



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



**Division of Developmental Disabilities- Town Hall
May 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

Vendor Blasts

Provider Guidelines

FAQs

DDD Facebook

Changes in DDD Regarding COVID-19

- Governor's Executive Order – Visitor Policies for SNF, ICF and ALF.
- DDD contacted all facilities and encouraged GHs to implement similar policies.
- DDD reminded all providers to review their Pandemic Performance Plans.

Support Coordinators began conducting planning meetings through video conferencing or telephone calls.

- Announced PRC meetings would be conducted via video conference or telephone.
- Granted 90-day extension for expiring CPR/First Aid certifications.
- Started virtual Article 9 training.
- Adjusted Prevention and Support expectations for new hires.

- Approved Day Treatment services to be provided in a member's home or developmental home.
- Allowed billing for 1:1 and 1:2 day treatment ratios without prior approval.

March 11, 2020

March 16, 2020

March 18, 2020

March 25, 2020

March 12, 2020

March 17, 2020

March 24, 2020

March 29, 2020

Instructed vendors on what to do if they needed to change their service delivery for a specific member or location as a result of COVID-19.

DDDQMUdocs@azdes.gov

- Authorized some telehealth services
- DDD suspended all on site monitoring except for health and safety threats.
- Suspended in-person Article 9 training and extended Train the Trainer certifications for 90-days.
- Reinforced CDC and ADHS hygiene guidance with vendors.

- Authorized completion of CPR/First Aid training to be conducted online.
- Temporarily suspended 90-day training requirements for new Direct Care Workers.

Posted guidance for Congregate Settings and Non-Healthcare Settings – bit.ly/DDDProviderGuidance Document has been updated 4/3, 4/10, 4/14, 4/17 and 5/15

Changes in DDD Regarding COVID-19

Governor's Executive Order – Stay Home, Stay Healthy, Stay Connected

March 31, 2020

April 8, 2020

- Family members approved to temporarily be paid as Direct Care Workers for their children.
- Respite hours increased to 720 maximum for period ending 9/30/2020

Employment and Habilitation authorized for delivery via telehealth during COVID-19

April 10, 2020

April 15, 2020

Positive COVID-19 Reporting and Technical Assistance guidance posted for vendors

Posted guidance regarding temporary provision of home delivered meals as a service

April 20, 2020

April 22, 2020

Announced temporary incentive rate adjustments for specific services in order to retain and recruit direct care workers.

On May 11, rates were extended from 5/31/20 until 7/3/20

Governor Ducey's Executive Order –Returning Stronger: Amending the Stay Home, Stay Healthy, Stay Connected Order Until 5/15/20

April 29, 2020

May 16, 2020

Governor Ducey's Executive Order – Stay Healthy, Return Smarter, Return Stronger. Includes specific guidance for vulnerable populations.

Changes in DDD Regarding COVID-19

Guidance for Congregate Settings and Non-Healthcare Settings

- 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
- 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

Guidance can be found at DDD COVID-19 webpage: <https://bit.ly/DDDProviderGuidance>

Changes in DDD Regarding COVID-19

Positive COVID-19 Reporting and Technical Assistance Guidance

- 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

Positive COVID-19 Reporting and Technical Assistance

Requires vendorS 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 28, 2020	102

Payment Strategies for COVID-19

Value Based Payments *(March- May 2020)*

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

Temporary Incentive Rates *(April 13, 2020 - 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>

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.

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](#)

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?