

# DEPARTMENT OF DEVELOPMENTAL SERVICES

## ALTERNATIVE NONRESIDENTIAL SERVICES

*TOWN HALL #4*

*SEPTEMBER 4, 2020*

# INITIAL RESPONSE TO COVID-19

- Reduce the spread of COVID-19
- Focus on flexibility
- DDS provided authority to waive various statutory and regulatory requirements during the State of Emergency
- DDS authorized payments for consumer absences in nonresidential services
- Various stakeholder meetings were held to hear concerns and discuss options to address those concerns

# TRANSITION TO ALTERNATIVE SERVICES

- Nonresidential providers gained experience in alternative community responses to COVID-19
- Centers for Medicare and Medicaid Services (CMS) clarified federal funding was time-limited for absence payments (retainer payments)
- Lessons learned – flexibility and adjustment

# NONRESIDENTIAL SERVICES FRAMEWORK



The background is a solid teal color. In the four corners, there are decorative white line-art elements resembling circuit traces or neural network connections. These lines are thin and end in small circles, creating a modern, tech-oriented aesthetic.

Alternative Services offers the flexibility to tailor services to meet people where they are.

# PURPOSE OF ALTERNATIVE SERVICES

- Increases opportunities for consumers to guide service providers to creatively respond to individual needs and preferences
- Builds on the innovative service delivery approaches non-residential service providers have taken to support consumers while limiting potential exposure to COVID-19
- Establishes a mechanism for providers of such services to receive payment and preserve workforce and delivery of services
- Secures Federal Funding

# TYPES OF ALTERNATIVE SERVICES

- Supports related to minimizing the exposure to or impact of COVID-19
- Completion of an individual assessment
- Completion of an individualized service plan
- Services delivered to the consumer via telephone, video or other electronic communication
- Delivery of meaningful supplies or other items to the consumer's home
- Use of self-guided training and educational materials supplied by the provider to support the service

# TYPES OF ALTERNATIVE SERVICES (CONTINUED)

- Skills training to individuals within the household to support the consumer
- Service provided in-person, modified to comply with the most protective state or local guidelines in effect
  - Staff must be trained on COVID-19 safety precautions
- Supports for transition to the Self-Determination Program
- Other alternative services



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The Consumer's needs are the driver for the services  
and supports delivered.

# ALTERNATIVE SERVICES IMPLEMENTATION

- DDS working with Department of Health Care Services and CMS for approval of additional flexibility
- DDS to calculate monthly rate
- Consumer planning and administrative systems established in September and October 2020
- Providers individually and collectively safely deliver services based on consumer needs and preferences

# ALTERNATIVE SERVICES IMPLEMENTATION (CONTINUED)

- September 2020
  - Providers engage consumers about service options, initiate individual service plans (ISP), and provide Alternative Services
  - Notify regional centers, regional center letter to consumer to confirm
- Providers submit one-time certification to regional centers
- October 2020
  - Providers finalize ISP for each consumer and provide Alternative Services
- For these months only, reimbursement claims utilizing existing rate and each consumer's prior average attendance
  - Claims only for consumers who received services during the month

# ALTERNATIVE SERVICES IMPLEMENTATION (CONTINUED)

- Monthly rate and backup documentation to providers for review in September 2020
- Beginning in November 2020, reimbursement based on monthly rate
- DDS establishes reporting tools – requirements identified in directive
- Monthly reporting
  - September and October reports are due November 5, 2020
  - Due by the 5<sup>th</sup> of each subsequent month

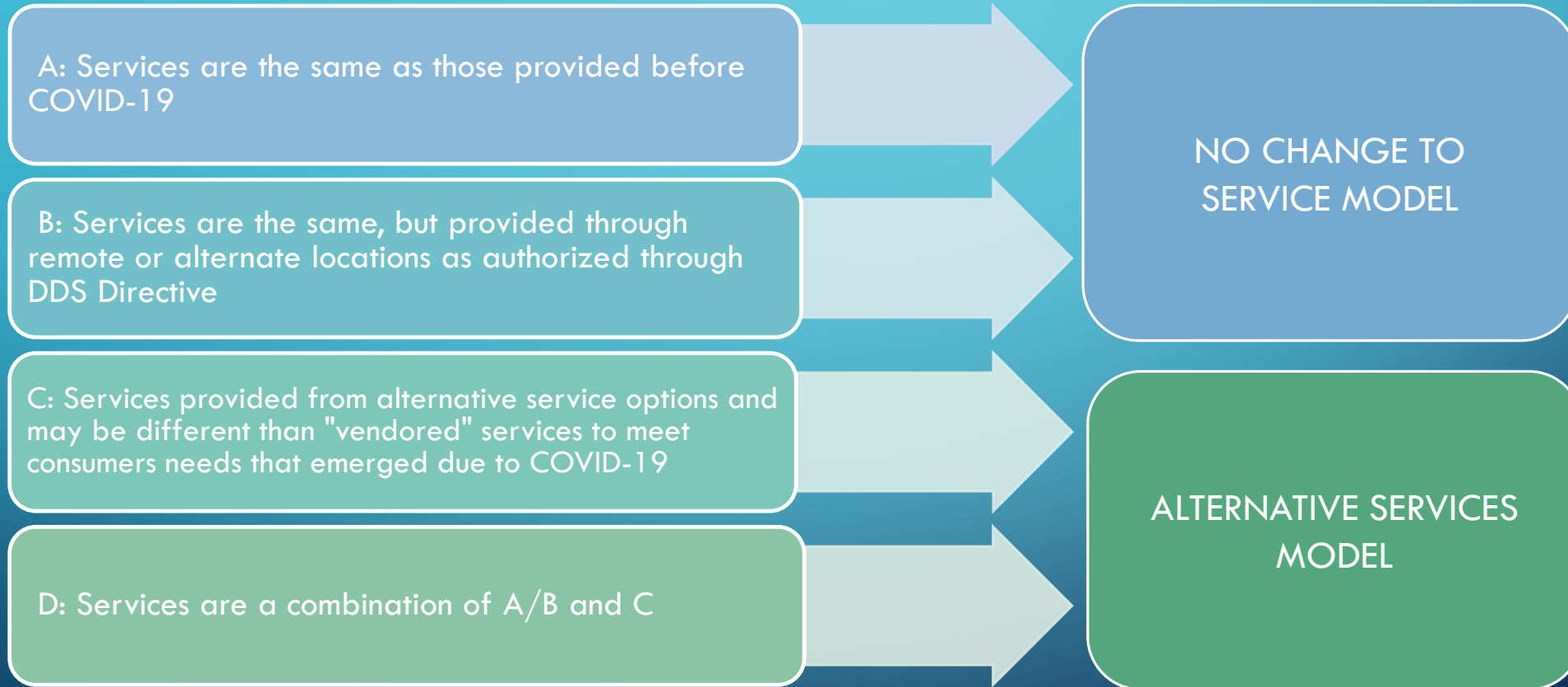
# ALTERNATIVE SERVICES MONTHLY REPORTING

- The number of consumers with service authorizations
- The number of consumers who did and did not receive traditional services
- The number of consumers who did and did not receive Alternative Services
- The number of consumers who used each type of Alternative Service
- The number of days in each month each consumer received services

# OPTIONS FOR GREATER NONRESIDENTIAL PROVIDER ACCOUNTABILITY

- Require an individual service plan for each consumer to be completed within a specified time period (addressed)
- Require reporting of staff retention
- Require reporting of staff training relative to alternative services delivery
- Notification from regional center to self-advocate and/or family member of Alternative Service model utilization
- Establish a minimum amount of service to be provided to each consumer

# SERVICE DELIVERY OPTIONS



# ALTERNATIVE SERVICES MODEL

- Emergency regulations submitted to the Office of Administrative Law (OAL) on August 21, 2020, public comments received
- Executive Order N-75-20 August 24, 2020:
  - Suspends absence payments that would otherwise be made in connection with the State of Emergency proclaimed in response to COVID-19
  - Directs DDS to develop and implement policies and procedures to allow delivery of nonresidential services to individuals with developmental disabilities
  - The development and implementation of such policies and procedures shall not be subject to the Administrative Procedure Act
- Move from emergency regulations to DDS issued Directive
  - Allows for flexibility and ability to issue standardized forms
  - Directive will align with posted draft regulations
  - Input on regulations will inform modifications
  - Directive will be issued this week



# SYSTEMWIDE ROLLOUT OF ALTERNATIVE SERVICES

- Developmental Services (DS) Task Force, Workgroup and Town Hall briefings
- Stakeholder engagement
- Directive
- Frequently Asked Questions (FAQs)
- Rollout of Family Member and Self Advocate Engagement Guide
- Administrative procedures and Regional Center training
- Technical Assistance and Training

# CONSUMER AND FAMILY ENGAGEMENT

- **Family Member and Self-Advocate Engagement Guide**

A set of guiding questions to facilitate thoughtful discussions and planning to help families and self-advocates make the choices that are best for them

- **Statewide Family Calls**

A series of meetings to include updates, ongoing discussion and training of interest to family members and self-advocates

- **Collaboration with Community-Based Organizations (CBO)**

Input to identify barriers or concerns from underserved communities and how to best connect and address issues

- **Exploring Family Member and Self-Advocate Survey**

A survey to gather feedback from family members and self-advocates about current needs and interests

# TECHNICAL ASSISTANCE AND TRAINING

- **Symposium for Alternative Services - September 2020**

A series of statewide webinars to highlight innovative approaches to service delivery to inform and inspire options for Alternative Services model

- **Technical Assistance and Training Agent - September 2020 – June 2021**

- Promote and coordinate collaboration among service providers to maximize the opportunities of Alternative Services
- Source consultants, conduct statewide outreach to service providers seeking assistance, make connections and develop consultation agreements to provide technical assistance and training as needed
- Consultation agreements may vary in frequency and duration, ranging from open online events for large groups to individualized consultation
- Agent will be selected through a Request for Proposal (RFP) facilitated by San Diego Regional Center

# SAMPLE FREQUENTLY ASKED QUESTIONS (FAQ)

***We are still in a State of Emergency so why did the retainer payments (billing for consumer absences) have to end?***

- Consumers need to receive nonresidential services despite the State of California's stay-at-home order
- CMS has clarified that federal funding is time-limited for retainer payments (billing for consumer absences)
- Alternative Services translates services developed in response to COVID-19 to developmental services eligible for ongoing federal reimbursement during the State of Emergency

***Will each vendor have to choose if they are going to provide all traditional or Alternative Services, or can it be determined on an individual consumer basis?***

The service delivery mode and types of services provided are based on the needs of each consumer.

# SAMPLE FREQUENTLY ASKED QUESTIONS (FAQ)

## ***What are some examples of “Supports related to minimizing the exposure to or impact of COVID-19 on the consumer?”***

Some examples are services and supports to address education, preparation, and response to COVID-19. This could include, but not be limited to delivering personal protective equipment (PPE), training to wear a mask, teaching a consumer about social distancing, driving to a testing facility or a surge placement, calling family members to discuss the COVID-19 protection plan.

## ***Does “Services provided in-person at the vendor’s facility” mean day programs can reopen?***

It depends on the type of service and whether modifications can be made to comply with the most restrictive state or local guidelines in effect at the time. Priority to keep consumers and staff safe at the forefront of decision making.

# SAMPLE FREQUENTLY ASKED QUESTIONS (FAQ)

***I will be providing the same services to my consumers, with the exception of delivering a packet to them. Does that make this Alternative Services, or will they continue to be billed the same way.***

If the packet or supplies are to be used in lieu of traditional service delivery, it is Alternative Services.

If the packet or supplies are to be used to support traditional service delivery, it is not Alternative Services.

***What rate is used if the consumer wants a combination of traditional services and Alternative Services?***

A combination of services should be billed using the Alternative Services monthly rate.

# NEXT STEPS AND POST COVID-19

- Experience during the state of emergency will be evaluated to determine subsequent programmatic changes
- Ongoing stakeholder engagement will inform the next phase of developmental services changes

# QUESTIONS?

Self-advocates, family members or providers should contact their local regional center with any additional questions.

DDS continues to welcome input regarding Alternative Services

[https://www.dds.ca.gov/wp-content/uploads/2020/09/DDSDirective\\_Policies-  
ProceduresAlternativeNonresidentialServices\\_08312020.pdf](https://www.dds.ca.gov/wp-content/uploads/2020/09/DDSDirective_Policies-<br/>ProceduresAlternativeNonresidentialServices_08312020.pdf)

at [DDSC19Directives@dds.ca.gov](mailto:DDSC19Directives@dds.ca.gov).