

Remote Support Services Policy

Stakeholder Input Summary

Remote Support Services is one of the DDA-operated Waiver Program support services. This service provides oversight and monitoring in a person’s home through an off site electronic support system in order to reduce or replace the amount of staffing a person needs, while ensuring the person’s health, safety and well-being.

The Developmental Disability Administration (DDA) issued its proposed policy for Remote Support Services on May 5, 2023, requesting input from participants, families, Coordination of Community Service agencies, community providers, and advocacy organizations. The Stakeholder input period ended on May 19, 2023. In total, 3 unduplicated stakeholders submitted input. Below is a summary of the specific recommendations from the public and the DDA’s responses.

	Comment	DDA Response
1.	<p>Comment: Please clarify if a person receiving Remote Support Services is able to use platforms such as Zoom and/or Facetime which are listed under “Exclusions.”</p>	<p>Remote Support Services does not include electronic audio-visual conferencing software applications that require the person to maintain the connection including the use of Facetime, Zoom, or Skype.</p> <p>However, the DDA encourages the use of Zoom, FaceTime, and other technology for people who want to use them to communicate with friends and family, be more independent, and live their best life.</p>

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2.	<p>Comment: Please include qualifications of the team doing the remote support services assessment.</p>	<p>Prior to accessing Remote Support Services, a person, their CCS, and their team are required to assess the use of remote support services.</p> <p>A person’s team consists of people, chosen by the person or their legal guardian, who participate in the development of their Person-Centered Plan alongside the Coordinator of Community Services. The person and team assess the use of remote supports services which includes review of:</p> <ol style="list-style-type: none"> 1. Person's goals, level of support needs, behavioral challenges, health risk, 2. Benefits of Remote Support Services to the person; and 3. Risk to the person; and 4. Other residents in the home. <p>Note: The requirements for the assessment are listed on page 7.(I). The DDA will make changes to the formatting to clarify the requirements.</p>
3.	<p>Comment: Please clarify the difference between virtual services and Remote Support Services.</p>	<p>Remote Support Service is a waiver service that provides oversight and monitoring in a person’s home through an off-site electronic support system in order to reduce or replace the amount of staffing a participant needs.</p> <p>Virtual supports are not a waiver service. Virtual supports are an electronic method of delivery of a</p>

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		<p>service. Some of DDA’s waiver services include virtual supports as another option for that service’s method of delivery.</p> <p>The DDA will update the definition of Virtual Supports to say:</p> <p>“Virtual Supports are an electronic method of service delivery. Virtual Supports are not a distinct, separate service under the DDA Waiver programs, but a means by which certain services may be delivered to a participant.”</p>
4.	<p>Comment: Please clarify if Remote Support Services can be provided during Meaningful Day Services.</p>	<p>Remote Support Services cannot be provided during Meaningful Day Services.</p> <p>Note: Meaningful Day services include the option to provide using a virtual support service model. Assistive Technology can support people, as needed, during Meaningful Day Services as well.</p>
5.	<p>Comment: Please clarify if the assessment can be funded under Remote Support Services.</p>	<p>The team assessment is part of the person-centered planning process. It is not covered under Remote Support Services.</p>

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6.	Comment: Please clarify if Remote Support Services can be provided for people in Community Living - Group Home if overnight supervision is not included.	Remote Support Services can be provided for people in Community Living - Group Home. <i>Please Note: Remote Support Services are not available to people receiving Community Living Enhanced Supports or Shared Living.</i>