



Home And Community Living Administration
Developmental Disabilities Community Services

Olympia, Washington

TITLE: REMOTE SUPPORT AND TELESERVICE IN RESIDENTIAL HABILITATION SERVICES 6.17

Authority: [Chapter 388-101D WAC](#) Requirements for Providers of Residential Services and Supports
[Chapter 388-825 WAC](#) DDA Services Rules
[Chapter 388-828 WAC](#) DDA Assessment
[Chapter 388-845 WAC](#) DDA Home and Community-Based Services Waivers

Reference: [DDA Policy 4.09](#) Alternative Living
[DDA Policy 4.12](#) Companion Homes
[DDA Policy 4.27](#) Teleservice
[DDA Policy 4.28](#) Remote Support

Note: Effective May 1, 2025, Developmental Disabilities Administration moved under Home and Community Living Administration. The former Developmental Disabilities Administration is now known as the Developmental Disabilities Community Services division within the Home and Community Living Administration.

PURPOSE

This policy establishes the additional requirements that apply when a client receives remote support services or accesses residential habilitation services via teleservice.

SCOPE

This policy applies to:

- DDCS regional field staff.

- Supported living, group training home, group home, alternative living, and companion home providers; and
- 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.

Emergency contact means a person who has agreed to respond in-person when appropriate.

Legal representative means a parent of a client if the client is under age eighteen, a court appointed guardian if a decision is within the scope of the guardianship order, or, for the purpose of this policy, any other person authorized by law to act for the client.

Person-centered service plan means the person-centered service plan developed by the DDCCS case manager, the client, the client's legal representative, and the client's providers. The PCSP identifies a client's goals, assessed health and welfare needs, and indicates the paid services and natural supports that will assist a client to achieve their goals and address their assessed needs.

Remote support means a stand-alone service that provides supervision, coaching, and consultation from a contracted remote support provider to a DDCCS client from a distant, HIPAA-compliant location that allows a waiver participant to increase their independence and safety in their home and community when not engaged in other waiver services or informal supports that offer similar supports (personal care, etc.). Providers are engaged with a client through assistive technology equipment with the capability for live two-way communication.

Remote support plan means 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.

Remote support provider means a DSHS-contracted agency whose primary business objective is to provide supervision, coaching, and consultation to clients with developmental disabilities, using technology to facilitate the connection. This provider supplies the equipment and support hours necessary to receive remote support.

Support team means the group of people who work together to provide formal and informal supports to a client. A typical team includes the client, the client's family and legal representative, the client's case resource manager, the client's residential service provider, and other community providers.

Teleservice means a service delivery model that uses a HIPAA-compliant technology system through a trusted network approved by DSHS in which a contracted provider can support a person.

Waiver means home and community-based services, approved by the Centers for Medicare and Medicaid Services under section 1915(c) of the Social Security Act, as an alternative to an Intermediate Care Facility for Individuals with Intellectual Disabilities.

POLICY

A. Service Description - Remote Support

1. A client who receives residential habilitation services may also choose to receive other waiver services, such as remote support as outlined in [DDA Policy 4.28, Remote Support](#).
2. Remote support providers are engaged with a client through assistive technology equipment that has the capability for live two-way communication.
3. Remote support is delivered through technology by a contracted provider that helps the client increase independence and safety in their home and community. This may include:
 - a. Supervision;
 - b. Coaching; and
 - c. Consultation.
4. Remote support services replace supervision, coaching and consultation for the client receiving services from a Supported Living (SL), Group Training Home (GTH), and Group Home (GH) provider.
5. The details in the remote support plan indicate what supports and services the client elects to receive through the Remote Support service.
6. A client supported by a Companion Home provider may access remote support if:
 - a. The provider is unable to provide equivalent supports to the client, such as using electronic systems; and
 - b. Remote support promotes greater independence for the client.

-
7. A client accessing services through an Alternative Living program may choose remote support as an additional service.

B. Procedures - Remote Support

1. The Remote Support provider must involve the client, their residential provider, and their legal representative, if they have one, when developing the remote support plan and follow DDA Policy 4.28.
2. The residential habilitation provider must give input and agree to any responsibilities assigned to them in the remote support plan. The plan will include:
 - a. Whether the client will use Remote Support in the home, out in the community, or both.
 - b. A brief description of what the client requests remote support to do for them.
 - c. The technological devices necessary to help the client meet their identified needs.
 - d. Number of hours of remote support the provider will deliver each month.
 - e. The remote support safety plan, which must include:
 - i. Identified emergency contacts, that will respond in-person if the client requires support and an estimated time to adequately respond; and

Note: An alternative living provider must not be identified as the emergency contact.
 - ii. A list of medical conditions, if applicable, that should be shared with emergency response when a responding provider calls 911 or emergency personnel.
3. Residential providers must follow any agreed upon responsibilities in the client's remote support plan.
4. The residential provider must attend all meetings to review or discuss the remote support plan.

5. The remote support plan must be referenced in the individual instruction and support plan (IISP) and updated as changes occur.
6. If the residential provider has concerns with the remote support plan, the residential provider must:
 - a. Notify the case manager and the resource manager.
 - b. Request a meeting with the client and their team, and
 - c. As necessary, update the IISP.

C. Impact to Rate – Remote Support

1. When a client receiving services from a SL, GTH, or GH provider is authorized to also receive remote support, the resource manager must complete a rate assessment to adjust for the support that will be delivered by the remote support provider.
2. DDCS does not reduce the rate for a companion home or alternative living provider if the client receives remote support.

D. Service Description - Teleservice

1. A client may choose to have a portion of their residential habilitation services provided from a distance by their residential service provider as outlined by [DDA Policy 4.27](#), *Teleservice*, and the client's person-centered service plan.
2. Residential habilitation services can be delivered to the client via teleservice, if the client's support needs can be safely addressed through teleservice delivery.

E. Procedures - Teleservice

1. The provider must only deliver teleservices when selected by the client and documented in the PCSP.
2. SL, GTH, GH providers must document in the IISP how the client's residential habilitation services are being delivered through teleservice, including the technology being used.
3. The resource manager must discuss the need for a team meeting with the case manager, if there are concerns with the provider's teleservice delivery.

TITLE:

REMOTE SUPPORT AND TELESERVICE IN
RESIDENTIAL HABILITATION SERVICES

6.17

EXCEPTION

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

SUPERSESSSION

None.

Approved:



Deputy Assistant Secretary
Developmental Disabilities Community Services

Date: July 1, 2025