



Organization:	Core Services	FULL
State:	Tennessee	
Date of Exit:	2/26/2024	
Organization's Accreditation Lead:	Nick Filarelli	
Reviewed By:	Constance Harrington	

Introduction Notes:

Welcome to your accreditation exit. Today we will be reviewing each phase of the accreditation process - highlighting identified best practices and sharing recommendations for your organization to consider implementing.

Summary of Findings:	Reviewer Notes:
Application: <i>Best Practices</i>	Ensuring that a person directed approach to services is prerequisite to successfully implementing a Technology First approach to services. Your CQL designation is reflective of the person centered systems and practices reflected throughout your Technology First Accreditation process.
Application: <i>Recommendations for Improvement</i>	
Application: <i>Actions Required</i>	
Organizational Data: <i>Best Practices</i>	<p>Core Services updates and reviews data on at least a monthly basis. Additionally, the Executive Director trends data on a quarterly and annual basis (this information is then included in the agency annual trend report).</p> <p>Your internal data analysis suggests that people using enabling technology are happier and safer while experiencing more social connections, fewer medication errors and increased outcomes.</p> <p>Core Services is not limiting remote supports to residential services - they are also used to support employment and community involvement.</p>
Organizational Data: <i>Recommendations for Improvement</i>	<p>In regard to the person specific data provided in spreadsheet format, the outcomes were far too general - most listed were along the lines of "mitigating risk and promoting independence". Since the outcomes were so general, it is difficult to define progress or success. For example, the expected outcome for TB's bed pressure sensor might be to reduce or eliminate fall during the overnight hours; what's working might be a 75% reduction in falls during the overnight hours; what's not working might be that replacement bed pressure pads are not kept on hand.</p> <p>On the spreadsheet there were a few items listed in the "what's not working" column. This information presents an opportunity to modify or change technologies to work more effectively for people. Just be sure to follow through on the challenges noted on the spreadsheet. Also, think about how you can continue collecting and acting on this data over the course of time.</p> <p>If you are not already doing so, add a formal review of instances when emergency services were solicited to help identify trends and potential issues.</p>
Organizational Data: <i>Actions Required</i>	
Organizational Technology Plan: <i>Best Practices</i>	<p>Technology as a means of support is discussed during the annual Pre-Planning process with each person that Core supports."</p> <p>Periodically focus groups are held exclusively for people supported who are currently receiving technology supports to allow them a platform to compare and learn from each other.</p> <p>A Night Monitor is responsible for ensuring quality services are provided during the night shift hours. This person also responds to enabling technology alerts that occur during the night and "on-call" requests.</p>
Organizational Technology Plan: <i>Recommendations for Improvement</i>	Consider adding some technology specific prompts to the Environmental Assessment to ensure that some of the most common forms of accessible technologies (like alternate key access, automatic doors, and height adjustable surfaces) are being addressed upon intake or internal moves.
Organizational Technology Plan: <i>Actions Required</i>	
Stakeholder Survey: <i>Best Practices</i>	<p>40 employees completed the survey. Overall, comments about your organization's Technology First initiative were very positive.</p> <p>Stand out comments included: "Seeing how technology has changed the lives of the people we serve is very satisfying." "I have witnessed tech change peoples live for the better. Im a very firm believer."</p>

Stakeholder Survey: <i>Recommendations for Improvement</i>	<p>Only 12 people supported/families completed the survey. This small number of responses means that we were not able to derive terribly useful data.</p> <p>Develop a strategy to improve response rates from employees, people supported, and families.</p>
Stakeholder Survey: <i>Actions Required</i>	
Technology Team Interview: <i>Best Practices</i>	<p>Everyone has a clear understanding of their role in supporting the technology initiative.</p> <p>All new staff receive an orientation to enabling technology.</p> <p>We appreciate your approach to "build trust one family at a time".</p> <p>The annual PCP meetings allow Core Services to identify technology and present it to the support coordinators for inclusion in the ISP. While this is a creative workaround to address less knowledgeable and experienced support coordinators, it could also make them feel undermined.</p> <p>Your extensive experience with implementing technology has allowed you to serve as a leader in the use of enabling technology - a role that you have taken to heart by serving as a teacher and mentor to others wanting to learn more.</p>
Technology Team Interview: <i>Recommendations for Improvement</i>	<p>Overall, the technology team is a fairly diverse group. Consider whether it would be beneficial to add a direct support staff member and/or person supported to the Technology Team. People in these roles who are particularly vocal and well-connected may help in expanding your technology initiative. They can also provide valuable insight and feedback.</p> <p>Team responses show that everyone is on the same page about how and when to pursue enabling technology. However, there do not seem to be clear and actionable goals in place for the Technology Team itself. It may be helpful to formalize goals for the team that support and are in alignment with the organization's technology goals. Potential goals could include:</p> <ul style="list-style-type: none"> - the creation and facilitation of "Family Focus" groups - using VR as a training mechanism for direct support staff - increasing the number of people using technology for employment. <p>Consider attending events like Closing the Gap, CSUN, ATIA, and CES, paying particular attention to the exhibit halls and connecting with other providers.</p> <p>Continue to serve as an advocate for provider incentives with TN DIDD. Your application indicated that you collaborated with TN DIDD on the development of the state funding structure. It sounds like the new structure that went in effect 2/1/24 has led to reduced funding for people supported by enabling technology. Some states have successfully implemented enabling technology without enduring rate decreases. Consider continued advocacy for this approach at the state level by engaging in frequent conversations and participating in state committees and workgroups.</p> <p>Continue your work with independent support coordinators to help them better understand enabling technology, involving your regional technology champions as needed.</p>
Technology Team Interview: <i>Actions Required</i>	
Assessment and Planning: <i>Best Practices</i>	<p>All tech programs are discussed during bi-weekly Enabling Technology meetings to identify any areas that are not working or to identify opportunities for further progress to be made in a person's life. Core conducts two Person-Centered Facilitation Meetings each month to provide additional oversight of a person's goals/desires/outcomes and ensure these are being met or if revisions should be made.</p>
Assessment and Planning: <i>Recommendations for Improvement</i>	<p>There were a few gaps and inconsistencies identified during the file review. For example:</p> <ul style="list-style-type: none"> - the document submitted for person #3 notes that there are 3 areas in which family members, etc. are anxious. What, if any, steps have been made to alleviate their anxiety? - the intake form for person #2 state that he communicates through gestures, but it does not mention the AAC app that is noted in his ISP. - the intake form for person #2 note that he would like to have more of a role in pureeing his food but there is no indication that the team has explored technologies to create this independence. A device like a Powerlink 4 (a device enables a person to operate simple electronics with a switch) or pairing the blender with a smart plug and tablet app are options to consider. <p>There were pages missing from the ETIP of each of the submitted examples.</p> <p>In regard to exercising self-determination, the Community & Employment site summary for Person #1 states that she would like to use public transportation but there is no enabling technology solution proposed as an option.</p> <p>There is some level of self-determination in each of the examples (i.e. pressing a button if they require assistance, turning their lights on and off, etc.). However, the bulk of the enabling technology solutions require support staff to arm/disarm system, screen visitors, etc.</p> <p>In the Maintenance Repair section of the ETIPs for Person #1 and #3 it notes that the Ring doorbell batteries will be replaced as needed. Consider exploring alternatives to avoid a scenario in which the batteries are not changed before they completely lose power. For example: is there a solar charger compatible with the model that is currently installed, or is the installation of a wired model an option?</p>
Assessment and Planning: <i>Actions Required</i>	

<p>Goals and Progress: <i>Best Practices</i></p>	<p>Congratulations on hiring Adam in a role dedicated to supporting the technology initiative! If I am understanding correctly, he will oversee existing technology programs, onboard/train new hires, develop an enabling technology training curriculum for frontline staff, develop a Virtual Reality job exploration and discovery program. Core Services anticipates that the addition of this role will result in better developed and more frequently reviewed plans, expansion of technology into more creative areas and increased community outreach.</p> <p>SHIFT Certification will become a requirement to advance in our Career Ladder Program, which is presently based around the NADSP E-Badge Academy.</p> <p>The creation of a full-time Technology Coordinator will come at significant agency expense. We hope this is offset by financial savings created by having more people served with fewer paid staff.</p>
<p>Goals and Progress: <i>Recommendations for Improvement</i></p>	<p>In your narrative, you state "POM Data is used to measure quality of life and to see the difference between a person receiving technology supports vs. traditional supports." Are you tagging and analyzing POM differently for people who use technology and those who do not use technology? If not, this could provide an interesting way to capture outcome attainment between the two groups.</p>
<p>Goals and Progress: <i>Actions Required</i></p>	
<p>Concluding Notes:</p>	
<p>I am pleased to announce that Core Services has been awarded a full Technology First Accreditation, valid for 2 years from today's date. Congratulations!</p> <p>In the next few days, you can expect to hear from Kaley - our marketing and communications person. She will be sending a press release for you to share with local news sources as well as your stakeholders. She will also send you updated SHIFT accreditation logos and documentation indicating your accreditation.</p> <p>In your application, you noted the importance of long-term sustainability of a Technology First approach to services. SHIFT is supporting that goal by eliminating the ETC requirement for reaccrediting organizations like Core Services. This does not mean that you should cease your excellent education efforts. It only means that you are no longer required to pay for the credentials and renewals. Of course, the staff who currently hold the credential will continue to do so until it expires. Plus, those folks are welcome to continue participating in continuing education opportunities.</p> <p>Core Services now only needs to maintain the minimum numbers of certifications (3 ETIS & 2ETL). If you should fall below the minimum ETIS & ETL requirement, you'll add as many replacements as needed but will be charged a prorated amount which is based on your group education renewal date (which is July 31, 2025).</p> <p>Keep in mind that ETIS & ETL certified staff need to earn 5 hours of continuing education per year.</p> <p>You will receive access to an "Introduction to Enabling Technology" course developed by SHIFT. The course comes with a facilitator guide and should take 45 - 60 minutes to complete. Expected release will be sometime in 2024. You are welcome to use this course to provide ongoing education to your staff.</p> <p>SHIFT will reach out every 6 months to update learner reports and check in regarding your organization's progress with goals, offering ideas and resources as appropriate.</p> <p>I'd like to recognize your organization's efforts in regard to the adoption and implementation of technology. The culture shift is difficult - after all, we are trying to change old services models, ways of thinking and funding structures. Becoming a Technology First organization is truly a journey. You are doing great work - thank you for your commitment to improving services for those we support.</p> <p>I'd also like to take an opportunity to recognize Nick for all of his hard work in leading your organization's Technology First Accreditation process. He has been an outstanding partner in the process.</p> <p>Again, congratulations! We look forward to continuing to support you over the next two years!</p>	