



DEVELOPMENTAL DISABILITIES ADMINISTRATION
Olympia, Washington

TITLE:	REMOTE SUPPORT	POLICY 4.28
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Authority:	42 C.F.R. 441.301(c)(2) 42 C.F.R. 441.301(c)(4) 42 C.F.R. 441.301(c)(5) 45 C.F.R. Part 164 Chapter 388-825 WAC WAC 388-834-0040 Chapter 388-845 WAC	The Person-Centered Service Plan Home and Community-Based Settings Settings that are not Home and Community-Based Security and Privacy DDA Service Rules DDA Preadmission Screening and Resident Review DDA Home and Community Based Services Waiver
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Reference:	DDA Policy 5.13	Protection from Abuse: Mandatory Reporting
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PURPOSE

This policy establishes service delivery requirements for remote support services, which is available on the basic plus, core, and individual and family services waivers.

SCOPE

This policy applies to DDA field staff and DDA-contracted remote support providers.

DEFINITIONS

Assistive technology means any item, piece of equipment, software program, or product system that is used to increase, maintain, or improve the functional capabilities of individuals with disabilities, improve client safety, or increase social engagement in the community.

Health Insurance Portability and Accountability Act or HIPAA means a federal law that requires protection of sensitive client health information and limits its disclosure without a client's consent or knowledge.

Remote support plan is a document that describes the client's need for remote support, devices that will be used, number of service hours, emergency contacts, and a safety plan.

POLICY

- A. Remote support is a waiver service that provides supervision, coaching, and consultation to a client by a contracted remote support provider at a distant, HIPAA-compliant location using assistive technology.
- B. Remote support allows a client to increase their autonomy and foster developmentally appropriate independence and safety in their home and community when not engaged in other waiver services or informal supports that offer similar supports (e.g., personal care).
- C. Remote support providers are DDA-contracted agencies whose primary business objective is to provide supervision, coaching, and consultation to clients with developmental disabilities, using technology to facilitate the connection.
- D. Remote support providers must engage with a client through equipment capable of live, two-way communication, providing the client an opportunity to build on their skills and abilities through independent learning using scheduled video calls, cueing, coaching, and on-call support.
- E. The remote support provider must furnish the equipment as needed to deliver services and may include one or more of the following components:
 - 1. Motion-sensing system;
 - 2. Radio frequency identification;
 - 3. Video calling via assistive technology;
 - 4. Live audio feed; and
 - 5. Web-based monitoring systems.
- F. The provider must treat all video, audio, and other personally identifiable information according to HIPAA regulations and follow DSHS data security requirements in compliance with 45 C.F.R. Part 164.
 - 1. DDA requires that any Remote Support provider use a HIPAA-compliant platform including a business associate agreement when applicable. Eligible platforms and requirements are outlined in the DDA Remote Support contract and the data requirements exhibit.
 - 2. Clients must be provided with informed consent through the discussion of the service and in the signing of their PCSP once the service has been added. This includes agreement and understanding of the following:

- a. The nature and character of remote support;
- b. The facts involved with using technology that involve audio and video real-time experience and feedback;
- c. The anticipated consequences, risks, and benefits of using technology in their home or community; and
- d. Alternative options reasonably available to them, including the ability to decline the service if they wish.

G. Responsibilities of the Remote Support Provider

- 1. Upon referral, the remote support provider must meet with the client, their legal representative (if they have one), and other support system partners (including residential habilitation staff) to identify remote support service needs and to develop a remote support plan and provide a copy of the remote support plan to the client, legal representative (if they have one), and residential habilitation staff, if applicable, and to the client's CRM.
 - a. As part of the service, the remote support provider must support the client with initial and ongoing training on how to use the remote support system as specified in remote support plan that is developed.
 - b. If a client is receiving residential habilitation, their provider must be included in the planning of remote support. Providers of residential habilitation include those in WAC 388-845-1505.
- 2. The remote support plan must include:
 - a. Whether the client will use remote support in the home, community, or both.
 - b. A brief description of what the client requests remote support to do for them.
 - c. The technology devices necessary to help the client meet their identified needs.
 - d. Number of hours of remote support to be provided each month.
 - e. People with whom the client wants to share their information.

- f. A safety plan that includes emergency contacts who can respond face-to-face if the client requires immediate physical intervention.

Note: An alternative living provider must not be identified as the support for responding to an emergency.

- g. Medical Conditions, if any, that must be shared with emergency personnel if the provider calls 911.
- 3. The CRM must communicate to the provider changes in client need that impact the provision of remote support. The remote support provider must then update the remote support plan when the client completes a new assessment and if a significant change assessment occurs.
 - 4. If a known or reported emergency involving a client arises, the remote support provider must:
 - a. Immediately assess the situation and call emergency personnel first, if that is deemed necessary;
 - b. Contact the emergency contact listed in the remote support plan;
 - c. Stay engaged with the client until emergency personnel or the emergency contact arrives and confirms they are present to support the client; and
 - d. Report the incident to the client's CRM no more than two business days after the event.
- H. The client must have the ability to initiate the service when needed and turn off the equipment when not needed. Only the client may initiate live, two-way interactions, unless otherwise documented in the client's person-centered service plan (e.g., scheduled check-ins, medication check).
- I. Prohibitions and Exceptions
- 1. Video cameras are prohibited in bedrooms. In an exceptional circumstance, if a client requests a camera in their bedroom, DDA will consider an Exception to Policy (ETP) request to ensure the request does not compromise client privacy or other client rights.
 - 2. No exceptions may be granted for the following for remote support:

- a. Video cameras in bathrooms.
 - b. Security or alarm systems solely intended to protect the home or property.
- J. When a client requests remote support and they are currently receiving residential habilitation, the CRM must collaborate with the client's current residential habilitation agency and the provider furnishing remote support to identify who the backup person will be in case of an emergency that requires an in-person response.
- K. If challenges arise regarding the client's ability to participate and use remote support, the CRM must connect with the client, their legal representative (if applicable), and residential staff (if applicable) to discuss whether remote support is appropriate for the client to meet their unmet needs and discuss other opportunities or services available to help support the client.

EXCEPTION

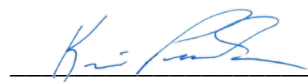
Any exception to this policy must have the prior written approval of the Deputy Assistant Secretary.

SUPERSESSSION

4.28, *Remote Support*

Issued September 15, 2024

Approved:



Deputy Assistant Secretary
Developmental Disabilities Administration

Date: January 15, 2025