

To: DDS Qualified Providers

From: Patricia Orozco, Director of Assistive Technology

CC: Jordan Scheff, Commissioner, Elisa Velardo, Deputy Commissioner, Katie Rock-Burns, Chief of Staff, Nicholas Jerard, CFO, Regional Directors, Private ARDs, Resource Administrators, The Alliance, The Arc CT

Date: January 27, 2025

RE: Remote Support Services Startup Funding Notice of Opportunity

The Department of Developmental Services (DDS) is dedicated to improving the quality of life for individuals with intellectual disability by providing innovative support services. DDS plans to allocate funds to providers qualified for both Individualized Home Supports (IHS) and Remote Support services to establish a variety of Remote Support Service options. This funding opportunity allows providers to enhance or expand capacity for Remote Support offerings, ensuring that individuals receive the necessary assistance tailored to their needs. **Funds must be spent by March 31, 2026.**

Funding Opportunity:

Providers must be qualified for both Remote Support Services and Individualized Home Supports at the time of submission in order to be eligible for funding. This funding is designed to facilitate enhanced Remote Support Services within their agencies.

Providers must be qualified for Remote Support services before submitting their applications. Please check this link: [Qualified Provider List](#) as a resource to confirm status as a qualified provider of Remote Support services. Please contact Tiffany Redding at Tiffany.Redding@ct.gov if you have any questions.

Application Submission Deadline: February 28, 2025

Application Process:

To apply for funding, providers must submit the following items:

1. A completed [online application](#).

Among other things, the application will require:

- A description of the proposed remote support services and their benefits for individuals with intellectual disability. The provider must describe how the

remote support services will prioritize outcome-based approaches that target specific, measurable results.

- A budget narrative for the intended deployment of these funds, emphasizing strategic deployment for maximum impact. This should explain each of the costs listed in the budget template (see below).
- A description of how expanding or implementing Remote Supports Services will impact your organization, and your ongoing sustainability plan.
- A plan for rigorous monitoring and evaluation of service utilization and delivery, including mechanisms for obtaining feedback from individuals and families. The effectiveness of these services will be evaluated by monitoring tangible outcomes, such as increased independence, enhanced communication skills, and successful integration into the community.

2. A completed budget template including projected expenditures in each of the five required spending areas (see below) and any additional allowable expenditures. See **Attachment A: Remote Support Services Startup Budget Template.**

Spending Guidelines:

To be eligible for this award, providers must budget funds within each of the five required spending categories below.

1. **Technology Acquisition:** Investment in technology necessary for providing effective remote support by establishing or improving existing remote support systems and capabilities, such as software purchases and licenses, hardware, and communication tools for sustainable and long-term utilization.
2. **Training and Development:** Training programs for staff to ensure they are equipped with the skills needed to deliver high-quality remote support services, including contemporary approaches to remote support services that are most promotive of learning and independence in select areas of life at home, work, and the community.
3. **Personnel:** Includes salaries for new hires directly related to the provision of remote support services and any temporary staffing costs. Costs for contracting with a consultant or specialist to administer or support remote supports are included in this category.
4. **Quality Assurance Measures:** Implementation of quality assurance protocols to monitor and/or evaluate the effectiveness of remote support services.

5. **Outreach and Education:** Initiatives that directly promote the new or enhanced remote support services and outcomes to individuals, families, and community stakeholders in alignment with DDS Remote Support Services.

In addition to these five required categories, providers have the flexibility to allocate additional funds as deemed necessary for their agency. Optional allowable uses may include the following:

1. **Transportation and Travel Expenses:** for staff attending conferences or participating in trainings/programs that will lead to certifications related to remote support services.
2. **Maintenance and Support:** including ongoing maintenance and technical support for purchased technology and software during the award period.

Funding Process for Awardees

Approved Qualified Providers will receive start-up funds equal to their total approved budget in the form of a lump sum payment. Funds not spent in accordance with the approved budget by March 31, 2026 will be recouped.

Ongoing Responsibilities for Awardees:

Recipients of this award will be required to:

1. Submit actuals for all eligible expenditures to the regional resource manager.
2. Provide a detailed financial report after the funding period, outlining how funds were spent and the impact of the investments made.
3. Participate in monthly check-ins with DDS Assistive Technology (AT) Division to report progress and challenges.
4. Collect and submit data on program and service outcomes. This may include requests for data collected by the agency during the course of service provision, or satisfaction surveys of individuals receiving support. Awarded providers may also be asked to deploy data collection tools provided by DDS that measure the effectiveness of remote supports and share the results.

DDS is excited to collaborate with qualified providers to enhance remote support services for individuals with intellectual disability. This funding presents an invaluable opportunity for agencies to innovate and improve their service offerings. We encourage eligible providers to

seize this opportunity and make a meaningful difference in the lives of those we serve.

Timeline:

Application – Key Dates and Information

Notice of Opportunity Release: January 27, 2025

Information Session: February 3, 2025

Written submission of questions to Kyle.Fishbein@ct.gov: February 7, 2025

Frequently Asked Questions (FAQ) Document posting: February 14, 2025

Application Submission Deadline: February 28, 2025

Anticipated Funding Selection Date: No later than March 21, 2025

We look forward to your applications and to supporting your efforts to deliver exceptional remote support services!

Information Session Virtual Meeting Info:

Monday, February 3rd, 2025 @ 10AM

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 284 182 555 689

Passcode: JY6LK2rK

Dial in by phone

[+1 860-840-2075, 412995384#](#) United States, Hartford

[Find a local number](#)

Phone conference ID: 412 995 384#

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

