



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



**Division of Developmental Disabilities
COVID-19 Response**

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
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DDD COVID-19 Timeline

- 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.

March 12, 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

March 17, 2020

- 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.

March 24, 2020

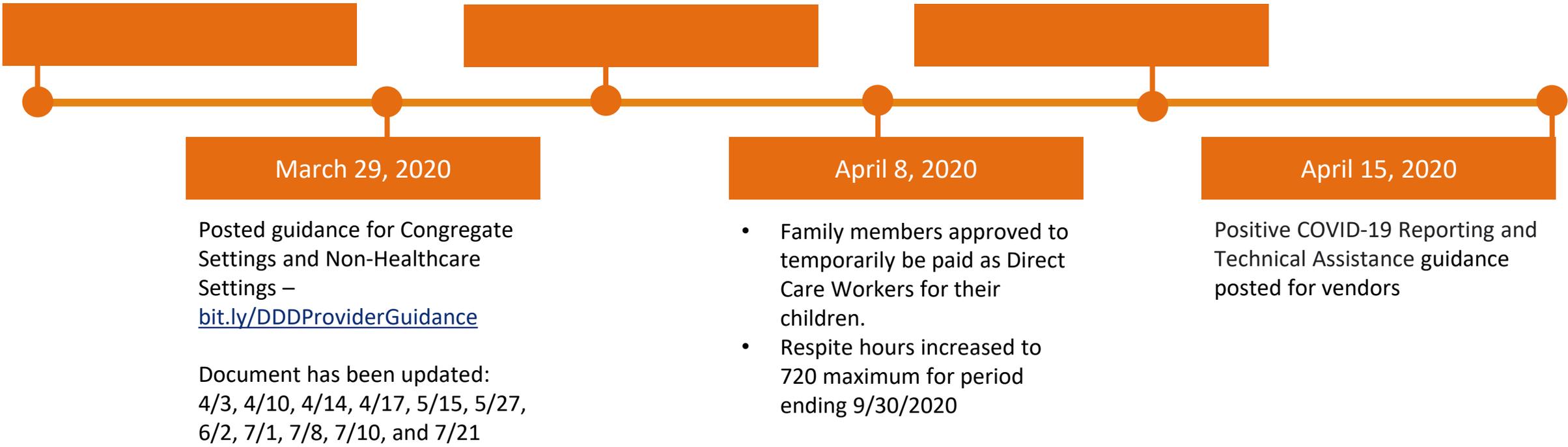
- Authorized completion of CPR/First Aid training to be conducted online.
- Temporarily suspended 90-day training requirements for new Direct Care Workers.

DDD COVID-19 Timeline

- 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.

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

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



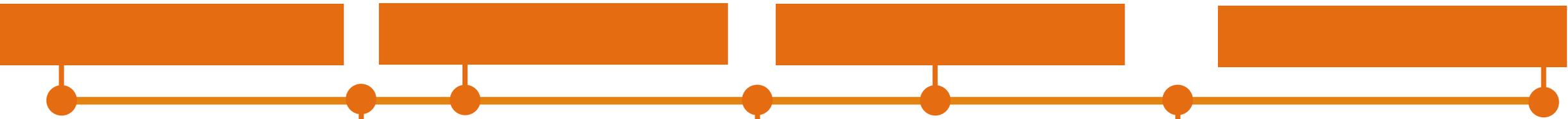
DDD COVID-19 Timeline

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

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

Published Risk Assessment guidance
Vendors can implement mitigation strategies to protect other members and staff.
Mitigation Strategies are not rights violations

Governor's Executive Order – Pausing of Arizona's Reopening – Slowing the Spread of COVID-19



April 22, 2020

May 16, 2020

June 17, 2020

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

Rates were extended to 8/31/20

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

Governor's Executive Order – Containing the Spread of COVID-19 Continuing Arizona Mitigation Efforts

- Published information on updated training requirements

Changes in DDD Regarding COVID-19

Guidance for Congregate Settings (Group Homes/Developmental Homes) and Direct Care Workers (DCW)

- 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
- Appendix 6: Summary of Changes

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

Congregate Programs and Settings

- Congregate settings are advised to engage with all their partners to develop specific protocols and procedures (plans).
- Review Pandemic Plan for CDC/ADHS Compliance by DDD Quality Assurance Monitoring
- Plans should include:
 - Social distancing to limit further spread of COVID-19
 - Room isolation: what someone should do if a member presents with flu-like symptoms or has been diagnosed with COVID-19
 - Caregiver guidance: how to provide care for a person who is sick with a flu-like illness or has been diagnosed with COVID-19
 - A strategy to support members who have confirmed cases of COVID-19

Congregate Programs and Settings

- Screen All Staff, Visitors, Vendors, and Members
- Individuals with any of the conditions below should be restricted from entering the program site:
 - Sick with a fever, cough, or sneezing.
 - Recent travel (i.e., within the past 14 days) from a [COVID-19-affected geographic area](#).
 - Close contact with a person diagnosed with COVID-19 in the past 14 days.

Congregate Programs and Settings

- Restrict Visitors
 - Congregate programs/ homes should follow the guidance issued by the CDC, ADHS, AHCCCS, DES and/or Governor Ducey's Executive Orders or by their contingency/pandemic plan regarding visitation and restrictions of all non-essential personnel.
 - The congregate program/ home should develop and issue communications to all potential visitors, family members, and funding agencies regarding any changes.
 - Additional Considerations can be found in the document.

Agency Preparedness

- All Qualified Vendors should immediately provide refresher training to all staff on essential infection control techniques and prevention. This training should include, but is not limited to:
- Information on basic standard precautions
- Proper use of personal protective equipment (PPE)
- Environmental cleaning
- Review of community activity restrictions
- Use of quarantine and isolation
- Education on COVID-19 signs and symptoms, and risk factors that increase the potential for disease transmission and complications of COVID-19.
- All staff must wear a face mask or face covering while they are in the program or home

Minimize Potential Exposures

- If there is exposure of COVID-19 to members or staff, a range of practices can be used to minimize exposure at homes, program sites and other congregate settings, including:
 - Suspend all visitation to the congregate setting except when medically necessary
 - Minimize the duration and number of visits
 - Require visitors to wear a cloth face cover while in the congregate setting and should be allowed only in the room of the member they are visiting.
 - Provide other methods to meet the social and emotional needs of the member, such as video calls.
 - Post signage notifying the public of the suspension of visitation and proactively notify family members of the members we support.
 - Monitor the health of staff.

COVID-19 Update

Assessing Risk

- Targeted toward vendors and planning teams
 - Members who live with other members
 - Either they are high risk or another member in home is high risk or they need extra precautions
 - Planning team must work together to develop strategies that mitigate risk of COVID-19 exposure to the home
 - Vendor can implement mitigation strategies to protect other members and staff
 - These mitigation strategies are not considered a rights restriction
- The CDC has recently updated its Guidance for Direct Care Workers
 - DDD has updated the Congregate Care Guidance Document to include Direct Care Workers in all settings.
 - <https://www.cdc.gov/coronavirus/2019-ncov/hcp/direct-service-providers.html>

CDC Guidance for People at Higher Risk for Severe Illness

Underlying health conditions for vulnerable individuals include:

- [Risk for Severe Illness Increases with Age](#)
- People living in a nursing home or long-term care facility.
- People of any age with the following conditions:
 - Cancer
 - Chronic Obstructive Pulmonary Disease (COPD)
 - Immunocompromised state from solid organ transplant
 - Obesity (body mass index [BMI] of 30 or higher)
 - Serious heart condition
 - Type II Diabetes Mellitus
 - Chronic kidney disease (and undergoing dialysis)
 - Hemoglobin disorders such as Sickle Cell Disease and Thalassemia

CDC Guidance for People at Higher Risk for Severe Illness

The following health conditions might be at increased risk:

- Asthma (moderate-to-severe)
- Cerebrovascular disease
- Cystic fibrosis
- Hypertension or high blood pressure
- Immunocompromised state (weakened immune system) from
 - blood or bone marrow transplant,
 - immune deficiencies,
 - HIV,
 - use of corticosteroids, or use of other immune weakening medicines
- Neurologic conditions, such as dementia
- Liver disease
- Pregnancy
- Pulmonary fibrosis
- Smoking
- Thalassemia (a type of blood disorder)
- Type I Diabetes Mellitus

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>

COVID-19 Update

Positive COVID-19 Reporting and Technical Assistance

- Requires the vendor to submit an incident report and tells the vendor how the Quality Management Unit and Health Care Services Teams will support the vendor
- Guidance was updated to provide additional information to vendors regarding negotiated rates in DDD Group Homes to provide care for members who are positive for COVID-19.
- Requires 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 including updated clarification on who must be informed and when

COVID-19 Update

COVID-19 Reporting – July 27, 2020

Residential Setting	Total Members	Positive COVID-19 Cases	Member Deaths
Family/Own Home	39,064	308	9
Licensed Residential Setting	4,973	320	21
Total	44,027	628	30

Data gathered from:

- Incident Reports submitted to the Division
- Arizona Health Information Exchange
- Monday Close of Business Data Posted each Tuesday.

Payment Strategies for COVID-19

Temporary Incentive Rates *(April 13, 2020 - August 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.
 - Apply for the Provider Relief Fund from Medicaid by August 3rd

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 Vendors re-opening.

- DDD is monitoring Vendor reopening plans. DDD Quality Management staff reviewing Providers' Policies, Procedures and Mitigation Strategies before reopening.
- DDD required Qualified Vendors to attest to following the CDC, ADHS, and DDD guidelines.

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

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

Office of Individual and Family Affairs (OIFA)

Customer Service Center
1-844-770-9500 option 1
DDDCustomerServiceCenter@azdes.gov





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Questions?