
Somebody is always going to be available to them 24 7 to respond to. to

125 "Jessica Daiger" (2414419200)
00:15:51.379 --> 00:16:03.434
Call to do a check in with them if they have that written into their support plan that they need check ins in the morning. And then in the evening for nighttime routines were there as well as just somebody to talk to too.

126 "Jessica Daiger" (2414419200)
00:16:03.434 --> 00:16:11.324
So, we also provide support for behavioral health. So, if we have somebody, you know, that maybe I know in 1 of our videos that we.

127 "Jessica Daiger" (2414419200)
00:16:11.379 --> 00:16:26.039
Have on YouTube, there's an individual that anytime she hears Firefox, she begins to feel really anxious, so she calls into us to say hey, this is how I'm feeling I just heard a fire truck, and we're able to be that comfort for her and provide the escalation techniques as well.

128 "Jessica Daiger" (2414419200)
00:16:26.039 --> 00:16:34.349
So, the human human connection is what remains with remote support? It's, it's a service behind that.

129 "Jessica Daiger" (2414419200)
00:16:34.349 --> 00:16:40.199
Simple water. Excuse me?

130 "Jessica Daiger" (2414419200)
00:16:40.464 --> 00:16:51.624
All right, so, let's talk a little bit about the room that support specialist. So all of our specialists are specially trained in acceptance and commitment therapy, behavioral techniques.

131 "Jessica Daiger" (2414419200)

00:16:51.894 --> 00:17:00.114

They also are HIPPA, compliant and work in a HIPPA, compliant workspace. So, they have all the required state training that is needed for those that we.

132 "Jessica Daiger" (2414419200)

00:17:00.224 --> 00:17:10.304

Are supporting, and, of course, with the respect to the dignity of risk, we do this to ensure better outcomes. Like we're engaging with medication management.

133 "Jessica Daiger" (2414419200)

00:17:10.304 --> 00:17:19.214

So if there's medication reminders, mitigating alertness or just being there to help with decision making skills as part of their daily living.

134 "Jessica Daiger" (2414419200)

00:17:19.739 --> 00:17:32.279

So, again, we're there to really want to build that authentic relationship with them. And when we do, we're seeing that we're providing them the continuity. We're, we're the stability. We're there, we're always showing up to support them.

135 "Jessica Daiger" (2414419200)

00:17:33.504 --> 00:17:40.284

So, yes, so all of our stuff also engage respectfully, like I said, they're not ever going to be directive and tell them what to do,

136 "Jessica Daiger" (2414419200)

00:17:40.284 --> 00:17:50.484

but they're there to help provide them the authentic relationship for them to be comfortable coming to us and us reaching out to them to help support them with reaching their goals.

137 "Jessica Daiger" (2414419200)

00:17:52.889 --> 00:18:05.034

So this slide is talking about some of the weekly reports and documentation that we provide. Um, so this screen that we're looking at right here is an individual's check ins.

138 "Jessica Daiger" (2414419200)

00:18:05.244 --> 00:18:12.774

So, when we call out to them, it is always going to be documented. You'll be able to see exactly what was talked about what time they called in how.

139 "Jessica Daiger" (2414419200)

00:18:12.889 --> 00:18:17.969

They pulled into us and it would be vice versa as well. So, like, if we.

140 "Jessica Daiger" (2414419200)

00:18:17.969 --> 00:18:26.874

Called into, or they called into us and had a question all of that is documented, but they're also utilizing our system technology.

141 "Jessica Daiger" (2414419200)

00:18:27.294 --> 00:18:37.884

We would be able to see how often maybe they're using the restroom if they're not using the restroom and up. And we're noticing that the bathroom door is only opening once a day. We can build.

142 "Jessica Daiger" (2414419200)

00:18:37.969 --> 00:18:44.969

The support plans for encouragements and drinking more water to ensure that they're saying properly hydrated.

143 "Jessica Daiger" (2414419200)

00:18:44.969 --> 00:18:52.589

And then also, we had made some bad sensors in there. We would be able to notice that there was like, sleep and wake activity.

144 "Jessica Daiger" (2414419200)

00:18:52.589 --> 00:18:59.639

Uh, if maybe the individual does have staffing throughout the day, but could not have set, like, was not able to find staffing at night.

145 "Jessica Daiger" (2414419200)

00:18:59.664 --> 00:19:09.624

Remote support can do the handoff. So that way the staffing can let us know. Hey, we are coming off the shift. You guys are now on shift and we would be we would note that.

146 "Jessica Daiger" (2414419200)

00:19:09.624 --> 00:19:16.884

And then also, you know, if there was any reports that came in throughout the night, everything is also documented and we followed that support plan.

147 "Jessica Daiger" (2414419200)

00:19:17.189 --> 00:19:24.599

Some of our solutions that we do offer is user management.

148 "Jessica Daiger" (2414419200)

00:19:24.599 --> 00:19:29.039

Medication management transition age view.

149 "Jessica Daiger" (2414419200)

00:19:29.039 --> 00:19:35.159

Visitor safety, kitchen, safety and equipment, and we have had.

150 "Jessica Daiger" (2414419200)

00:19:35.159 --> 00:19:44.064

Such great success in Missouri and this recently we had an individual that has come on the services with us and has truly thrive.

151 "Jessica Daiger" (2414419200)

00:19:44.394 --> 00:19:54.984

And so I, Alex is going to share with us this about this individual and a little bit about, like, where you came from what his goals are and how remote support.

152 "Jessica Daiger" (2414419200)

00:19:55.159 --> 00:20:03.179

Such a positive impact on his life. So, Alex, I'll let you share a little bit about your success story and then we can pop it over to the next side when we're done.

153 "Alex Eggert" (1221406720)

00:20:03.179 --> 00:20:09.179

Yeah, definitely. So I recently worked with a young man out in St Charles County.

154 "Alex Eggert" (1221406720)

00:20:09.179 --> 00:20:14.519

Um, and his goals were to, he really wanted them to transition out.

155 "Alex Eggert" (1221406720)

00:20:14.519 --> 00:20:18.089

Um, was living with his parents parents.

156 "Alex Eggert" (1221406720)

00:20:18.089 --> 00:20:22.649

His own apartment, um, you know, he was 28 years ready to.

157 "Alex Eggert" (1221406720)

00:20:22.649 --> 00:20:26.189

Live on his own and have his own, so.

158 "Alex Eggert" (1221406720)

00:20:26.189 --> 00:20:31.199

We supported and what I'm looking at this and distribute it independently.

159 "Alex Eggert" (1221406720)

00:20:31.199 --> 00:20:39.089

And he spoke up about what goals he wanted to achieve, and, you know, he wanted to feel safe in his new home.

160 "Alex Eggert" (1221406720)

00:20:39.089 --> 00:20:46.319

He wanted to become independent remembering to take his medications you want to supports with visitor and kitchen safety.

161 "Alex Eggert" (1221406720)

00:20:46.319 --> 00:20:51.989

So, to a system with achieving those goals, he has remote supports.

162 "Alex Eggert" (1221406720)

00:20:51.989 --> 00:20:55.829

And, uh, they provide them with check in calls twice daily.

163 "Alex Eggert" (1221406720)
00:20:55.829 --> 00:21:01.529
Um, you know, just to check in and see how things are going and engage in active conversation.

164 "Alex Eggert" (1221406720)
00:21:01.529 --> 00:21:04.709
Asking them how was going like, Jessica mentioned there.

165 "Alex Eggert" (1221406720)
00:21:04.709 --> 00:21:07.829
You know, is going to be supportive. They're never going to be directive.

166 "Alex Eggert" (1221406720)
00:21:07.829 --> 00:21:13.349
And they also were visually, visibly observing him, taking his medication.

167 "Alex Eggert" (1221406720)
00:21:13.349 --> 00:21:17.849
Uh, providing him with prompts to remember to lock his door at night and when he left.

168 "Alex Eggert" (1221406720)
00:21:17.849 --> 00:21:25.139
And to grab his, his com and so he especially liked, you know, going out in the community, walking, walking to work.

169 "Alex Eggert" (1221406720)
00:21:25.139 --> 00:21:32.429
So, we provided him with 1 of these comms that you saw in the Brian video.

170 "Alex Eggert" (1221406720)
00:21:32.429 --> 00:21:36.179
And so he uses that.

171 "Alex Eggert" (1221406720)
00:21:36.179 --> 00:21:44.399
While he's out in the community to connect with his natural supports, you know, if his mom is unable to answer the com.

172 "Alex Eggert" (1221406720)
00:21:44.399 --> 00:21:51.569
You know, remote supports, can then pick that up and talk to them. And it also as a built in.

173 "Alex Eggert" (1221406720)
00:21:51.569 --> 00:22:02.039
Gps for his support team to find his location, if he becomes lost, you saw in the Brian video when he got turned around down in the city, they're able to talk to him and pick up his location.

174 "Alex Eggert" (1221406720)

00:22:02.039 --> 00:22:05.399
And, uh, help them walk towards, you know, the bus.

175 "Alex Eggert" (1221406720)
00:22:05.399 --> 00:22:13.109
And so he utilized that just to allow him to feel comfortable and safe while doing those activities out in the community.

176 "Alex Eggert" (1221406720)
00:22:13.109 --> 00:22:21.149
And, um, actually, just during a recent checking call, he mentioned just how happy was living independently.

177 "Alex Eggert" (1221406720)
00:22:21.149 --> 00:22:24.659
And it's just been truly amazing to see him embrace.

178 "Alex Eggert" (1221406720)
00:22:24.659 --> 00:22:29.849
Living independently with self determination in his own home with.

179 "Jessica Daiger" (2414419200)
00:22:29.849 --> 00:22:37.884
Using remote supports. Awesome. Thank you. So much Alex. I love hearing success stories like that. And I know Alex.

180 "Jessica Daiger" (2414419200)
00:22:37.884 --> 00:22:49.824
Actually, you just recently sent a story out last week and that's our goal is to share with you guys the successes that we are seeing in Missouri, and be there as a resource that you guys.

181 "Jessica Daiger" (2414419200)
00:22:49.874 --> 00:22:59.744
Ever have any questions, or, you know, maybe there's somebody that's on your case. They're like yeah, this, this story does sound really familiar. Maybe I need to let's have this conversation.

182 "Jessica Daiger" (2414419200)
00:22:59.744 --> 00:23:05.654
Please always feel free to reach out to Alex or Leslie or myself, and we'll be there to help you.

183 "Jessica Daiger" (2414419200)
00:23:07.079 --> 00:23:21.234
So this next slide actually talks a little bit about what those next steps are to remove support services. Um, so the 1st, 1 is identifying those that are on your caseload that you think would be a great benefit to remove support. At any time.

184 "Jessica Daiger" (2414419200)
00:23:21.234 --> 00:23:27.054
You ever have questions here? Like, I don't know if they're gonna be a good fit. I don't know how to talk with the family about this.

185 "Jessica Daiger" (2414419200)
00:23:27.464 --> 00:23:38.144

Again, please feel free to reach out to us, and we are there to help you to see if that person is a good fit for him and support or to utilizing assistive technology and we would be happy to help.

186 "Jessica Daiger" (2414419200)
00:23:38.834 --> 00:23:46.904

So, once we identify, yeah, let's have this conversation and talk of what the support would look like, we do that at the consultation. So we'll go out and.

187 "Jessica Daiger" (2414419200)
00:23:47.644 --> 00:23:58.324

Or virtual, but meet with the individual meet, with their support team, talk about services talk about what their goal is and how we can help achieve them to get there from there.

188 "Jessica Daiger" (2414419200)
00:23:58.354 --> 00:24:07.024

We will then 24 hours within 24 hours we send you over a proposal that proposal document outlines exactly what it. what it

189 "Jessica Daiger" (2414419200)
00:24:07.079 --> 00:24:21.894

The individual services going to look like, so, you know, if there are checking all times what we would be checking in with them about what kind of technology they would be receiving, what support they'll be receiving with remote support.

190 "Jessica Daiger" (2414419200)
00:24:21.894 --> 00:24:26.994

It's very detail as well as the price breakdown to that's also in there. So we send that to.

191 "Jessica Daiger" (2414419200)
00:24:27.079 --> 00:24:40.994

To you guys and then we, um, you guys will send that over to you are we have met with quite a few you are boards and have tweaked our proposals to ensure that we are, including the language that it is that they're looking for,

192 "Jessica Daiger" (2414419200)
00:24:41.534 --> 00:24:47.054

in all the details so that way we know that our proposals are are ready to go right then in there.

193 "Jessica Daiger" (2414419200)
00:24:47.079 --> 00:24:48.059

Who you are.

194 "Jessica Daiger" (2414419200)
00:24:48.059 --> 00:24:59.454

Once you guys get the approval from you are, then that is when we have our client services team, uh, we all meet together as a support team, and bring on our client service team,

195 "Jessica Daiger" (2414419200)

00:24:59.454 --> 00:25:07.854

and we will then begin developing that support plan. So, that's where we really want to know the details of the individual. Um.

196 "Jessica Daiger" (2414419200)

00:25:08.059 --> 00:25:21.074

So, if there's any safety concerns, talk about how the individual would get out safely, if there was an emergency in the home, it's very detailed. And so, while after we get that approval, we begin onboarding on our end.

197 "Jessica Daiger" (2414419200)

00:25:21.074 --> 00:25:26.984

And then we also have a field service technician. That works with the team to schedule the installation.

198 "Jessica Daiger" (2414419200)

00:25:28.059 --> 00:25:41.284

Be in contact, they will schedule installation with you guys and while they're out there, they're not they're not just gonna drop off equipment. They really will do the installation. They're gonna show the team exactly how it works. How to turn it on how to connect with us.

199 "Jessica Daiger" (2414419200)

00:25:41.284 --> 00:25:48.034

We'll do test calls, so that way the individual can get used to what it looks like. And then once that installation is complete services, we'll begin.

200 "Jessica Daiger" (2414419200)

00:25:48.059 --> 00:26:01.439

And so they'll begin receiving their tracking calls that evening if that's in their support plan or the next morning, or they can even begin calling it to 5 minutes after we leave and have the conversations to get to know us. Um.

201 "Jessica Daiger" (2414419200)

00:26:01.439 --> 00:26:08.094

And then, from there, we, um, you know, we'll touch base see how things are going things can be tweaked at anytime as well.

202 "Jessica Daiger" (2414419200)

00:26:08.094 --> 00:26:17.604

If we notice that maybe a check in time needs to be added or adjusted the care plan, or the support plan can be adjusted to the individuals.

203 "Jessica Daiger" (2414419200)

00:26:21.054 --> 00:26:27.624

And then that was the last 1 so we have about 2 to 3 ish minutes left for questions.

204 "Jessica Daiger" (2414419200)

00:26:27.984 --> 00:26:36.713

Um, I'm happy to help answer some now, but if we don't get to it, I will follow up in an email with your questions and answers and get that out to you guys as well.

205 "Shelly Brown" (559278080)

00:26:42.204 --> 00:26:57.024

I think it looks like we had a couple of questions in there, but Alex was able to respond to those in the chat. So, unless we see any other questions, come up in just the next minute or 2, I think we have been able to answer everything. There were a lot of good responses.

206 "Shelly Brown" (559278080)

00:26:57.049 --> 00:27:11.504

In there to your question, and when we were looking at the, the video, so those are good to go back and look through here is 1. do you have devices or technology that monitors? Sorry it got out of my monitor seizures.

207 "Jessica Daiger" (2414419200)

00:27:12.044 --> 00:27:14.204

Yes, we do. Absolutely.

208 "Jessica Daiger" (2414419200)

00:27:14.519 --> 00:27:20.789

Yep, we assist and support with seizure mitigation quite often.

209 "Jessica Daiger" (2414419200)

00:27:21.234 --> 00:27:30.654

Yes, feel free to leave Cheryl. I can now see the chat now, but I stopped sharing feel free to reach out. I think I see. We're Leslie now, except for their contact information.

210 "Jessica Daiger" (2414419200)

00:27:30.864 --> 00:27:36.594

So, both of them, if you'd like or or 1 or the other, and we'll be able to have that conversation with you about what that looks like.

211 "Shelly Brown" (559278080)

00:27:39.714 --> 00:27:51.774

Okay, well, I don't oh, I do see 1. okay. I'm getting ahead of myself. Um, how do you work with the team to send through due process for the rights restriction piece required in Missouri? You can email this.

212 "Shelly Brown" (559278080)

00:27:51.804 --> 00:27:59.544

Okay, Jerry, we may have to email that because that's a more complex discussion. Yeah, that's.

213 "Shelly Brown" (559278080)

00:27:59.629 --> 00:28:09.419

A little more complex, the layers to that, and might need some more specific scenarios or information to really be able to answer that. So I'll follow up with you, sherry, but that is an excellent question.

214 "Shelly Brown" (559278080)

00:28:09.419 --> 00:28:22.499

Yes, absolutely. And sherry already knew it was going to be a fun question. Yeah, I don't see any other. Um.

215 "Shelly Brown" (559278080)

00:28:22.499 --> 00:28:34.829

Oh, here can you share that info out to everyone? Yes, Dana, we will do that. Um, okay. I don't see anything else that is coming in through the chats. So, um.

216 "Shelly Brown" (559278080)

00:28:34.829 --> 00:28:45.839

I do, I gotta quit saying that, because here, every time I say that there's a new 1 comes in the safe and home help with backup plans.

217 "Jessica Daiger" (2414419200)

00:28:45.839 --> 00:28:55.079

So, we do provide, um, we'll help you with the language on what to what to put into there and help you with that. Yes.

218 "Shelly Brown" (559278080)

00:28:59.309 --> 00:29:05.999

I'm going to give it we've got about 1 more minute so I'll give it that time to see if anything comes through.

219 "Jessica Daiger" (2414419200)

00:29:05.999 --> 00:29:11.189

Tammy feel free to reach out and we can dive in a little bit deeper about that too. I'll put that information.

220 "Jessica Daiger" (2414419200)

00:29:11.189 --> 00:29:15.209

Hello.

221 "Shelly Brown" (559278080)

00:29:17.214 --> 00:29:27.924

Okay, well, thank you to the safe and home team for giving us this information and thank you to you guys for attending today. We hope this is some information that will be helpful and generating discussions and ideas.

222 "Shelly Brown" (559278080)

00:29:27.924 --> 00:29:34.464

If you are working with families or individuals who are interested in possibly using these services or any other assistive technology services.

223 "Shelly Brown" (559278080)

00:29:35.209 --> 00:29:47.204

There are any questions that are specific to safe at home. I think they've included all their contact information. So feel free to reach out to them and we'll continue to do these webinars to provide information in some basics.

224 "Shelly Brown" (559278080)

00:29:47.414 --> 00:29:55.094

So that everybody can have a comfortable understanding and where to go for questions. So, thank you for attending today. And we hope you enjoy.

225 "Jessica Daiger" (2414419200)

00:29:55.209 --> 00:30:01.620

Today awesome, thank you so much. I appreciate it. Thank you. That'd be great. Thank you. Guys.