Residential Services Providers:

RE: Golden Gate Regional Center’s Support of Residential Services Providers During COVID-19 Outbreak

Thank you for your commitment to serving our participants during this very strenuous time. We highly value the role that our Residential Service Provider community has played in keeping individuals healthy and secure during the COVID-19 outbreak. We also realize that, because individuals are mandated to remain in their home, your services may not yet be receiving the full support necessary.

Therefore, we would like to outline the services and supports that Golden Gate Regional Center may be able to offer and authorize during this unprecedented time.

This document will cover the following GGRC Residential Services COVID-19 Responses...

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1. **Supplemental Residential Program Support (SC 109)**

When a need is identified to provide additional, supplemental staffing in a Residential Facility (e.g. CCF, ICF) in excess of that required by regulation for a) hours outside of the resident’s usual day program hours or b) during day program hours (if the facility will not provide “day programming”), GGRC may authorize service **Supplemental Residential Program Support (service code 109)**.

If your home is already vendored for these services and the existing staffing ratio in place matches that to be provided, contact the Social Worker for the resident(s) that need these services to discuss a Purchase of Service Authorization.

If your home is not already vendored for these services or the staffing-to-resident ratio of your rate does not match that of the services to be provided, please contact the Social Worker for the resident(s). As appropriate you will be contacted by our Vendor Unit to discuss the process of establishing a vendorization or a different staffing ratio. You may be required to complete a vendor application and other documents during this process.
If your home is already vendored for these services but your existing Supplemental Residential Program Support rate is insufficient to cover the costs of providing the service during the COVID-19 outbreak, please contact us at rateadj@ggrc.org.

2. **Residential Facilities In-Home Day Programming**
When a Residential Facility (e.g. CCF, ICF) will provide residents with a day program at the facility, that facility may be authorized for an In-Home Day Program.

If your home is already vendored for these services (*In-Home Day Program, service code 091* or, in limited cases, *Community Integration Training, service code 055*) and the established staffing ratio in place matches that to be provided, contact the Social Worker for the resident(s) that need these services to discuss a Purchase of Service Authorization.

If your home is *not* already vendored for these services or your existing staffing ratio in place does not match that of the services to be provided, please email our Community Services Unit (GGRCservices@ggrc.org) to discuss vendorization.

3. **Supported Living Services**
Providers of Supported Living Services (SLS) will not become vendorized or authorized for the services listed above (e.g. service code 109 or 091). However, GGRC can still offer assistance. You may be authorized for additional SLS hours to cover times where the participant needs additional support such as during hours they would typically be attending a day program. SLS providers that are also the usual day program provider may continue to bill and provide the day program in the participant’s home during this time period. For assistance, please contact the participant’s Social Worker. They will work with GGRC’s SLS Specialist to best support you and to establish an hourly rate if necessary.

4. **Family Home Agencies**
Providers of Family Home Agency (FHA) services (service code 904) may provide additional support to individuals in the family home by providing personal assistance (service code 062) and/or in-home day program services (service code 091). FHAs interested in providing these services should contract GGRC’s Community Services Department (GGRCservices@ggrc.org).

5. **Reimbursement of COVID-19 Related Additional Staffing Costs**
In addition to the supports listed above, you may require assistance with additional staffing costs associated with COVID-19 that go beyond supplemental program support or funding of day program hours. Some additional staffing costs may include, but are not limited to:
- Increased Compensation;
- Overtime;
• Training;
• Recruitment;
• Orientation;
• Transportation;
• Personal Protective Equipment or Other Supplies; and
• Sick Leave (above and beyond staff accrued sick leave under California or local law).

As noted in our March 24 email to service providers, it is important that you track and maintain documentation of these costs. DDS has granted time-limited authority to GGRC’s Executive Director to approve health and safety rate adjustments for additional staffing costs of residential providers due to COVID-19.

You will be able to submit reimbursement requests after the costs have occurred. However, you should submit any requests as soon as possible.

You may submit different requests for different time periods. For example, you may know your additional staffing costs for the period of March 4, 2020 to March 15, 2020. You may submit a request for that period. Later you may know your additional staffing costs from March 16, 2020 to March 30, 2020 and may submit a second request. We will attempt to review these requests as expediently as possible. Please note that any approved reimbursements will be paid retroactively.

Please note and remember that approval of these requests and reimbursement amounts will be at the discretion of GGRC. Requests for reimbursement of excessive additional staffing costs and/or costs not sufficiently justified will be denied. If you have questions on a specific expense, please contact us at rateadj@ggrc.org.

To apply for reimbursement of additional staffing costs, please email us at rateadj@ggrc.org.

If you have any questions, please email us at GGRCservices@ggrc.org.