



## About Sunset Support Services, LLC

Located in Ebensburg, Pennsylvania, Sunset Support Services, LLC is a Human Services organization that provides services and supports to adults with intellectual disabilities and autism. Their team strives to enhance the lives of the individuals they serve through their residential services and adult training facility, Ray of Hope.

## Looking For Solutions



Offering A Ray of Hope

Prior to Ukeru, Sunset Support Services was searching for a way to minimize the use of restraint, without compromising staff and client safety. By improving staff safety, they hoped it would also improve their staff turnover as well. After learning about Ukeru from another organization in the area, they identified Ukeru as a potential solution to help them reach their goals.

# Working with Ukeru

Sunset Support Services began working with Ukeru in January of 2023. After receiving training, they carefully put together an implementation plan that included training staff utilizing real life examples pertaining to the individuals they serve and advising staff on how to properly introduce the Ukeru pads to their individuals. Additionally, they wanted staff to know that their safety was a top priority to them and that they were adding this tool to increase safety within their organization.

To create a positive association with Ukeru equipment, staff made it clear to the individuals they serve what the pads would be used for and what they would not be used for. They strategically incorporated the pads into planned activities and encouraged their individuals to utilize them. **“We did not want our individuals to view the Ukeru pads as something negative, but rather a helpful and enjoyable tool”** shared their Agency Trainer, Jaden Miller.

In addition, to ensure change would be sustainable they adapted their data collection process and created a debriefing process. This helped to create an environment of transparency and learning. Miller added, “New staff were eager to learn and adjusted quickly. Employees that had been with us longer observed the positive changes that Ukeru was making within our agency and were willing to embrace the Ukeru way.”

*Ukeru's impact on our individual as well as staff has been remarkable, diminishing behaviors and enhancing the overall quality of daily life. It has been instrumental in fostering a positive and safe work environment.*

**Dan DeWitt** / Team Leader



Offering A Ray of Hope

*Ukeru has transformed my individual's day-to-day life. The Ukeru training expanded my understanding of being trauma-informed. Our individual has experienced a significant decrease in behaviors since having Ukeru due to my individual having different strategies to express his emotions.*

**Stephen Kass** / Team Leader

# Results

In just one year of implementing Ukeru, the results have been remarkable. They have transformed their culture into one that is safe and comforting for both their individuals and staff. The use of restraint has been reduced by an astounding 52%. Simultaneously, they have recorded 654 less challenging behaviors (a 32% decrease).

Sunset Support Services' data is further proof that a restraint-free, trauma-informed approach is not only possible, but it increases safety for all. Additionally, they have received positive feedback from families. Miller proudly shared, "Parents have stated that Ukeru gives them hope for a restraint-free future."

“

From a quality perspective Ukeru has drastically decreased restraints as well as challenging behaviors for Sunset Support Services. Our staff are more confident using trauma-informed approaches and deterring from the invasive techniques of physical interventions.

**Jeniene Behe** / *Quality Director*

”

52%

Restraint  
reduction



Culture  
shift

32%

Reduction of  
challenging  
behaviors



Stronger  
relationships  
between staff and  
individuals