

SELFHELP COMMUNITY SERVICES SEES SUCCESS IN SENSOR TECHNOLOGY

Selfhelp is a New-York based 501(c)(3) organization which offers a comprehensive breadth of services to seniors, including senior housing and home care services. In operation for over 70 years, Selfhelp currently serves nearly 20,000 elderly and chronically ill clients in their homes and at over 20 program sites in Manhattan, Queens, Brooklyn, the Bronx and Nassau County.



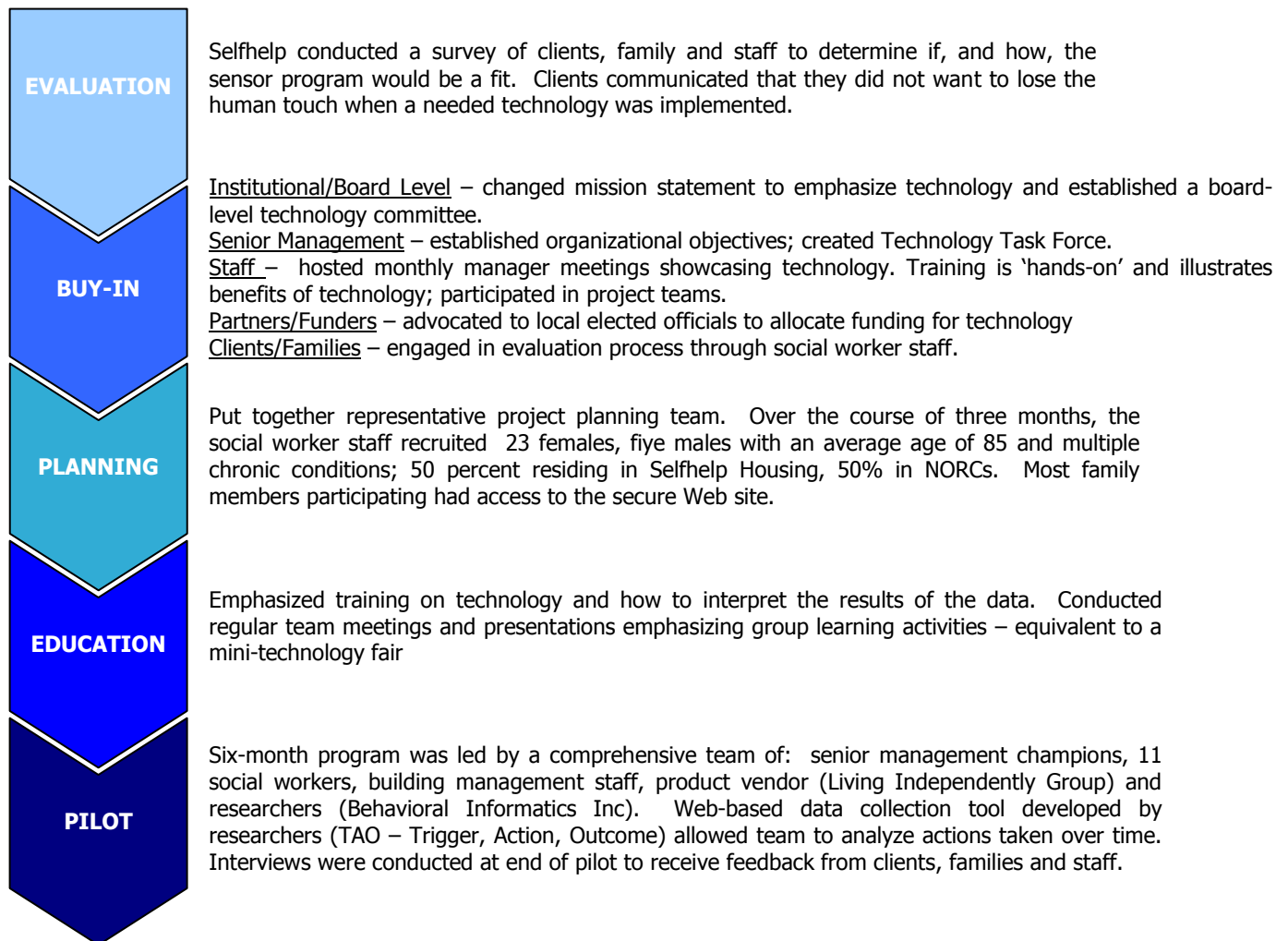
"...for our clients there should be a comprehensive and individualized array of technology based services to help them remain in their homes and maintain their independence"
Stuart C. Kaplan, CEO of Selfhelp

Selfhelp Recognized a Need...

As with many CAST members, Selfhelp faces a significant challenge in maintaining the quality and continuous care of its clients who continue to live independently ~ while also helping family members care for their loved ones.

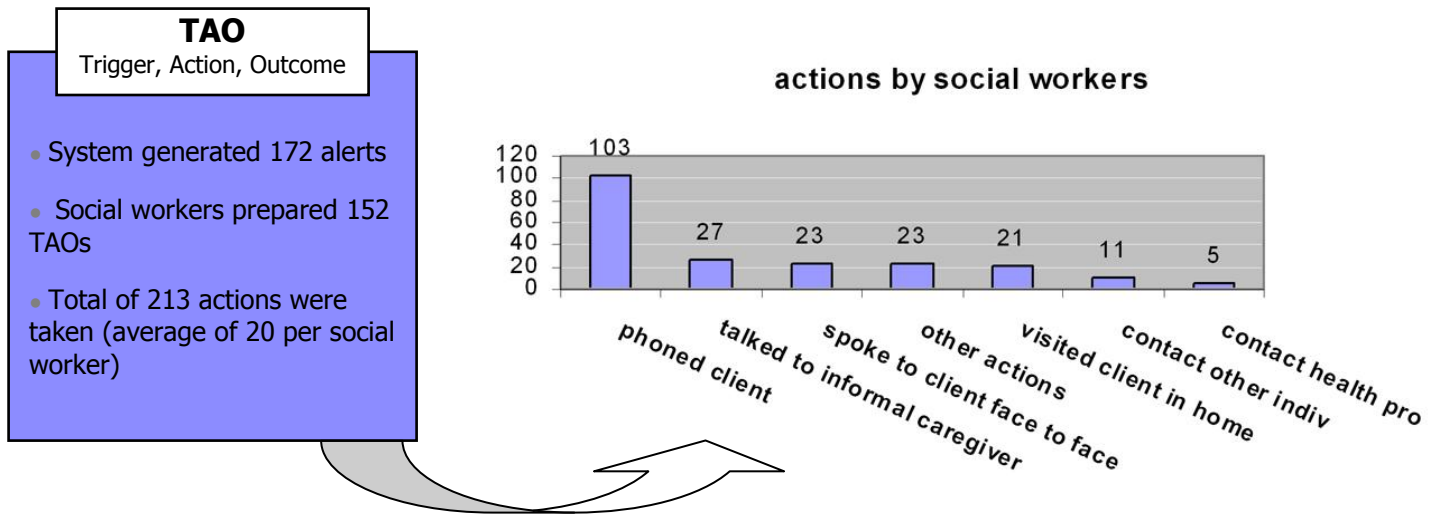
Enter Behavioral Monitoring Sensor Technology

HOW DOES A NEW TECHNOLOGY PROGRAM GO FROM THEORY TO IMPLEMENTATION?



RESULTS OF PILOT

The sensor program helped to anticipate changes in client health by observing changes in client behavior – allowing for earlier, and often less, extensive intervention. The use of this technology has continued beyond the pilot and other technologies for telehealth and cognitive strengthening are being introduced as well.



SENSOR PROGRAM COSTS

"I see this as a best practice that enhances the lives of seniors. You can't put a dollar value on that!" - Leo Asen, AVP, Selfhelp

Cost in Capital

- Approximately \$50,000 - \$75,000 in cost

Cost in Time

- Training for social work staff
- Training for tech

Cost Recovery

- \$5-\$10/monthly client co-pay
- Balance of cost funded by bottom line and small amount of external funding

BEST PRACTICES/LESSONS LEARNED

- **BOARD COMMITTEE.** Created a technology committee at the board level.
- **BUY-IN.** Obtained buy-in from all stakeholders in organization: extensive feasibility work; extensive staff education; de-mystified the technology; detailed project planning and implementation planning; regular team meetings; demonstrating link of technology to Mission.
- **HUMAN TOUCH.** Never replaced human touch with technology.

BIGGEST CHALLENGE

- **PAPERWORK.** Preparation of contracts and great deal of paperwork involved for clients, like releases.