

**Bureau of Developmental Services
Remote Service Participation Evaluation**

The purpose of this evaluation is to assist an individual in determining if remote access is an appropriate choice for participation in Home and Community Based waiver services. This evaluation must be completed by the service coordinator during person-centered service planning and reviewed quarterly, in accordance with He-M 503.10 (m)(3) – (4), He-M 522.11 (m)(3) – (4) and He-M 524.20 (f)(3)-(4).

Identifying Information

Date Completed	
Individual's Name	
Date of Birth	
Service Coordinator	
Service Agreement Dates	

Safeguards

Instructions: When requesting that a Home and Community Based waiver service(s) be delivered via remote participation, the response to the following safeguards must be reviewed by the team. The team shall determine that each safeguard is met for all services indicated. If the team determines that a safeguard is not met for any services indicated, then such service(s) cannot be delivered via remote participation.

Reviewed with Team	General Expectations
	A review of community access was completed during the person-centered service planning process and the team determined that provision of remote services would not cause isolation from the community.
	The individual will have a location to participate in remote services that meets their privacy expectations.
	Services delivered remotely will be in the same amount, type, scope, frequency and duration as identified in the service agreement.
	The individual has been informed of their rights as a recipient of services, including how to file a complaint with the State of New Hampshire,
	The individual is aware that there is no change in their rights as a result of remote service delivery.
	The individual's need for hands-on support, if applicable, will be met during the time when remote supports are provided.

Reviewed with Team	Choice
	The individual (and guardian, if applicable) was informed of and offered other methods of service delivery and made the decision to select remote services.

	The individual feels that participation in the service remotely meets their service needs and goals.
	The individual is aware that they may choose to revert to in-person service delivery at any time following a service agreement amendment.

Reviewed with Team	Planning for Remote Service Participation	
	The individual has access to the technology necessary to participate in services remotely.	
	The individual is comfortable with using the technology to participate in services remotely or has access to supports to assist.	
	Please describe the steps to prepare and participate in services remotely as well as the steps to end the service, including disconnecting from the remote service and storing of devices.	
	Please describe the contingency plan that identifies the steps if there is a connectivity or device problem during services and who to notify when support is needed.	

Reviewed with Team	Service Delivery and Monitoring	
	The individual (and guardian, if applicable), their provider(s) and service coordinator are aware that the same documentation requirements are in place when services are delivered remotely.	
	The provider agency is aware that services must be provided in the same amount, type, scope, frequency and duration that is outlined in the service agreement.	
	The provider agency is aware that if they choose to stop offering remote services as a service delivery method to a Waiver participant already receiving services, the provider agency will be expected to continue providing services in the same amount, type, scope, frequency and duration during the transition period.	
	The planning team is aware that this evaluation will be reviewed quarterly by the service coordinator.	

Service Coordination

Service Coordination	
Will non-residential quarterly visits be completed via Remote Services?	

Services

Service(s) to be Provided Via Remote Services	Provider Agency	Amount, type, scope, frequency, and duration of remote service provision is indicated in the Service Agreement?	Safeguards have been reviewed with the team?

Please note, the chosen remote platform for delivery of services must be in compliance with the Health Insurance Portability and Accountability Act of 1996, as applicable.

**Bureau of Developmental Services
Remote Service Participation Quarterly Review**

Reviewed with Team	Quarterly Review Date:
	Does remote service participation continue to meet the interests and needs of the individual for all applicable services?
	Is the individual (and guardian, if applicable) satisfied with remote service participation for all applicable services?
	Is remote service delivery meeting the individual's expectations for all applicable services?
	Is remote service participation meeting the individual's wishes regarding community access and inclusion for all applicable services?
	Does the individual wish to continue receiving all indicated services indicated remotely? If No, describe the transition process, including how the team will ensure that services are not interrupted, for all applicable services.
Reviewed with Team	Quarterly Review Date:
	Does remote service participation continue to meet the interests and needs of the individual for all applicable services?
	Is the individual (and guardian, if applicable) satisfied with remote service participation for all applicable services?
	Is remote service delivery meeting the individual's expectations for all applicable services?
	Is remote service participation meeting the individual's wishes regarding community access and inclusion for all applicable services?
	Does the individual wish to continue receiving all indicated services indicated remotely? If No, describe the transition process, including how the team will ensure that services are not interrupted, for all applicable services.
Reviewed with Team	Quarterly Review Date:
	Does remote service participation continue to meet the interests and needs of the individual for all applicable services?
	Is the individual (and guardian, if applicable) satisfied with remote service participation for all applicable services?
	Is remote service delivery meeting the individual's expectations for all applicable services?
	Is remote service participation meeting the individual's wishes regarding community access and inclusion for all applicable services?
	Does the individual wish to continue receiving all indicated services indicated remotely? If No, describe the transition process, including how the team will ensure that services are not interrupted, for all applicable services.

Bureau of Developmental Services
Remote Service Participation Evaluation
Form Instructions

When to Complete

The *Bureau of Developmental Services Remote Services Participation Evaluation* shall be completed during the person-centered service planning process to assist in determining if remote service delivery is an appropriate service delivery method for Home and Community Based Services participation.

Identifying Information

In the appropriate sections, provide the date of the request, individual's name and date of birth as well as the name of the Service Coordinator and date of current service agreement.

Safeguards: Choice, Planning, Service Delivery and Monitoring

All questions must be reviewed by the team for each selected service to ensure that remote service participation is appropriate.

Service Coordination

Indicate whether non-residential quarterly visits will be completed via remote service delivery.

Remote Services to be Provided

Indicate which services will be provided remotely, the provider agency to furnish the services and confirmation that the amount, type, scope, frequency, and duration of remote service delivery is indicated in the Service Agreement.

Quarterly Review

The *Bureau of Developmental Services Remote Services Participation Evaluation* must be reviewed with the individual and team quarterly to ensure remote service delivery is still an appropriate delivery method for each selected service. Should the individual determine they no longer wish to participate in a service remotely, the transition will begin immediately following a service agreement amendment, and the amount, type, scope, frequency, and duration of services shall not be interrupted.