



TECH FIRST REVIEW

March 2026

About the Michigan Technology First Task Force

Funded with a grant from the Michigan Health Endowment Fund, the Michigan Technology First Task Force consists of key stakeholders throughout Michigan who are charged with developing a blueprint for the state to implement the Technology First support approach.

Learn more as Task Force members will be sharing information about Tech First at the following upcoming conferences:

Developmental Disabilities Conference

April 15, Kellogg Center in Lansing

Improving Outcomes Conference

May 14-15, Grand Traverse Resort, Traverse City, MI

InCompass Michigan Leadership Conference

June 3, Delamar Hotel in Traverse City, Michigan

REMOTE SUPPORT MEANS *MORE* PRIVACY, NOT LESS

The Tech First Task Force hosted Kyle Corbin, Senior Director of State Program Development for [SafeinHome](#), at its February meeting. SafeinHome is a national remote services organization based in California. Before his current role in private industry, Kyle helped to lead the implementation of Tech First in Ohio.

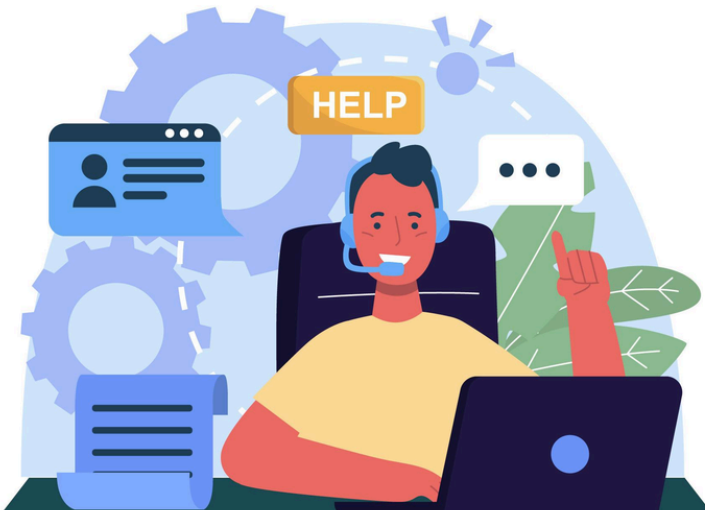
Kyle described the adoption of Tech First as a “huge culture shift” but said, “it’s the right thing to do.” SafeinHome provides remote support services for 3,000 people in 19 states. He said that while clients with intellectual disabilities and their families were sometimes leery of remote technology due to a fear of being “spied on,” once they actually used the technology, they reported increased privacy. Most individuals reported enjoying more independence and control over their environment without the constant presence of a direct care worker.

SafeinHome works with the individual’s care coordinator to determine what technology will work best based on the individual’s specific needs and desire for independence.

All states and companies that provide remote support emphasize the importance of a back-up plan that enables a direct care worker or family to visit the individual when remote contact isn’t sufficient, and of course, ensure in-person support in true emergencies.

Kyle listed the following keys to remote support’s success:

- **Availability** – No waitlists for remote supports, unlike in-person care.
- **Reliability** – available 24/7
- **Consistency** – 99.7% success rate for completing assigned tasks, i.e., anything built into the person’s plan
- **Privacy** – the individual chooses when to engage or disengage with the service. The individual’s space is respected.
- **Least Restrictive** – The individual is in control, deciding all aspects of personal daily living -- what to do, what to wear, and when to go out, knowing support is there if needed.



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Kyle said that clients often use a tablet for two-way communication with a remote support provider but sometimes it's simply a cell phone.

Other technology that supports safety and independence includes:

- Motion detectors and automatic lights to prevent nighttime falls
- Detection devices to alert when a stove is left on
- Video doorbells to identify visitors
- Calendar reminders
- Medication dispensers

Remote support also results in significant cost savings. Kyle said that SafeinHome can support 3.5 times as many people with remote support than other agencies can with in-person only care. Tennessee has shown a return on investment with remote support and enabling technology of 13.5 to 1, meaning that for every dollar invested, they save \$13.50. This translates to tens of millions of dollars annually.

Kyle said organizations like SafeinHome also have a higher retention rate for remote support workers because of higher pay opportunities and less stress. They also survey individuals using the service after each interaction and have earned an 80 percent satisfaction rate.

The Technology First Task Force

Colleen Allen, President and CEO, The Autism Alliance of Michigan

Carolyn Bloodworth, former Executive Director of Corporate Giving, Consumers Energy Foundation

Jennifer Bohne, Executive Director and CEO, Progressive Lifestyles

Dennis Bott, former Executive Director, MORC

Dawn Calnen, Executive Director, the Arc of Oakland

Susan Chaplin, parent advocate

Todd Culver, President and CEO, Incompass Michigan

Sarah George, Director of Mission Initiatives, Peckham Industries

Tracey Hamlet, Executive Director, MOKA

Allen Jansen, former Senior Deputy Director, Behavioral Health and Developmental Disabilities Administration, MDHHS

Kathy Lentz, Senior Executive, Integrated Services of Kalamazoo

Cheryl Ohman, Executive Director, Lakestate Industries

Margaret Overton, parent advocate

Jason Ray, Chief Executive Officer, SimplyHome

Taylor Remski, self-advocate

Aimee Sterk, self-advocate and Program Director, Michigan Disability Rights Coalition

Neil Vill, President and CEO, World Data Products

Meegan Winters, CEO, AbleVu