

Remote Supports & Monitoring Services



Through the Technology Forward Initiative, the Department of Developmental Services (DDS) will promote the use of Supportive Technology.

People with disabilities will have an opportunity to use Supportive Technology to live more inclusive and independent lives.

Supportive Technology services offers individuals the opportunity to use Assistive Technology (AT) exclusively or in combination with Remote Supports & Monitoring (RSM) to maximize their potential.

What is Remote and Supports & Monitoring Services (RSM)?

Remote Supports and Monitoring (RSM) is an emerging service model that combines technology and direct care professionals to support people with developmental disabilities. Remote support uses two-way communication in real time, including home-based sensors, audio devices, and other technologies, to allow an off-site staff to provide guidance and support as well as monitor and respond to the safety and needs of people living in the community.

When hands-on care is not required, remote support 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.

Remote Supports can be used:

- In conjunction with Individualized/In Home Supports or other services, such as PCA, Self-Directed and Family Support
- In an individual's home or family homes



Who is eligible? If you are eligible for DDS adult services and do not receive 24-hour residential services you can access Remote Supports and Monitoring Services:

- If you are 22+ or 18 and graduated or received a certificate of completion

How do I request to receive AT or RSM services?

- TALK WITH YOUR SERVICE COORDINATOR. Ask about how Assistive Technology (AT) and Remote Supports and Monitoring (RSM) can help you to live more independently.
- If you are get services from DDS now or are eligible, DDS can assist you with paying for these services.
- Email: SupportiveTech@mass.gov
- Web: www.mass.gov/supportive-technology #Technology Forward