

**Thank you for joining us, we will start soon.
You will not hear speaking until we get started.**

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- If you are able to hear us on your computer – you do NOT need to dial-in as well.
- If you have questions, please submit them in the chat box, and we will address all questions at the end of the presentation.



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



**Division of Developmental Disabilities- Town Hall
May 14, 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

Vendor Blasts

Provider Guidelines

FAQs

DDD Facebook

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

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, 17, and May 15): 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, 17, and May 15) 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
- Appendix 5: Non-Emergency Transportation

Non-Emergency Transportation

This guidance can help providers develop and maintain a system that promotes a healthy workforce and passenger environment and adequately decontaminates vehicles and equipment.

- After transporting a passenger, leave the rear doors of the transport vehicle open to allow for sufficient air changes to remove potentially infectious particles.
- When cleaning the vehicle, wear a disposable gown (if available) and gloves. A face shield or facemask and goggles should also be worn if splashes or sprays during cleaning are anticipated.
- Clean and disinfect the vehicle in accordance with standard operating procedures. All surfaces that may have come in contact with the passenger or materials contaminated during passenger care should be thoroughly cleaned and disinfected
- Clean and disinfect reusable patient-care equipment before use on another patient, according to manufacturer's instructions.

Non-Emergency Transportation

Workforce Safety:

- The driver should wear a facemask for the duration of transport. PPE is in limited supply, a mask may be used for the entire shift unless it is damaged or becomes contaminated.
- Every passenger, if possible, should wear a facemask.
- The driver should wear a pair of gloves before assisting the member into the vehicle and securing the member and equipment. Gloves should be changed if they become torn or heavily contaminated.
- Before re-entering the vehicle, the driver should remove the gloves and use hand sanitizer.
- The driver should wear eye protection (i.e. goggles or disposable face shield that fully covers the front and sides of the face). Personal eyeglasses and contact lenses are **NOT** considered adequate eye protection. Due to a shortage of PPE, goggles may be all that is available and are adequate if appropriately cleaned between shifts.
- When available, an isolation gown may be worn. Due to limitations in the availability of PPE, alternative solutions may be available including cloth gowns, scrub tops or other easily laundered alternatives. These may be worn for an entire shift unless they become soiled or torn, in which case they should be replaced.

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 has continued working. Services continue under the executive order.

Changes in DDD Regarding COVID-19

April 8: Family Members as Direct Care Workers

- DDD temporarily allowed 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_English

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 (revised May 5 and 12): **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. To outline reporting requirements for Qualified Vendor employees/ subcontractors confirmed positive for COVID-19.

Changes in DDD Regarding COVID-19

April 15 (revised May 5 and 12): **Positive COVID-19 Reporting and Technical Assistance**

- 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 a positive status (member or staff) 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.

Changes in DDD Regarding COVID-19

April 15 (revised May 5 and 12): **Positive COVID-19 Reporting and Technical Assistance**

Requires the Vendor to report:

- The number of diagnosed cases and deaths due to COVID-19 occurring within home within 24 hours of confirming such information, and provide regular updates on the vendor's activities to keep members safe
- Upon receipt of a completed placement profile and agreement to serve the new member, report the number of cases and deaths due to COVID-19 occurring within the home
- Before any member transfers between homes, with team agreement the number of cases and deaths due to COVID-19 in the home.
- Guidance: <https://bit.ly/ReportingCOVID>

Members Who Tested Positive for COVID-19

| Date | Number of Members |
|-------------------|-------------------|
| As of May 14,2020 | 72 |

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

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 - July 3, 2020)

- **May 11:** Temporary Incentive Rates extended until July 3, 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.

Stay Home, Stay Healthy, Stay Connected

Governor Ducey issued an Executive Order
Return Stronger - Amending the
Stay Home, Stay Healthy, Stay Connected Order
effective: **April 29, 2020 at 5 p.m.**

May 1: Resuming Elective Surgeries hospitals and outpatient surgical centers are resuming elective surgeries, with assurances that these facilities have adequate supplies and PPE. To date, over 1,090 facilities and counting are eligible to resume elective surgeries.

May 4: Retail businesses will be allowed to sell goods through delivery service, window service, walk-up service, drive-through service, drive-up service or curbside delivery provided they establish and implement sanitation and physical distancing measures

Stay Home, Stay Healthy, Stay Connected

May 8: Retail businesses can resume expanded in-person operations permitted they implement social distancing and sanitation measures established by the United States Department of Labor or the Arizona Department of Health Services

May 11: resume dine-in operations in May, with guidance being developed in coordination with public health officials and industry leaders to be provided in the days ahead.

Stay Healthy, Return Smarter, Return Stronger

Governor Ducey issued an Executive Order- Stay Healthy, Return Smarter, Return Stronger effective May 16,2020 at 12 am

Rescinds Executive Orders 2020-18, 2020-24, 2020-33 and guides:

- Vulnerable Individual to continue precautions
- Maximize physical distance

Businesses and employers must enact policies to limit and mitigate the spread of COVID-19 including:

- Promote healthy hygiene practices
- Intensify cleaning, disinfection and ventilation
- Monitor for sickness
- Ensure physical distancing
- Provide PPE
- Allow telework, where feasible and return to work in phases

COVID-19 Service Flexibility End Date

DDD does not have a defined end date for its Service Flexibilities

The Stay Home, Stay Healthy, Stay Connected Order(s) and the Declaration of Public Health Emergency are independent of one another.

- **March 11** Declaration of Public Health Emergency - Governor Ducey
- **March 13** Proclamation on Declaring a National Emergency Concerning the Novel Coronavirus Disease (COVID-19) Outbreak - Governor Ducey, approved by President
- **March 30** Stay Home, Stay Healthy, Stay Connected Order - Governor Ducey
- **April 29** Return Stronger - Amending the Stay Home, Stay Healthy, Stay Connected Order
- **May 16** Stay Healthy, Return Smarter, Return Stronger

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

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

- 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
- Past Town Hall Presentations and Upcoming Town Hall Information: https://bit.ly/COVID_TownHall

Other Resources

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



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Questions?