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- 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 21, 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.

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

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: 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 & 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 & 12): **Positive COVID-19 Reporting and Technical Assistance**

Requires the vendor to report to current members, prospective members, and next of kin (defined as involved family members who are not legally responsible) and legally responsible persons/ guardians:

- 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 21, 2020	87

Changes in DDD Regarding COVID-19

April 20: Home Delivered Meals

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- May 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 from May 31-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 5:00 p.m.**

- May 1:** Resuming Elective Surgeries
- May 4:** Retail businesses to sell goods through delivery, window, walk-up, drive-through, drive-up, or curbside
- May 8:** Retail businesses can resume expanded in-person operations if they implement social distancing and sanitation measures
- 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 12:00 a.m.**

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

- **All vulnerable individuals, including the elderly and individuals with underlying health conditions, are advised to take responsible steps to continue limiting their time away from their place of residence or property. Members of household with vulnerable individuals should take precautions to protect vulnerable individuals and be aware that by returning to work or being out in public, they could carry the virus back home.**
- All individuals when in public areas should maximize physical distance from others. Social settings where appropriate physical distancing is not practical, should be avoided unless precautionary measures are observed, and CDC guidelines are followed.
- Businesses & employers must enact policies to limit and mitigate the spread of COVID-19

CDC Guidance for People at Higher Risk for Severe Illness

Underlying health conditions for vulnerable individuals include:

- [65 years and older](#)
- People living in a nursing home or long-term care facility.
- People of all ages with [underlying medical conditions, particularly if not well controlled,](#) including:
 - chronic lung disease or moderate to severe asthma
 - serious heart conditions
 - immunocompromised people
- Obesity (body mass index [BMI] of 40 or higher)
- Diabetes
- Chronic kidney disease (and undergoing dialysis)
- Liver disease
- Hemoglobin disorders such as sickle cell disease and thalassemia

CDC Guidance for People- Extra Precautions

People with Disabilities:

- People who have limited mobility or who cannot avoid coming into close contact with others who may be infected, such as direct support providers and family members
- People who have trouble understanding information or practicing preventive measures, such as hand washing and social distancing
- People who may not be able to communicate symptoms of illness

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-disabilities.html>

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>

Stay Healthy, Return Smarter, Return Stronger

What's Next for DDD

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

We have seen some interest from Vendors wanting to re-open.

- DDD is monitoring Vendor reopening plans. DDD Quality Management staff reviewing Providers' Policies, Procedures and Mitigation Strategies before reopening.
- DDD is requiring Qualified Vendors to attest to following the CDC, ADHS, and DDD guidelines.
- DDD is developing procedures to provide guidance for identifying vulnerable members and creating risk mitigation plans
- DDD will be providing additional support and technical assistance to DDD staff about mitigation strategies and identifying risks

Attestation sent to all Qualified Vendors May 21, 2020

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

- General Resources
 - CDC Activities and Initiatives Supporting COVID-19
- Qualified Vendors and Providers
- Members and Families
- List of Service Delivery Changes
- COVID-19 Temporary Provider Payment Strategies
- Qualified Vendor/Provider Surveys
- Provider FAQs: https://bit.ly/DDD_COVIDFAQ
- Past Town Hall Presentations and Upcoming Town Hall Information:
https://bit.ly/COVID_TownHall



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Questions?