

**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](#).<sup>1</sup>

1. What is the name of your organization?  
Bad Banana Software LLC
2. Does your EVV system currently serve self-direction programs?  
Yes
3. What are the states where you currently serve self-direction programs?  
Virginia
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
5. How does your EVV solution address scheduling workers?
  - Weekly set schedules are entered by the participant or representative
  - Schedules can be entered or modified by the participant to accommodate flexibility
  - Worker or participant can retroactively adjust shift start or end times to correct errors
  - Weekly set schedules are approved by the participant or representative
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
7. 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
8. What options do you offer for training workers, participants, and agencies?
  - Initial in-person orientation provided to provider agency, and agency trains workers and participants
  - Initial orientation for participants and workers provided by live webinar with opportunity for Q&A
  - Initial orientation for participants and workers provided by recorded webinar with an option for submitting questions
  - Orientation is scheduled on a regular basis as new participants enroll
  - Webinar-based training
  - Online help documents are available

- Most training is provided through written materials
  - 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
  - Participant approves hours worked daily
  - Worker or participant can retroactively adjust shift start or end times
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?  
N/A
17. Do you offer an aggregator system?  
No
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?

EVV is dependent upon the employees' access to the system. The system is configured to round in 15 minutes increments. A report is available so that management staff can address habitual tardiness and minimize the need for time entry edits and manual overrides. While there might not be a way to eliminate human error, by utilizing this report, management can make allowances or adjustments to scheduling errors.

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<sup>i</sup> 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.