

Remote Supports with MARC, Inc. of Manchester and SafeinHome

Presented by:

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Who Are We?

- MARC, Inc. of Manchester is a nonprofit agency that supports people with developmental disabilities.
- We are based in Manchester and serve around 300 individuals from 27 towns in the Greater Hartford area.
- The agency was founded in 1952 and has been operating for 73 years!



Why Pursue Remote Supports?

- Aligns with our mission: providing the opportunity for people with intellectual and developmental disabilities to live meaningful lives of independence, choice, inclusion, and continuous personal growth
- Helps address concerns across different populations we serve



Recent Project SEARCH grads are interested in living independently, but families have some concerns. Solution? Remote supports provide peace of mind!



Some of the individuals we serve have lived independently for years. Remote supports can help them age in place and live independently for longer.

Our Plan and Service Model



SafeinHome (Virtual Support Partner)	MARC, Inc. of Manchester (On-Call Entity)
-Conducts consultation -Provides, installs, and monitors technology -Provides remote support through two way communication system	-Conducts initial person-centered assessment -Provides in-person support as needed (on-call staff) -Regularly reviews remote support data

Both entities collaborate with individuals and their teams to ensure services are solution-based and person-centered!

Independent Living Center at Lillian Drive

- Apartment located in the community designed to simulate independent living
- Outfitted with assistive technology elements and typical household appliances/tools
- Remote Supports make overnight stays safer and more realistic



A Vision for the Future



Use of remote supports at
Deming Street supportive
housing setting



Increased independence and
safety for all!



Opportunities for
education on remote
supports at ILC



Explore use of remote supports in
employment settings

24/7

REMOTE SUPPORTS STAFF

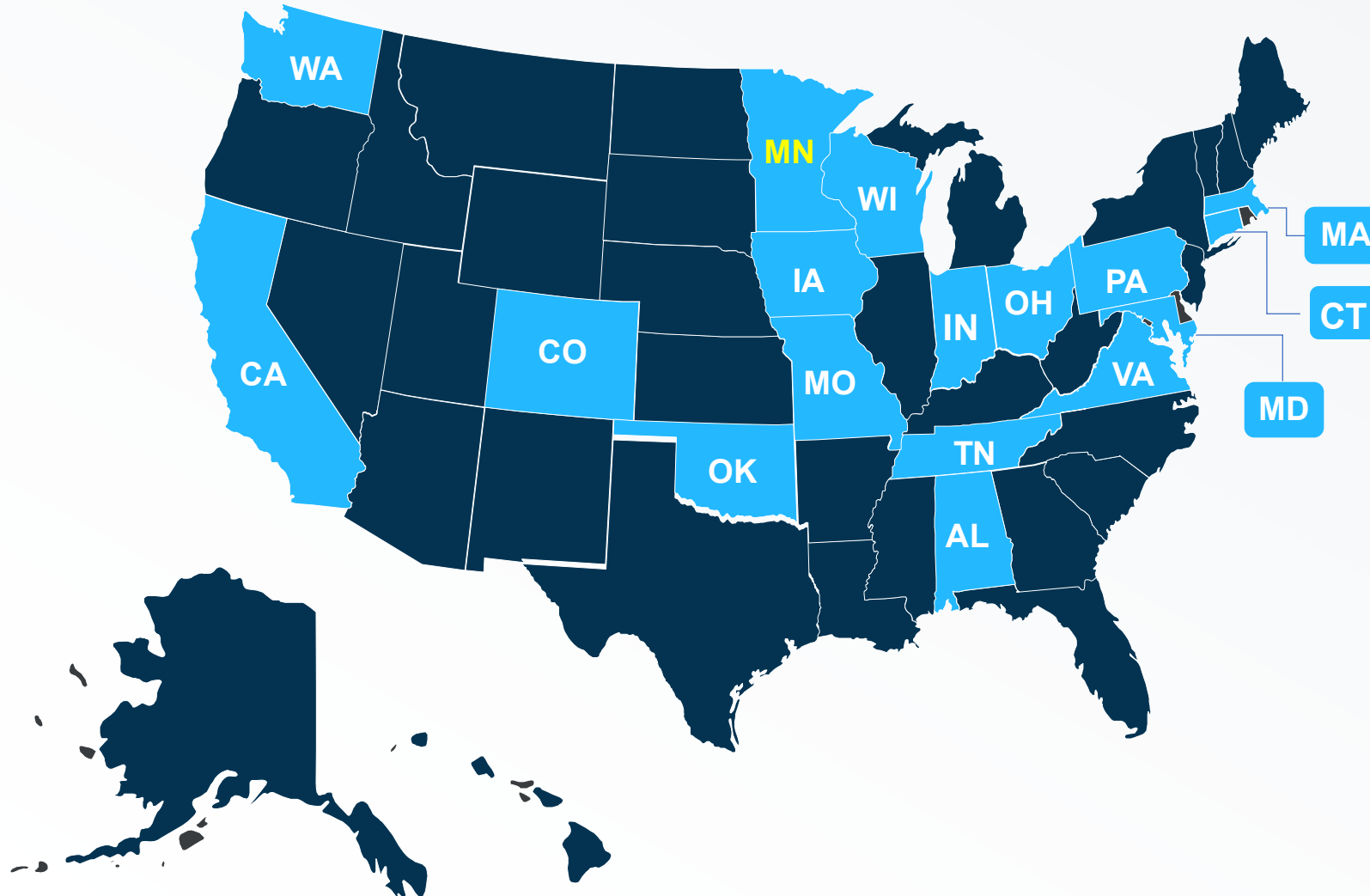
1,118,099

CHECK-INS

80+

DEVICES

CURRENT SERVICE AREA



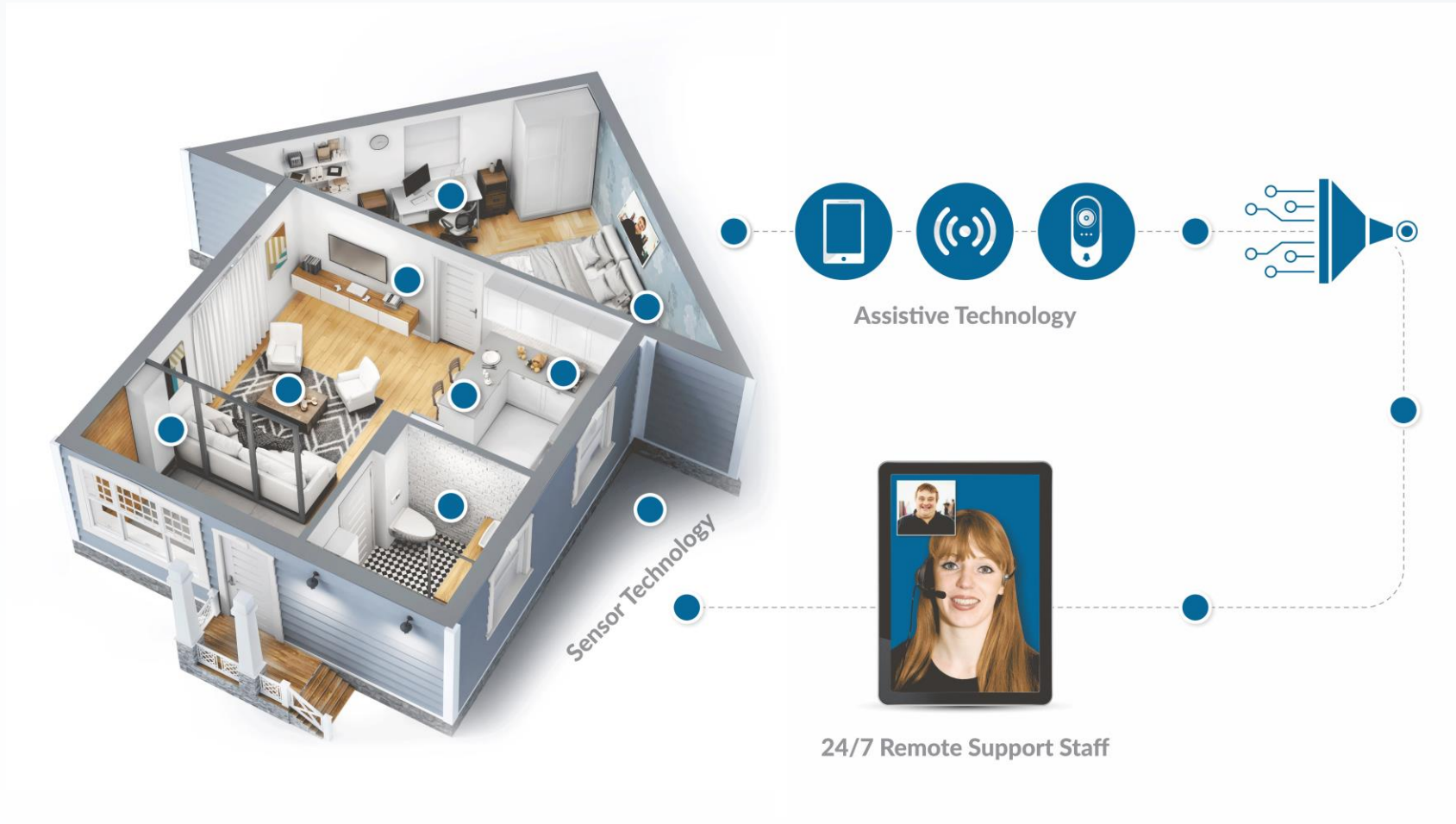
Support Services

FOR PEOPLE WITH INTELLECTUAL & DEVELOPMENTAL
DISABILITIES

Support Activities	Direct Supports	Remote Supports
Medication Management	✓	✓
Kitchen Safety	✓	✓
Visitor Safety	✓	✓
Elopement	✓	✓
Visitor Safety	✓	✓
Wake-up Calls	✓	✓
Someone to talk to	✓	✓
Seizure Management	✓	✓
Overnight Support	✓	✓

How it Works

How Remote Supports Works



The **Steps** to Remote Supports Services



- Remote Supports Consultants
- Incorporates the **LifeCourse Framework**
- As early as 72 hours
- Home visit

- Typically, within 48 hours of Consultation

- Approval by person receiving the services
- State Approval

- Within 7- 10 days
- SafeinHome in-house field team
- Intro to service team

- Support Plan Finalization
- Start of services