



Organizational Technology Plan

You have come a long way on the journey to becoming a Technology First organization. The next step in the process - development of the Organizational Technology Plan - is where you will map out the systems, processes and practices that will help your organization make the culture shift necessary to adopt a Technology First approach.

Keep in mind that the creation of the Organizational Technology Plan (OTP) provides staff with the opportunity to apply the information they learned from SHIFT's educational programs. The Organizational Roadmap (or first draft of the OTP) completed as part of the Enabling Technology Leadership Certification will be a good resource and starting point for the development of the final OTP. While one person may be responsible for assembling and organizing the OTP content, the actual development should be a group effort.

Formatting & Submission Requirements: Each of the numbered and lettered fields in this document should be thoroughly addressed through written content. Submissions that are incomplete or do not follow the exact format as mapped out below will not be accepted.

General Information

1. Name of Organization
Buffalo River Services, Inc.
2. Names and titles of all staff who assisted in the development of the OTP.
Matthew Lineberry, VP of Innovation
Phil Garner, CEO
3. Date of OTP completion 7-23-24

Person-Centered Approach

1. What person-centered practices does your organization apply in regard to the implementation of technology?
 - Individual Assessments: Each person's needs, preferences, and goals are considered in their technology plans. This ensures that technology solutions are tailored to support their individual lifestyle and improve their quality of life.
 - Collaborative Planning: The organization collaborates with individuals, their families, and support networks to create and implement technology plans. This practice ensures that all stakeholders are involved, and that the technology supports the person's goals and daily activities.
 - Regular Reviews: Technology plans are regularly reviewed and updated to ensure they continue to meet the evolving needs of individuals. This includes assessing the effectiveness of the technology and adjusting as necessary.

- Individual Encouragement: Technology will be considered for consideration throughout the planning stages of person-centered supports, as provided with individual assessment.
2. What terminology does your organization use when referencing the people you support and your staff members? Explain why you think this phrasing demonstrates person-centeredness.

The organization uses specific terminology to emphasize respect and equality:

- People Supported: The individuals receiving support are referred to as "individuals" or "people supported." This terminology focuses on the person first, rather than their disability or condition.
- Staff Members: The staff providing support are referred to as "team members" or "support staff." This terminology fosters a sense of collaboration and teamwork, highlighting that staff members are part of a supportive network rather than authority figures.

This phrasing demonstrates person-centeredness by:

- Emphasizing Individuality: By referring to people as "individuals," the organization acknowledges their unique identities, preferences, and needs. It shifts the focus from their disabilities to their personhood.
- Promoting Equality: The term "team members" underscores the idea that staff and individuals are equals, working together towards common goals. It eliminates hierarchical connotations and promotes mutual respect.
- Fostering Inclusion: Such terminology supports the organization's mission of inclusion, ensuring that everyone is seen as an integral part of the community, deserving of respect and dignity.

Organizational Commitment

1. Describe how your organization's mission and core values support technology integration.

The organization's mission and core values emphasize enhancing the quality of life for the individuals they support through innovative solutions. Technology integration aligns with these values by promoting independence, inclusion, and empowerment.

2. Where is your organization's commitment to a Technology First approach evident (website, social media, newsletters, etc.)?

The commitment to a Technology First approach is evident on the organization's website, social media platforms, and newsletters. These channels regularly feature updates, success stories, and initiatives related to technology.

The organization uses these platforms to educate stakeholders about the benefits of technology and share testimonials from individuals and families.

3. Describe how your organization addresses technology as a core service throughout all programs and service areas.

Technology is integrated into all service areas and programs by embedding it into the service delivery models. This includes training staff on the use of technology and ensuring that technology solutions are available and accessible. Each program incorporates technology assessments to identify opportunities for enhancing support through technological tools.

Assessments are to be completed annually by program staff – appointed by program leadership - during part of the annual person-centered planning process, or on as-needed basis.

4. Does the organization have staff on board whose primary responsibility is to support the Technology First initiative? If not, who will lead the cultural transformation? Will that person have the time and resources necessary to be successful in this endeavor?

The organization has a dedicated Technology Team, including a Tech Specialist, whose primary responsibility is to support the Technology First initiative. The team is supported by leadership personnel, ensuring that they have the necessary time and resources to drive the cultural transformation successfully.

5. How has your organization secured support from the Board of Directors, Executive Committee and other organizational leaders for the inclusion of technology?

Support has been secured through regular updates, presentations, and involvement in technology planning and implementation. The Board of Directors, Executive Committee, and other leaders are kept informed about the progress and benefits of technology integration, ensuring their buy-in and support.

6. Describe what existing infrastructure the organization uses to support the Technology First initiative (wireless internet, computers, tablets, etc.). Are there concerns about people supported using that infrastructure? If so, how have those concerns been addressed? If existing infrastructure is not used to support the Technology First initiative, how are issues such as wireless internet access for people supported and device access for support staff handled?

The organization uses wireless internet, computers, tablets, and other devices to support the Technology First initiative. Concerns about infrastructure use by supported individuals are addressed through training, guidelines, and regular maintenance checks to ensure safety and accessibility via Program Management and the Technology Team. The organization ensures that both individuals and support staff have access to the necessary devices and infrastructure by providing equipment and support as needed. In cases where outside vendors are utilized and offer support, contact information will be made available to caregivers and persons supported for additional IT assistance.

7. How is the organization protecting and promoting the right for all people with disabilities to have the same access to technology as people without disabilities? How has the organization ensured

that a Technology First approach is used with all people, regardless of type and severity of disability?

The organization promotes equal access to technology by implementing inclusive policies and practices that accommodate all types and severities of disabilities. Regular assessments and reviews ensure that the Technology First approach is applied universally, with adjustments made to meet individual needs and preferences.

Technology Team

1. How many people serve on the team? What are the names, titles and enabling technology qualifications of each team member? What skills/strengths does each team member bring to the table? Who leads the technology team? Are there other defined roles? If so, please indicate who has assumed each of those roles.

The Technology Team consists of several members, including the Vice President of Innovation and Tech Specialists.

- Vice President of Innovation: Leads the team of approximately 15, brings strategic vision, and expertise in technology integration.
 - The CEO and executive team (3)
 - Tech Specialists: Provide technical support and training, have certifications in relevant technologies. This includes one Program Manager from each respective program (2)
 - ETIS Staff: Contribute specialized knowledge in technology and innovation. This includes a sample of front-line supervisors (Team Leaders) (10+)
2. How were the technology team members chosen? Be sure to define the selection criteria and process. How are openings on the team handled?

Team members are chosen based on their qualifications, experience, and commitment to technology integration. The selection process involves a transparent review of candidates' skills, experience, and their alignment with the organization's technology goals. Openings on the team are filled through internal postings and interviews, ensuring the best fit for the team's needs.

3. What departments/service areas/program have representation on the technology team?

The technology team includes representation from various departments, service areas, and programs to ensure a comprehensive approach to technology integration. This includes members from the innovation department, technical support, and service delivery teams. Administrative faculty, who oversees IT supports, will also be included.

4. At what frequency does the technology team meet? For what period of time?

The team aims to meet monthly, at minimum, so as to meet ongoing standards.

5. What are the ongoing agenda items for the technology team meetings?

Ongoing agenda items include reviewing technology implementation progress, addressing challenges, planning for future technology initiatives, and evaluating the effectiveness of current technology solutions, how each team member served since last meeting, data analysis, progress on goals, identification of potential candidates, and assigning/managing tech referrals.

6. What are the expectations of team members and requirements for membership? How are team members who are not meeting expectations or requirements held accountable?

Team members are expected to actively participate, contribute to the team's goals, and meet performance standards. Accountability measures include regular performance reviews, feedback sessions, and addressing any performance issues promptly to ensure team effectiveness.

Communication

1. How has your organization communicated their commitment to a Technology First approach? Consider how stakeholders (Boards of Directors, organizational leaders, direct support staff, people supported, guardians, families, etc.) have been approached.

The organization has communicated its commitment to a Technology First approach through various channels, including board meetings, staff training sessions, family newsletters, and public announcements. Stakeholders such as the Board of Directors, organizational leaders, direct support staff, people supported, guardians, and families have been informed through these structured communication efforts. Ongoing efforts will be made to assess the effectiveness of our efforts to keep communications present, including adding targeted questions in our annual evaluations and assessments.

2. What educational and marketing materials has your organization developed to increase awareness of this service model? How do self-advocates, support staff, families, case managers and other interested parties learn about opportunities to incorporate technology as a natural support? Consider people currently supported by your organization as well as those who apply for services in the future.

Educational and marketing materials include brochures, website content, social media posts, and training manuals. Self-advocates, support staff, families, case managers, and other interested parties learn about technology integration opportunities through workshops, webinars, informational sessions, and direct communications from the organization. These materials and events ensure that both current and prospective service recipients are aware of the benefits and availability of technology as a support tool.

3. How are concerns about the implementation of technology on an organizational level solicited and addressed? Who is responsible for ensuring that those concerns are addressed satisfactorily?

Concerns about the implementation of technology are solicited through surveys, feedback forms, and open forums. A designated Technology Team, led by the Vice President of Innovation, is responsible for addressing these concerns. This team reviews feedback, provides responses, and implements necessary changes to ensure concerns are resolved satisfactorily.

4. How are all involved parties updated on organizational progress, challenges, status changes, etc.? At what frequency is this information shared?

Updates on organizational progress, challenges, and status changes are shared through regular newsletters, email updates, and meetings. Information is typically shared on a quarterly basis, with additional updates provided as needed for significant developments or changes.

Education

1. How does the organization educate staff about a Technology First approach who were not included in SHIFT's curriculum package?

The organization provides ongoing training sessions and workshops to educate staff about the Technology First approach. These sessions include hands-on training, demonstrations, and informational materials to ensure that all staff members, regardless of their initial training, are well-versed in the approach.

2. How does the organization ensure that staff remain educated as turnover occurs?

The organization has a structured onboarding process that includes technology training for new hires. Ongoing professional development opportunities and refresher courses are provided to ensure that all staff members stay updated on the latest technology practices and tools, even as turnover occurs.

3. How does the organization create excitement around the use of enabling technology? Be sure to consider all stakeholders in the response.

The organization creates excitement by showcasing success stories and the positive impact of technology on individuals' lives. Regular demonstrations, technology fairs, and interactive sessions are organized to engage staff, people supported, and their families. Incentives and recognition programs are in place to reward innovative use of technology and encourage staff participation.

4. How does the organization educate people supported, guardians and families about the types of, and applications for, enabling technology?

Educational materials such as brochures, videos, and online resources are developed to inform people supported, guardians, and families about enabling technology. **Remote workshops and informational sessions, offering a flexible timeframe for attendance,** are held to demonstrate the practical applications of technology and how it can enhance daily living and support. Individualized consultations and support plans are provided to ensure that each person and their family understand how technology can meet their specific needs.

Organizational Documentation

1. What data is the organization collecting? Consider the following:

- a. What type of information is important to the organization? This might be different than what your organization is required to collect.

The organization collects data on the effectiveness of technology integration, individual progress and outcomes, staff performance, and overall program efficiency. This information helps the organization to continuously improve its services and support provided to individuals.

- b. What information are you required to collect? Think about state mandates, grant requirements, etc.

Required information includes compliance data for state mandates, grant reporting requirements, and other regulatory obligations.

This typically involves detailed records of service delivery, client progress, and financial expenditures.

- c. What methods and strategies does the organization use for the collection of data?

Data is collected through electronic health records (EHRs), surveys, direct observation, and regular progress reports. The organization employs both quantitative and qualitative methods to gather comprehensive data.

2. Which vendors provide what data to the organization as part of their product or service?

Various vendors supply the organization with data as part of their products or services. For example, EHR providers offer detailed service records, while assistive technology vendors might provide usage statistics and performance metrics.

3. What forms/software do staff use for documentation purposes? How are staff trained to access and complete the forms/software?

Staff use specific software platforms for documentation, including EHR systems (such as Timas and Therap) and other specialized data management tools.

Training is provided through formal onboarding sessions, ongoing professional development workshops, and access to user manuals and support resources.

4. Who is responsible for reviewing data? At what frequency? What is done with the data?

Data is reviewed by the Technology Team, which includes program managers, tech specialists, and senior leadership.

The frequency of review varies, with some data being reviewed monthly, while other data is reviewed quarterly or annually.

Reviewed data is used to inform decision-making, improve service delivery, adjust individual support plans, and ensure compliance with regulatory requirement

Funding, Purchasing and Billing

1. Are enabling technologies covered as a waiver service in your state? If yes, describe the level of funding and outline limitations.

TennCare: For TennCare, which encompasses various waiver programs, the personal caps and limits for technology supports can vary depending on the specific waiver and individual needs. However, detailed caps for technology supports are not always explicitly listed in public documentation and may be subject to change based on state policy updates and budget allocations.

Division of Developmental Disabilities (DIDD): For the Division of Developmental Disabilities (DIDD), which administers various waivers including the Building Lives Waiver and the Community Support Waiver, there are specific guidelines and caps related to technology supports:

- Building Lives Waiver: The cap on technology supports may be set based on the individual's assessed needs and the overall budget for their services. Specific caps are not always publicly available but are managed within the framework of the waiver's overall budget.
- Community Support Waiver: Similar to the Building Lives Waiver, the Community Support Waiver provides funding for assistive technology based on individual needs assessments. The specific cap for technology supports may vary and is subject to the overall budgetary constraints and waiver guidelines.

General Considerations

- Needs-Based Assessment: Caps and limits on technology supports are typically determined through a needs-based assessment conducted as part of the individual's care planning process. The assessment evaluates the types of technology required and the cost associated with these supports.
- Annual Limits: Some waivers may have annual limits on the total amount of funding available for technology supports, which can impact the level of assistance an individual may receive.
- Exceptions and Flexibility: There may be exceptions or flexibility in the application of caps depending on specific circumstances, such as exceptional needs or budget adjustments.

2. Do your state or other agencies dedicated to the support of self-advocates offer grants that could be used for the purpose of funding technology? If yes, describe the parameters of the grants/programs.

Tennessee Department of Human Services (TDHS) - Assistive Technology Grants

Program Overview: TDHS provides grants and funding opportunities for assistive technology through various initiatives aimed at supporting individuals with disabilities. This includes funding for devices and services that enhance the quality of life and independence.

Key Details:

- Eligibility: Varies based on specific grant programs; generally targets individuals with disabilities and organizations that support them.
- Application Process: Typically involves a proposal submission detailing the needs, budget, and anticipated outcomes.
- Contact: Tennessee Department of Human Services

Tennessee Council on Developmental Disabilities (TCDD)

Program Overview: TCDD offers funding for projects that support people with developmental disabilities, including those focused on assistive technology.

Key Details:

- Eligibility: Non-profits, community organizations, and sometimes individuals.
- Types of Grants: Project-based grants to enhance community living and access to technology.
- Contact: Tennessee Council on Developmental Disabilities

Tennessee Technology Access Program (TTAP)

Program Overview: TTAP provides resources and support for assistive technology, including potential funding opportunities and loan programs for devices.

Key Details:

- Eligibility: Individuals with disabilities, families, and organizations.
- Services: Provides information on funding sources, as well as direct loan programs for assistive technology.
- Contact: Tennessee Technology Access Program

The Community Foundation of Middle Tennessee

Program Overview: Offers various grants, including those for health and disability-related projects, which can encompass assistive technology.

Key Details:

- Eligibility: Non-profits and sometimes individuals depending on the grant.
- Application Process: Proposals should address the specific grant criteria.
- Contact: The Community Foundation of Middle Tennessee

United Way of Greater Nashville

Program Overview: Provides grants for various community support initiatives, including those focused on disabilities and assistive technology.

Key Details:

- Eligibility: Non-profits and community organizations.
- Application Process: Typically involves submitting a detailed proposal.
- Contact: United Way of Greater Nashville

The Morgan and Carol Evans Foundation

Program Overview: Offers grants for assistive technology and other disability-related needs.

Key Details:

- Eligibility: Non-profits and individuals with specific needs.
- Application Process: Submissions typically require detailed information on needs and project goals.
- Contact: The Morgan and Carol Evans Foundation

The Doris and Victor Day Foundation

Program Overview: Provides funding for various initiatives, including assistive technology for individuals with disabilities.

Key Details:

- Eligibility: Non-profits and sometimes individuals.
- Application Process: Requires a formal grant proposal detailing the project and budget.
- Contact: The Doris and Victor Day Foundation

3. If the organization is affiliated with a foundation, does the foundation support the technology initiative? If so, to what extent?

Yes. We are affiliated with the William Thomas Helton Foundation. They support technology initiatives and would support tech purchase on a case-by-case basis.

4. Do people you support contribute toward the purchase of their technology? If so, to what extent?

When funding is not available, and the person supported has the financial means to purchase their own technology, they are supported in doing so – either partially or fully.

5. Do family members or guardians contribute funds to cover the cost of technology? If so, to what extent?

When funding is not available, and the person's family or guardians have the financial means to purchase technology, they are encouraged in doing so – either partially or fully.

6. What is the process for making purchases? Who has the authority to make purchases? Does this person have all of the tools and resources needed to handle this responsibility? Are one-time purchases (for example, a device) handled differently than ongoing purchases (for example, a monthly service or subscription)?

Depending on the program, purchases can be arranged and organized via the person's COS, when applicable. In other circumstances, the Technology Team can appoint assistance for making purchases. This will largely be affected by the funding source and the person's support types. For example: in the MAPS program, specifically, the agency purchases technology via a vendor or independently and then submits for reimbursements. In standard Waiver services, technology can be obtained, as initiated by the person's ISC and COS via direct funding through the state, when approved.

7. What is the process for billing? Who fulfills that responsibility? Does the person have all of the tools and resources needed to handle this responsibility?

Any billing required by BRS will be handled through appointed administrative positions. All needed payments and invoices shall be submitted to the respective administrative faculty member.

Assessment

1. How does the organization go about identifying candidates for technology implementation?

The identification of candidates for technology implementation begins before the annual Individual Support Plan (ISP) meeting. Program Directors initiate discussions with the identified individuals, during which they complete the Enabling Technology Plan Questionnaire. This questionnaire helps identify the individual's priorities, interests, concerns, and the potential role and opportunities of technology in their life

2. What does the discovery process look like for learning about which outcomes are important to the person?

The discovery process involves completing the Enabling Technology Plan Questionnaire, which serves to identify the individual's priorities, interests, concerns, and potential roles and opportunities for technology in their life. The gathered information is then discussed thoroughly with the Circle of Support (COS) and the Tech Specialist to ensure that the integration of Enabling Technology aligns with the individual's goals and aspirations.

3. What conversations happen before proceeding to formalized assessment? Who facilitates those discussions? Who is included in those conversations (people supported, guardians, family members, specialists, vendors, etc.)?

Before proceeding to formalized assessment, an informal Circle of Support (COS) meeting is conducted to discuss the individual's desires and goals. If technology is deemed beneficial with a **technology readiness screening**, another COS session involving identified vendors is scheduled. Participants in these discussions include the individual, their family, COS members, and vendors. The staff members and the Tech Specialist are responsible for facilitating these discussions.

4. How are priorities, preferences, concerns and conflicting viewpoints resolved?

Priorities, preferences, concerns, and conflicting viewpoints are addressed through collaborative discussions within the Circle of Support (COS) and with the Tech Specialist. The COS meetings ensure that all stakeholders, including the individual, family members, and other relevant parties, can voice their opinions and come to a consensus on the best approach to integrating technology. This collaborative process helps align the technology implementation with the individual's goals and preferences.

5. What assessments & tools are used to determine a good match between the person and technology?

The Enabling Technology Plan Questionnaire is a key tool used to assess the individual's priorities, interests, and concerns. This questionnaire helps identify the potential role and opportunities for technology in their life. Additionally, the assessment considers the readiness of the individual for the transition to technology, potential vendors, and necessary training. This thorough assessment process ensures a good match between the person and the technology.

6. Who is responsible for completing technology assessments? Do you engage an outside professional or utilize an internal resource? If using an internal resource, does the person have the education & training necessary to complete those assessments?

The responsibility for completing technology assessments lies with the Tech Specialist or **ETIS certified staff member**. The Tech Specialist and the involved staff members undergo specific training to ensure they have the necessary education and skills to complete these assessments effectively. The organization also ensures that all involved parties, including DSPs and management staff, complete required Enabling Technology Training through Relias.

Implementation

1. Who is ultimately responsible for selecting the technology? How is conflicting input from multiple sources handled?

The individual, in consultation with their Circle of Support (COS) and identified vendors, ultimately selects the technology that aligns best with their needs. Conflicting input is managed through discussions within the COS to reach a consensus based on the individual's desires and

goals.

2. Describe how staff gain access to the technology they need to support the person. Does the organization provide that technology? If so, how is it funded, purchased and maintained?

Staff gain access to technology through the organization's provision. The organization funds, purchases, and maintains the technology as part of its commitment to supporting individuals with enabling technology. Specific details on funding and purchasing processes are managed by the Program Directors and Tech Specialists, who ensure that the necessary resources are available and properly maintained

3. Describe how people receive the education they need about their selected technologies. Who is responsible for providing that education? How are new staff onboarded so that they are aware of, and trained on, the technology?

Education about selected technologies is provided through various methods, including site visits, training sessions, and focus groups. The Tech Specialist, alongside the Program Directors and other designated staff, is responsible for providing this education. New staff are onboarded with specific training sessions that include introductions to enabling technology, demonstrations, and success stories to ensure they are well-informed and trained on the technology.

4. Explain how the initial setup of technology occurs. Who is responsible for setup? Has that person received the education and tools he or she needs to be successful?

The initial setup of technology is carried out by the Tech Specialist, supported by the Program Directors and relevant staff members. These individuals receive the necessary education and tools through training programs and ongoing support from the organization to ensure they can successfully set up and manage the technology.

5. How are passwords, access codes, account credentials, and credit/gift cards handled? Who has access to that information? Where is it stored? How is confidentiality ensured?

Confidentiality is maintained through adherence to HIPAA and other relevant privacy regulations. Agency policies outline whom the appropriate parties will be to maintain passwords and other sensitive information as part of each individual ET Plan.

6. Who is responsible for writing the technology plan? Has that person received the education and resources necessary to successfully write the plan? Where is the plan kept? How and when is it shared with staff?

The Tech Specialist, in collaboration with the COS and Program Directors, is responsible for writing the technology plan. These individuals receive the necessary education and resources through training programs and organizational support. The plan is documented and stored within the Timas Database System, and it is shared with staff during regular meetings and as part of the onboarding process for new hires.

7. Who is responsible for ensuring that the technology is included in the ISP? How has the person who writes the ISP been involved in, and educated about, the plan for technology implementation?

The Program Directors, in collaboration with the COS, are responsible for ensuring that the technology is included in the ISP via requesting any needed amendments to the case managers (ISCs, etc.) who are responsible for modifying plans, accordingly. They are involved in and educated about the plan for technology implementation through training sessions, regular meetings, and active participation in the COS discussions and planning.

8. Explain how documentation needs are determined. Consider who is completing the documentation and whether that person has the tools, resources, and knowledge to meet expectations.

Documentation needs are determined through discussions within the COS and with the Tech Specialist. Program Directors and designated staff are responsible for completing the documentation using the Timas electronic documentation system. These individuals receive training and resources to ensure they can meet documentation expectations effectively.

9. Describe the process for annual re-evaluation. Who is involved in that process?

Annual re-evaluation will be conducted within the required timeframe for reviewing each person's annual plan of supports, at minimum. Typically within 90 days of a plan's annual date, as scheduled by the case manager.

10. Describe the expectations you have for the person supported and his or her support staff in regard to technology.

Expectations for the person supported include actively participating in the selection and use of the technology, providing feedback on its effectiveness, and engaging in training sessions. For support staff, the expectations include regular testing and maintenance of the technology, timely response to alerts and notifications, proper documentation of technology use, and participation in training and re-evaluation processes to ensure they can effectively support the individual's use of the technology

Due Process

1. How is the organization's Human Rights Committee involved with the technology initiative?

Any technology use that would include restrictive measures for a person supported or their housemate would be reviewed through the internal HRC process, which is re-viewed bi-weekly.

2. What are the criteria used by your organization's Human Rights Committee in determining whether a specific technology is restrictive in nature?

Generally, such criteria would involve assessing whether the technology imposes any undue limitations on the individual's autonomy and whether it is used in a manner consistent with ethical guidelines and the individual's rights

3. What is the process for obtaining Human Rights Committee review on potentially restrictive technologies?

All HRC issues are resolved first on the COS level, to allow for the person and their representatives to consent to any restrictive measures before they are implemented. If a person contests the restrictive measures, support would not be allowed unless the provider agency appealed to the state DDA HRC committee. This would only be done once a risk/benefits analysis was conducted and it was determined that the risk of harm to the person supported greatly outweighed the benefits of the restrictive measures.

4. Who is responsible for ensuring that restrictive technologies are not implemented without due process? Who looks at all of the features of a product or service to ensure that it is not utilized in a manner for which it was not intended?

All direct support staff are trained on human rights restriction processes during onboarding. Routine observation from agency management is also utilized to ensure that no restrictive measures are put in place without due process. During initial training, there will be specific information provided regarding the use of the technology and the specific risks present if not utilized with the intended purposes (ie. cameras being used for monitoring vs. being used to support independence, etc.)

Maintenance & Repair

1. Describe the process for ongoing maintenance (device checks, battery changes, software updates, etc.). Who is responsible for completing this maintenance? At what frequency is maintenance required and how is completion documented?

Ongoing maintenance is carried out by a designated staff member at each site, who conducts weekly technology checks. The maintenance process includes regular testing of functionality, timely replacement of batteries, and prompt response to alerts and notifications. Maintenance efforts are documented twice a month using the Timas Database System.

2. Who is responsible for repair? Is this handled internally, sourced out to a third party or a combination of both?

Repair responsibilities fall to the Tech Specialist if local staff are unable to resolve the issue. If vendor maintenance is required, the Tech Specialist coordinates with the vendor to address the problem. This indicates a combination of internal and third-party handling of repairs.

3. How is the organization's IT department involved with the Technology First initiative? What aspects do they support (internet access, cabling, etc.)?

IT services are outsourced at this time. However, requests for supports can be made by appointed staff to ensure that supports are in alignment with agency values and processes.

4. How do you ensure HIPAA compliance and privacy as they relate to technology?

HIPAA compliance and privacy are ensured through several measures, including implementing safeguards to protect Protected Health Information (PHI), guaranteeing secure electronic transmission of PHI, and requiring staff to undergo annual training on HIPAA compliance. Any unauthorized use or disclosure of PHI must be promptly reported to Buffalo River Services Inc. Administration.

Backup Systems

1. How are failures/outages reported? To whom are they reported?

Failures and outages are reported to the Tech Specialist. The on-call numbers are prominently displayed in each home, and the on-call manager should be contacted in case of technology failure.

2. Describe the process for managing a failure or outage. Who is responsible for ensuring all required steps are followed?

When a failure or outage occurs, it is considered critical, especially if the technology serves as a replacement for staff. The on-call personnel are contacted, and they ensure immediate attention to the issue. If the on-call person cannot be reached, the Associate Executive Director must be contacted. The Program Director overseeing the site is also involved during regular office hours, and the Tech Specialist is notified for equipment concerns.

3. Who provides direct support until the technology issue is resolved? How quickly are staff expected to be on-site providing direct support following an outage/failure? Is this response time in alignment with unsupervised time noted in the ISP and regulating body requirements? How are longer term fixes (days or weeks) addressed?

Direct support is provided by the on-call staff until the technology issue is resolved. Response times are tailored to individual needs as defined in the person's individual support plan (ISP). Longer-term fixes are addressed by ensuring vendor maintenance is requested if the issue cannot be resolved locally.

4. Who is responsible for analyzing the outage/failure and making appropriate adjustments (increasing frequency of maintenance, adding maintenance responsibilities, purchasing battery backups/generators, etc.)?

The Tech Specialist is responsible for analyzing the outage/failure and making appropriate adjustments. This includes increasing the frequency of maintenance, adding maintenance responsibilities, and potentially purchasing battery backups or generators.

5. In what circumstances are emergency services contacted?

Emergency services are contacted if the technology failure poses an immediate threat to the individual's health or safety and cannot be promptly resolved by the on-call staff or other internal resources. Technologies should be designated as "critical" in the individualized plans when implemented, if such responses would be needed when failures occur.

Technology Vendors

1. What is your process for identifying potential vendors?

Potential vendors are identified based on their alignment with the agency's vision, individual preferences, and the Circle of Support (COS). The organization assesses the operational practices of vendors to ensure they meet the necessary standards.

2. Who is responsible for contacting and screening vendors?

The Tech Specialist, in collaboration with the Program Directors and other relevant staff, is responsible for contacting and screening vendors. They ensure that the vendors comply with all relevant laws and align with the agency's person-centered philosophy. Referrals may be requested to speak to past customers.

3. Where and how does the organization document conversations with vendors?

Conversations with vendors are documented in the Timas Database System. This includes details on the support process, timely alerts, and assistance provided during the annual process.

4. What are your expectations of, and requirements for, vendors?

Expectations for vendors include compliance with relevant laws, provision of 24/7 live support, education and consultation services, clear articulation of the support process, and availability of one-on-one support. Vendors are also expected to have specialized expertise in particular types of technology and to assist during the annual review process.

5. What limitations or requirements does your funding source place on vendors?

Vendors should be pre-approved by the state in order to ensure that they comply with basic state requirements and standards.

Provisions for Specific Types of Technologies (Note: There are often specific requirements governing the use of cameras, medications, environmental modifications and remote supports. Though each of these technologies fall under the category of enabling technology, we have found that it is best for organizations to look at, and plan for, these types of technology specifically.)

Cameras

1. Are cameras utilized inside of homes or work areas? If so, in what areas are they permitted? How are they utilized?

Cameras, including video doorbells like the Ring doorbell, can be utilized inside homes or work areas only after thorough discussion with the individual and their Circle of Support (COS). The COS must identify a legitimate need for the technology. The cameras are not used for monitoring staff but are designated for the individual's use. If multiple individuals reside in the same home, all residents must mutually agree to the use of video doorbell cameras

2. Are cameras utilized on the exterior of homes or work areas? If so, for what purpose?

Yes, cameras can be used on the exterior of homes or work areas. They are primarily used for monitoring activities and ensuring safety. However, the decision to use exterior cameras must follow the same process of discussion and approval by the individual and their COS.

3. Is camera footage stored? If so, where and for how long? Who has access to recordings and for what purpose?

This information would be outlined in the organization's privacy and security policies to ensure compliance with HIPAA and other relevant regulations. Access to recordings would be restricted to authorized personnel only, for purposes such as reviewing incidents or ensuring safety.

Medication Administration

1. What are the state compliance regulations?

The utilization of automated medication dispensers must adhere to the rules and regulations outlined by the Tennessee Pharmacy. The dispensers must be sealed by the pharmacy, equipped with individualized medication labels, and offer sufficient security measures for usage and storage.

2. What are the requirements for self-administration of medications? Does the use of enabling technologies like medication dispensers change those requirements?

Self-administration of medications involves the independent use of prescription medications as directed by the prescribing practitioner without requiring assistance. In cases where intervention

is needed, enabling technologies like medication dispensers may be employed to provide prompts indicating the scheduled time for medication. The requirements include the development of a self-administration program, ongoing review by the Circle of Support (COS) and treating practitioner, and proper training and oversight.

3. How does the organization identify good candidates for self-administration of medications?

Good candidates for self-administration are identified through evaluation and ongoing review by the COS and the treating practitioner, considering the individual's functional and cognitive ability to self-administer medications. The self-administration training is coordinated with the person's COS and treating practitioner.

4. What medical supports are direct support staff permitted to provide (filling of dispensers, etc.)?

Direct support staff may provide supports such as filling medication dispensers, ensuring proper storage, labeling, and documentation of medication administration. They also oversee safe administration, incorporating the eight rights of medication administration.

5. How does the organization address and document progress/challenges?

Progress and challenges are addressed and documented through a monthly documentation process managed by Program Directors. The documentation is submitted to the Tech Specialist for evaluation, with discussions occurring during monthly Tech Team meetings. This systematic evaluation ensures that the implementation of enabling technology aligns with the individual's objectives and evolves as needed to optimize effectiveness.

Environmental Access & Privacy

1. How does your organization create fully accessible homes and workplaces for people supported?

Buffalo River Services Inc. (BRSI) aims to create fully accessible homes and workplaces by conducting thorough assessments and ensuring that the necessary modifications are made to meet the individual needs of those supported. This generally occurs with the assistance of DIDD appointed personnel and therapy services, when applicable, prior to people moving into a location. Recommendations often include adapting environments to be user-friendly and accommodating for people with disabilities.

2. How does your organization know if there are areas in homes or workplaces that people cannot access? What is done to address this issue?

The organization identifies areas in homes or workplaces that people cannot access through regular evaluations and feedback from individuals and their Circle of Support (COS). If any accessibility issues are identified, modifications are made to ensure these areas become accessible. This may involve structural changes or the implementation of enabling technologies.

3. How does your organization know if there are features (lights, thermostats, etc.) homes or workplaces that people are unable to use? What is done to address this issue?

BRS regularly assesses the usability of features like lights and thermostats in homes and workplaces. If it is determined that people are unable to use these features, the organization implements solutions such as adaptive devices or enabling technologies to ensure that these features become accessible and easy to use for everyone.

4. How does your organization know if there are appliances (refrigerators, cooking surfaces, bathtubs, etc.) that people are unable to access and/or use? What is being done to address this issue?

The organization assesses the accessibility of appliances through direct feedback from individuals, staff observations, and regular evaluations. If any appliances are found to be inaccessible, modifications or adaptive technologies are introduced to enable people to use these appliances independently and safely.

5. How does the organization ensure that people have access to privacy (particularly in bedrooms and bathrooms)?

Privacy in bedrooms and bathrooms is ensured by designing these spaces with features that promote privacy, such as locks on doors and private areas for personal care – so that they have the choice of privacy when desired. Accommodations are to be made accessible to those who are unable to use traditional locking doors. The organization also follows strict confidentiality and privacy policies to ensure that the personal spaces of individuals are respected and protected.

6. How does the organization ensure that people are able to protect their personal belongings from theft and damage?

BRS ensures the protection of personal belongings by implementing secure storage solutions and providing individuals with personal spaces where they can safely keep their items. The organization also educates individuals on the importance of securing their belongings and takes measures to prevent theft and damage through environmental modifications and staff oversight.

Remote Supports

1. Does your organization offer access to this service model/type of technology? If yes, please answer all following questions in this section. If no, please skip to the end of this section.

Not at this time.

2. What type of remote supports structure is the organization using (service provision through a third party, self, combination)? Please provide the name of the vendor(s).
3. How are you funding remote supports?

4. Describe the regulatory requirements must be met as part of the implementation of remote supports.
5. How are candidates for remote supports selected?
6. How are self-advocates, families, guardians and staff educated about remote supports and program details?
7. Have any moves been necessary? If so, how was that issue handled?
8. What staff are needed to support the program? How were existing staff reallocated? What did those conversations look like?
9. What is the expected/required response time for on-site supports to arrive at each remote supports location? How will the organization ensure the expectation/requirement is met?
10. What data is collected? How & where does documentation occur?
11. What technologies are available as part of the remote support platform?
12. Does the organization utilize complimentary technologies to enhance those standard remote support technologies? If so, how are those identified, secured, and maintained?
13. How is the organization's Human Rights Committee involved in the remote supports program?
14. How does the organization ensure privacy and compliance with HIPAA in the remote supports program?

After this form has been submitted with all required information, SHIFT will review the content and either approve your OTP or share recommendations for improvement. Once SHIFT has approved your organization's OTP, one of the following will happen:

1. Organizations going through initial accreditation will be required to implement the systems, processes, and practices outlined in said plan for a period of at least 90 days before moving forward in the accreditation process.
2. Organizations going through re-accreditation will move directly into the next phase of the accreditation process.