

Developmental Services Task Force Meeting

June 23, 2020



Welcome & Introductions

Department Updates

- Budget
- COVID-19

COVID 19 Response

LESSONS
LEARNED

SAFETY

FLEXIBILITY

ALTERNATIVE
SERVICES

COMMUNICATION

DATA &
EVALUATION

COVID-19 Workgroups



Data

Data provided by regional centers as of 6/16/20

- 529 consumers reported positive for COVID-19
 - 51 reported deaths due to COVID-19
- Data by residence type, age, ethnicity and regional center is available online at: <https://www.dds.ca.gov/corona-virus-information-and-resources/> under the Data tab

Key Executive Orders

➤ **N-25-20**

- Allows DDS' Director to issue directives waiving any provision or requirement of the Lanterman Act, California Early Intervention Services Act or Title 17
- DDS' Director may delegate any authority granted to DDS by law to RCs
- Waivers granted by directives expire 30 days from date of issuance; however, DDS' Director may grant additional 30 day extensions when necessary to protect health or safety or to ensure delivery of services

➤ **N-35-20**

- Authorizes DDS' Director to deny admissions and delay discharges of individuals judicially or otherwise admitted, committed or ordered to DDS operated facilities

DDS Directives & Guidance Themes

- **Mitigating risk to consumers residing in licensed residential and state-operated facilities**
 - Requiring DDS approval for placements in residential facilities
 - Restricting site based day services (congregate settings) for high risk individuals
 - Require safety screening
 - Prioritize dedicated staffing
 - Limiting visits to medical personnel and government oversight agencies
 - Restrict admissions to and delaying discharges of individuals from DDS operated facilities
 - Authorizing RC executive directors to grant rate adjustments to protect an individual's health and safety for residential support (H&S)

DDS Directives & Guidance Themes

➤ **Flexibility**

- Use of remote options for services and RC eligibility and service planning meetings
- Additional participant-directed services – personal assistance, independent living, supported employment
- Payment for nonresidential service providers for absences resulting from COVID-19
- Waiving certification and training requirements for certain residential support staff
- Transfer of fingerprint clearances and exemptions for staff in licensed settings
- Extending deadlines for statutorily mandated RC public meetings, reporting, audits, etc.
- Suspending parental fees for cost-sharing programs to lighten workload on RCs and lessen negative financial impacts to families

DDS Directives & Guidance Themes

➤ **Monitoring**

- Requiring service providers and RCs to report COVID-19 related special incidents to DDS
- Requiring RCs to continue in-person monitoring visits to individuals living in licensed residential facilities and allowing use of remote contact for visits when feasible and appropriate
- Requiring RCs to report COVID data

➤ **Regional center outreach & communication**

- Requiring RCs to conduct outreach to local resources to secure surge capacity
- Requiring RCs to contact individuals and their families, evaluate communication plan to include updating websites and phone systems, and reporting to DDS on their evaluation, their plan and actions taken

Communication

- Self Advocates, Family Members, Providers, State Employees, Advocates, State Partners
- DDS' Website Modifications
 - Directives and Guidelines
 - Accessible materials: plain language, alternative languages, ASL videos, audio recordings
 - Links to key organizations – CDC, CDPH, Regional Center Contacts
 - Broad sharing of information and resources
 - Highlight success
 - FAQ
- Developmental Services (DS) Task Force and additional focus groups
 - Identifying Barriers and Solutions for Response
 - Re-entry planning

Surge Planning – Community

- Establish a Capacity Target
- Identify Surge Development Needs
 - COVID-19 Positive
 - COVID-19 Exposed
 - Unknown – Alternative Sites
- Identify Potential Resources
 - Newly Developed and Non-Occupied Homes
 - Hotel/Motels
 - Day Program Sites
 - Community Centers
 - Apartments
 - Family Home Agency – Providers
- Established Surge Team Leads (DDS)
 - Worked in collaboration with Regional Center COVID Team Leads
- Finalization of Plan

Surge Planning – State Operated

➤ Collaboration and Support

- Cal OES
- CalFire – Incident Management Team
- CDPH

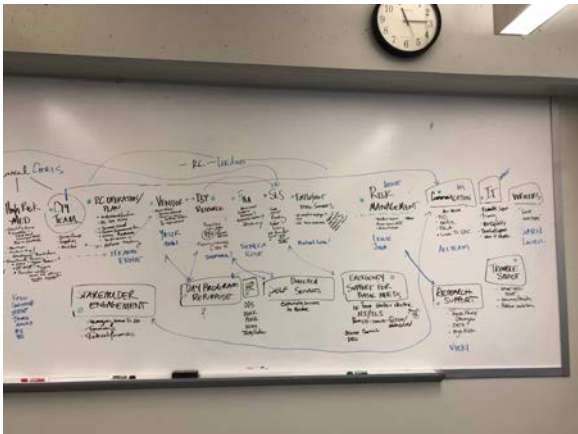
➤ Fairview Developmental Center – Dual Purpose

- Capacity for 75 Community Patients – COVID-19 Positive
- Capacity for up to 230 RC Consumers, if staffed
 - Prepared for incremental activation – 25 each
- Purchase of Equipment – Hospital Beds, Lifts, Medical Supplies
- Wrap-Around Service Contract – Including Staffing
- Navy (Mercy)

➤ Porterville Developmental Center

- Capacity for 103 – Incremental activation
- RC Consumers

COVID-19 Response and Surge Planning



What Now

Preparing for the future

- Person-Centered
- Immediate Needs
- Re-engage and Re-Design
- Supporting in a New Way
- Working Together
- Guiding Principles
- Maximizing Technology
- Mental Health and Individual Happiness
- Provider Supply
- SURGE Readiness
- Lessons Learned

DS Task Force Workgroup Updates

- Service Access & Equity
- Safety Net
- System & Fiscal Reform
- Community Resources
- Oversight, Accountability and Transparency

Service Access & Equity Workgroup

Recommendations:

- Forward thinking, decisive action that allows flexibility in service delivery
- Survey families in real-time to measure/understand rollout?
- Teleservices/remote visits should continue
 - Technology challenges are not just limited to lack devices, includes access to wi-fi and family preferences (What's App, FaceTime, Skype, Zoom, texts, etc.) and training
- Open, accessible, real-time communication is critical
 - Share COVID-19 data by regional center to identify “hotspots”
- Be mindful that multiple family households encounter additional challenges when trying to limit exposure
- Absence billing doesn't work well for Early Start kids given their limited service history, are options besides annual averages available?

Service Access & Equity Workgroup

Recommendations, con't:

- Expand successful partnerships with universities, local food banks, RCs, and others to address food insecurity
 - Disparities have been magnified by the COVID-19 crisis, food insecurity is a widespread issue
- Social isolation is a significant concern
 - Is there something we can do similar to the Governor's "neighbor to neighbor" program?
- There's a need to simplify communications and response time
 - Suggest a direct channel, e.g. Facebook Messenger, or What's App, or another place where RCs or providers can post questions and have someone follow-up
 - Need for information has expanded: e.g. mental health services, addiction services, tenant needs, economic displacement
- More clarity in the state's directives
 - Translations into plain language & Spanish are helpful
 - Consistent interpretation/implementation between regional centers

Safety Net Workgroup

Recommendations:

- Early identification and interventions are critical
 - Educate parents, pediatricians, first responders, DSP's early childhood educators on resources, how to access
- Increase the number of specialized providers:
 - BCBA's, speech therapists, LMFTs, psychiatrists, OT, PT, etc.
- Focus on prevention and de-escalation:
 - Enhanced behavioral day services
 - Discharge assessments
 - Transition to fully community-based day programming
 - Appropriate future person-centered planning
 - Mental health and medical assessment
 - Increased employment opportunities/supports, coordination with DOR

Safety Net Workgroup

Recommendations, con't

- Knowledgeable, trained staff at necessary levels/ratios
- Continuity of care and collaboration, especially between settings/for transitions
- Identification/defining of crisis trends and how to develop services around different types of crisis or transitions
- Mobile crisis services need to be more accessible, more in-person vs. via phone, and provide training for staff, families, others involved
- Look for innovative ideas from similar fields:
 - Substance use disorder treatment, homelessness, mental health

System & Fiscal Reform Workgroup

Recommendations:

- Providers need to develop plans for safely serving individuals in the “COVID-19 space”
 - National, State and local guidelines; CCL & DDS to coordinate where possible
- Give meaningful choice to the people we support; prioritize family members
 - Not all visitors are equal
 - Approach to redesigning service should be person-centered, flexible/responsive, transparent
- The Department should continue to share guidance and information on rates and payments as soon as possible
 - Planning for the future is nearly impossible without understanding how rate structures will change
 - Transition funding will help providers reinvent services
 - The state can't pay for services not delivered

System & Fiscal Reform Workgroup

Recommendations, con't:

- Expansion of participant-directed services offered
 - Would like to see these expansions continue into the future
- Consider not resuming site-based services until there's a vaccine
- Access to mental health services needs to be accelerated
 - Responsive, safe and thoughtful

Community Resources Workgroup

Recommendations:

- Increase options for housing; identify how we can obtain more robust housing data
- Increase CIE opportunities; identify how to obtain more robust employment data
- Increase access to practical and affordable transportation options
- Request For Proposal (RFP) for data collection on unmet needs in each region with guidance from stakeholders
- Phased approach to re-imagining services needs to be person-centered, not “square pegs into round holes” based on the state’s 3 phases

Community Resources Workgroup

Recommendations, con't:

- Prioritize the following areas for CPP funding:
 - Affordable housing
 - Technology; equipment, remote connectivity, options for on-demand services
 - Training
 - Funding to get people set up in SLS, FHA/FTM
 - Development in rural areas
- Continue participant-directed service options in PA and SEP (CIE)
 - Allow flexibility for individuals to use their budgets differently -like self determination does use TDS/PA/SLS/Family to create a well rounded day
 - One way to do this quickly might be to open self determination to more people
- Broaden self-advocate representation in this workgroup, and the others

Oversight, Accountability & Transparency Workgroup

Recommendations:

- Continuing flexibility:
 - Presumptive eligibility Flexibility to have more SCs work from home has been very helpful
 - Remote is not always a great substitute for in-person activity
 - Self-Determination offers the most flexibility possible
- Focus on interim solutions as well as longer-term planning
 - Emergency preparedness needs to be part of this conversation

Oversight, Accountability & Transparency Workgroup

Recommendations, con't:

- Technology
 - Identify ways to increase access (and learning) to technology once federal application is approved
- Effective two-way communication:
 - How do we effectively get real-time feedback from families?
 - Work with underserved communities remains high priority
 - Survey opportunities?
- Future conversation:
 - Performance contracts for longer term oversight
 - Focused discussions (follow up from survey results)

Break

1:00 – 2:00 p.m.

What's Happening in Other States

Mary Lou Bourne, National Association of State Directors of
Developmental Disabilities Services (NASDDDS)

Overview: Draft Re-Entry Plan

Discussion

- Core Values and Priorities for Safety and Re-engagement
- General Reactions to Re-entry Framework and Guiding Questions

Public Comment

Next Steps