

FACT SHEET

Remote Support Services



Division of Disability and Rehabilitative Services
Bureau of Disabilities Services

What is Remote Support Services?

Previously known as “electronic monitoring,” Remote Supports is now available on both the Family Supports and Community Integration and Habilitation waivers. Focusing on the needs of each individual and family, Remote Supports offers flexible solutions to support individuals by providing peace of mind and greater self-determination. Remote Supports fosters independence and security by combining technology and service to allow for direct contact with trained staff when the individual needs. By using equipment such as motion sensors, door sensors and a two-way audio-video communication device, the individual can be prompted and supported to complete necessary activities or tasks. In addition, the caregiver and loved ones can be alerted when certain activities occur, such as home arrival and departure. Whether for extended periods of time, or just a few hours of alone-time each afternoon, Remote Supports can assist individuals to live more independently or help support a safe transition to independent living.

Remote Supports are available to waiver participants who are age 14 and above. This was done to foster developmentally appropriate independence. It is not intended to replace the typical parental supervision needs of the individual. Examples of situations where remote supports may be appropriate for youth include but are not limited to:

- Providing support for after-school hours
- Practicing independence by providing support for up to a few hours a day, allowing for the parent/ caregiver to run errands, go to appointments and/or take a break for themselves.

Remote Support may be used in three different ways:

Remote support with paid backup: this provides a final layer of support by ensuring that a paid staff member can go to the individual’s residence if necessary.

Remote Support with natural supports: This provides a final layer of support using a family member, friend or neighbor who can respond to the residence if necessary.

Assistive technology with no remote supports: All natural supports are responding to alerts and/ or needs of the individual. In these situations the equipment used is provided through a monthly service fee and is not available for purchase to own.

Remote supports can offer a variety of individualized supports through technology that increase independence, build upon strengths to enhance skills and increase opportunities for self-advocacy and driving one’s own life. This can include situations where individuals need assistance with:

- Seizure management and safety
- Medication management and reminders
- Recognizing and responding to emergencies
- Learning independent time management skills
- Establishing personal privacy expectations and boundaries



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Remote Support Services (cont.)



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Remote Supports provides a realistic, non-invasive way for many individuals and families to find the supports they need to build life skills and familiarity in their level of independence with a sense of security. Individuals and families who are utilizing the Family Supports waiver may want to try the service to see if it works for them. With this in mind, the first \$500 of Remote Supports added to their annual service plan year will be outside of the \$17,300 budget cap.

For questions about how Remote Supports may be an option for you, please contact your waiver case manager. Your case manager can work with you to determine how remote supports may assist you in living your vision of a good life.

Success stories

The following success stories are intended to provide you with real life examples of how remote supports have been used throughout the country to increase the independence of individuals with disabilities. It is important to work with your case manager and team to determine how remote supports may be right for you and how to access them within your Family Supports waiver or Community Integration and Habilitation waiver budgets or other possible existing non-waiver resources.



A 36-year-old male expressed a desire for more freedom and independence. It was important to him to no longer have overnight staff. It was important for him that safety measures were put in place.

Remote Supports provided:

- Motion and door sensors to let the team know he has started his day
- Stove sensor to let the team know if stove was left on
- Geo-fencing alerted the team if he is near home and/or near work
- Two-way audio-video tablet when he wants to talk

He reports being happier as well as feeling safe and supported.



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Remote Support Services (cont.)



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A 24-year-old female wanted to maintain competitive employment. It was important to her that she no longer had a job coach because “nobody else has one.” It was important for her to be reminded of job tasks, take a break and eat.

Report Supports provided:

- A device to let the team know she has arrived at work
- Staff checks in for break time
- Opportunity for her to check in for reminders when needed
- She states she is happy and, “It’s MY job!”



A 39-year-old male with a seizure disorder expressed a desire for independent living. It was important to him to have his independence. It was important for him to mitigate risks in the event of a seizure.

Remote Supports provided:

- Wrist band alerts in the event of convulsive seizure
- Two-way audio-video for a.m. and p.m. wellness checks
- Motion sensor in bathroom detected possible dehydration
- Remote Support staff to remind him to hydrate

His seizure activity reduced with hydration monitoring and he is happy living alone!



A 41-year-old female expressed she wanted to be more independent and not have her seizures control her. It was important to her that she was in control of her environment and medication. It was important for her to be reminded to take her medications and for EMS to be notified in the event of a seizure.

Remote Supports provided:

- Wrist band alerts in the event of convulsive seizure
- Pillbox and two-way video for medication compliance
- Motion and door sensors help track activity levels
- Devices that locates her when she is away from home/contact
- Seizure band that report history to EMS/physician



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Remote Support Services (cont.)



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A 63-year-old female wants to continue to live independently. It is important to her that she maintains her independence as long as possible. It is important for her that falls are reduced and she is able to call for help if she does fall.

Remote Supports provided:

- Motion, door and stove sensors
- Chair presence sensor
- Bed presence sensor
- Mobile personal emergency response system for immediate contact



A 26-year-old female wants to have more independence. It is important to her that she has less direct staff because the staffing turnover increases her anxiety. It is important for her to be reminded to take her medication and have someone to contact with questions or in case of emergency.

Remote Supports provided:

- Remotely monitored medication container
- Two-way audio-video tablet for direct contact
- Remote Support staff visually confirms med compliance

Having remote supports reduced her anxiety, decreased her behaviors and provided the consistency and routine she needed to be successful.



A 20-year-old male wants to have time alone. It is important to him that he no longer has night staff. It is important for him that safety measures are put in place due to his history of "wandering."

Remote Supports provided:

- Motion, door, window sensors throughout house
- Camera inside exit door
- Two-way audio-video tablet for direct contact
- Remote Support staff who makes "good decision" suggestions

When switching to remote supports, his "wandering" has dramatically reduced.



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Remote Support Services (cont.)



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A 17-year-old wants greater independence for the few hours after he arrives home from school before his parents arrive home from work. It is important to him that he is able to be home alone. It is important for him that safety precautions are put in place.

Remote Supports provided:

- Motion and door sensors to track general well-being
- Facial recognition doorbell to ensure approved visitors
- Indoor camera and two-way tablet to ensure comfort and safety
- Mother has access to specialized app and video access from phone
- He was able to be home alone and his parents were able to confirm he was safe.



28-year-old twin females want to have their independence. It is important to them that they share a home with time alone. It is important for them that they have proper safety measures in place that include considerations of their hearing impairment.

Remote Supports provided:

- Motion, door and stove sensors
- Strobe and bed shaker coupled with smoke detector
- Facial recognition doorbell camera to ensure approved visitors
- Internal cameras monitored ONLY by mother for privacy

The Division of Disability and Rehabilitation Services, Bureau of Disabilities Services recognizes the challenges individuals and families face and value a person's right to live, love, work, play and pursue their dreams in their community.

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