

**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?
Spectrum "TeleTrack" Voice Technologies
2. What is the name of your EVV System?
Spectrum TeleTrack
3. Does your EVV system currently serve self-direction programs?
Yes
4. What are the states where you currently serve self-direction programs?
 - Ohio
 - Pennsylvania
5. How does your EVV solution address the issue of limited internet access?
 - Data can be captured electronically at the time of service delivery and transferred to the central system when access is available.
6. How does your EVV solution address scheduling workers?
 - Weekly set schedules are entered by a system administrator.
 - Changes to schedules can only be made by a system administrator.
7. 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.
 - Confirmed Caller ID for in and out.
8. How do features of your EVV solution support a user-friendly experience?
 - Passwords and usernames are system generated.
 - The user interface is based on common mobile device conventions.
 - The device(s) used to enter data are easily modified for individuals with limited motor skills.
 - Tasks can be accomplished with a minimum number of clicks or taps.
 - Text entry is minimized.
9. What options do you offer for training workers, participants, and agencies?
 - Web-based training videos.
 - Webinar-based training.
 - Online help documents are available.
 - Online help with chat is available 24/7.
 - Training is available in alternative form.

10. How are participants involved in verifying the actual hours worked?
 - Participant verifies each shift end time as the worker ends the shift.
 - Participant approves hours worked daily.
11. Can workers or participants use their own mobile devices with your EVV solution?
Yes
12. Can workers or participants use their own computers or tablets with your EVV solution?
Yes
13. Do you provide devices that can accompany a worker or participant beyond the home with your EVV solution?
No
14. Does your solution require the use of a device installed at a physical location?
No
15. Does your solution offer the use of a device installed at a physical location as an option?
No
16. Do you provide repair and replacement of devices?
No
17. How does your EVV solution address security issues and safeguard the privacy of system users?
Everything is Thawte secured
18. Do you offer an aggregator system?
No
19. Can your EVV solution be used with an aggregator system?
Maybe
20. How does your EVV solution help FMS providers achieve operational efficiency and minimize the need for time entry edits and manual overrides?
Using GPS and Telephony makes edit min

¹ 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.