

PROCEDURE NO. 2-6-41

ISSUED: 01/22/26

RREVISSED: N/A

RREVIEWED: N/A

SUBJECT: Virtual Delivery of Services (VDS)

PURPOSE: This policy establishes procedures for the use of Virtual Delivery of Services (VDS) within Woodhaven's Community Employment Services (CES) in compliance with Missouri Department of Mental Health (DMH) waiver requirements and Provider Bulletin 27. VDS is used to support employment-related goals identified in the individual's Person-Centered Support Plan (PCSP) while ensuring health, safety, privacy, and informed choice.

Definition

Virtual Delivery of Services (VDS) is the provision of CES support through a live, real-time, non-public facing audio-visual connection that allows active interaction between staff and the individual.

Services That May Be Provided Virtually

When determined appropriate through the person-centered planning process, the following CES services may be delivered via VDS:

- Employment planning and career exploration;
- Job development activities with individual consent;
- Job readiness and employment skill development;
- Job coaching and follow-along supports that do not require hands-on assistance;
- Employment-related check-ins and coordination.

Text messaging and email alone do not constitute service delivery.

Informed Choice and Consent

- Individuals will be offered a choice between in-person services and VDS.
- Participation in VDS is voluntary and will not be used for provider convenience.
- Written informed consent will be obtained and maintained.
- Individuals may discontinue VDS at any time without restriction to in-person services.

Assessment of Appropriateness

Prior to initiating VDS, CES staff will:

- Assess individual preference and informed choice;
- Determine whether identified needs, including health and safety, can be addressed via VDS;
- Document approved VDS services in the PCSP.

Technology and Privacy

- VDS will be delivered using a HIPAA-compliant, non-public facing platform.
- Individuals will use their own equipment or equipment provided by Woodhaven.
- Individuals maintain full control of the device and may end services at any time.

Health, Safety, and Emergency Procedures

- Individuals requiring hands-on assistance must receive services in person.
- Staff will confirm the individual's location at the start of each VDS session.
- Emergency contact information will be maintained.
- Staff will follow established emergency procedures and contact emergency services when necessary.

Physical Location and Monitoring

- Woodhaven will maintain a physical location where in-person services are available when appropriate.

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- Virtual capabilities will be maintained for DMH monitoring activities.
- If virtual monitoring is unavailable, in-person monitoring will occur.

Staff Training and Compliance

- Written VDS procedures will be maintained.
- CES staff will be trained on VDS requirements, privacy, and emergency procedures.
- Staff qualifications and service definitions remain unchanged.

Approved by: _____
Director of Community Employment Services

Date: _____

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Virtual Delivery of Services (VDS) Informed Consent

Individual Name: _____ **DOB:** _____

DMH ID (if applicable): _____

Provider: Woodhaven

Service: Community Employment Services (CES)

Purpose of Virtual Delivery of Services

Virtual Delivery of Services (VDS) may be used to support employment-related goals identified in the individual’s Person-Centered Support Plan (PCSP). VDS is intended to maintain or improve functional abilities, support community integration, and promote independence.

Description of Virtual Services

CES services that may be provided virtually include employment planning, job development activities, job readiness training, job coaching supports that do not require hands-on assistance, and employment-related check-ins.

Choice and Voluntary Participation

- Participation in VDS is voluntary.
- I understand that I may choose in-person services instead of virtual services.
- I may stop or end a virtual session at any time without penalty.
- Declining VDS will not limit my access to in-person services or community activities.

Technology and Privacy

- VDS will be provided using a secure, non-public facing, real-time audio-visual platform that is HIPAA compliant.
- I may use my own device or a device provided by Woodhaven.
- I understand that text messages and email alone do not constitute service delivery.

Health and Safety

- I understand that if I require hands-on assistance, services will be provided in person.
- I agree to notify staff of any concerns related to safety during virtual services.
- I understand that in the event of an emergency, staff may contact emergency services.

Consent

I acknowledge that VDS has been explained to me in a manner I understand. I have had the opportunity to ask questions and agree to receive CES services through virtual delivery when identified in my PCSP.

Individual Signature: _____

Date: _____

Guardian/Authorized Representative (if applicable): _____

Date: _____

Staff Name and Title: _____

Staff Signature: _____

Date: _____