

PERSONAL SUPPORT TECHNOLOGY -FAQS

What is Personal Support Technology (PST)?

PST is defined in the DD Waiver Standards as “an electronic monitoring device/system and associated supports that assist individuals with I/DD to be more independent in their home or community. PST may decrease needs for assistance or supervision by on-site staff and may replace some on-site supervision with off-site supervision. This service is intended to: promote increased independence and quality of life, offer opportunities to live as safely and with as much privacy as possible in one’s home and in the community, and to promote increased health as well as increased personal freedom.”

What are some Examples of PST Solutions?

PST is really meant to help provide solutions to those “What If ...” questions that families or teams might have when considering how an individual might have increased personal freedom through decreased supervision or less intense supervision at various times during the day. PST may be one part of the solution. Some examples include:

Description of Concern	Possible Solutions through PST
How will we know if Brian gets up in time for work?	Motion or Movement sensors can alert others if Brian does not get up by a certain time
Brian is pretty independent but often forgets to lock the door at night or when he leaves.	Door Sensors can alert others if the door is unlocked past a certain time. A “leaving home” scenario can be triggered to do various things automatically like: lock door, turn off lights, etc.
Maria’s family wants to be sure that she has a fast and easy way to contact others if she needs help when staff or family are not providing on-site supervision.	A large variety of Personal Emergency Response (PERS) systems are available that can call 911, family, and/or staff for help depending on the protocol that is set up.
Staff is afraid that Marty might sneak out of the house if there is not an awake staff that provides constant close visual supervision.	Motion, bed, door or window sensors can be set to alert staff. This may allow Marty more freedom in the home and possibly less staffing.
Annie needs staff assistance to make sure she takes her medications on time.	Some medication Management systems can be set to alert others if medication is missed.
Ozzie likes to cook but staff need to remind him to turn the stove off and need to cue him to certain steps to prepare a meal.	“Stove Guard” or other items can automatically turn the stove/burner off if Ozzie is not detected near the stove for a programmed length of time. A custom video cueing system can be set up.
Raul needs staff to ride along to make sure he gets to work on the bus.	“Apps” and associated training can give specific video and verbal cues that are coordinated with GPS locations to assist with travel independence.

Other PST examples might include but are not limited to: home sensors for fire, temperature, water leaks, CO2 levels, etc.; apps for remote task cueing or location monitoring; remote video monitoring for cueing, “check-ins”, reminders; sensors for objects that can detect frequency of use for items such as showers, water bottles, refrigerators; fall and seizure detectors; PST associated environmental control and various telehealth monitoring devices.

How much PST funding is available?

PST funding up to \$5000 per ISP budget year inclusive of a 15% allowable administrative fee is available.

What PST services can be funded?

Per the current DD Waiver standards PST funds can pay for the following: PST devices; installation; rental; maintenance; warranty fees; subscription costs; education in the use of the devices; daily monitoring; and provision of assistance to respond to events identified through monitoring.

While there are only a few approved PST providers for the DD Waiver, this does not have to limit the PST options available. Any technology or program that meets the definition of PST in DD Waiver Service Standards and that can be approved through the Outside Review process may be accessed. A DD Waiver Provider of PST may be the vendor of the device, technology or program or may act as fiscal intermediary for a separate vendor of the PST option that the team identifies.

How are PST services funded?

The current budget worksheet allows for at cost reimbursement, up to 15% administrative fee, and a daily unit for monitoring/maintenance.

What is the process for accessing PST funding?

1. The IDT (including the individual/guardian) identify various specific concerns that might have PST as part of the solution. The IDT might assign various members of the IDT to explore possible solutions if this is an initial PST request for that item/service. If the IDT includes therapists, nursing, and/or BSC these members might be good resources depending on the nature of the concerns. The Clinical Services Bureau or the Bureau of Behavioral Supports might also be consulted. Any interested IDT members may explore possible PST options.
2. The CM asks the individual/guardian to sign a SFOC form for a PST provider.
3. The CM calls the selected PST provider to provide information regarding the individual's needs and facilitates planning methods with the IDT as needed. Additional planning could include the PST provider and possibly vendor input by e-mail, phone or in person as needed.
4. The CM assures that the ISP contains a vision-driven outcome that reflects a desire to increase independence in the community or in the residence related to use of PST services OR that there is justification for PST services in the Health and Safety section of the ISP as discussed by the IDT.
5. The CM assures that the need (or not) for a HRC meeting related to PST, is documented in the IDT meeting minutes that documents the discussion related to PST needs.
6. The PST provider explores PST devices, services, and costs through various vendors and coordinates with the IDT as needed.
7. The PST provider outlines a brief plan for PST services that includes estimated allowable costs to provide PST devices and services and submits this to the CM.
8. If the proposed PST device/system might impact the individual's right to privacy, the provider agency where the restriction is proposed to be implemented will arrange for Human Rights Committee (HRC) review.
9. The CM adds PST costs to the budget per current procedure. The CM should include the PST provider plan, the ISP that includes PST- related outcomes and/or health and safety justification, IDT Meeting Minutes that include IDT discussion of PST needs and HRC review (if needed) when submitting the budget to the Outside Reviewer (OR). Submission of these items will allow the OR to determine if the requested PST services meet PST criteria.

What if there are no PST Providers listed on the SFOC for my county?

The CM should submit a RORA form to identify that needed providers are not available. The CM/IDT may choose to contact a provider that is listed for a nearby county and ask if that provider would be willing to add the county and provide services. PST is a type of Assistive Technology (AT) and thus some costs may be covered by the AT fund.

What are some PST Agency Requirements?

The PST Provider Agency must: assure that there is HRC committee approval when needed; keep a log outlining all services provided and including the person's identification on all pages of documents; keep all receipts and estimates for expenditures; and provide a copy of the log upon request to the CM.

Resources for more information include:

- NM Technology Assistance Program which includes free resources to New Mexicans with disabilities <http://www.tap.gcd.state.nm.us>
- Personal Support Technology – Exploring the Possibilities <https://nmhealth.org/publication/view/general/3986/>
- Assistive Technology Industry Association <https://www.atia.org/at-resources/alliance-partners/>
- Sample PST vendors include: Sengistix; Aspects of ARCA Smart-travel Program; Simply Home, Rest Assured, Night Owl Support Systems, Tech- CARA, and a variety of mobile apps.