



Home Enabling Supports (HES)

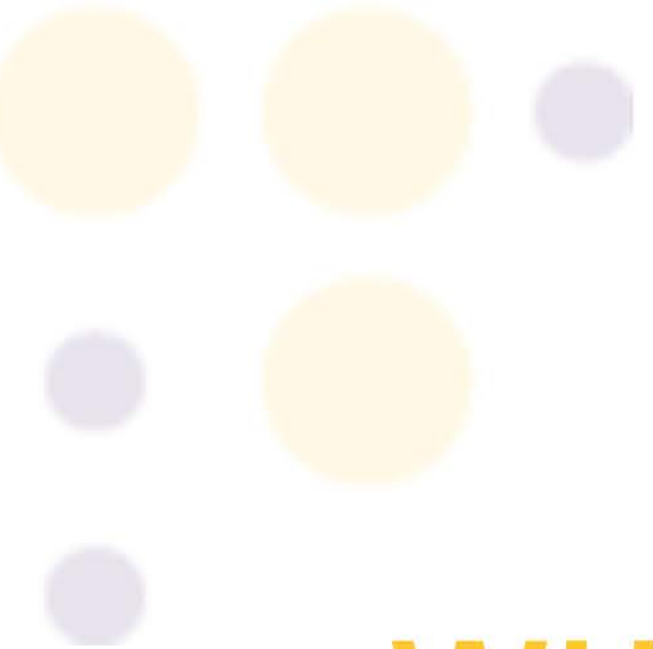
A New Way to Support Safety, Independence and Daily Living Through Technology

Presented by Human Care services (HCS)

June 2026

WHAT WE'LL COVER

- What HES is
- How to think about it
- How it's different from AT and E-Mods
- Who qualifies and what it covers
- How to start an HES referral — step by step



WHAT IS HOME ENABLING SUPPORTS (HES)

HES is a Medicaid-funded OPWDD HCBS Waiver service that uses technology and related supports to help individuals:

- **Live more safely**
- **Be more independent**
- **Complete daily tasks successfully**
- **Reduce reliance on others**
- **Remain in their home and community**

Funding available: Up to \$5,000 annually per individual.



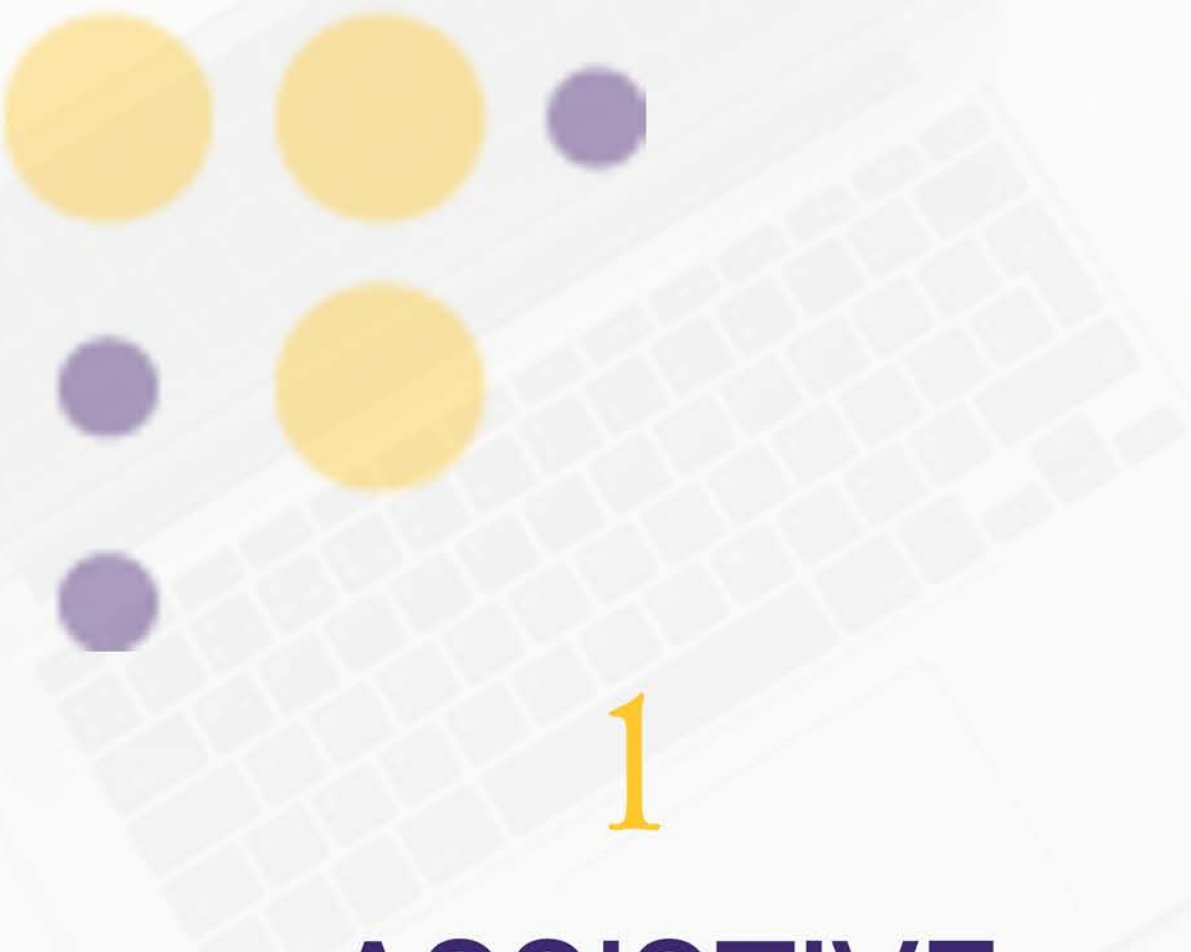


THE SHIFT: **How to Think About HES**

Old way; Assitive Technology (AT):
Start with a device → "What
equipment do they need?"

HES way: Start with the struggle →
"What's hard about their day — and
how can technology help?"

**HES isn't a product. It's a problem-
solving approach that uses technology.**



THE 3 COMPONENTS

1

ASSISTIVE DEVICES / TECHNOLOGY

Smart locks, sensors, voice controls, safer appliances' etc.

2

REMOTE SUPPORTS

Virtual check-ins and monitoring (age 15+)

3

HEALTH ASSESSMENT COORDINATION SERVICE (HACS)

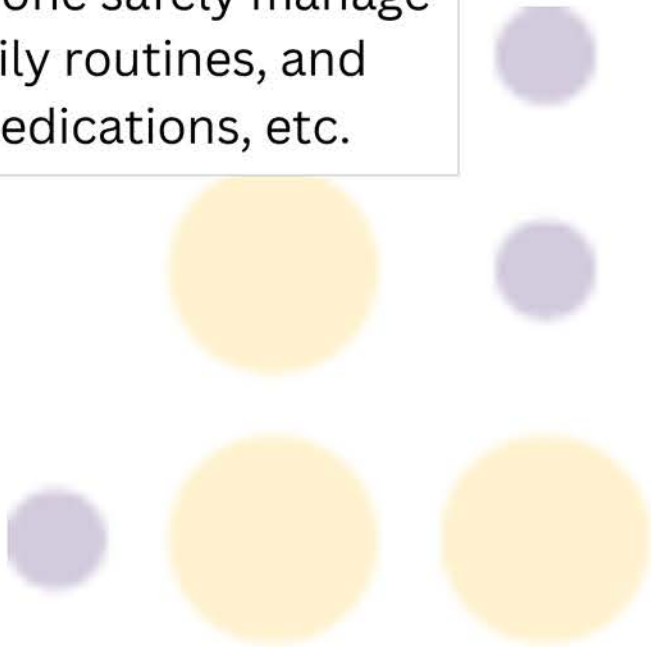
24/7 health assessment and coordination (telehealth)

Understanding the Difference

HES is a sub-component of the Assistive Technology benefit – not a replacement for it. AT still exists and runs alongside HES. However, E-Mods is a separate service.

AT vs. HES vs. E-Mods

Service	Purpose	Example
Assistive Technology (AT)	Individual devices or technology that help a person perform a specific task	Smart medication dispenser
Environmental Modifications (E-Mod)	Physical or structural changes to the home	Wheelchair ramp
Home Enabling Supports (HES)	A broader service that uses technology, remote supports, and planning to improve safety and independence	Complete plan to help someone safely manage daily routines, and medications, etc.





EXAMPLES OF HES SUPPORTS

- Smart reminders
- Medication dispensers
- Voice-controlled devices
- Smart locks
- Door and window sensors
- Motion sensors
- Stove safety devices
- Smart lighting
- Video doorbells
- Remote support
- Health Assessment Coordination Services (HACS)

Actual recommendations are determined through assessment.



Who qualifies?

- Enrolled in the OPWDD HCBS Waiver
- Lives in a non-certified home (IRA, group home)
- Have an identified need that HES may address
- Remote Supports only: age 15+

When to think HES



Cooking Safety

Problem → Unsafe cooking

Solution → Safer appliance setup

Outcome → Safe independence



Forgetting Tasks

Problem → Missed routines

Solution → Smart reminders

Outcome → Better consistency



Being Alone

Problem → Needs monitoring

Solution → Sensors + remote support

Outcome → Safety + confidence



Health Advice

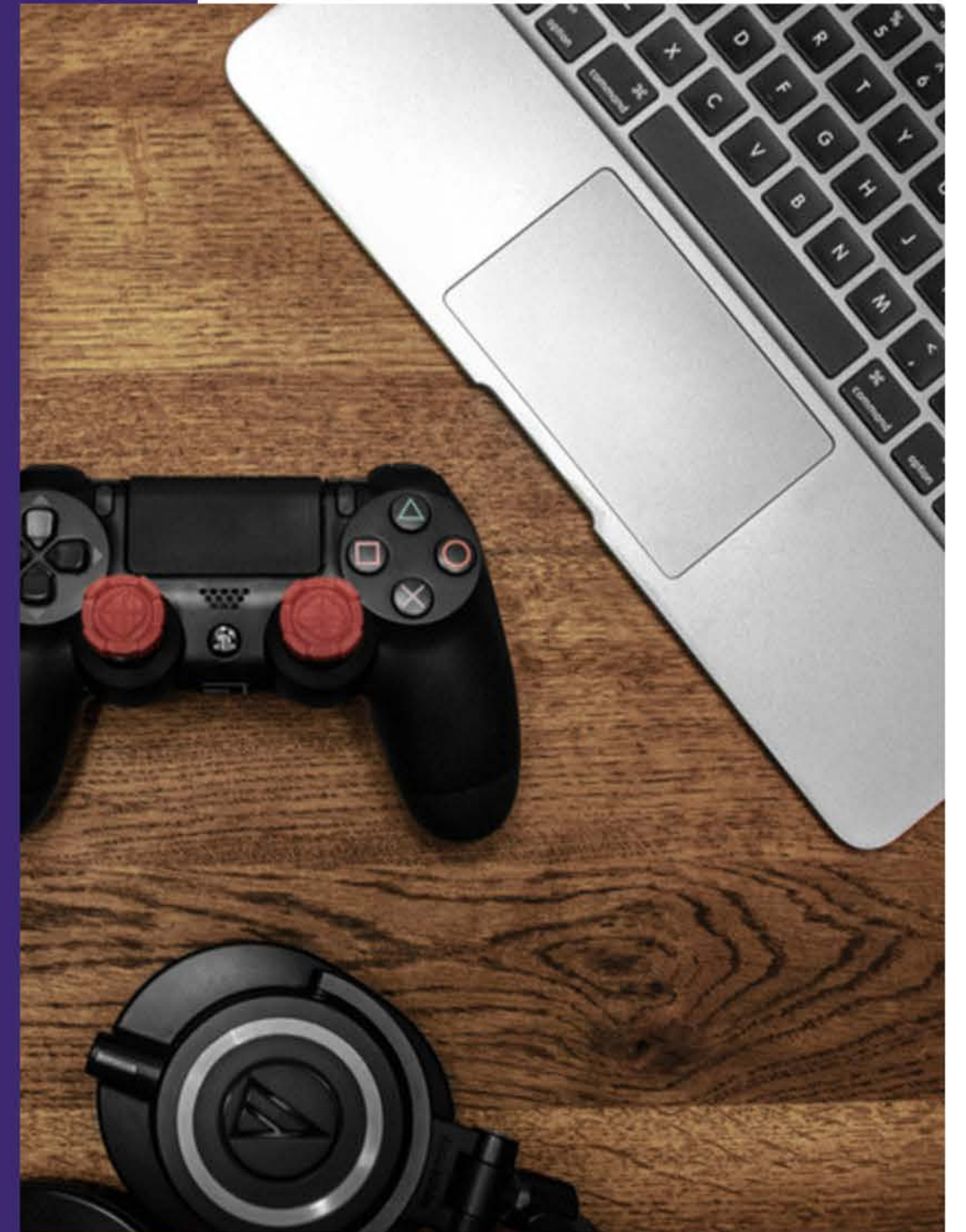
Problem → Health anxiety / ER overuse

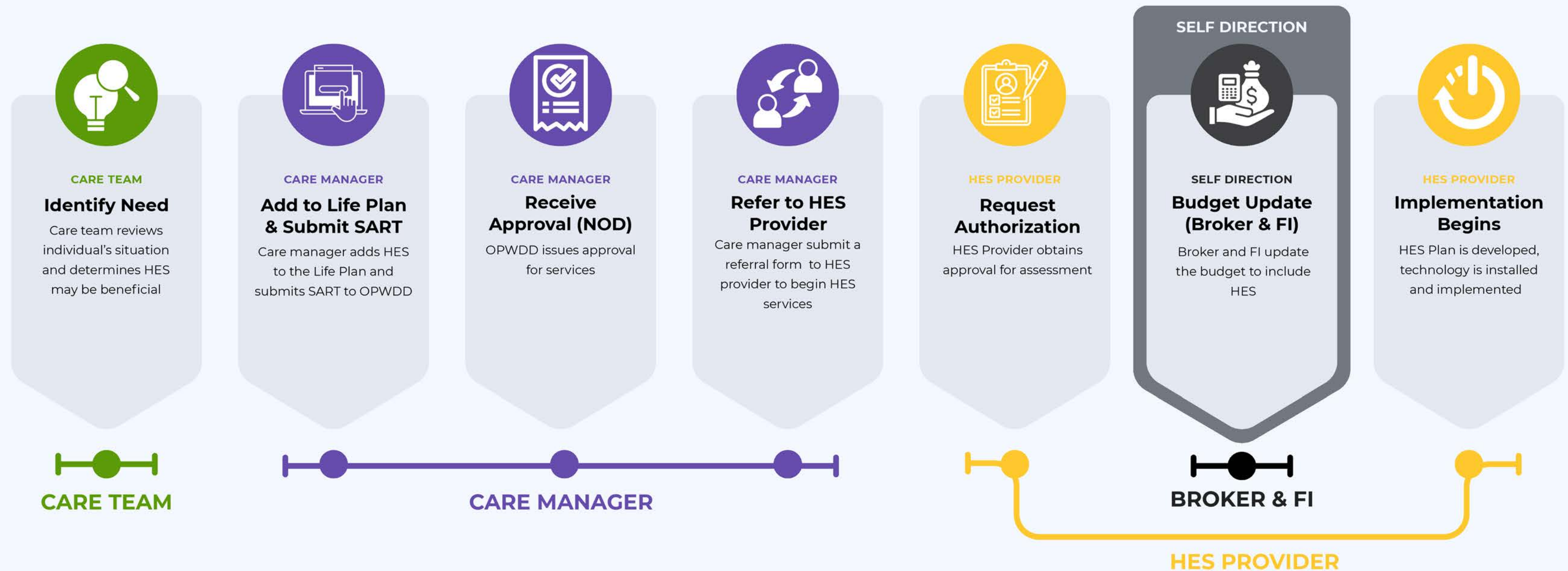
Solution → HACS

Outcome → Less stress + minimize ER visits

What HES does not cover

- Wi-Fi, cell service, TV subscriptions, unmodified appliances
- Phones, laptops, tablets, regular smartwatches (unless part of a managed tech package)
- Gaming / entertainment, experimental devices
- Therapy / support animals
- In-bedroom or bathroom video; internal one-way cameras





HOW TO START: THE PROCESS

Best Practice When Writing the Life Plan

When requesting HES, it is recommended to focus on the individual's need, challenge, or goal, rather than a specific device.



Care Manager Tip:

Focus on the problem, not the device.

Instead of:

- "Needs a smart lock"
- "Needs a medication dispenser"
- "Needs a stove shut-off device"

Focus on:

- Improving home safety
- Managing medications independently
- Increasing independence with cooking
- Reducing the need for supervision
- Supporting daily routines

This allows the assessment process to identify the most appropriate solution, as a different device or technology may ultimately be a better fit for the individual's needs.

HCS will complete the assessment and recommend the most appropriate technology and supports based on the individual's goals and circumstances.

What Is the Care Manager's Role?

Care Managers Do Need To

- Identify the need
- Add HES to the Life Plan
- Submit SART
- Make the referral

Care Managers Do Not Need To

- Select devices
- Complete technology assessments
- Determine costs
- Decide what technology should be purchased

Reimagining the Future Together

Outcome Focused: At Human Care Services (HCS), we ask: "What does a good day look like for you?" and "What role can technology play in helping you get there?".

Our Promise: Done right, Home Enabling Support is not just another service; it is a new way of thinking that unlocks human potential and leads individuals toward more independent and self-directed lives.

To submit a referral form to HCS, or for any other HES question, please contact our intake department at:

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HCS

A special journey, together.