

# Creating a “work of heart” for those with disabilities

- **Business needs** – Documenting the progress of individuals in community-based day programs and residential programs; a more flexible, feature-rich communications platform.
- **Networking solution** – Tablets with IBM MaaS360 from AT&T Business are tools that support HIPAA compliance\*; AT&T Office@Hand and AT&T Fleet Management deliver enhanced staff communication and management capabilities.
- **Business value** – Significant savings, improved security, and streamlined operations for The Rochelle Center
- **Industry focus** – Day and residential programs for individuals with intellectual and developmental disabilities
- **Size** – 44 staff serving 37 individuals

## About The Rochelle Center

The Rochelle Center in Nashville offers community-based day programming and residential services for people with intellectual and developmental disabilities. The center offers meaningful opportunities for adults with disabilities to become as independent as possible and achieve their goals for quality lives and community inclusion.

## The situation

Staff at The Rochelle Center are required to document the daily activities of each individual in their care every two hours. The paper-based process was cumbersome. It made tracking progress difficult. The center needed a better and more secure way to record information about the people in its care. On top of that, it also needed improved communications and vehicle management systems.

[\\*hhs.gov/hipaa/for-professionals/privacy/laws-regulations/index](https://www.hhs.gov/hipaa/for-professionals/privacy/laws-regulations/index)

## Solution

Tablets equipped with AT&T connectivity and MaaS360 help manage devices and secure patient information. The center also uses AT&T Office@Hand, a cloud-based phone system with advanced call routing, messaging, and conferencing services. You also get up to 3 company numbers (local, toll-free, and local fax). Plus, each employee gets their own unique extension and direct-dial number for voice, fax, and text messaging. It cuts telephony costs significantly for The Rochelle Center by replacing landlines. The center also uses AT&T Fleet Management, which simplifies vehicle maintenance and tracking.



“Our rep from AT&T Business helps us save money, which allows us to provide service for more individuals.”

**Rikki Lea Taylor**  
Chief Financial Officer, The Rochelle Center

## Helping individuals live their best lives

The Rochelle Center is “a work of heart,” according to its Chief Financial Officer, Rikki Lea Taylor. The Nashville-based non-profit offers support for adults with intellectual and developmental disabilities.

The center was founded by W.R. Rochelle, a longtime Nashville teacher and principal. He was dismayed at the limited opportunities for people with disabilities after high school. “We provide support services to adults so that they can be independent and live their best lives,” Taylor said. The center offers community-based day programming and residential services.

## Employment and independent living

While individuals formerly lived on The Rochelle Center campus near Nashville’s Gulch neighborhood, between Music Row and downtown, they now live in private homes in the community. “The homes don’t have big ramps on the front or back, and we don’t park a big van out front with ‘Rochelle Center’ plastered all over the side,” she said. “They are very integrated into residential settings.”

The Rochelle Center staff of 44 serves 37 individuals, most of whom live in the organization’s residential program. That is a significant drop from the 175 individuals who formerly came to The Rochelle Center’s work center program.

“We’re building up our client base now,” Taylor said. The Rochelle Center recently partnered with Employment and Community First, a state program that offers

support for families caring for a person with an intellectual or developmental disability. Its goal is to help people achieve employment and independent living goals.

“We’re now trying to navigate that in the community and making slow but steady progress,” Taylor said. “We don’t want to get over our skis and not be able to provide the best care.”

## Providing the best possible service

While Taylor has a head for numbers, she has a heart for the people The Rochelle Center serves. She cares for her sister who has Down Syndrome, a genetic condition that results in learning disabilities.

“This is not only a job for me,” she said. “I know how the things that go on day to day affect the individuals we serve. Every decision that I make and any change that I implement affects the way that our center operates, which in turn affects how we care for our individuals. I really try to do the best that I can so we can provide the best possible service.”

The individuals served by The Rochelle Center call the staff who help care for them “friends.” The friends are direct support personnel with extensive training in skills from first aid and CPR to medication administration and communication.

“We provide 24-hour care, helping our individuals learn independent living skills, like washing dishes, vacuuming, doing their laundry, learning to drive, and learning how to navigate the community to pick up medications. Anything that you or I would do to live independently.”

## An easier way to record data

Staff are required to document each interaction with an individual. They record mealtimes, what was eaten, medications, showers, and progress toward daily or weekly goals. “We have to complete that every two hours for each individual,” Taylor said.

The interactions were recorded on paper for years until The Rochelle Center began working with an organization to create an online platform to simplify the process. The center needed an easy and secure way for staff to input all the data the state required for each individual in their care.

Taylor wanted to purchase tablets that would make it easy for staff to record and save all the necessary information. But she was concerned about the process of securing the tablets, keeping track of each one, installing all the necessary apps, and keeping up with security patches and other downloads for dozens of devices.



## Mobile security and easy management tools

The Rochelle Center's account representative from AT&T Business suggested MaaS360 from AT&T to help provide a high level of end-to-end mobile security for the tablets. "MaaS360 is wonderful," Taylor said. "If I need to add a new app, for instance, I don't have to do it 35 times. I'm able to go into MaaS360 through a web portal and download it to every one of our tablets at once."

The solution from AT&T Business also enables The Rochelle Center to track the tablets, which is vital since they contain individuals' private health information. "If a tablet fell into the wrong hands, I could quickly wipe it or lock it down so no unauthorized person could see any of that data," she said. If a tablet goes missing, the center can track it to see its location.

Communicating with staff is easier now. "If we want everyone to report to the office, I send one alert and it buzzes on each tablet," Taylor said. It also enables her to activate a feature that prevents staff from using the tablets for personal tasks, like visiting social media or shopping sites.

## Improved vehicle management

The center also chose the AT&T Fleet Management platform to increase productivity, help control costs and improve safety, and manage compliance. "At our highest, we had 25 vehicles," Taylor said. One staff member had to check each vehicle every day to record mileage, check the tires, and see if they needed an oil change or any other maintenance.



The solution can show Taylor each car's exact location, its speed, and even if the occupants are wearing seat belts. The platform notifies Taylor of any mechanical problems. "It gives me the code so I can call our maintenance person and see if the car needs immediate servicing," she said. "We don't want any individuals or staff to be in a vehicle that's unsafe."

Taylor gets an email every day with a spreadsheet that shows the status of each vehicle. The employee who used to have to physically check every car is now putting his efforts into other things within the organization.

"It's been very helpful in many ways," Taylor said. "Not only for cost savings and maintenance, but in just knowing that we can look at a vehicle at any point in time and know where it's located and if our staff are somewhere that they're not supposed to be."

## Collaboration and savings

AT&T Office@Hand makes it easier for staff to work together. The service provides phone, fax, messaging, and conferencing services for the center's main campus and 11 of its homes in the community. This not only saves the Center money, but it enabled the staff to continue to work effectively from home when COVID-19 struck.

"Switching to AT&T Office@ Hand saves us a lot," Taylor said. "Switching to Office@Hand saves The Rochelle Center hundreds of dollars a month. That's very significant for a nonprofit."

Her account representative was also able to help her discontinue quite a few phone lines that the center no longer needed. "He has actually gone above and beyond and bent over backwards to make sure that we have what we need to operate most effectively so that we can provide the best service that we can," Taylor said. "Our rep from AT&T Business helps us save money, which allows us to provide service for more individuals."

## Continuing a legacy of service

Change is coming for The Rochelle Center. It's moving to a new location. "We will be relocating," Taylor said, "and AT&T Business will be very instrumental in that move."

Moving the office phones, however, will not be a major challenge. "Office@Hand just lets me pick up my phones and move them," Taylor said.



"Switching to Office@Hand helps save The Rochelle Center hundreds of dollars a month. That's very significant for a nonprofit."

**Rikki Lea Taylor**

Chief Financial Officer, The Rochelle Center