

BSS Innovations Provider Panel: General Remote Behavioral Services December 22nd, 2020

Please email any questions about this panel to the BSASP provider support mailbox:
RA-basprovidersupprt@pa.gov

PRIVACY and HIPAA

- HHS has released guidance on HIPAA during COVID-19. Please review that information here:
 - ♦ <https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>
- Providers should ensure any technology used complies with HIPAA requirements and review any questions related to remote support with their legal representation before beginning remote supports.
- Recording a telehealth appointment requires consent before recording and must comply with HIPAA requirements

Service Definitions

- Panelists represent Behavioral Support Providers across multiple systems. Please make sure any strategies or methods of delivering Behavioral Support remotely meet the requirements described within the service definition and documentation requirements for the system you are working within.

ODP Programs

- Direct Behavioral Support may be provided remotely when all of the following are met:
 - ◆ The participant has agreed to receive remote services and the ISP team has determined that remote service meets the health and safety needs of the participant.
 - ◆ The technology used complies with HIPAA requirements.
 - ◆ If direct Behavioral Support, the services must be provided by means that allow for two-way, real time interactive communication, such as through audio/video conferencing. The technology used should be capable of clearly presenting sound and image in real-time and without delay. Providers can call participants over the phone as an incidental component of the service to check-in with participants or in emergency circumstances if all other criteria are met.
 - ◆ The use of remote Behavioral Support is clearly documented in the Behavior Support section of the ISP.



BEHAVIORAL SUPPORT SERVICES INNOVATION PANELS

General Remote Behavioral Support Services


December 22, 2020 from 1:00 PM - 2:30 PM

Presented by Guy Legare, M.P.S.
Executive Director
Person Driven Clinical Solutions, LLC (PDCS)

- Guy has more than 25 years of experience in helping teams and organizations supporting people with IDD as well as complex clinical conditions, build support cultures where staff can become increasingly more person driven
- For many years, Guy worked as the Associate Clinical Director for the OMR Statewide Training and Technical Assistance Initiative in Pennsylvania, where he collaborated with providers and counties to build capacity through a variety of trainings
- Started PDCS in 2015 to provide Behavioral Support Services across Pennsylvania



Number of people
we currently serve
across
Pennsylvania: **586**



Eastern Region: **443**
Western Region: **143**
Number of Counties: **39**
Provider Partners: **53**

Number of
employees: **30**

Clinicians: **28**
Quality Coordinator: **1**
Administrative Assistant: **1**

**PDCS:
WHO WE ARE**

THE SERVICE PRE-PANDEMIC

Organized and structured to be provided in person, face to face

Clinicians scheduled their weeks to:

- Maximize their time
- Minimize travel
- See everyone on their caseload based on:
 - Need
 - Agreed upon weekly intensity

THE SERVICE DURING THE PANDEMIC

Basic expectations for the service remained the same however:

- Nothing done in person, no face-to-face contact
- Everything done remotely through technology (No travel)

SURPRISING & POSITIVE UNINTENDED CONSEQUENCES

- Proven to all of us that the work we do could be approached very differently & done well completely remotely
- Awaken us to new possibilities when it comes to providing quality service in creative ways
- An opportunity to look at what we do with new eyes, a chance to improve and rethink how we do what we do



WHAT WE WERE NOT EXPECTING



- Increased ability to connect with people
- Simplified organizing visits, debriefings, team meetings, trainings & mentoring
- Increased flexibility & how they could spend their time
- Increased their responsiveness to individuals & their teams
- Increased opportunities to provide individualized supports
- Improved the communication between clinicians & team members
- Improved consistency & meaningful supports for all team members

THE PANDEMIC: WHAT WE ARE LEARNING



- Decreased travel time & using technology to provide the service remotely has directly increased our collective:
 - Responsiveness
 - Availability
 - Productivity
 - Efficiency

THE PANDEMIC: HOW IT HAS CHANGED US



- Increased communication & connection through Virtual Meeting Technology
- Created a Virtual Office
- Improved & simplified our New Employee Development (NED)
- Simplified the implementation of our Back Up Plan
- Simplified organizing coverage wherever needed across the state
- Increased team collaboration & maximizing our resources
- Increased our ability to help people in locations where we were never able to before

POST-PANDEMIC: OPTIONS & IDEAS WORTH EXPLORING



- Make video technologies a viable option to simplify & improve the direct assessment process
- Support technology options to eliminate paper driven aspects of the service
- Encourage continuation of virtual meetings whenever possible
- Consider options (DocuSign, DropBox, Adobe etc.) for electronic signatures
- Create the option (as a choice) for people living in locations where options, quality or specific expertise may be missing to receive the service remotely

CONTACT INFORMATION



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Website:

www.pdcsllc.org

THANK YOU

BSS Innovations

**Access to internet
and connecting
family members
and participants via
remote supports.**

**Presented by
Michael Meyer**



Michael Meyer M. Ed Behavior Consultant

Sole Proprietor - Yes, they do exist 😊 !!

- ▶ Masters Degree in Counseling Psychology
- ▶ More than 25 years of experience in supporting individuals, families and teams.
- ▶ Behavior Consultant since 1994 and specialize in Behavioral Health and Nutrition; the use of minerals / supplements - Alternatives to Medications
- ▶ Founding Member PA Association of Behavior Specialists (PABS)

Connecting with Family, Friends & Professionals

During
COVID

- ▶ Assess technical abilities, access & chose a platform
- ▶ Living with Parents vs residential settings
- ▶ Assess and address issues with providers, professionals and families – internet access, devices, \$\$, family / staff's skills
- ▶ Assistance with set up – share installation videos and walk them through it.
- ▶ Reaching out to various providers - residential, nursing home, professionals (e.g. Psychiatrists), etc.

Connecting with Family, Friends & Professionals During COVID

- ▶ **Family vs Provider** (use varying forms based on compliance issues)
- ▶ **Benefits – less travel, visual access, being able to share, more frequent contact, etc.**
- ▶ Focus on being proactive to minimize MH crisis
- ▶ Reminder to use HIPAA Compliant approaches
- ▶ Meeting outdoors, on patios, driveway, walks , park, etc.

CONTACT INFORMATION



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PA Association for Behavior Specialists:

PAAssoc.ofBehaviorSpecialists@gmail.com



Creative Techniques for Remote Behavioral Supports

LAUREN BURLEW, MA
BEHAVIORAL SPECIALIST
VIA OF THE LEHIGH VALLEY

L.BURLEW@VIANET.ORG

484-866-796

Remote Supports vs In Person Supports

- remote support differ from in person supports
- it is sometimes difficult to fill a long remote session with meaningful activity without some planning and having materials prepared ahead of time.

Therapeutic Activity: Grounding Exercises

- Name 5 things you can see in your room. Tell me about them!
- Name 5 things you can smell, touch, hear, etc.
- Look at this picture and tell me what you see? What's going on in the picture? What colors do you see?



Therapeutic Activity: Coping Skills Review

- review coping skills list
- review potential new coping skills
- discuss when to use coping skills, what situations they have worked before, what coping skills they have not tried before but would like to try, etc.

“A” Coping Skills

- Ask for Help
- Aromatherapy
- Art
- Ask a Friend for Advice

“B” Coping Skills

- Basketball
- Breathe slowly
- baking

Therapeutic Activity: Gratitude Review

- One good thing that happened to me today...
- Something good I saw someone do today...
- Today I had fun when...
- Something I accomplished today...
- Something funny that happened today...
- Someone I was thankful for today...
- etc.

Therapeutic Activity: Emotions Discussion

- worksheet with different emotions, different names for them, and signs and symptoms of each emotion

Anger

Related Emotions

- Annoyed
- Irritated
- Furious
- Irate

Signs & Behaviors

- Arguing
- Clenched fists
- Blaming
- Increased heart rate

Worksheet: Perspective Taking

- different perspective taking exercises, custom made to suit this participants' needs
- For someone who raises their tone of voice a lot:
 - “Think about your words and tone of voice when speaking to someone. How do they feel on the receiving end of your words and tone of voice? How do your feelings affect your tone of voice?”
- For someone who has a difficult time considering others' likes/dislikes:
 - “Pick a person. Think about their likes and dislikes. If you were to plan a party for them, what would you do? What would the theme be? Cake and food? Presents? Try to pick things they like or things based off of their values.

Worksheet: Social Skills Stories

- stories with fictional characters tell stories that parallel situations the participant found themselves in
- answer questions related to the stories
- think about how the people in the story feel
- For someone who has a behavior we are working on that is kissing coworkers in greeting:
 - “Amy has a friend who works on the other side of the building named Stacy. Stacy is very nice and talks to Amy when they have their lunches together. Amy went to Stacy’s office and said, “Hi Stacy, are you ready for lunch?” She goes forward and kisses Stacy on the forehead.
 - A. What’s going on in this story?
 - B. How does Stacy feel?
 - C. What should Amy have done differently when greeting her friend?”

Worksheet: Self-Care Plan

- fill out a self-care plan that allows for outlining different aspects of self-care
- example:
 - I can exercise my body by...
 - I can be a good family member by...
 - I can relax my mind by...
 - 10 things I'm good at doing or being are...
- review and discuss self-care plans weekly

Worksheet: Social Skill Do's and Don'ts

- concrete, custom lists
- good for targeting specific behaviors
- Example: behaviors to Avoid at Work
- Example: Appropriate and Not Appropriate topics for work

Workplace Rules

1. Be mindful of your space. Do not stand too close to other people. If you notice them taking a few steps back, be mindful because you may be getting too close.
2. Don't ask coworkers for hugs, this may make them uncomfortable. Say "hi" and ask how their day is going instead.

Good Conversation Topics for work:

- Pets and family members
- sports
- General feelings
- Events
- Hobbies
- Popular culture

Not Good Conversation Topics for Work:

- Unkind things, gossip
- Not age appropriate topics like Hello Kitty

Other therapeutic activities

- reading and discussing a novel. Can discuss character motivations (perspective) or how they feel (emotion identification).
- Example: Passage from A Tree Grows in Brooklyn “Francie was so excited she couldn’t sleep the rest of the night. She was up at 7 but Johnny was still sleeping soundly. She waited in a perspiration of impatience.”
- therapeutic activity books (“Embrace Your Weird” by Felicia Day)
- Example: “What would you do if you won the lottery? Think about your actual new daily life. What would you spend your life doing if money were not an issue? How can you start doing one of these things a little bit right now?”

Putting it all together

- lesson planning
- implement breaks
- have custom tools prepared
- can find additional tools on [TherapistAid.com](https://www.therapistaid.com)

BSS INNOVATIONS

USING VIDEO CONFERENCING AND SCREEN SHARING CAPABILITIES

PRESENTED BY LINDSEY HUGHES

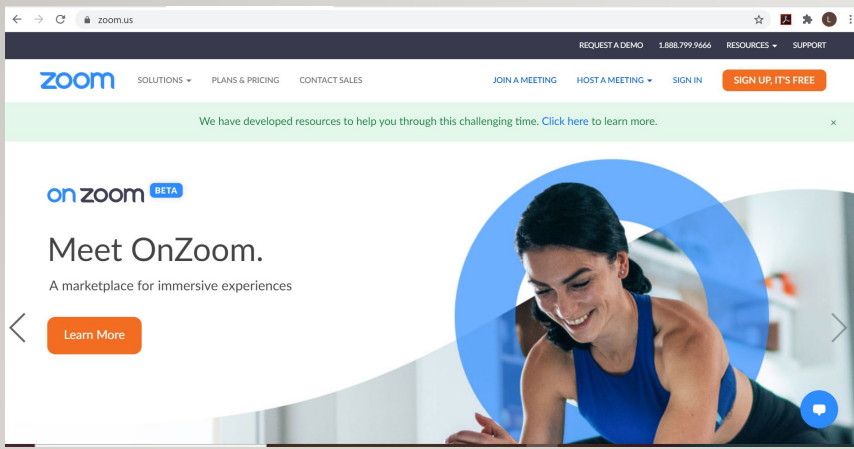


ABOUT ME- LINDSEY HUGHES




- Administrator & Behavior Specialist at Dalesio and Associates, Inc.
- Providing Behavior Support to Chester, Montgomery and Delaware Counties in PA
- M.S. in Counseling w/ concentration in ABA
- Started working with children with language &/or developmental disabilities in 2009, transitioned to working with adults in 2015.


ZOOM & VIDEO CONFERENCING





- FaceTime
- Go-To Meeting
- Skype (iOS, Android, Mac, **Windows**, Linux, web)
- FB Messenger (iOS, Android, Mac, **Windows**)
- WhatsApp Messenger (iOS, Android, Mac, **Windows**, web)
- Google Duo or Hangouts (iOS, Android, web)
- Marco Polo (iOS, Android)
- Houseparty (iOS, Android, web)


Lindsey Hughes



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 Security

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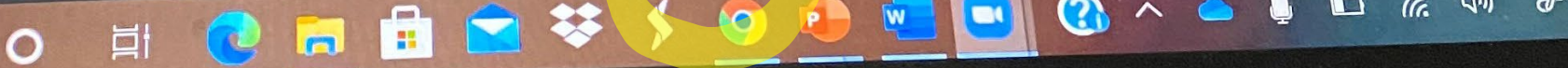
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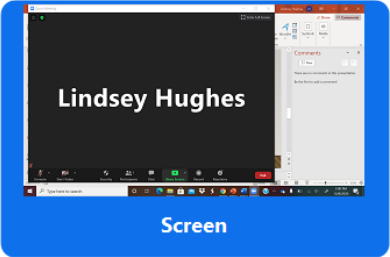


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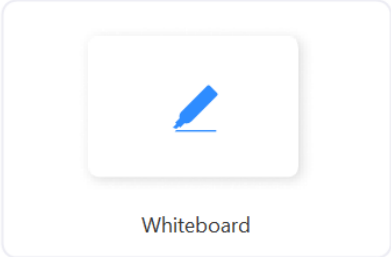
Lindsey Hughes LH

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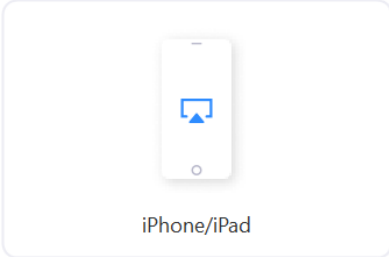
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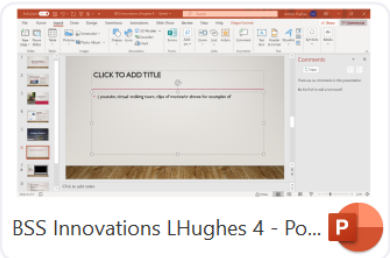
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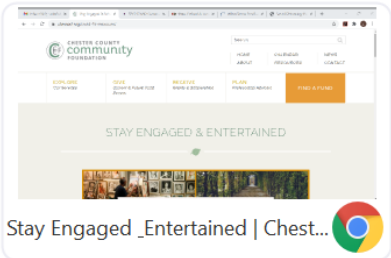
Whiteboard




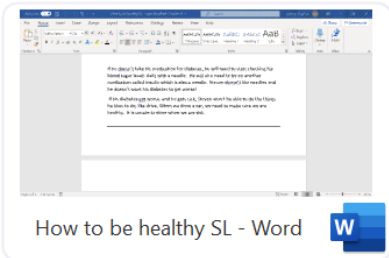
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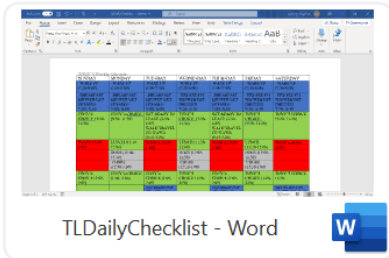
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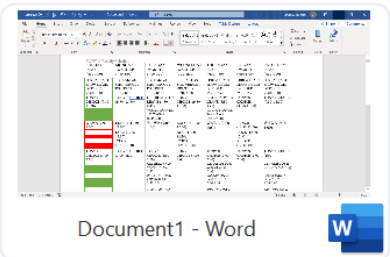
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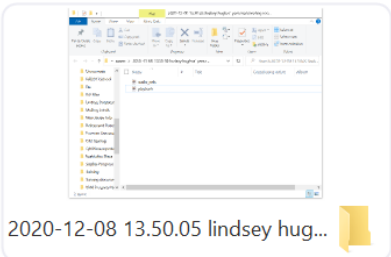
How to be healthy SL - Word




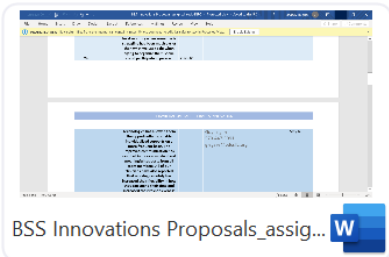
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BSS Innovations Proposals_assign...

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Share

Slide 6 of 9

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Notes

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3:00 PM 12/8/2020

SCREEN SHARING CAPABILITIES



SCREEN SHARING BENEFITS

- Quickly engage individuals and team
- Teach individual how to locate resources
- Share BSP with teams
- Collaborate in group meetings
- Utilizing/Individualizing word documents, power point, etc. in engaging ways
- Viewing videos to support social skills
- Utilizing web sites during behavior support
- What are some of the items you might be able to share with your teams?

CONTACT

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Building Teams and Promoting Self-Care During COVID 19

Emily Burger MS, NCC

Director of Behavior Supports

Skills of Central PA Inc.



- Emily Burger is the Director of Behavior Supports for Skills of Central PA Inc.
- She oversees services in 17 counties across the commonwealth and has been with Skills for over 11 years.
- She received her Master's Degree in Clinical Mental Health Counseling and is a Nationally Certified Counselor.

Recognition

- The team at Skills is truly amazing. The creativity and willingness to support people is visible every day. The work they have done and continue to do is not only impressive but necessary. The contents of this presentation is evidence of their hard work and determination.

The Challenges

- A key part of providing services in BSS is connection to the individual and the team. Without connection and buy-in most people do not make positive progress.
- This is typically established through in-home visits and regular team meetings and contact with the BSS. COVID 19 made this nearly impossible.
- Additionally, COVID 19 increased the need for BSS services as many individuals were facing new and different situations and struggling to adapt and cope.
- Teams were stretched to their limits with not only difficulties with staffing but also their own personal struggles with COVID 19 and all it brought with it.
- Despite the availability of technology in many cases people did not have it or did not understand how to use it.
- It can be difficult to develop trust in this kind of environment and even the BSS staff can struggle to listen when it feels like the whole world is changing around them.
- Change and adaptation are difficult especially when it is thrust upon you without warning.

Analyze the Situation

- Our team looked at the problem head on and asked how can we still do what we do but in a new and different way?
- What resources do we have available with each person and their team?
- What would we need in this kind of situation to feel safe, comfortable and be open to building trust?
- How do we care for the person and the team?
- What do we have the power to change and what is non-negotiable?
- How do we promote self-care for the team and ourselves?

Getting Creative

- BSS staff were asked to think about how they could remain connected while remaining safe and remote.
- Ideas included using technology, phone calls, traditional mail, contactless drop offs and visits, flexing hours to complete trainings, increasing crisis support and pulling apart the plans to create quick reference protocols and supports.

Resources

- We then had to analyze what resources were available.
- Our company purchased secure Zoom availability so that things would be HIPPA compliant.
- We assisted individuals to set up social media accounts or use video conferencing applications on their cell phones.
- We used text messaging to provide day to day inspiration and reminders.
- We used the US Mail for sending letters and activity packets.
- We did contactless drop offs and visits to maintain safety.
- We did regular phone calls to all of those we support and staff.
- By using multiple resources we were able to ensure the widest accessibility to all those we support and their teams.

Relationships

- Relationships are built on trust, accountability, flexibility and follow through. This can be difficult to accomplish without face to face contact.
- BSS staff started calling staff on various shifts just to check in- not to necessarily gather data but to say hi and connect for support.
- We sent e-mails and cards to staff to thank them for their work and see if we could do anything to help.
- We sent self-care reminders to staff and reached out to not only staff but management to provide team building activities or additional training or support.
- We were flexible with meetings times as well as observations and trainings providing many of these at non-traditional hours to accommodate staff.
- We offered crisis support and developed clearer crisis protocols to help staff feel more confident.
- We developed phone trees for folks that could benefit so that people could connect with the outside world and to provide relief.

Relationships cont.

- We put together care packages for the whole house to provide comfort and build togetherness.
- We set up Zoom meetings so that we could participate remotely in those activities as well.
- We followed through on what we said we would do consistently and took accountability if we could not.
- We listened to staff and looked for the positive and worked with that to build rapport.
- We noticed when staff were struggling and talked to them in a supportive way, going to management if we felt that we could offer ideas to better support that person.
- We provided empathy- we stayed during the hard stuff and recognized that it was hard!
- When necessary and approved we worked shifts alongside staff and went in for in person crisis support.
- We were available and had a chain to follow so that staff and the person always had access to supports.

Self- Care

- This pandemic has been life-changing for everyone and that has to be recognized and addressed.
- In addition to supporting the person and the team, we supported our BSS staff.
- We did weekly Zoom meetings to promote connection.
- We sent out positive affirmations.
- When people struggled, we offered daily check ins and help planning the day.
- We gave people breaks and took turns covering cases or calls if things were overwhelming.
- We listened to each other and our staff and responded to the need voiced and had honest conversations.

Power to Change

- Some things are non-negotiable but other things we can control...
- We can change how we do things and be creative.
- We can have fun no matter what.
- We can listen to listen and not to respond.
- We can choose to look at strengths and resiliency.
- We can recognize our own opportunity for growth and ask for help.
- We can take care of ourselves and still take care of others.
- We can provide supports in a whole new way and we might even like it!

Results

- We used the interventions discussed with every team supported.
- We noticed increased connection with our staff from the teams and the person supported.
- We saw our staff become a more connected team.
- We helped to avoid multiple crisis situations.
- We opened new cases and still completed comprehensive assessments and corresponding behavior support plans.
- We transitioned back with little disruption and with a whole new set of tools!

Questions?

Please type any questions for the panelists into the question box. Please specify if your question is for an individual panelist or for the group.

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