



Who We Are

Title of Project, Name of Lead Entity, Partner, Counties in Indiana we are impacting.

Remote Supports Education (CRSE) a project undertaken by Night Owl Support Systems, LLC, a provider of Remote Supports in Indiana. Partners for this project include Developmental Services, Inc. (DSI), The Columbus Organization, and Carey Services. Our project hopes to impact all counties of Indiana.

What We Expect if We Achieve our Vision

Expected short-term and long-term outcomes; and positive impacts on individuals if your project successfully carries out these actions.

Short-Term Outcomes:

1. Improving self-reported confidence levels of case managers and provider personnel about their knowledge of and ability to communicate about remote supports.
2. Improving attitudes toward remote supports of case managers, providers, and self-advocates and family members.

Long-Term Outcomes:

1. Improved capacity for individuals to live with more alone time.
2. Improved capacity for individuals to accomplish Activities of Daily Living without staff intervention or assistance.
3. Individuals ultimately having more freedom of choice with respect to living arrangement and types of supports.

What We Will Do

Specific actions your agency will take to carry out pilot project.

Develop a remote supports curriculum designed to educate case managers and providers about the service and how it is provisioned in Indiana.

Collect information regarding best practices from leading SMEs in the field of remote supports.

Create a website where family members, self-advocates, and other stakeholders can learn about remote supports and see success stories.

Pilot the remote supports curriculum with provider and case management partners to refine the content in order to make it as useful as possible.

Explore the effects of taking the course on professionals' behavior.

How We Will Do It

Plan and implementation

We will design the curriculum with input from SMEs, develop the methods by which the information will be conveyed, and subsequently develop the learning modules of the curriculum within a learning management system (LMS).

Once initially developed, we will test our course with the partner organizations, who will provide feedback on various aspects.

With this feedback, we will be able to iteratively improve the course, ensuring it is informative, relevant, and engaging.

What Will Result

Long-term goals to transform services and/or better support individuals.

Our long-term goals for this project include:

1. Increasing the overall utilization of remote supports services on IN's HCBS waivers.
2. Improve the independence of HCBS waiver participants through increased utilization of remote supports.
3. Minimize the negative impacts of the long-term staffing crisis through decreased reliance on in-person staff of individuals who use remote supports.

What We Want to Avoid

Outcomes that may take away from the vision and will serve as "red flags" to consider course correction.

1. If pilot learners do not report greater levels of understanding regarding remote supports, we would need to correct course.
2. If pilot learners are unable to dedicate the time to complete the course, we may need to rethink course length to accommodate the busy schedules of professionals.

