



RESUMING FACE TO FACE DAY/EMPLOYMENT SERVICES Related to COVID-19

June 12, 2020

Dear Service Providers:

We have been entering a new time during this pandemic, planning for ways to keep people safe and take precautions to minimize the spread of COVID-19 while also planning for reintegration in our community and planning for in-person, face to face service delivery.

Local Department of Public Health (DPH) Shelter in Place COVID-19 Orders continue to be updated on a regular basis. Golden Gate Regional Center wants to support Day, Employment and related service providers as you plan to restart some of your in-person services while still following local DPH orders, Department of Developmental Services (DDS) directives, and Community Care Licensing (CCL) notices (if applicable). The following information provides GGRC's planning expectations on resuming or continued operation of in-person day, employment and related non-residential service delivery.

These tools and resources were developed in collaboration with individuals served by GGRC, the GGRC service provider community (including but not limited to: day, employment, residential, SLS, and ILS providers), GGRC staff and community partners.

Overview

All service providers in the service codes listed below are required to submit a work plan and health and safety plan describing their plans to resume face to face services. (Please refer to the enclosed documents and further instructions below.) Service providers are also asked to conduct individual planning with each program participant using the Individual COVID-19 Response Plan (ICRP). Once plans are submitted, according to the instructions below, service providers may resume and/or expand face to face service delivery. The plans requested are not intended to replace more in-depth plans, policies, and procedures providers are implementing in their services. Plans are subject to change as state and local DPH orders change. Services providers are expected to stay aware of changing state/local DPH orders and modify their services accordingly.

Agencies should submit a separate packet for each of their vendored services. Service codes requested to submit plans are: **055, 094, 505, 510, 515, 525, 950, 952 and TDS.** If you think your service code should be included but it is not listed here or if you have additional questions, please send an inquiry to GGRCservices@ggrc.org.

Program Work Plan

In the attached packet you will find two version of a Program Work Plan, one version for day services and one version for Employment and Tailored Day Services. Please complete the program work plan that corresponds with your services.



The Program Work Plan provides a format to summarize the program's plans for resuming or expanding face to face services. GGRC encourages you to think creatively about ways to best provide services while including COVID-19 precautions. Service Providers may consider temporary service modifications. These modifications may include but are not limited to: reducing the numbers of individuals supported at a program site, every other day scheduling of participants, a mix of community/site/remote services, etc. Each service is provided in a unique way and GGRC recognizes there may be a variety of approaches to service delivery.

Upon review of your completed Program Work Plan, you will receive an email acknowledging GGRC's support of your plan or asking for additional information to further explain your plan.

***A Note to Employment and Tailored Day Services** – Many Employment and Tailored Day Services have continued to provide service, supporting individuals working in essential jobs, attending college, and with other support needs. Please use the Program Work Plan to share the modifications you have made and anticipate making moving forward. Please do not disrupt your current service delivery.

All completed Work Plan Packets should be submitted, with the Health and Safety Plan, to GGRCservices@ggrc.org.

Health and Safety Plan

The Health and Safety Plan document requests a summary of your plan for implementing COVID-19 precautions, aligned with local DPH orders. Additionally, this document asks the provider to identify their communication plans with individuals served, families, residential support providers, and transportation providers.

Upon review of your completed Health and Safety Plan, you will receive an email acknowledging GGRC's support of your plan or asking for additional information to further explain your plan.

Completed Health and Safety Plans should be submitted, with the service's Program Work Plan, to GGRCservices@ggrc.org.

Individual COVID-19 Response Plan (ICRP)

The Individual COVID-19 Response Plan, or ICRP, should be completed with each program participant to help plan with the program participant, and applicable support team members, for their return to services. This document asks questions to aid in the planning process and closes with documenting the current plan to return or plan to delay program return.

GGRC recognizes that not all program participants may be ready to return to face to face services right away. We encourage service providers to consider prioritizing individuals who are ready (and able) to return to services, while also maintaining contact with other program participants to help plan for their eventual return.

While planning for resuming face to face services, providers may consider resuming services for program participants with completed ICRPs while continuing to plan with other program participants.

Upon review of the completed ICRP, the social worker will email their support of the plan or follow up for additional information if needed.

Completed ICRPs should be emailed to the assigned social worker. If you do not know the assigned social worker, please email the appropriate GGRC county office manager. When emailing the office manager, please try to include the names of all individuals for which you don't know the social worker to help expedite a response.

Programs with participants scheduled for transportation services coordinated through R&D

GGRC's transportation broker, R&D Transportation Services Inc. (R&D), is prepared to support the transportation coordination effort as programs evaluate their proposed days and hours of services as part of their reintegration and transition plan. To support this process, R&D will reach out to programs assigned to contracted transportation services to schedule time for a collaborative planning conversation intended to align transportation and program services, based on the needs of the people we serve. The purpose of this session will be to ensure that transportation services are prepared to support participants who may be ready to start program services during the first phase. Please be prepared to share the following important information with R&D:

- a) Expected (targeted) date to start (or expand) in-person services,
- b) Expected Program Days and Hours of Service,
- c) Name (First and Last Name) of individual ready to resume program services and confirm the following for each participant:
 - a. Confirm Home Address, and
 - b. Updated Phone Number(s) and e-mail address (if available), and
 - c. Program address, and
 - d. Days/Hours of Service for every participant, and
 - e. Return Date for participant.

Funding

The March 12, 2020 DDS directive addressing State of Emergency absenteeism billing for non-residential services and additional May 7, 2020 DDS non-residential billing guidance do not currently include an expiration date.

GGRC anticipates the State of Emergency absenteeism billing for non-residential services will expire by the end of June, 2020, but as of the date of this letter that has not been officially confirmed.

GGRC continues to monitor DDS Directives and guidance. This information is available at www.ggrc.org and <https://dds.ca.gov/corona-virus-information-and-resources/>.

GGRC will provide updated information as it becomes available.



In summary

GGRC is appreciative of your thorough planning in order to prepare to resume face to face services. Enclosed you will find four resources/tools to help you with your planning – 1) Reintegration Packet with planning documents; 2) ICRP form; 3) Health and Safety Flow Chart resources; 4) Resource and Ideas to Consider document. **You are required to submit plans before resuming/expanding face to face services unless otherwise noted. Once you have submitted your plans, you may resume/expand face to face services while also working with GGRC on any plan revisions (if needed).**

We thank you for your commitment to supporting individuals served within your programs as we all work together during these unprecedented times.

Sincerely,

Amanda Pyle
Director, Community Services
Golden Gate Regional Center