

**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?
Kaleida Systems
2. What is the name of your EVV System?
eRSP
3. Does your EVV system currently serve self-direction programs?
No
4. How does your EVV solution address the issue of limited internet access?
eRSP uses both a mobile app and a landline/phone call system. The mobile app can use internet connection or data from the user's device.
5. 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
 - eRSP allows for workers to accept shifts that need filled that are sent out to them from the administrators
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?
 - Workers create their own password and username
 - Participants create their own password and username
 - The user interface is based on common mobile device conventions
 - Tasks can be accomplished with a minimum number of clicks or taps
8. What options do you offer for training workers, participants, and agencies?
 - Web-based training videos
 - Online help documents are available
 - Most training is provided through written materials
9. How are participants involved in verifying the actual hours worked?
 - 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?
n/a
17. Do you offer an aggregator system?
No
18. Can your EVV solution be used with an aggregator system?
Yes
19. How does your EVV solution help FMS providers achieve operational efficiency and minimize the need for time entry edits and manual overrides?
The eRSP EVV system supports caregivers clocking in and out via smartphone and/or telephony and capturing their adl's/notes. The clocks are live real time to the office and alerts are provided to administrators and caregivers if someone does not clock when expected, or are not where they are expected to be. The provides real-time visibility to the provider that employees are onsite providing services as expected. They system supports automated scheduling and rounding of times to alleviate administrative burden. The clocks and notes captured automate financials (invoicing/payroll) as well as generate paperless time-sheet records complete with digital signatures.

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.