



# Firefly Portal Dictionary

## Alert

A scheduled email or text prompt based on identified routines of daily living

## Beacon

Small, wireless devices that communicate with smartphones/tablets as part of the Check-in Service to ensure the user checking on a client is present at the set location

## Check-in Service / Responder App

A *SimplyHome* service to streamline client supports from any mobile device, optimize schedules, assign tasks to staff, and document visits with time and location-stamped check-ins

## Client

An individual empowered through the use of a *SimplyHome* system

## Client Reminders

Notifications sent to a client him/herself via text or email

## Concern

An area of interest technology may support to greater enable a client's independence

## Device

A sensor or automation product used to empower a client

## Device Connected

A device is communicating as intended to the hub

## Device Event

Action reported by a device connected to the hub (a door sensor opening or closing)

## Device Inactive

A device has been manually selected to no longer report activity to the hub (due to removal from location or otherwise)

## Outcome

The rules and goals set to support a client (ex: send a text to Caregiver A when the front door opens between 6pm-8am)

## Outcome Action

A real-time text or email prompt to a client, alert to a caregiver and/or control of a smart home device based on a scheduled trigger

## Outcome Event

A record of activity based on scheduled outcome triggers and resulting actions

## Outcome Trigger

Device/sensor activity, voice command, or a specific time of day that will kick off an action

## Program

An individual location or program supported by technology; subsets of provider clients

## Provider

An organization that manages/provides care for programs or clients supported by technology

## Report

Organized information based on outcomes, alerts, devices and/or check-in activity

## System Hub

The 'brains' of the *SimplyHome* system. This box communicates with the internet, connected sensors/devices and secure servers to store and send information as needed

## System Hub Status

The current health of the *SimplyHome* system hub box; (ex: internet connectivity, battery backup life, etc.)

## Tampered Status

An offline sensor reporting tamper activity (removal of lid, etc.)

## Timeline

A detailed time-based representation of all device/system activity, regardless of its connection to triggering an outcome

## User

Any individual with portal access. This can include *SimplyHome* staff, a client's support team, and sometimes the client him/herself if he/she is receiving prompts.



## User Roles

### Provider Administrator

Provider Administrators have access to all clients assigned to their own provider detail with ability to edit information and outcomes as needed. This role can create and edit Client Manager and Client Staff users.

This role is typically assigned to high-level management or supervising managers of direct supports.

### Client Manager

Client Managers have access to client data where they are listed as a part of the support team. This role can edit and create outcomes and acknowledge or forward alerts as necessary for clients they are assigned.

This role is typically assigned to a program manager or other similar role.

### Client Staff

Client Staff have access to client data where they are listed as part of the support team. This role can acknowledge or forward alerts as necessary for clients they are assigned.

This role is typically assigned to direct support professionals without a management role.

### Client Own Admin

Client Own Admin roles have access to view their own data and the ability to acknowledge and forward alerts for reminders.

This role is typically assigned to clients set to receive reminders, such as text alerts.



## Package Types

**Outcomes Package** The connected client is only set up to schedule outcomes and receive alerts based on those outcomes

**All Features Package** The connected client is set up to schedule outcomes/alerts as well as check-in information

### Check-In Package

The connected client is only scheduled to receive supported check-in information

