



## It's Never 2 Late® (iN2L) Project Proposal

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### *1. Purpose and Summary*

It's Never 2 Late® (iN2L), <http://in2l.com/> founded in 1999, is dedicated to helping older adults realize the full benefits of today's technology. The iN2L system integrates the hardware, software, media and various components necessary to allow virtually any person with any interest in using a computer — regardless of background, physical abilities, or intellectual abilities — to do so pleurably, engagingly, and without frustration. The iN2L system is built on a picture-based, touch-screen interface that allows users to simply “touch” their way to find engaging, educational, spiritual and personalized content that is appropriate to their own level of ability. From using e-mail and web cams to connect with family and friends, to enjoying mind-stimulating activities, to improving eye-hand coordination as part of a rehabilitation program, elders with a wide range of physical and cognitive abilities, most of whom have never used a computer, may now enjoy technology using systems adapted especially for them. iN2L's scalable systems are currently installed at more than 2,000 senior living communities across the entire United States and in four countries.

Concordia at Sumner <http://www.concordialm.org/locations/concordia-at-sumner?service=832> wishes to purchase this equipment and implement the iN2L program in its nursing facility.

Concordia at Sumner is a 501(c)(3) certified CARF-CCAC Aging Services campus in Copley, OH that provides a skilled nursing facility for our aging population. Concordia at Sumner has an average daily census of 44 skilled nursing residents. Its mission is to serve the aging community with the highest quality of services provided in a Christian environment, and to serve those with limited funds to the best of our ability. Throughout the continuum of care, Concordia at Sumner strives to make each day one that is filled with the love of friends, the helping hands of those that care, and the joy of knowing they are important.

At Concordia, people come to live, not to die. Through the diversity of activities and the integration of technology such as the iN2L platform offered by Concordia's activities and care staff, residents are able to enjoy life to their fullest in the context of highest-quality, faith-guided care each and every day. At Concordia we say, “We Put Our Faith in Caring.” For us, these are more than simply words; we put these words into action each day as we care for those in our community.

### *2. Expected Outcomes*

Because the iN2L system is built on a picture-based, touch-screen interface that is easy for residents to use, it is expected that residents will enjoy engaging, educational, and stimulating computer experiences that will provide them the following benefits:

- Greater connection with family and friends via Skype sessions and email, which is expected to reduce feelings of sadness and loneliness and promote greater involvement of family and friends.
- Greater connection with the community at large via the internet, which is expected to reduce institutional isolation.
- Greater participation in mind-stimulating activities, which is expected to improve cognitive function.
- More opportunities to learn new skills and hobbies and awaken old interests, which is expected to promote better cognitive function and improve residents' sense of well-being.
- Improved eye-hand coordination when used as part of a rehabilitation program.
- Enhanced individual and group activities.

### ***3. Results Measurement***

Over the 36 months of the grant period, this project proposes to:

- 1) Increase positive emotions (happy/joyful/peaceful) experienced by residents by 25% facility-wide. This will be measured using the iN2L Quality of Life survey (please see Appendix A and online survey at <http://www.surveygizmo.com/s3/1514534/Outcome-Measures-Quality-of-Life>), which will be given to residents at the beginning of the project period, and at the following intervals:
  - a. 12 months after initial survey
  - b. 24 months after initial survey
  - c. 36 months after initial survey
- 2) Create at least 25 digital life stories with help from family members. The biographies then will become part of Concordia at Sumner's new hire orientation and training protocol. The creation of these biographies will be verified by the iN2L Monthly Usage Reports.
- 3) Create at least 30 personalized resident “pages,” that reflect residents' interests and preferences. The creation of these pages will be verified by the iN2L Monthly Usage Reports.

In addition to the above results, the success of this project will be measured to a great extent by overall resident use of the iN2L computer equipment during the project period. This will be tracked and quantified by the iN2L Monthly Usage Reports.

#### **Reporting**

Concordia at Sumner will submit quarterly progress reports to the Ohio Department of Medicaid. In addition, a final report will be submitted to ODM at the conclusion of the project period that will include project outcomes and results compared to initial baseline data, as well as lessons learned.

### ***4. Benefits to Nursing Home Residents***

The iN2L system will provide easy access to socialization and learning opportunities and a myriad of recreational activities—including brain fitness programs and engaging therapy tools. The system can be individualized to provide truly person-centered experiences that are enjoyable and allow each resident to engage with their communities of proximity, such as fellow patients, staff, volunteers, and family. By facilitating easy access to the internet, the iN2L system also will provide residents

with opportunities to stay connected to their communities of affinity, such as family members and old friends who live far away. Family can add personalized content remotely and partner with staff to give loved ones a truly unique experience. Consequently, residents will experience less isolation and an increased sense of empowerment and well-being.

### ***5. Non-Supplanting***

This project will not supplant, take the place of, reduce, or eliminate Concordia at Sumner's statutory or regulatory requirements.

### ***6. Consumer and Other Stakeholder Involvement***

The Concordia at Sumner administration, including facility CEO Charlene Kish, are lending significant support and enthusiasm for the iN2L project. All levels of administration, including the Resident Association leadership group, will be involved in the implementation, promotion and evaluation of the iN2L technology.

A Concordia at Sumner staff person will be designated as the part-time iN2L Program Facilitator to manage the iN2L program. This staff member will devote up to 20 hours per week to the iN2L program as it becomes a significant and foundational part of resident life. This staff member also will be responsible for identifying those residents who would most benefit from using the system and scheduling them accordingly.

At least ten staff members and/or volunteers will be trained how to use the iN2L system. Concordia at Sumner will recruit volunteers and train them to assist residents to use the iN2L technology. Volunteers will be recruited from locally affiliated church congregations, local high schools (including Copley High School, which is located directly across the street from the nursing facility), and the Louise Sumner Board of Directors, a longstanding auxiliary to Concordia of Sumner that exists in part to serve residents through volunteerism.

### ***7. Funding***

The CMP funds requested would provide for the initial purchase of the iN2L equipment, licensing and subscription of the iN2L software, initial and ongoing training, and staff support for the project as follows:

Mobile FLEX Computer Units **\$20,367.00**

Complete mobility with touch screen computer on an articulating arm attached to a height adjustable electric stand. It includes the Engagement Package—Music Maker, bike simulator, and flight simulator. It will be used for small group activities, connected to a large-screen TV for large group activities and will be transported to the rooms of residents who tend to isolate.

(3) Mobile FLEX units @ \$6,999 per unit (less \$210 discount) = \$6,789 per unit

Shipping & Handling **\$ 1,350.00**

Shipping & Handling for (3) Mobile FLEX units @ \$450 per unit = \$1,350

Licensing & Subscription

***\$26,244.00***

The iN2L content is designed to allow residents to stay engaged and connected through thousands of computer based experiences and activities. This content is primarily updated on a bi-monthly basis, with some applications updated daily and others weekly. The licensing also includes, 1) the ability to create an unlimited number of user buttons by which Concordia at Sumner will be able to provide residents a person-centered experience via the use of communication applications, such as email, internet, website favorites, photos and calendar; 2) unlimited technical support; and 3) evaluation data—12 Monthly Usage Reports & 4 Quarterly Outcome Survey Reports per year.

(3) 3-year Personalized Subscriptions @ \$2,916 per subscription per year = \$26,224.00

Training, Installation, and Program Launch

***\$4,785.00***

iN2L will provide three (3) customized on-site trainings for staff and iN2L volunteers—the first at the onset of the project and two (2) refresher trainings between the 12<sup>th</sup> and 15<sup>th</sup> months of the project and again during the 32<sup>nd</sup> and 36<sup>th</sup> months of the project to ensure program sustainability. Staff, volunteers, and family members will have a hands-on opportunity to explore all hardware and software components of the iN2L adaptive computer systems. They also will learn about iN2L applications throughout all disciplines including activities, marketing, and social services; as well as learn how to develop and implement person-centered experiences for the community's residents. This fee also includes unlimited access to monthly training webinars conducted by iN2L Trainers and Quarterly Best Practices Group Calls conducted by iN2L Account Managers for the duration of the project.

(1) On-Site Training, Installation and Program Launch @ \$1,995 = \$1,995

(2) On-site Refresher Trainings @ \$1,395 each = \$2,790

Part-Time iN2L Program Facilitator

***\$47,424.00***

To ensure maximum effectiveness of this investment, Concordia feels it important to designate a staff member to administer the iN2L program. This portion of the grant includes wages and benefits for a 20 hour a week iN2L Program Facilitator to initiate, implement and evaluate the program for the granting period. This wage is \$15.80 per hour and includes benefits.

## Revised Budget Table - iN2L Project Proposal

Category	Description	SFY 2019 12 months	SFY 2020 12 months	SFY 2021 12 months	Total 36 months
<b>HARDWARE</b>					
<b>Hardware</b>	Purchase of 3 iN2L Mobile FLEX Units with hardware accessories @ \$6,789 each	\$20,367.00	\$0.00	\$0.00	\$20,367.00
<b>Shipping &amp; Handling</b>	For 3 Mobile FLEX units @ \$450 each	\$1,350.00	\$0.00	\$0.00	\$1,350.00
<b>TOTAL HARDWARE COSTS</b>		\$21,717.00	\$0.00	\$0.00	<b>\$21,717.00</b>
<b>LICENSING &amp; SUBSCRIPTION</b>					
<b>LICENSING &amp; SUBSCRIPTION</b>	Per Mobile FLEX unit: Includes all licensing rights for project period; daily, weekly and bi-monthly content updates; evaluation data to include Monthly Usage Reports and Quarterly Outcome Survey Reports. 3 per year @ \$2,916 each	\$8,748.00	\$8,748.00	\$8,748.00	\$26,244.00
<b>TOTAL LICENSING &amp; SUBSCRIPTION COSTS</b>		\$8,748.00	\$8,748.00	\$8,748.00	<b>\$26,244.00</b>
<b>TRAINING</b>					
<b>iN2L Onsite Training</b>	Includes initial installation, program launch, evaluation protocol review for staff members and volunteers. Conducted during the first 30 days of project period.	\$1,995.00	\$0.00	\$0.00	\$1,995.00

<b>iN2L Refresher Training</b>	Includes 4 hours of customized training for staff members and volunteers in the second and third years of the project period.	\$0.00	\$1,395.00	\$1,395.00	\$2,790.00
<b>iN2L Continuing Education</b>	Continuing Education: Includes unlimited access to webinars and best practices calls facilitated and hosted by iN2L staff.	\$0.00	\$0.00	\$0.00	\$0.00
<b>TOTAL TRAINING COSTS</b>		\$1,995.00	\$1,395.00	\$1,395.00	<b>\$4,785.00</b>
<b>STAFF</b>					
<b>Part-Time Program Facilitator</b>	New staff to be hired to facilitate the iN2L program. Includes scheduling and facilitating usage of iN2L system and distributing satisfaction surveys. This employee will devote 20 hours weekly (1,040 hours annually) during the project period @ \$15.40 per hour.	\$15,808.00	\$15,808.00	\$15,808.00	\$47,424.00
<b>TOTAL STAFF COSTS</b>		\$15,808.00	\$15,808.00	\$15,808.00	<b>\$47,424.00</b>
<b>TOTAL FUNDING REQUESTED</b>		<b>\$48,268.00</b>	<b>\$25,951.00</b>	<b>\$25,951.00</b>	<b>\$100,170.00</b>

### Sustainability

To make the iN2L program sustainable following the 36-month grant period, Concordia at Sumner leadership will support budgeting and fundraising activities/strategies that will underwrite the iN2L subscription once the grant term comes to an end. Concordia at Sumner commits and agrees to self-fund ongoing technology licensing fees, as well as continued training associated with the program. Future support for program expansion to other Concordia facilities may be sought through additional private gifts and grants as well as through internal planned budgeting.

### Technical Support

iN2L Technical Support includes but is not limited to the following:

- Remote Support and Assistance – iN2L technicians have the ability to remotely access computers to answer questions and troubleshoot issues
- Automated System Updates (Windows, Antivirus)
- Data Backup and Recovery Assistance
- Virus and Spyware Removal
- Software Installation
- Hardware/Printer Installation and Troubleshooting
- Connectivity Assistance

### System Maintenance and Security

Since the iN2L systems will be handled by a number of staff members, we will practice vigorous infection control measures to ensure that the systems remain free of contagious agents. Under the supervision of Nursing staff, personnel will be assigned to clean and disinfect the systems after each use. We will use a disinfectant and the Vileda Antibacterial Professional Nanotech Micro cloths supplied by iN2L.

Due to the possibility that iN2L equipment may be stolen or misappropriated, Concordia at Sumner will ensure that all iN2L computer equipment will be insured for replacement value upon receipt. Additionally, in the event of theft or misappropriation, the iN2L System ID Number appears on the equipment, shipping packing slip, iN2L manual, and invoices in order to aid in equipment tracking.

## ***8. Involved Organizations***

- Concordia at Sumner
- It's Never 2 Late<sup>®</sup>

## ***9. Contacts***

### **Concordia at Sumner**

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# Appendix A

**Outcome Survey**  
**QUALITY OF LIFE**



Community \_\_\_\_\_ Ref \_\_\_\_\_ Date \_\_\_\_\_

<b>Emotional Status - Positive</b>	Never	Rarely	Sometimes	Most of the time	All the time
How much of the time during the past two weeks have you felt full of pep?	<input type="checkbox"/>				
How often have you been able to find joy in life over the past two weeks?	<input type="checkbox"/>				
How often have you felt excited about something over the past two weeks?	<input type="checkbox"/>				
How much of the time during the past two weeks have you felt calm?	<input type="checkbox"/>				
How much of the time during the past two weeks have you had lots of energy?	<input type="checkbox"/>				
How much of the time during the past two weeks have you been happy?	<input type="checkbox"/>				
How often have you felt peaceful over the past two weeks?	<input type="checkbox"/>				
How much time have you felt rested and relaxed over the past two weeks?	<input type="checkbox"/>				
<b>Emotional Status - Negative</b>	All the time	Most of the time	Sometimes	Rarely	Never
During the past two weeks, how much of the time has your physical health or emotional problems interfered with your social activities (like visiting friends, relatives, etc.)?	<input type="checkbox"/>				
How often have you had little interest or pleasure in doing things over the past two weeks?	<input type="checkbox"/>				
How often have you had trouble falling asleep or staying asleep over the past two weeks?	<input type="checkbox"/>				
How often have you had trouble concentrating over the past two weeks?	<input type="checkbox"/>				
How much of the time during the past two weeks have you felt so down in the dumps that nothing could cheer you up?	<input type="checkbox"/>				
How often have you felt fidgety or restless over the past two weeks?	<input type="checkbox"/>				
How much of the time during the past two weeks have you felt tired?	<input type="checkbox"/>				
How often have you felt sad over the past two weeks?	<input type="checkbox"/>				