



Where it All Comes Together
for a Better Future

Habilitation Assistance Corporation Technology Plan

2021-2025

Reviewed by Habilitation Assistance Corp.'s Board of Directors 2020



Introduction

The purpose of this Technology Plan is to evaluate Habilitation Assistance Corporation's existing technology infrastructure and usage in order to make recommendations for future planning and direction of the agency's technological resources.

This Technology Plan is under continuous review and is revised to adapt to changing technologies and other opportunities. The Board of Directors reviews this plan for relevance on an annual basis.

Mission

Habilitation Assistance Corporation's mission is to support individuals in realizing their personal visions.

Our goal is to empower individuals and their families through the delivery of quality consumer driven resources, services and supports that increase lifestyle options, independence, and improve their quality of life. The agency believes that all people regardless of ability have the right to be happy, leading full and self-determined lives with dignity and the respect of the community.

About Habilitation Assistance Corporation

Habilitation Assistance Corporation was founded in 1983 as a private organization to support individuals in realizing their personal visions and their participation as self-determined, respected members of the community. Habilitation Assistance provides an array of support services to individuals and their families in Southeastern Massachusetts.

Our Access Centers act as a base to provide a variety of services and supports reflecting the wants, needs and requests of each member and his/her family.

Services

Clinical Services
Day Habilitation Services
Alternative Services
Case Management Services
Home Care Assistance Services
Supported Living Services
Transportation Services

Updated 2017 review: Home Care Assistance Department was closed in March of 2017



Habilitation Assistance Corporation provides the abovementioned services for communities based in the South Shore and Cape Cod areas of Massachusetts. Our four access centers are located in Weymouth, Plymouth, Pocasset and Hyannis.

Weymouth Access Center
320 Libbey Industrial Parkway, Suite 100
Weymouth, MA 02189

Plymouth Access Center
436 Court Street
Plymouth, MA 02360

Upper Cape Access Center
25 Barlow's Landing Road
Pocasset, MA 02559

Mid-Cape & Islands Access Center
43 Long Pond Drive
South Yarmouth, MA 02664

Homecare division is based at 10 Water Street in Plymouth and services are provided in consumers' homes.

Updated 2017 Review: Homecare division was closed in March of 2017

Transportation services are based in our Administrative Offices at 434 Court Street in Plymouth.

Administrative Office for the agency is also located at the Court Street location.

Habilitation Assistance Corporation encourages an environment in which members, direct support professionals, and management can utilize technology as a tool for finding information, learning and enhancing communication with others.

We are dedicated to providing enhanced opportunities while maintaining secure technology systems for all associated with the agency.

Hardware

Members of each Access Center have access to a minimum of three general use computers and printers. Each program site has available 4 or more iPads for use by members and staff. Also, game systems are utilized by members at all programs (Wii). Large screen televisions, DVD players, Apple TV's/Chromecasts and wireless internet are also available at all locations.

Updated 2017 Review: The agency will monitor wireless technology as sites may need to be updated with more current hardware to accommodate data use. Wireless access points upgrade completed February 2018.

Updated 2020 Review: The agency purchased additional technology hardware in order to offer remote services during the program closure due to COVID-19.

Office and management staff at the Access Centers and Home Care Office have access to general use computer hardware and laser printers, and general use scanner. A network is set up for staff with a file server and an automated online cloud backup system. Also, multi-line phone system with voice mail features, mid-speed copier and fax equipment are available at all access centers. Large screen television, DVD player, Apple TV's/Chromecasts, wireless internet and conferencing capabilities are also available.

Updated 2017 Review: IT Consultant planning to upgrade all agency-wide networks to a single network interface and assigned user-level access with Virtual Private Network access and online cloud backup system. Completed September 2017.

Updated 2017 Review: The agency will monitor wireless technology as sites may need to be updated with more current hardware to accommodate data use. Wireless access points upgrade completed February 2018.

Updated 2020: The agency set up remote devices for staff working from home during program closure due to COVID-19 pandemic. Laptops, printers, webcams, headsets, etc. were offered to staff.

Administrative and transportation staff have business use computer hardware, high speed laser printers with copy and scan features. A network is set up for staff with a file server and an automated online cloud backup system. Also available at administrative office are multi-line phone system with auto attendant and voice mail features, credit card machine for transportation use and fax machine. Individual administrative staff have personal printers for the purpose of printing checks or sensitive information which pertains to specific job duties. Large screen television, DVD player, wireless internet and conferencing capabilities are also available.

Updated 2017 Review: IT Consultant planning to upgrade all agency-wide networks to a single network interface and assigned user-level access with Virtual Private Network access and online cloud backup system. Completed September 2017.

Updated 2017 Review: The agency will monitor wireless technology as sites may need to be updated with more current hardware to accommodate data use. Wireless access points upgrade completed February 2018.

Updated 2020: The agency set up remote devices for staff working from home during program closure due to COVID-19 pandemic. Laptops, printers, webcams, headsets, etc. were offered to staff.

Some key staff have access to laptop computers in order to perform their work duties.

Updated 2017 Review: All agency laptops, while outside of physical program locations, require a Virtual Private Network with password protected user-level access to the agency network documents and resources.

Transportation services utilize GPS systems to track and monitor vehicles and services.

Updated 2017 Review: Transportation will upgrade billing technology as transit authorities require.

Updated 2021: CCRTA no longer acting as transit authority on the Cape. GATRA has taken over and changed their computerized system to offer work and log billing.

All electronics equipment is inventoried, tagged with permanent durable labels with agency identification and ID number. New items are tagged as they come in. Asset database is updated on an annual basis.

Hardware is continually monitored, and new equipment is put in place as necessary.

Software

Members at the Access Centers have access to the internet, learning software and software relating to individual member interests and objectives. Also available are a variety of games for the Wii system and email service is offered, as well as assistive devices as appropriate for individual use and goal attainment.

Office and management staff at the Access Centers have access to Microsoft Office software suite

Updated 2017 Review: The agency will transition back to Microsoft products for file sharing and collaboration of documents. Microsoft 365 has been acquired through IT vendor at a reduced cost. Transition to occur April through September of 2017.

Updated 2018: Agency completed successful transition to Microsoft Office 365 and staff trained.

Updated 2019: Stand alone server and complete server backup were designed by IT consultations. All locations connect through main server at Administrative Office and backups are performed on a daily basis to secondary server located in Braintree.

Updated 2020: The agency upgraded internet speed at all sites to better serve members remotely.

Administrative and transportation staff have access to Microsoft Office software suite as well as job specific software, i.e. PayCom payroll and timekeeping software, Accufund accounting and ETS billing software. These staff also will be transitioning to Google Drive and Docs cloud based portal. This will assure that a backup of all employee documents is always maintained in the cloud.

Updated 2017 Review: The agency will transition back to Microsoft products for file sharing and collaboration of documents. Microsoft 365 has been acquired through IT vendor at a reduced cost. Transition to occur April through September of 2017.

Updated 2021: Transportation transitioning to secure tablet-based system for drivers to verify trips.

All agency computers run Windows operating systems. Staff may request the purchase of specialized software for members or staff on an as needed basis via the check request procedure through the administrative office.

Security

The agency has a Written Information Security Plan in place in its personnel policies and trains all staff in both privacy and data security upon hire and annually thereafter through refresher training.

A computer usage policy (#053.2) is currently in place in the staff Personnel Policies to address internet and email usage. The agency uses Google for Business for off-site administration of the agency's email. Staff in administrative and management positions all have and use individual secure email accounts through this service.

Updated 2017 Review: The agency will transition back to Microsoft products for email, file sharing and collaboration of documents. Microsoft 365 has been acquired through IT vendor at a reduced cost. Transition to occur April through September of 2017. Microsoft email within habilitationassistance.com emails is automatically encrypted and secure feature will be enabled by typing the word "secure" in the subject line of emails when sending outside of the agency system.

Updated 2018: Transition to Microsoft 365 complete.

The agency is currently utilizing Google Drive which uses HTTPS for all of its services. All stored information is encrypted. Google promotes security by using a two-factor authentication. Company laptops do not have any information stored on their hard drives. All mobile devices use the cloud to access company data.

Updated 2017 Review: The agency will transition back to Microsoft products for file sharing and collaboration of documents. Microsoft 365 has been acquired through IT vendor at a reduced cost. Transition to occur April through September of 2017. Company laptops will secure document access via Virtual Private Network.

Updated 2018: Transition to Microsoft 365 complete.

A Confidentiality/HIPAA Policy (#04) is currently in place in the staff Personnel Policies to address computer access and password protection.

Confidentiality

The agency has a Written Information Security Plan in place and trains all staff in both privacy and data security.

A computer usage policy (#053.2) is currently in place in the staff Personnel Policies to address internet and email usage.

A Confidentiality/HIPAA Policy (#04) is currently in place in the staff Personnel Policies to address computer access and password protection.

Information and agency email is encrypted for security.

Backup Policies

All data at each access center and administrative office is kept on a file server attached to an automatic online cloud backup system.

Updated 2017 Review: All agency files will be hosted on a single agency service using Carbonite to fully backup all files on a monthly basis with daily incremental backups.

Updated 2019: IT was having difficulty using Carbonite due to the high amount of data that has to be backed up. Transitioned to a self-hosted server located at Administrative Office with stand alone backup server located at Braintree site.

Assistive Technology

Members of the Access Centers have access to various assistive technology devices which are determined based on individual needs, preferences and service plan objectives.

Disaster Recovery Preparedness

Financial and accounting information is kept on a file server attached to an automatic online backup system. All other information will be stored on Google Drive, a cloud storage service.

Updated 2017 Review: The agency will transition back to Microsoft products for file sharing and collaboration of documents. Microsoft 365 has been acquired through IT vendor at a reduced cost. Transition to occur April through September of 2017.

Update 2018: Transition to Microsoft 365 complete.

Virus Protection

All devices and servers run Symantec Antivirus Server software for virus protection. Virus definitions are downloaded automatically ensuring the most up to date protection available.

Members receive technology training relating to specific, individualized needs and requests and based on support plan and objective development.

Website/Social Media

The agency's website is updated periodically with upcoming program events and staff vacancies. General information articles relating to current events at the agency as well as stories by members and member groups, committee information, and articles by staff periodically appear on the website also. Media releases for postings on the website are requested as they need to be updated. A feedback area is located on the website homepage, which links to a generic email address routed to administrative office staff to forward to appropriate individual.

Updated 2017 Review: Website will be updated to a Wordpress site to enable staff to more easily update the site and redesign to modernize the site.

The agency also maintains a company Facebook page which is periodically updated with current events and photos from members and staff activities and areas of interest. The agency has in place a Social Media Policy in its Personnel Policy.