The Future is Now: Leveraging Enabling Technology to Transform I/DD Supports

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Today's Learning Objectives

- Provide general overview of Indiana's Innovation Pilot Project (IPP) initiative and included pilots, as well as resulting products.

- Share framework for maximizing one-time grant opportunities into long-term systems improvements.

- Overview of the barriers that limit use and uptake of remote supports today as well as the benefits of remote supports.

- Methods for expanding the implementation of remote supports, as well as promoting education and awareness in their state.

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3

"On a sentimental note, it is promising to see a group of grantees come together with the state to so productively collaborate on ways to improve services for people with disabilities. Aside from the tangible deliverables, one of the most impactful takeaways for this grantee has been the spirit of Hoosiers coming together to help support individuals with disabilities in a way we have not seen before."

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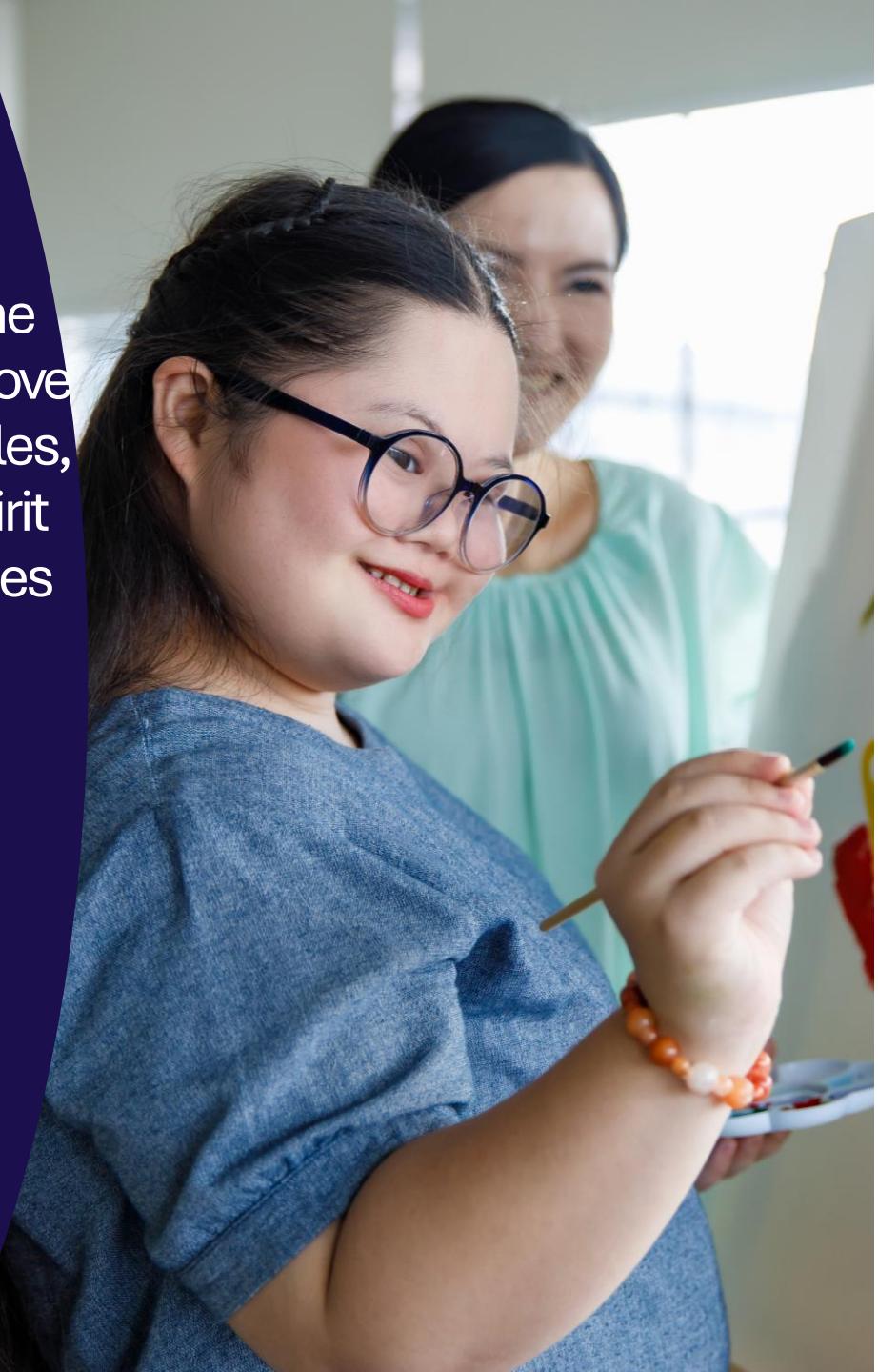
IPPs provided an Opportunity To:

- Demonstrate new service models that could be expanded.

- Build private/public partnerships to expand opportunity for employment and community engagement.

- Investigate unique ways of meeting needs of individuals seeking or receiving services from DDARS/BDS.

- Explore ways of improving the lives of Hoosiers with intellectual and developmental disabilities.

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5

DDARS Guiding Framework & Considerations for IPPs

1102 Taskforce Recommendations

Waiver Redesign Initial Concept Paper & Path Forward

Future Direction with Waiver Transition

FSSA Spend Plan Areas of Priority

Ability to Implement, Measure, & Report on Outcomes and Demonstrate Proof of Concept

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Major Themes of IPPs

- Information and Skill Building for Individuals

- Community Partnership/Community Change

- Supporting those who Support

- Support Through Technology

- Modifying our Current Models of Services and Payment (Music Therapy, Shared Living, Behavioral Support, Employment Related System Transformation)

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- Two of the IPP grantees aimed to enhance utilization of Remote Support services in the state. This included providing an opportunity to explore new means and methods to address the needs of Hoosiers with disabilities and helped inform an ongoing effort to transform waiver supports and services.

- These grantees, Night Owl Support Systems and SafeinHome, will highlight their grant projects and detail their impact on Hoosiers with disabilities. With the grant period having ended, DDARS will share how they are leveraging findings to inform ongoing systems transformation.

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Indiana's **Innovative** Choice

Real People.
Real Impact.

SafeinHome®

Indiana's Innovative Choice:
Expanding Service Access

- Used ARPA funding to **increase access** to Support Services

- Opened doors for people who needed support but had none

- Chose people over paralysis in a workforce crisis

Safein**Home**

Nevaeh: Life with Remote Supports Services

- Regular check-ins ease anxiety

- Reminders support daily routines

- Biometric door lock gives peace of mind

- Today: safe, secure, and supported

The SafeinHome **Innovation Pilot Project**

Delivered **an immediately available, person-centered** support model

Demonstrated **a potential future waiver models** and innovative approaches

Provided services to people on waitlists **and in rural communities**

Advanced Indiana's goals for independence, self-determination, and learning

Increased use of Remote Supports to **expand service access** and independence

Supporting Everyday Independence

- Choosing where to live
- Deciding how to spend time
- Choosing when support is needed
- Confidence in daily routine

Future Opportunities: **Scaling Service Impact**

- Expand service access to reduce waitlists

- Embed Remote Supports in case manager onboarding as a standard option

- Improve the workforce crisis by reallocating DSP capacity

inHome

People Are Waiting.
Support *Can* Start Now

- Remote Supports are proven, reliable, and scalable

- Indiana demonstrated what's possible with innovative funding choices

- Expanding access today reduces waitlists and strengthens the workforce

- Policy decisions now determine how many people move from waiting to living independently

inHome

Current Challenges

Guardian/Case Management Resistance

Turnover – RS Since 2009, Organizational Knowledge Limited

Lack of Process Awareness

Who Can Succeed with Remote Supports

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Proposed Solution

CRSE.IN – Remote Supports Online Education Platform

- Provider-Agnostic

- CAIRSS-Aligned

- State-Specific

- Competency-Based

- Compact & Thorough

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CRSE.IN Content

Fundamentals of Remote Supports

Benefits of Remote Supports

Who Can Benefit from Remote Supports

Roles and Responsibilities

Speaking with the Team

How Remote Supports Work in Indiana

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Evaluation Method

Pre- and Post-Course Assessments

Ordinal Response Options
  e.g. "Not Very Prepared", "Somewhat Prepared", "Prepared", "Very Prepared"

Assign Values to Answer Options
  e.g. 1, 2, 3, 4

Statistically Evaluate Learner Results

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Paired-Samples Statistics

	Mean	N	Std. Deviation	Std. Error Mean
Avg Score Pre-Course	1.5825083	101	.831873308	.0827744879
Avg Score Post-Course	2.4092409	101	.5193611206	.0516783602

"These results imply that the intervention had a meaningful impact on improving the measured outcomes." – Dr. Allison Howland, IPP Technical Assistance

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Paired-Samples t-Test

	Mean	Std. Deviation	Std. Error Mean	Lower (95% Confidence Interval of the Difference)	Upper (95% Confidence Interval of the Difference)	t	df	One-Sided p	Two-Sided p
Avg Pre/Post	-.8267	.6337	.0660	-.9577	-.6957	-12.518	100	<.001	<.001

"The paired samples t-test reveal significant improvements from pre-test to post-test across all items and overall scores. Each pair shows a negative mean difference, indicating that post-test scores were consistently higher." – Dr. Allison Howland

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Remote Supports Service Impact in Indiana (2024)

SafeinHome®

543,824
Combined Service Hours

NOSS

98.6%
Retention Rate

**95.4%**
Task Completion Rate

55.8
Avg Months on Services

140
No. of Individuals Living More Independently

Obstacles to Increased Remote Supports Utilization

- Awareness of Remote Support Services
- Case Manager & Guardian Understanding of Remote Support Services

SafeinHome

| | 1% | 87% | 68% |

38,572

408

356

242

INDIVIDUALS ON ID/A WAIVERS

INQUIRIES

CONSULTATION

SERVICE PLACEMENT
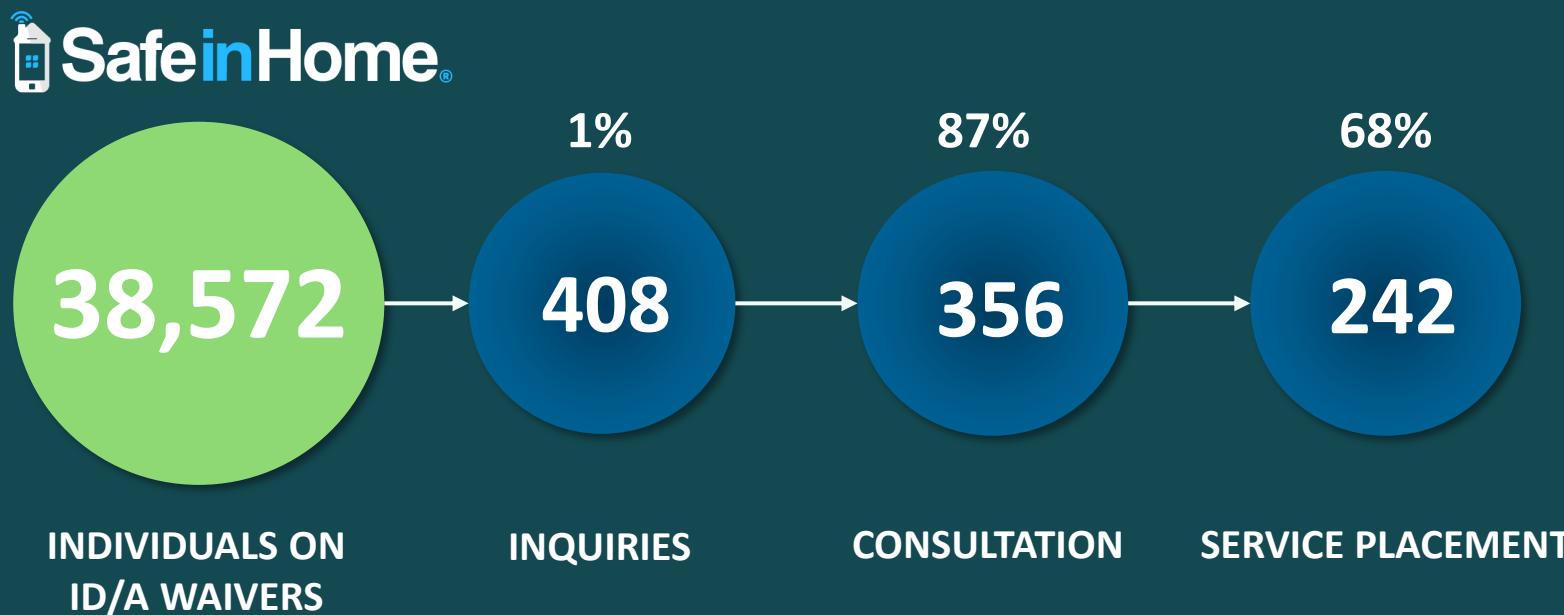
Past & Present Considerations

- Expansion of Remote Supports into Family Supports Waiver

- Flexibility to use natural supports, family members as the "back up"

- Indiana's definition for Remote Supports

  *Why it's important to include technical safeguards in regulations

  (central station, backups, generator, etc.)

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Future Considerations

- Reality of state budgets and necessity for finding workable, sustainable models for ensuring support for individuals

    *Default support being in-home staff 24/7 is no longer sustainable

- Remote supports have demonstrated ability to reduce costs and alleviate impacts of staff shortage

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