Remote Support Quick Reference Guide:

Introduction and Background:

Nationally there has been a movement to offer Remote Supports in the IDD Community.
DDS Included Remote Supports in the 2019 CMS waiver revision as a new service option.
A small committee of DDS staff has been working on understanding Remote Supports, educating the agency on its purpose, reviewing how other states have implemented, and has also begun planning how the service will be utilized in CT. To that end, DDS recently started a pilot for selected qualified providers to offer the service. This pilot will help the agency determine best practices for when the service can be offered statewide.

What are Remote Supports?

- The delivery of supports at a remote location through virtual means by paid staff or natural supports.
- Individual is engaged through technology.
- Live two-way communication is always available during the hours agreed upon.
- Sensors or other devices may be used to monitor individual's routines and medical conditions.
- Individual interaction may be scheduled, on-demand, or in response to something out of the ordinary routine.
- There is always an on-call component for a direct, in-person response, if, and when needed.

What are the different components and terminology used when discussing Remote Supports?

- **Remote Support Technology System:** Technology that facilitates and provides the Remote Support service. These systems may use wireless technology and/or phone lines to link an individual's home to a Virtual Support Partner (defined below) off-site. The system may use remote sensor technology to send "real-time" data to the Virtual Support Partner, who is immediately available to assess the situation and provide assistance according with the In-Person Response Plan.

- **Remote Support Technology Supplier:** The entity with the responsibility to set up the customized Remote Support system necessary for remote supports based upon each individual's needs. This entity may additionally provide the real-time Virtual Partner Supports

- **Virtual Support Partner:** A paid support person such as an agency, qualified provider, etc. OR unpaid support person such as a family member, friend, or other natural support that provides virtual support (e.g., prompting, queuing, etc.) from a remote location utilizing the Remote Support Technology System that has been designed for the individual.

- **On-Call Backup Entity**- the entity that is responsible for the on-call service. The on-call service is the backup agency that received a notification from the virtual support partner or from the remote technology directly that an in-person intervention is necessary. The on-call back up entity will then contact the Identified person to provide the in-person support.

- **On demand, in-person support:** The direct face to face supports provided by the staff when they are sent to an individual's location as requested by the individual, virtual support provider or in response to an electronic device indication that support is needed. In-person support may be a natural support, Self-Hired Direct Support Professional (DSP), Remote Direct Support Professional (RDSP), or through a paid agency. If on-call support is a paid agency/provider a back-up respondent must be identified before services are rendered. The on demand, in-person support staff will be paid at the IHS rate in 15-minute intervals for all direct supports provided.

- **In-Person Response Plan:** A plan created by an individual's team and providers that identifies who or what entity will serve as the On-Call Support. This plan must also provide detail on at least one backup respondent and expectations around the response times (maximum thirty minutes).

Where can Remote Supports be provided?
- In their own home (cannot be provided in a residential congregate or 24-hour settings such as CLA, CCH, or CRS)
- Family home
- In the community
- At a job or in an individual day support location, as long as no other waiver support is being provided at the same time (cannot be provided in a group day setting)

What are the benefits of Remote Supports?
- Promotes improves and enhances one's independence while maintaining health and safety
- Combines the benefits of the latest technological devices with access to natural or paid supports
- Customizable based on the individual's needs and vision for their own future

When can Remote Supports be provided?
- Remote Supports can be provided anytime during awake or overnight hours, as long as no other waiver service is being provided at the same time.
- Remote supports can be provided to more than one individual in the same setting.

When can Remote Supports NOT be provided?
- Remote Supports cannot be billed at the same time as other individual supports.
- Remotes Supports cannot be billed in 24-hour settings such as CCH, CRS, or CLA

What is the difference between Remote Supports, other Assistive Technology, and Electronic Face to Face?

	Remote Supports The delivery of supports at a remote location through virtual means by paid staff or natural supports.	**Assistive Technology** Any item, piece of equipment, product, service, or system (whether acquired commercially or customized) that will impact or enhance autonomy and the capabilities of a person with a disability.	**Electronic Face to Face** A real-time 2-way video communication between a provider and the person who receives IHS or ISE services.
Technology Devices.	X	X	X
Supports are provided through virtual means by paid staff or natural supports.	X		X
Live two-way communication always available during agreed upon times.	X		X
Sensors may be used to monitor individual's routines and medical conditions.	X	X	
Individual interaction may be scheduled, on-demand, or in response to a sensor that has alerted something is out of the ordinary routine.	X		

How can I access Remote Supports?
- Identify need
- Complete Remote Support Assessment
- Team completes checklist and is in agreement
- Funding is awarded by PRAT as needed

What type of training will be provided so that I can learn more about Remote Supports?
- DDS will be working to create a repository for materials, documents, and other resources for anyone interested in learning more about Remote Supports to reference. DDS led trainings, and professional trainings will also be available to providers, DDS staff, and families to serve as a resource to others interested in learning more about the service.

What are the rates?
- Both the virtual support partner rate and the On-Call Backup Entity rates are predicated on the expectation that one remote support DSP will support multiple individuals. Rates may be adjusted following the remote support pilot. Rates are per person as follows:

Service - Per Person/Per HR	First 3 Months of Service	Next 3 Months of Service	Ongoing
Virtual Support Partner	$ 10.00	$ 10.00	$ 10.00
On Call Staff Support	$ 18.00	$ 12.00	$ 6.00
Total	$ 28.00	$ 22.00	$ 16.00
On Demand, In Person Support (Billed as I.H.S)	$ 48.50	$ 48.50	$ 48.50
Purchase and Installation of Technology	Paid At Cost	Paid At Cost	Paid At Cost
Monthly Lease/Payments for Technology	Paid At Cost	Paid At Cost	Paid At Cost

- On Demand In-Person Support will be paid at the IHS rate via web-res-day. Virtual Support Partner and the On-Call Backup Entity will be billed in 15-minute increments through web-res-day.

How will this work with Electronic Visit Verification (EVV)?
- Virtual and On-call support is exempt from EVV.

What are some examples of Remote Supports?
- **Mandy** resides in an IHS setting by herself and, at times, has had difficulty sleeping at night. Mandy's team has completed a remote support assessment, and the team has identified that Mandy can be remotely supported between the hours of 8 PM and 8 AM each day to ensure she is safe during overnight hours. Her Virtual Support Partner will provide the remote support and on-call support staff each night and her Remote Support Technology Agency will supply the remote support technology system.

- **Mike and Carlos** live together in a home and are remotely supported between the hours of 4 PM and 8 AM each day to assist with meal preparation and to be available should either need support overnight. The Remote Support Technology Agency will provide the remote support technology system. The Virtual Support Partner will provide the remote support and on-call

support staff. Mike and Carlos also have IHS staff that arrive at 8:30 AM to 10 AM each weekday to assist them with getting to their place of employment and on Saturday to assist with errands, banking, and grocery shopping.

5. **Jana** lives in her own home and receives Remote Supports each day from 6 AM to 8 AM to help ensure she takes her morning medication, dresses appropriately for the day, safely prepares her breakfast, and catches the bus on time on workdays. Jana receives remote supports again from 6 PM to 8 PM to help make sure she safely prepares her dinner, takes her medication, and monitors her blood sugar.

6. **Larry** lives with his mother. His mother works Monday through Friday and leaves early before Larry wakes up and arrives home late each night. Larry and the team have determined that Remote Supports can be used each morning and afternoon to support him when he gets ready for the day to go to work and when he comes home. Remote supports will be used from 7 AM to 9 AM and from 3 PM to 6 PM Monday through Friday. Larry's mother and sister will act as his natural supports and on-call supports.