



**DELAWARE HEALTH AND
SOCIAL SERVICES**
Division of Services for Aging and
Adults with Physical Disabilities

Alzheimer's Disease Initiative
Sensory Technology Pilot Program

Revision Table

Revision Date	Sections Revised	Description
2/23/2017		Original
4/3/2017	6.2	Deleted entire section



1.0 SERVICE DEFINITION

- 1.1 The Alzheimer's Disease Initiative (ADI) Sensory Technology Pilot Program is a service that provides support to individuals with Alzheimer's disease and related dementias (ADRD) and their caregivers by monitoring home activity through technology systems.
- 1.2 The service offers the caregiver a way to remotely monitor the home of the individual with ADRD, using the technology and be alerted if there is a safety concern.
- 1.3 This service will be provided through a selected vendor that will install approved technologies in the home.

2.0 SERVICE GOALS

- 2.1 The goal of the ADI Sensory Technology Pilot program is to improve the health and safety of individuals with ADRD who may live alone or are at home alone for much of the day by providing affordable, convenient, and easily accessible sensory technology. The intent is to test how effective certain technology are with ADI participants.

3.0 SERVICE AREA

- 3.1 The entire state of Delaware.

4.0 ELIGIBILITY & PRIORITY

- 4.1 DSAAPD will determine eligibility and will authorize ADI Sensory Technology service.

5.0 SERVICE STANDARDS

- 5.1 The provider must comply with all applicable Federal, State, and local rules and laws applying to the provision of the service.
- 5.2 The provider must maintain the participant's right of privacy and confidentiality.
- 5.3 Participants are referred to the service provider by the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) Case Manager. The provider must contact the recipient within ten (10) working days of the referral.
- 5.4 Participants will have internet access in their home.
- 5.5 Participants will have the following rooms monitored in their home: Entryway, Kitchen, Bathroom, Bedroom and Living Room.
- 5.6 The provider must install the equipment within a maximum of thirty (30) working days of the referral unless otherwise directed by the DSAAPD Case Manager.
- 5.7 The provider must perform a Delaware Sex Offender Central Registry background check on all sensory technology system installers/employees who will come into contact with ADI Sensory Technology Pilot program service participants, using the following online registry: <https://desexoffender.dsp.delaware.gov/SexOffenderPublic/> Individuals that are listed in the registry shall be prevented from direct contact of the program participant. Records of this check must be provided to DSAAPD upon request.
- 5.8 The provider must educate the participant and caregiver, when appropriate, on the operation of the system.
- 5.9 If the provider does not install equipment to begin services within thirty (30) working days, the provider must notify the DSAAPD Case Manager regarding the reason for the delay.
- 5.10 The provider must respond to reports of equipment problems/maintenance requests within forty-eight (48) hours.



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- 5.11 The provider must maintain and update the list of emergency contacts as needed.
- 5.12 The participant is responsible for the proper handling of the equipment. The provider may bill the participant for damaged equipment. Participants will be made aware of this upon participant enrollment.
- 5.13 The provider must notify the DSAAPD Case Manager within two (2) working days when it becomes aware that any of the following occurred:
 - 5.13.1 Participant's sensory technology system is activated.
 - 5.13.2 Participant is hospitalized or institutionalized.
 - 5.13.3 Participant changes addresses.
 - 5.13.4 Death of participant.
 - 5.13.5 Participant requests the service to be withdrawn.
- 5.14 The provider must ensure access to authorized representatives of Delaware Health and Social Services and/or DSAAPD to the participant's case files.
- 5.15 The provider must complete the information at the bottom of the purchase service request form (SRF) stating the date of service acceptance, date of installation, or date participant declined service.
- 5.16 The provider must return all completed purchase service referral forms to DSAAPD Case Manager and Contract Manager within thirty (30) days.
- 5.17 The provider must cooperate with DSAAPD to resolve problems which threaten participant service.
- 5.18 The provider must notify DSAAPD and participant in writing two (2) weeks prior to termination of services. The notification must include reasons for the termination and steps taken by the provider to resolve the issues.
- 5.19 The provider must give DSAAPD thirty (30) days written notice if terminating five (5) or more participants at a given time.
- 5.20 Services may continue, as cost to the participant, once the pilot program is complete by May 2018.

6.0 INVOICING REQUIREMENTS

- 6.1 Providers will invoice, pursuant to the DSAAPD Policy Manual for Contracts, Policy Number X-Q, and Invoicing.