

Remote Supports Services: FAQs for Individuals & Families

<p>What are Remote Supports?</p>	<p>The goal of Remote Supports (RS) is to help individuals supported by DDS use technology to live more independently and build confidence, while still having support available when needed.</p> <p>Remote Supports allow individuals to receive help from staff who are in another location, using technology that allows for live, two-way communication, such as video calls, tablets, or smart home devices.</p> <p>Support can happen in different ways:</p> <ul style="list-style-type: none"> • Scheduled: at specific times agreed upon by you and your team. • On-demand: when you want or need help. • In response to alerts: when a device in your home sends a signal that help might be needed. <p>Remote Supports include both technology (the devices used) and a service (the staff providing the support).</p> <p>Who's Involved:</p> <ul style="list-style-type: none"> • Virtual Support Partner (VSP): The person you connect with through the device. They are there to talk with you, help problem solve, or check in. This can be a paid support staff member or someone you know (a natural support). • On-Call Backup: The on-call backup may be contacted by the VSP or technology when support is needed and may help address situations remotely. • In-Person Support: Someone who comes to you in person if the situation requires it. • In-Person Response Plan: Your team creates a plan describing when and how in-person help should happen. This plan becomes part of your Individual Plan (IP).
<p>How does it work?</p>	<p>Service:</p> <p>Each Remote Supports staff member supports the individual in different ways.</p>

Virtual Support Partner (VSP)

- Oversee technology & communicates with individual as needed (ex. Scheduled times, in response to an alert from technology or call from individual).
- Contacts On-Call Back Up Entity or On Demand, In-Person support.

On-Call Backup Entity

- Receives alerts from the Virtual Support Partner (VSP) or technology directly
- Addresses the concern directly or contacts the On Demand, In-Person Support if the concern cannot be addressed by themselves or the VSP
-

On Demand, In-Person Support

- Receives contact from Virtual Support Partner (VSP) or On-Call Back Up Entity that in-person support is needed
- Travels to individual's location within 30 minutes (maximum)

Individual interactions may be:

- Pre-scheduled virtual visits
- In response to an alert from the technology
- On-demand: 24/7 availability

The team (individual, family, and Case Manager) will decide on a schedule/support level that best fits the individual's needs.

Technology:

Remote Supports uses technology that lets staff and individuals talk and see each other from different places. This two-way communication means both can share information in real time, for example, through a video call, text or smart home device that connects to a support center.

<p>Who is it for?</p>	<p>Any individual outside of a CLA, CCH, or CRS, who lives in their own home or a family home and who has annualized funding from DDS may be eligible for Remote Supports. Individuals should discuss the service with their Planning and Support Team to see if it might meet their needs. Individuals may be a good fit for remote supports if they would answer yes to any of these questions:</p> <ul style="list-style-type: none"> • Do you have goals to increase your independence? • Would you like to continue to build your skills, with less in-person staff support? • Do you have difficulty finding or keeping in-person staff, and want other options to meet your needs? • Would you like to have more say over who comes into your home and when? • Would you like to be more independent? • Can you complete most Activities of Daily Living (ADLs) independently, or with prompting? • Would you benefit from extra support during some tasks by a person who could interact with you through technology, but not be in the room with you? <p>*If you are living in a CLA or CRS and want to know more about Remote Supports, please contact the Assistive Technology Unit by emailing DDS.RemoteSupports@ct.gov.</p>
<p>Service Models and Rates:</p>	<p>Hourly:</p> <ul style="list-style-type: none"> • The Hourly Rate is for an individual who would like the Virtual Support Partner (VSP) to be available to them for 21 hours a week or less. The individual will pay for each hour of service that the VSP is either interacting with them or on standby, available to respond to alerts. • The cost of any equipment is billed separately <p>Daily:</p>

	<ul style="list-style-type: none"> • The Daily Rate is for any individual who would like the Virtual Support Partner (VSP) to be available to them for more than 21 hours a week. At the Daily Rate, services are scheduled or on-demand, and are available 24/7 for a single flat fee that is billed every day. • The cost of equipment is included in this rate, so there are no additional costs. <p>Receiving Remote Supports costs less for each hour of supports than do in-person supports like Individualized Home Supports (IHS). Because of the lower cost, Individuals who choose to put some of their funding towards remote supports will be able to receive more total hours of support on their current budget than they would if they put all of their funding towards in-person supports. Rates may change. See the DDS Funding Guidelines for the most up-to-date rates.</p> <p>For example, 1 hour of I.H.S equals about 4.5 hours of Remote Support Services.</p>
<p>Example Scenarios:</p>	<p>Example Scenario:</p> <ol style="list-style-type: none"> 1. Individual returns home from work (Parents are at work) 2. Individual has goal to increase their independent cooking. Individual starts making macaroni & cheese. (Note: This individual has an automatic stove shut off that is attached to the stove with a motion sensor.) 3. Individual gets distracted by show on nearby TV. 4. Water starts to boil, but since there has been no movement in front of the stove in five minutes, the stove automatically shuts off and the Remote Supports Provider (VSP) is alerted 5. VSP contacts individual via preferred communication method/technology to ensure their safety and redirect them to cooking task

	<p>Example Scenario #2: Situation: Individual has recently exited high school and is nervous about being home alone more frequently. Virtual Support Partner (VSP) offers both on-call and scheduled check-ins.</p> <ol style="list-style-type: none"> 1. Individual works with support staff in-person on vocational training in the morning. 2. Individual has scheduled check in with VSP at 12:00pm to review morning. 3. Individual has scheduled check-in with VSP at 3:00pm. 4. If individual needs anything between 12:00pm and 3:00pm, they can contact the VSP (on-call contact). <p>Individual’s parents arrive home from work in the late afternoon. These scheduled calls will foster the individual’s growing independence.</p>
<p>How do I know if this will be right for me?</p>	<p>Meet with your team (family and Case Manager) to discuss the option of Remote Supports.</p>
<p>How to get started?</p>	<ul style="list-style-type: none"> • Talk to your Case Manager or call/email your DDS Region’s Helpline • Choose a support model that fits your life • Meet with a Qualified Remote Supports Provider to explore how they can meet your needs
<p>What if I don’t like it?</p>	<p>If you allocate funding from your current supports to Remote Supports and decide you don’t like it, you can request to reallocate your funding back to your previous services using portability.</p> <p>If you currently have a URR approval for IHS hours over your LON level, discuss with your Case Manager before making any changes to your funding.</p>

Where can I learn more or ask questions?

Please feel free to email DDS.RemoteSupports@ct.gov with specific questions.

More detailed examples can be found in the [Remote Supports Guide](#).