

**Thank you for joining us, we will start soon.**

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- You can your mute computer by hovering at the bottom of this screen and clicking the microphone icon. (if it's red it is muted)
- If you are able to hear us on your computer – you do NOT need to dial-in as well – You can submit your questions through chat.
- If you have questions, please submit them in the chat box, and we will address all questions at the end of the presentation.
  - If your computer is NOT equipped with a microphone, you will need to submit all questions through the chat box



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*



**Division of Developmental Disabilities- Town Hall  
April 28, 2020**

# COVID-19

DDD's Top priority is the health and safety of our members, their families, and the professionals in our program that support them

The Division of Developmental Disabilities (DDD) is:

- Working with ADHS and CDC guidelines to ensure appropriate measures are in place to allow for the continuation of necessary services
- Monitoring service delivery and availability to ensure service continuation
- Providing regular updates on the DDD COVID-19 Website:  
[https://bit.ly/DDD\\_COVID19Actions](https://bit.ly/DDD_COVID19Actions)

Vendor Blasts

Provider Guidelines

FAQs

DDD Facebook

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# Changes in DDD Regarding COVID-19

**March 11:** Governor's Executive Order directs ADHS to make emergency rules for skilled nursing, intermediate care, and assisted living facilities to implement visitor policies designed to prevent the spread of COVID-19 including:

- Require screening and triage before entry by staff, visitors, vendors, and contractors
  - Establish disinfectant schedules for frequently touched surfaces
  - Establish policies of distancing people who exhibit symptoms of COVID-19 from others in common areas
- DDD followed up with its assisted living facilities, ICFs and skilled nursing facilities to ensure that these changes were implemented
  - DDD strongly encouraged group homes to implement similar procedures
  - DDD reminded all provider agencies to review their Pandemic Plans and to update if necessary

# Changes in DDD Regarding COVID-19

**March 12:** DDD told vendors what to do when the Vendor needs to change the service delivery for a specific member or at a specific service location. Vendors must send notification of proposed service delivery changes to [DDDQMUdocs@azdes.gov](mailto:DDDQMUdocs@azdes.gov)

**March 16:** DDD Support Coordinators began to conduct 90-day planning meetings through video conferencing or telephone calls.



# Changes in DDD Regarding COVID-19

**March 17:** DDD suspended all on-site monitoring visits from the DDD Monitoring Unit and the Office of Licensing, Certification and Regulation with the exception of serious health & safety threats which will be investigated in person.

In person Article 9 training was suspended and Train the Trainer certifications were extended 90-days past their current expiration date.

Directed providers to ensure their staff understood CDC and ADHS recommendations on hand hygiene and social distancing.

# Changes in DDD Regarding COVID-19

## **March 18:**

**Program Review Committee (PRC)** meetings are to be conducted via video conference or telephone.

All staff with an expired CPR/First Aid certification or whose certifications are set to expire were granted a 90-day extension from expiration.

## **Article 9 Training**

DDD authorized webinar style training with a live instructor.

# Changes in DDD Regarding COVID-19

## March 18: Prevention and Support Training

DDD temporarily adjusted the expectations for Prevention and Support training.

- New employee certification requirements in Prevention and Support were temporarily suspended unless the employee is assigned to a member:
  - With a Behavior Treatment Plans (in any setting),
  - With a Functional Behavioral Assessments, and/or
  - Who is receiving behavioral health treatment for a challenging behavior that may require physical intervention.
- Employees who are currently certified in Prevention and Support but hold certifications that have or will soon expire, will be granted a 90-day extension.



# Updates on Training

**March 24**

## **CPR/First Aid Training**

- Can be completed online through a nationally recognized provider

**Direct Care Workers:** The 90-day training requirement was suspended

- Remote learning opportunities may be available

In-person evaluation must occur following the conclusion of the COVID-19 emergency.

# Changes in DDD Regarding COVID-19

**March 17-26:** DDD approved the use of telehealth for Physical Therapy, Occupational Therapy, Speech Therapy, Early Childhood Autism Services and Habilitation, Music.

**March 25:** DDD approved Day Treatment services to be provided at the member's home or in a developmental home and allowed billing for 1:1 or 1:2 day treatment ratios without prior approval. This includes people who had been previously approved for those ratios.

DDD did **not** issue direction for Day Treatment Programs to suspend services. DDD supports vendors to work in coordination with members, families, and Support Coordinators to identify an alternative service delivery for in-home care (if needed) and consider the service delivery flexibilities that have been authorized by DDD for Day Treatment services.

# Changes in DDD Regarding COVID-19

**March 29** (Updated April 3, 10, 14, and 17): DDD Posted specific COVID-19 Guidance for Congregate Settings and Non-Healthcare Settings on the DDD COVID-19 webpage: <https://bit.ly/DDDProviderGuidance>

- Mitigating Risk of Spreading COVID-19
- Cleaning and Disinfection
- Environmental Measures
- Agency Preparedness
- Anticipatory Member Protections
- Guidance on Suspected and Confirmed Cases of COVID-19 in Staff and Members
- Providing Care to Members Confirmed with COVID-19
- Reporting Cases of COVID-19

# Changes in DDD Regarding COVID-19

**March 29** (Updated April 3,10,14, and 17): Congregate Settings and Non-Healthcare Settings Continued

- Appendix 1: Social distancing to limit further spread
- Appendix 2: Room isolation
- Appendix 3: Caregiver guidance
- Appendix 4: Supporting members who have confirmed cases of COVID-19
- If a Member temporarily moves out of a licensed home to their family home support coordinators must continue room and board authorizations for up to 30 days after the member temporarily moves home to their family home.

# Stay Home, Stay Healthy, Stay Connected

Governor Ducey issued an Executive Order  
Stay Home, Stay Healthy, Stay Connected  
effective: **March 31, 2020 at 5 p.m.**

- Essential Businesses remain open. Essential Businesses are defined as: *a function that promotes the public health, safety and welfare of the state or assists others in fulfilling such functions.*
- DES was identified as an agency that provides essential services.
- DDD and Provider Staff will continue working. Services continue under the executive order.

# Changes in DDD Regarding COVID-19

## April 8: Family Members as Direct Care Workers

- DDD will temporarily allow family members who qualify, to become a Direct Care Worker (DCW) and provide paid care to DDD members who are children.
- This means that a qualified Parent, Step Parent, or other legally responsible person (“parent”) may temporarily be hired by a Qualified Vendor Agency (QVA) to be a Direct Care Worker (DCW) for their child.
- The Division has not changed its service assessment criteria.
- Guidance can be found at: [https://bit.ly/DCW\\_Spanish](https://bit.ly/DCW_Spanish)



# Changes in DDD Regarding COVID-19

## **April 8: Family Members as Direct Care Workers**

To qualify:

- Be least 18 years old
- Have the following documentation (the QVA can help)
- Evidence of being trained in Article 9 and CPR/First Aid(can be virtual during emergency)
- Evidence of completing DCW Training (after the emergency lifted)
- Evidence of being trained on the delivery of habilitation services (as appropriate)
- Evidence a request for Fingerprints clearance was submitted, unless the only service being provided is attendant care and the parent resides in the same home as the member

# Changes in DDD Regarding COVID-19

## **April 8: Family Members as Direct Care Workers Continued**

To qualify:

- Pass background checks including checks of the Department of Child Safety (DCS) Central Registry And the Adult Protective Services (APS) Registry
- Be trained on and agree to follow any QVA specific requirements, for example:
  - Review of QVA policy and procedures
  - QVA employee handbook
  - Training on timesheets
  - Training on progress reporting requirements, etc.

# Changes in DDD Regarding COVID-19

## April 8: Change in Respite

- Respite maximum was increased from 600 to 720 hours until September 30, 2020

## April 10:

### Delivering Employment and Habilitation via Telehealth During COVID-19

- DDD published guidance for DDD Vendors to temporarily provide employment and other habilitative services via telehealth during the COVID-19 pandemic.
- The [guidance document](#) can also be used to determine when services can adequately and safely be provided to a member via telehealth.

# Changes in DDD Regarding COVID-19

## April 15: Positive COVID-19 Reporting and Technical Assistance

Purpose: To provide technical assistance and guidance for Qualified Vendors supporting members who are positive for COVID-19.

- Defines the terms Positive and Person Under Investigation
- Requires the vendor to submit an incident report as soon as possible but not greater than 24 hours after learning of a positive confirmation or the vendor being aware of the member's status, whichever is earlier
- Tells the vendor how the Quality Management Unit and Health Care Services Teams will support the vendor during service delivery to a member who is positive for COVID-19.
- Guidance: <https://bit.ly/ReportingCOVID>

# Members Who Tested Positive for COVID-19

Date	Number of Members
As of April 30, 2020	<b>31</b> of 43,942

# Changes in DDD Regarding COVID-19

**April 20:**

**DDD posted guidance for temporarily providing Home Delivered Meals for DDD members who are Long Term Care eligible.**

- This service is available for DDD members only, and is limited to one meal per day
- The Division will continue to assist members in obtaining food boxes when needed
- Service Delivery Changes: [https://bit.ly/DDD\\_COVID19Actions](https://bit.ly/DDD_COVID19Actions)



# Payment Strategies for COVID-19

## **March- April 2020: Value Based Payments**

The Division has issued surveys to vendors to collect information and provide lump sum payments to help offset the cost of COVID-19

The Division continues to monitor and address issues with services through survey participation.

# Payment Strategies for COVID-19

## **April 22: Temporary Incentive Rates (April 13, 2020 - May 31, 2020)**

- The Division is providing additional funding by temporarily adjusting rates for select services through an alternative payment model.
- The rate adjustments assist Qualified Vendors in retaining and recruiting direct care staff.
- In order to receive the incentives, Qualified Vendors must agree to distribute at least 80% of the incentive adjustment amount to the direct care staff in the form of a temporary increase in salary, wages, stipends, and related ERE costs.

# Behavioral Health Support for Members

## Behavioral Health Support for Members and Families

- Peer and family support agencies are equipped to quickly provide virtual behavioral health support, tips and guidance.
- They are able to assist a member who may have unique worries associated with the fear of COVID-19 as well as difficulty with adjustments to normal activities as a result of the COVID-19 pandemic.
- Agencies are able to evaluate the member to determine if a behavioral health referral is needed in addition to their current supports.
- Families or staff can contact these agencies directly

DDD has resources available on its COVID-19 webpage under the “Resources for Families and Members” section: [https://bit.ly/DDD\\_COVID19Actions](https://bit.ly/DDD_COVID19Actions)

# Behavioral Health Support for Members

- [Relias: Free Online Behavioral Health Training Plans for Parents](#)
- [Arizona ACEs Consortium: Self-Care During the COVID-19 Crisis](#)
- [CDC: Managing Stress and Anxiety \( Video in American Sign Language\)](#)
- [COVID-19 Information By and For People with Disabilities](#)
- and more!

# DDD Resources

**DDD COVID-19 Actions Website:** [https://bit.ly/DDD\\_COVID19Actions](https://bit.ly/DDD_COVID19Actions)

- Resources include:
  - Parent Training
  - CDC and ADHS Printable Resources and Guidance
  - Available Family and Peer Run Organizations
  - Best Practices and Resources for Individual and Group Leisure Activities
- Provider FAQs: [https://bit.ly/DDD\\_COVIDFAQ](https://bit.ly/DDD_COVIDFAQ)
- Past Town Hall Presentations and Upcoming Town Hall Information: [https://bit.ly/COVID\\_TownHall](https://bit.ly/COVID_TownHall)

# Other Resources

- DES Website: [www.des.az.gov](http://www.des.az.gov)
- AHCCCS Website: <https://azahcccs.gov/AHCCCS/AboutUs/COVID19.html>
- ADHS Website: [www.azdhs.gov](http://www.azdhs.gov)
- CDC Website: [www.cdc.gov](http://www.cdc.gov)
- Coronavirus Website: [www.coronavirus.gov](http://www.coronavirus.gov)





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**Questions?**