

Ohio Tech Ambassador

Remote Support Technology

How Remote Support Services in Ohio Use Smart Technology to Promote Safety, Independence, and Dignity





By the end of this session, participants will:

- Understand what Remote Support is
- Learn how Remote Support works in Ohio
- Explore common technologies used (like those outlined by NIsonger)
- Understand how Ohio at Home and remote vendors provide services
- Know who to contact and how to get started



Session Goals





What Is Remote Support?

Remote Support is:

- A service that uses technology to provide real-time assistance and monitoring
- Designed to support individuals with developmental disabilities
- Focused on:
 - 🛡️ Safety
 - 🧠 Independence
 - 🏠 Living successfully at home
 - 👤 Reduced need for in-person staffing

✂️ Remote support is not surveillance — it is person-centered and individualized.



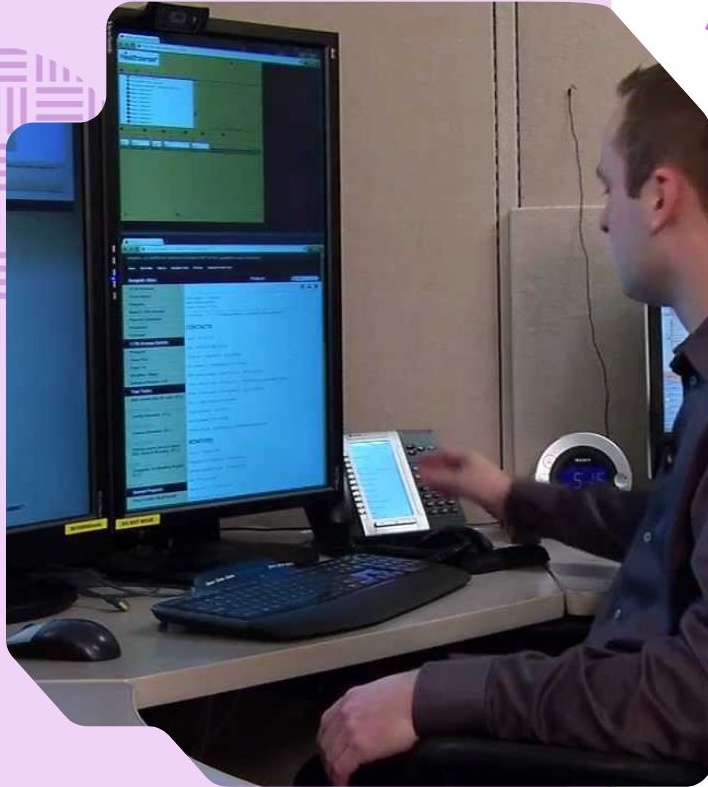
Remote Support in Ohio

Remote Support is available through:

- Ohio Department of Developmental Disabilities (DODD)
- Medicaid waiver services
- Supported Living services
- Ohio at Home Waiver
- Coordination through your Service and Support Administrator (SSA)

Your SSA:

- Explains service eligibility
- Connects you to approved remote support vendors
- Helps determine which technologies fit your needs



Key Ohio Remote Support Partners

Some Ohio-connected resources include:

- Nisonger Center (OSU) – Research, training, and guidance
- Ohio at Home Waiver – Supports individuals with intensive medical or developmental needs
- Approved Remote Support Vendors (varies by county)

♥ Your SSA can provide the most up-to-date list of approved providers in your area.



Remote Support Technology Overview

There is no single remote support setup.
Technology is:

- Customized for each individual
- Based on goals and assessed needs
- Designed to support independence — not restrict it

Let's look at common examples.





2-Way Video Communication

- Allows real-time communication with remote staff
- Used for:
 - Talking about the day
 - Asking questions
 - Medication verification
 - Reading directions
 - Identifying symptoms of illness
- ✦ Promotes connection without requiring staff to be physically present.



Motion Detectors

- Detect movement in specific areas (e.g., kitchen)
- Can trigger:
 - Reminders to turn off appliances
 - Assistance with cooking instructions
 - Grocery list help

Example:

If someone is in the kitchen too long without activity, support staff can check in.

Window & Door Sensors



- Identify when doors/windows are opened or closed
- Help track:
 - Entry/exit times
 - Safety during overnight hours
 - Unexpected activity
- Supports safety while preserving independence.



Bed Sensors

- Detect when someone gets in/out of bed
- Can:
 - Turn lights on automatically at night
 - Notify staff if wake-up times are unusual
 - Alert caregivers if someone hasn't gotten up for work

Supports:

- Night safety
- Routine management
- Caregiver peace of mind



Medication Dispensers

- Locked compartments open only at correct time
- Reduces medication errors
- Sends alert if medication is missed
- Notifies caregiver or remote support vendor
- Encourages independence while maintaining health safety.



Environmental Safety Technology

Includes:

Carbon Monoxide Sensors

- Detect dangerous CO levels
- Alert emergency responders

Water Sensors

- Detect flooding or leaks
- Prevent major damage

Automatic Stove Shut-Off Devices

- Detect inactivity in kitchen
- Turn stove off automatically if forgotten
- Prevents emergencies before they escalate.



Cameras



Cameras are:

- Not always used
- Used only when necessary and agreed upon
- Typically placed in common areas

Examples:

- Facing front/back door
- Assisting with reading labels in kitchen
- Used to promote safety and independence – not invade privacy.






Vibration Sensors

- Detect falls
- Identify unusual movement patterns
- Alert remote support staff immediately
- Helpful for:
 - Individuals at risk for falls
 - Overnight monitoring
 - Emergency detection



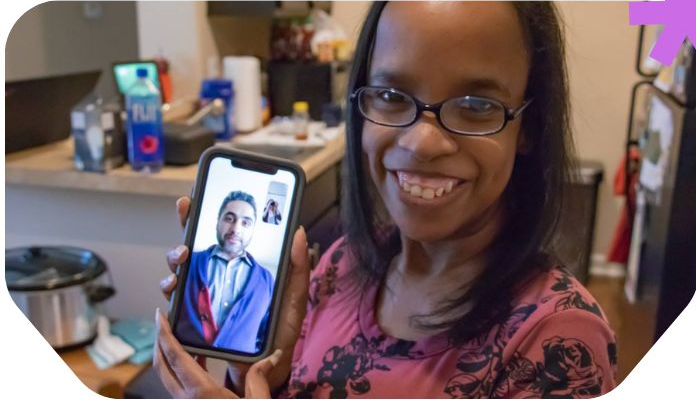
Benefits of Remote Support

- Remote Support can:
 - Increase independence
 - Reduce 24/7 in-person staffing needs
 - Support skill development
 - Improve privacy
 - Provide faster response to emergencies
 - Reduce long-term service costs
-  It supports living safely – without constant supervision.



Person-Centered Technology

- Important:
 - Technology is customized
 - Based on individual goals
 - Requires consent and planning
 - Reviewed regularly with SSA
 - Adjusted over time
- Remote Support is:
 - ✓ Collaborative
 - ✓ Flexible
 - ✓ Respectful



How to Get Started in Ohio

- Contact your Service & Support Administrator (SSA)
- Ask about Remote Support eligibility
- Discuss goals and concerns
- Meet with a remote support vendor
- Develop a technology plan
- 📌 Every setup is different — your needs guide the design.



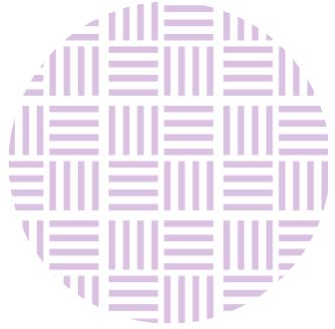
Privacy & Consent

- Technology must follow Medicaid & DODD rules
- Individual consent is required
- Cameras and monitoring are discussed in detail
- Data is secured by vendor policies
- Remote support is about:
 - → Safety
 - → Dignity
 - → Independence



Final Takeaways

- Remote Support in Ohio uses smart technology to promote independence
- Devices range from simple reminders to environmental safety sensors
- Technology is customized and person-centered
- Talk to your SSA to explore options
- Remote Support isn't about replacing people — it's about empowering independence.



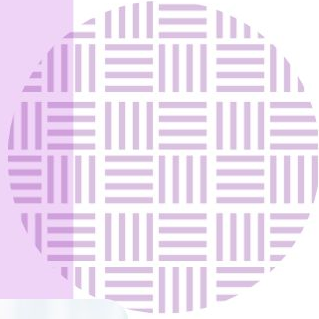
Panel

**Marci Straughter &
Chris Cooley**





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Q&A



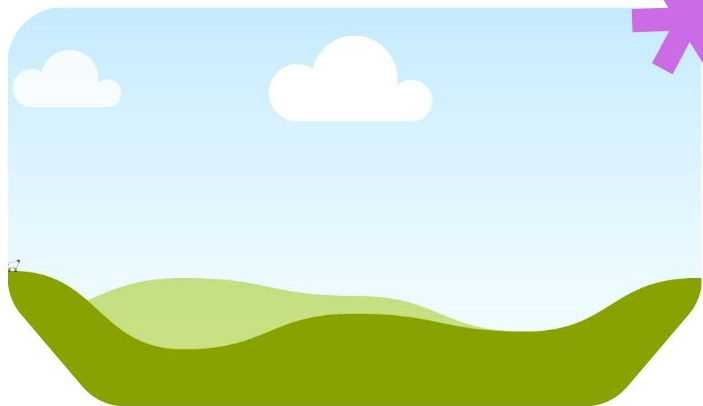


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**Thank You
Very Much**







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