



State of Connecticut  
Department of Developmental Services

**DDS**

Jordan A. Scheff  
Commissioner

Elisa F. Velardo  
Deputy Commissioner

**Operations Memo 2024-14**

**TO:** Qualified Individualized Home Support (I.H.S.) Private Providers

**FROM:** Sean Bannon, Director, DDS Operations Center

**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 19, 2024

**SUBJECT:** Remote Support Services

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As you may know, Remote Support Services are one of the Core Components of Supporting Transformation to Empower People (STEP). Remote support is a virtual aid provided by paid staff or natural supports who help someone engage in live, two-way communication through technological devices. Remote support allows staff to virtually help someone through the use of technology. Remote supports may include:

- Motion sensing system
- Radio frequency identification
- Live video or audio feed
- GPS tracking
- Web-based oversight system
- A device that otherwise meets the requirement for two-way communication

Remote Support Services are comprised of two support categories: Virtual Support Partner (VSP) and On-Call Backup Entity.

The VSP is responsible for providing support by staff at a remote location who are engaged with the individual through technology/devices capable of live two-way communication. The VSP is required to be a DDS qualified provider approved to provide Remote Support services. The qualification process for VSPs can be found in the following link: [Application and Steps to Apply to Become a New Qualified Provider](#).

Qualified Providers of Individualized Home Supports (IHS) may subcontract with a VSP and serve as the On-Call Backup Entity. The On-Call Backup Entity is the backup agency that receives a notification directly from the VSP or from remote technology notification that in-person staff intervention is necessary. The on-call backup entity will then contact the corresponding staff to provide in-person support. Current I.H.S. providers can add Remote Support On-Call Backup

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Entity Services to their Provider Profile upon completing the [Remote Supports Assurance Agreement](#) and completing an orientation with the DDS Assistive Technology Director before providing services.

Current qualified providers of IHS who wish to be qualified as Remote Support On-Call Backup Entities that may subcontract for VSP services are invited to attend a Remote Support Orientation on March 29, 2024, via Teams. If you are interested, please RSVP to Kyle Fishbein at [Kyle.Fishbein@ct.gov](mailto:Kyle.Fishbein@ct.gov) by March 22, 2024, and he will send you an invitation to the orientation with the Teams link.

[Assistive Technology and Remote Supports \(ct.gov\)](#)