



This glossary is a list of terms used in the Home Enabling Supports ADM #02-2024.

Assistive Devices - are devices, such as smart home technology, that are designed, made, or adapted to assist a person to perform a particular task; but do not involve real-time, in-person support.

Assistive Technology (AT) - is defined as an item, piece of equipment, or product system, whether acquired commercially, modified, or customized, that is used to increase, maintain, or to improve the functional capabilities of the individual, and/or enhance an individual's independence in performing activities of daily living (ADLs), instrumental activities of daily living (IADLs) and health-related tasks.

Assistive Technology Provider - are not-for-profit, OPWDD approved HCBS waiver providers who are certified by OPWDD for the delivery of Assistive Technology.

Enabling Technology Integration Specialist (ETIS) - is a certification for professionals who specialize in the integration of enabling technology. Certified ETIS may complete assessments, identify and implement appropriate technology solutions, provide training, and serve as a resource & mentor to other staff.

General Surveillance – the monitoring or observation of people to gain information.

Health Assessment and Coordination Services (HACS) - are consultive telemedicine services that provide advice on when best to seek additional or in-person treatment, to coordinate care with local emergency departments, urgent care centers, and primary care physicians to enable real-time support, consultation, and coordination on health issues; and to assist individuals, families and support providers to understand presenting health symptoms and to identify the most appropriate next steps, twenty-four hours a day, seven days a week. The intent of the service is not to replace services provided by an individual's primary care physician but rather to provide right-on-time health assessment to determine the best clinical course of action, often avoiding unnecessary emergency room visits and decreasing the need for inpatient admissions. For HACS staff can interact, coordinate supports, and/or respond to the person's needs through equipment capable of live, two-way communication.

HACS Base- the off-site location from which the HACS staff support people enrolled in HES.

HACS Vendor- the entity that supplies the HACS Base, the healthcare professionals who provide HACS to the person enrolled in HES, and the equipment used in the delivery of HACS.

Home-Enabling Supports (HES) - are services, equipment, and/or supplies to promote a person's independence and safety in their own, non-certified home environment. Home-Enabling Supports empower a person to live in the most integrated setting possible while minimizing the need for on-site staff. Home-Enabling Supports is a sub-service of AT.

HES Plan – A plan developed by the HES Provider, in consultation with the person, the Care Manager, and other members of the planning team – through the person-centered planning process. The HES plan includes the outcome of the assessment process, and as appropriate, an addendum that addresses plans for delivery of Remote Supports.

HES Provider - an OPWDD-certified Assistive Technology (AT) Provider, selected through a competitive procurement process to provide HES services.

Life Plan (LP) - identifies the supports and services to be provided to the person and the evaluation of the person's progress on an ongoing basis to assure that the person's needs and desired outcomes are being met.

Managed Services – HES may not be used to purchase tablets or laptop computers for the person. If the acquisition of a tablet or laptop computer is a necessary part of the selected HES, the HES Provider or Vendor shall acquire the device and lease it to the person for the duration of the use of the HES that requires the tablet or laptop computer.

On-Demand Active Support (*for Remote Supports*) - live real-time oversight only when needed. This type of “as needed” live, real-time support is typically started when a triggering event occurs (from a sensor of some type or the person making a request) indicating the need for support. A Remote Support Professional will be available to the person via technology, as needed, while connecting the person to a paid staff person or natural support who can provide active (in-person) support.

On-Call Support Person (*for Remote Supports*) - the person who is responsible for responding in the event of an emergency or when an individual receiving Remote Support otherwise needs in-person assistance or the equipment used for delivery of Remote Support stops working for any reason. On-call support must be provided by a paid staff employed by an OPWDD provider agency or a family member or other natural support who agrees to fulfill this role.

Person - means the person enrolled in the Home and Community Based Services (HCBS) Waiver for Individuals with Intellectual and Developmental Disabilities (I/DD).

Remote Support- the provision of supports by a Vendor that subcontracts with the HES Provider. The Vendor is located at a remote location and uses an electronic method to engage with person(s) through equipment with the capability for live, two-way communication. Using live two-way audio and/or video technology to communicate may also allow the person to interact remotely with family members or other natural supports, paid staff, or first responders to ensure the person's safety.

Remote Support Base - the off-site location from which the Remote Support Professionals support people enrolled in HES.

Remote Support Professional - A staff person employed by the Remote Support Vendor who provides Remote Support services to the person.

Remote Support Vendor - the entity that supplies the Remote Support Base for Remote Supports, the Remote Support Professionals who provide services to an individual from the Remote Support Base, and the equipment used in the delivery of Remote Support.

Scheduled Check-In (*for Remote Supports*) - A Remote Support Professional checks-in with the person at scheduled times to provide supports or services. These are typically centered around providing supports with instrumental activities of daily living (IADLs), identified outcomes, and/or conducting wellness checks.

Sensor - equipment used for notification of a situation that requires attention or activity which may indicate deviations from routine activity and/or needs. Examples include, but are not limited to, seizure mats, door sensors, floor sensors, motion detectors, heat detectors, and smoke detectors. The notification can be sent to Remote Support Professional staff or other persons designated in the Remote Support Plan (such as parents or other caregivers).

Vendor- Is an entity subcontracted by the HES Provider. HES Providers will subcontract separately with both Remote Support and HACS Vendors.

Warm Handoff- A transfer of care between two members of the health care team, where the handoff occurs in front of the person and family. This transparent handoff of care allows patients and families to hear what is said and engages people and families in communication, giving them the opportunity to clarify or correct information or ask questions about their care. A warm handoff is a requirement for HACS when the person is recommended to go to the emergency department or urgent care provider.

Wearable Device - Wearable technology is any kind of assistive device designed to be worn on the user's body such as a watch or pendant. Certain types of wearable devices may be purchased as part of a Remote Support service (e.g., location tracking services). Wearable devices used exclusively for fitness tracking cannot be purchased through HES.