



Remote Support Transition Milestones and Timeline Example

Transition Step	Start Date	Completion Date
Step 1: Screening Matrix (SHIFT) Completed <ul style="list-style-type: none"> - Provide Marketing Videos and Resources to individuals and their support teams to introduce Enabling Technology concepts 	1/1/2022	1/1/2022
Step 2: Select Potential Technology Vendors / Solutions	1/1/2022	1/8/2022
Step 3: Technology Assessment with Technology Vendor(s). All individuals should be assessed using a person-centered process to address: <ul style="list-style-type: none"> - Interest and history with technology - The capacity in which they want to achieve independence - Goals and preferences of person served - Work and/or community goals that can be supported by technology - Areas of concern that need to be addressed for safety 	1/8/22	1/22/22
Step 4: Technology Recommendation and Quote from Technology Vendor(s)	1/22/22	1/29/22
Step 5: Select and approve the technology recommendation(s) and quote(s). Complete the Enabling Technology Integration Plan (SHIFT) and add it to the Individual's support plan. <ul style="list-style-type: none"> - Ensure that recommended technology services fit within the individual's budget. - Request and secure any necessary funding changes - Gain necessary approval for any changes to an Individual's Support Plan 	1/29/22	2/4/22
Step 7: Integrate selected Enabling Technology into the home	2/4/22	3/25/22



<ul style="list-style-type: none"> - Ensure that minimum technology standards are in place prior to implementation 		
<p>Step 8: Technology and Support Plan Training</p> <ul style="list-style-type: none"> - Train Direct staff on any technology supports added to the home - Train Remote support team and backup responders on the individual’s support plan, goals, concerns, and the response plan. 	3/25/22	4/2/22
<p>Step 9: Overlap Phase 1 begins. This is the “Training Phase”</p> <ul style="list-style-type: none"> - Enabling Technology and Remote Support is “Live” but there are no changes to in-person supports. ET and RS is overlapping with in-person support. - Training with the individual supported on: <ul style="list-style-type: none"> o Use of any installed technology o How to access staff support o Emergency Response o Other 	4/2/22	4/17/22
<p>Step 10: Overlap Phase 2 begins. This is the “Trial Phase”</p> <ul style="list-style-type: none"> - Enabling Technology and Remote Support is “Live” - In-person supports remain in the home during remote support time - Any required support is provided by the Remote Support team instead of the in-person staff - In-person staff provides training and support as needed while on-site 	4/17/22	5/2/22
<p>Step 11: Overlap phase team meeting</p> <ul style="list-style-type: none"> - Organization Tech Champion analyzes technology utilization reports - Organization Tech Champion meets with person supported, Remote Support team, Direct Care Staff, and any other care team members - Organization Tech Champion and Care Team make any necessary adjustments to the ETIP and ISP based on overlap phase feedback. 	5/2/22	5/9/22



<ul style="list-style-type: none"> - Initiate the Remote Support Pilot Phase 1 		
<p>Step 12: Remote Support Pilot Phase 1 Begins</p> <ul style="list-style-type: none"> - In-person support is reallocated to step 1 level, as identified in the ETIP and ISP (for example, 4 hours) - Remote Support is active as the primary support during this time - Backup in-person is provided, as needed 	5/9/22	6/9/22
<p>Step 13: Remote Support Pilot phase team meeting</p> <ul style="list-style-type: none"> - Organization Tech Champion analyzes technology utilization reports - Organization Tech Champion meets with person supported, Remote Support team, Direct Care Staff, and any other care team members - Organization Tech Champion and Care Team make any necessary adjustments to the ETIP and ISP based on RS Pilot phase feedback. 	6/9/22	6/16/22
<p>Step 14: Remote Support Pilot Phase 2 Begins</p> <ul style="list-style-type: none"> - In-person support is reallocated to step 1 level, as identified in the ETIP and ISP (for example, 12 hours) - Remote Support is active as the primary support during this time - Backup in-person is provided, as needed 	6/16/22	7/16/22
<p>Step 15: Remote Support Pilot phase team meeting</p> <ul style="list-style-type: none"> - Organization Tech Champion analyzes technology utilization reports - Organization Tech Champion meets with person supported, Remote Support team, Direct Care Staff, and any other care team members - Organization Tech Champion and Care Team make any necessary adjustments to the ETIP and ISP based on RS Pilot phase feedback. 	7/16/22	7/23/22



Step 16: Repeat the RS phasing and meeting steps as many times as necessary to appropriately phase in remote support in accordance with the needs of each individual.	TBD	TBD
Step 17: End Pilot Phase and begin standard Remote Support	7/23/22	Make adjustments, as needed
Step 18: Conduct 3-month Remote Support Review Team Meeting <ul style="list-style-type: none"> - Organization Tech Champion analyzes technology utilization reports - Organization Tech Champion meets with person supported, Remote Support team, Direct Care Staff, and any other care team members - Organization Tech Champion and Care Team make any necessary adjustments to the ETIP and ISP based on RS phase feedback. 	10/23/22	10/23/22
Step 19: Annual Technology and Remote Support Team Review Meeting <ul style="list-style-type: none"> - Organization Tech Champion analyzes technology utilization reports - Organization Tech Champion meets with person supported, Remote Support team, Direct Care Staff, and any other care team members - Organization Tech Champion and Care Team make any necessary adjustments to the ETIP and ISP based on RS phase feedback. 	4/2/23	4/2/23