



Who We Are

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

Title: Never Alone Innovation Project Pilot
Lead Entity: CommuniCare Health Services
Partner: Easterseals Arc of Northeast Indiana
Counties in Indiana Impacted: Allen, Whitley, Stebuen, Kosciusko, Cass and Marshall

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

- 1. Integrate Never Alone in the current call center workflow to provide meaningful and necessary support services in the home and in the community rather than in an institution for our participants.
2. Provide the call center an enhanced resource for audio and video encounters with the participants, allowing for greater success in triaging inbound calls.
3. Give the call center a way to track call volume, average length of calls, call response times and call unanswered rates.

Long-Term

- 1. Implement support services that respects the participant's preferences, aspirations and health and safety needs through direct consumer feedback learned during the pilot.
2. Provide resources that facilitate participant community involvement and ability to live independently based on direct consumer feedback learned during and after the pilot.
3. Enable Easterseals to optimize their call center operations to serve a larger population of Hoosiers without the need for incremental resources.

What We Will Do

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

- 1. Recruit participants into the pilot project.
2. Complete official enrollment packets for participants in pilot.
3. Conduct device delivery for call center staff and participants.
4. Conduct in-person and virtual training sessions with call center staff and participants before go-live.
5. Conduct usability studies via participant interviews and onsite/virtual software testing.
6. Perform routine rapid software redesign as required through pilot.

How We Will Do It

Plan and implementation

- 1. Work with our Easterseals Arc of Northeast Indiana partners to market pilot to their participants of their call centers.
2. Schedule in-home/virtual meetings with the participants and their care givers to conduct review of enrollment packets and provide training on how to use the devices.
3. Schedule in-home/virtual trainings on how to use Never Alone for the call center.
4. Provide routine quantitative/qualitative analytics for review.

What Will Result

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

- 1. Ability to provide more efficient services to more participants (DSP Extender)
2. Ability for caregivers to have 24/7/365 access to critical information and additional support.
3. Increased accessibility to primary and specialist care.
4. Reduced stress for family members, support system and caregivers when not able to be with their loved ones
5. Access to resources to assist with social determinants of health.
6. Potential savings in service delivery

What We Want to Avoid

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

- 1. Discontinuation of funding after the pilot necessary for sustainment of technology and supports provided to the participants and potential expanding population.
2. The technology not having the necessary features required to support all needs of our participants and call center staff from the start. Thus, pre-pilot interviews were conducted with the participants. Additionally there are planned routine data /software review and participant interviews that have been scheduled.

