Operations Center Memo FY2026-25

To: DDS Qualified Providers

From: Sean Bannon, Operations Center Director

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: March 31, 2026

RE: Remote Supports Trial

This memo is to notify providers of a new initiative available for individuals to trial Remote Supports while maintaining their current residential services. This trial will allow individuals to try Remote Supports for a period of seven months while maintaining their current services before making any changes.

Individuals may be referred to the trial by their case manager. Providers who know of individuals who may be eligible for or interested in the initiative as outlined below, should discuss with the individual's case manager.

Initiative details:

Eligible individuals include those who:

- Receive IHS supports
- Are interested in Remote Supports
- Are open to reducing some IHS hours (after several months) if Remote Supports works well for them
- Want to increase independence while being safely supported

During the trial, an individual's original number of IHS hours remains unchanged while they temporarily receive additional Remote Supports services on top of their regular services. Remote Supports will meet the individual's specific needs. By participating in the trial, an individual is not committing to making any changes in their I.H.S. hours and may opt out at any time. Changes to annualized services will only be made if an individual and team

decide to move forward with Remote Supports. If the individual and team do not titrate down some of their IHS hours to allocate funding to Remote Support services, Remote Supports ends at the end of the trial.

Process and Timeline

Interested individuals will select a DDS Qualified Virtual Support Partner provider and start Remote Supports.

If the individual and team decide to continue with RS once the trial ends, they should create a titration plan to reduce IHS hours by the end of month seven to match their original funding allocation. If an individual moves to Remote Supports after the trial, up to 5 I.H.S hours are slowly titrated away as Remote Supports services continue. All services must be covered by annualized funding by month eight.

Months 1, 2, 3, & 4: Individual starts Remote Supports trial and tests out the service. By the end of month 4, the individual and team decide if Remote Supports is the right fit.

Months 5, 6, & 7: If the individual is moving forward with Remote Supports, titration plan for I.H.S developed and matches updated authorizations.

Months 8 and beyond: Individual returns to permanent allocation.

If you have any questions, please reach out to the Remote Supports team at DDS.RemoteSupports@ct.gov