

**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?
FOCOS Innovations

2. What is the name of your EVV System?
FOCOS Innovations EVV

3. Does your EVV system currently serve self-direction programs?
Yes

4. What are the states where you currently serve self-direction programs?
 - Idaho
 - New Mexico
 - South Dakota
 - Utah

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?
 - Our EVV does not require a schedule but offers the following: Fixed Time Schedule, Floating 24-hour Schedule, On the Fly Visits, Recurring Visits, and editing of Recurring Visits. Full flexibility is managed by permissions that are customized based on business and participants needs. Corrections to visit can be electronically communicated via the mobile EVV App with a complete audit trail of the exception activity linked to each visit and available for immediate reporting.

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

8. How do features of your EVV solution support a user-friendly experience?
 - The user interface is based on common mobile device conventions
 - Tasks can be accomplished with a minimum number of clicks or taps
 - Workers and Participants have the flexibility to create own password

9. What options do you offer for training workers, participants, and agencies?
- Web-based training videos
 - Webinar-based training
 - Online help documents are available
 - Training is available in alternative formats
 - Full LMS system and training team that has ability to create custom training to meet both providers and participants needs
10. How are participants involved in verifying the actual hours worked?
- Participant reviews and approves each shift
 - Participant verifies each shift end time as the worker ends the shift
 - Visit is approved with participant's signature after each visit
 - The participant can provide visit comments, visit rating, and signature at the end of the visit
 - Signature requirements are configurable per customers
 - Workers can request visit changes in real-time with immediate exception activity available for audit trail
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?
Yes
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?
Yes
17. How does your EVV solution address security issues and safeguard the privacy of system users?
- Providers have the flexibility to define users' permissions to direct a relationship to participant, limiting access to participant's information to only those given
 - Each user has a secure login through a unique login and password
18. Do you offer an aggregator system?
No

19. Can your EVV solution be used with an aggregator system?

Yes

20. How does your EVV solution help FMS providers achieve operational efficiency and minimize the need for time entry edits and manual overrides?

Robust reporting is automatically generated showing visits in complete detail and are available to FMS providers in export in either an Excel or CSV file format.

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.