

Remote DSP /Staffing Service Requirements

Remote Support is the provision of supports by staff of an agency provider at a remote location who are engaged with an individual through equipment with the capability for live two-way communication. Remote support may be used in home, community, or employment.

Equipment used to meet this requirement shall include one or more of the following components. (a) Motion sensing system; (b) Radio frequency identification; (c) Live video feed; (d) Live audio feed; (e) Web-based monitoring system; or (f) Another device that facilitates live two-way communication.

Service Models

1. Remote DSP Support can be funded through DDW RPST, SW Enabling Technology or Mi Via Related Goods and Services.
2. Remote Staffing DSP can also be funded through a Subcontractor Model
 - a. DOH/DDW service providers of CIE, SL, CIHS, Family Living and IMLS may contract with remote Direct Support Professional (DSP) vendors based outside of New Mexico to provide some support within their service delivery. (See attached billing flow).
 - b. DOH /Mi Via Vendors of In-Home Living Supports may contract with remote Direct Support Professional (DSP) vendors based outside of New Mexico to provide some support within their service delivery. (See attached billing flow).
 - c. Remote staffing patterns must be based on person centered planning and use of remote DSP may not replace all direct, on-site service within the approved service delivery model in the person's ISP/SSP.
 - d. Any remote staffing implementation specifically for provider efficiency or benefit will not be allowed.
 - e. Notification to the core service provider and documentation to communicate remote staffing intervention must occur timely and meet NM Medicaid billing requirements.
 - f. The DOH approved waiver provider or Mi Via IHLS vendor is responsible for assuring that the Remote Support vendor they subcontract with adheres to requirements.

Pre- Service Training and Background checks

1. Remote DSP must meet DDSD training requirements for DSP according to the applicable waiver.
2. Remote support vendors who can provide evidence of training that substantially fulfills the requirements (e.g., person centered planning) may be allowed to substitute training except for the initial and annual Abuse Neglect and Exploitation training requirements.
3. Remote DSP must be familiar with the Individual Service Plan (ISP)/Service and Supports plan (SSP) and Enabling Technology Integration Plan (ETIP) and receive Individual Specific Training as determined by the team.

4. Caregiver Criminal History Screening is not required if no access to financial on unsupervised direct time is provided or may be conducted in the state the remote DSP is based
5. Remote DSP may be reported for Abuse Neglect or Exploitation and the contracting provider agency must follow all New Mexico requirements for the Employee Abuse Registry
6. xxx is responsible-the Remote Support vendor adheres to training requirements.

Person Centered Planning

1. An Enabling Technology Integration Plan (ETIP) according to DDSD issued template must accompany the ISP/SSP for remote staffing support.
2. The DDSD Enabling Technology Task Force will review plans according to SHIFT Training to include key elements of remote staff support and paid or unpaid onsite back up plans

Remote Support Caseloads and staffing Patterns

1. Remote staffing patterns and the technology used to support remote staffing must be outlined in an ETIP and reviewed by the DDSD Enabling Technology Task Force
2. The number of individuals who are sharing remote staff from a vendor, regardless of the funding source for those services must be limited to . .

Remote Monitoring /Use of Cameras

1. Monitoring with cameras or other technology with the purpose of supervision and constant remote observation. This is prohibited in the NM HCBS waiver system.
2. Cameras are prohibited in any area where the privacy of the individual could be compromised, bedrooms and bathrooms.
3. Monitoring with cameras or other technology with the purpose of supervision and constant remote observation when for the benefit of provider operations and not for the person is prohibited in the NM HCBS waiver system.
4. Cameras are prohibited in any area where the privacy of the individual could be compromised, bedrooms and bathrooms.
5. For DDW, Human Rights Review / Approval is required for any use of cameras in indoor applications where access to the cameras can be accessed by remote support staff without answering by an individual.