

**Electronic Visit Verification (EVV) Vendor Questionnaire:
EVV Implementation for Self-Direction Programs**

In January 2018, Applied Self-Direction issued a Request for Information (RFI) to identify vendors interested in serving self-direction programs. In addition to basic contact information, vendors were given the option to complete the following questionnaire based on our [EVV Implementation Tip Sheet for Self-Direction Programs](#). Vendor responses to these questions are available as a member-only resource through our [Directory of EVV Vendors Interested in Serving Self-Direction Programs](#).¹

1. What is the name of your organization?
StreamWIDE
2. What is the name of your EVV System?
Team on the Run
3. Does your EVV system currently serve self-direction programs?
No
4. How does your EVV solution address the issue of limited internet access?
 - Internet access is required for basic functionality; paper timesheets are necessary if no internet access is available.
 - Data can be captured electronically at the time of service delivery and transferred to the central system when access is available.
5. How does your EVV solution address scheduling workers?
Currently, our solution doesn't offer scheduling outside of a clock-in/out widget
6. How does your EVV solution capture the location where services are delivered when they are not provided at the participant's home?
 - Geolocation at start and end of shift.
 - Continuous geolocation based on the current location of the participant.
7. How do features of your EVV solution support a user-friendly experience?
 - Workers create their own password and username.
 - Tasks can be accomplished with a minimum number of clicks or taps.
8. What options do you offer for training workers, participants, and agencies?
 - Initial in-person orientation provided to state agency; state is responsible for training provider agencies, workers and participants.
 - Initial orientation for participants and workers provided by live webinar with opportunity for Q&A.
 - Web-based training videos.
 - Webinar-based training.
 - Online help documents are available.
 - Online help with chat is available 24/7.
 - Most training is provided through written materials.
 - Written materials are available in languages other than English.
 - Training is available in alternative formats.

9. How are participants involved in verifying the actual hours worked?
 - Participant reviews and approves each shift.
 - Participant approves each shift start time as the worker begins the shift.
 - Participant verifies each shift end time as the worker ends the shift.
10. Can workers or participants use their own mobile devices with your EVV solution?
Yes
11. Can workers or participants use their own computers or tablets with your EVV solution?
Yes
12. Do you provide devices that can accompany a worker or participant beyond the home with your EVV solution?
No
13. Does your solution require the use of a device installed at a physical location?
No
14. Does your solution offer the use of a device installed at a physical location as an option?
No
15. Do you provide repair and replacement of devices?
No
16. How does your EVV solution address security issues and safeguard the privacy of system users?
Our solution, Team on the Run, is a HIPAA compliant solution that is fully secured and encrypted to protect the privacy and data of our users.
17. Do you offer an aggregator system?
Maybe
18. Can your EVV solution be used with an aggregator system?
Maybe
19. How does your EVV solution help FMS providers achieve operational efficiency and minimize the need for time entry edits and manual overrides?
Our robust reporting can automatically be generated and sent over to FMS providers in either an excel or pdf with the precise documentation needed to completely eliminate the need for manual overrides

ⁱ This information was voluntarily provided by each EVV vendor and was not verified by Applied Self-Direction. If you have specific questions, you are encouraged to contact the vendor directly. Applied Self-Direction is not responsible for any outcome resulting from this information.