

Golden Gate Regional Center

Resources for Planning

Introduction

The work plan and health and safety plan are intended to serve as a summary of the considerations you have given to resuming in-person services. Agencies may find it helpful to develop a more in-depth plan for their internal use with agency staff, persons served and other stakeholders. The following considerations and resources may help you as you plan for resuming in-person services.

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On-site Day Services

1. Considerations for Your Services

- **Community**
 - Are your participants' work and volunteer sites open?
 - What exercise and outdoor activities can you offer?
 - How can you promote social interaction?
 - How will participants access community engagement services (e.g. banking, shopping)?
- **Remote / In Home**
 - Could you offer Zoom/online classes?
 - Could you create self-guided boxes for activities?
 - Do you have instruction for residential, families or independent livers in-home supports?

2. Considerations for Where Your Services will be Held

- **Community**
 - How will participants get there? Local community transportation? Staff vehicle?
 - Could you increase local rideshare/taxi vouchers?
 - Will these changes impact your insurance coverage?
 - Have you considered weather constraints?

3. Considerations for How Your Services will be Offered

- **Program Site**
 - *Funding*
 1. Have you secured alternative funding, if needed, to offer these services?
 2. How will these alternative services impact your GGRC billing?
 3. What challenges do you foresee (e.g. covering operational costs when only at 50% capacity)?
- **Community**
 - *Technology*
 1. Do you have an increased need for tablets, hotspots, cell phones?
 2. Does each participant and staff have access to tech who needs it?
 3. Do staff and participants have necessary training on tech?
 4. Can coordination of services be done remotely?
 5. Can you use e-signatures on documents?
 - *Staffing*
 1. Do you have a plan for supervision changes due to tech?
 - *Funding*
 1. Are flexible ratios an option?
 2. Will transportation costs increase?

3. Will you need to subsidize personal cell phones, data costs, etc.?
 4. Will there be increased training costs for community engagement?
 5. Have your supervision needs increased?
 6. How will new technology be funded?
- **Remote / In Home**
 - *Technology*
 1. Do you have an increased need for tablets, hotspots, cell phones?
 2. Will participants need internet connection?
 3. Do staff and participants have necessary training on tech?
 4. Does each participant and staff have access to tech who needs it?
 5. Can coordination of services be done remotely?
 6. Does your infrastructure support remote work (payroll, consumer reports, records)?
 7. Can you use e-signatures on documents?
 - *Staffing*
 1. Can you offer remote classes at a higher ratio?
 2. Will you need increased planning/preparation to deliver materials?
 - *Funding*
 1. What is billable/what is a day?
 2. Have you planned for increased costs related to transportation changes?
 3. Will you need to subsidize personal cell phones, data costs, etc.?
 4. Have you planned for increased supervision/admin costs?

Employment and Tailored Day Services

1. Considerations for Your Services

- **Group Employment**
 - Will the work exist/look different as the site reopens?
 - Is training needed for revised job duties?
 - Are there new job opportunities (e.g. facilities maintenance, sanitizing)?
 - Is there additional advocacy, access needs, behavioral issues and educational opportunities?
 - Are there extra support needs for participants?
 - Are there new opportunities for flexible work schedules?
 - Do participants require increased benefit navigation (SSI/unemployment)?
 - Can participant access employer support/benefit assistance?
- **Individual Placement**
 - How can social interactions be maintained while keeping participants safe?
 - Can you provide services remotely?
 - For in-person services: is it possible to do these while keeping a safe distance and wearing PPE?
- **Tailored Day Services**

- What adjustments to training will need to be made to keep safe social distancing?
- Is it possible for training to be moved to an online format?

2. Considerations for How Your Services will be Offered

- **Group Employment**
 - *Technology*
 1. What will the cost be of virtual job development/coaching?
 2. Do you have an increased need for tablets, hotspots, cell phones?
 3. Does each participant and staff have access to tech who needs it?
 4. Do staff and participants have necessary training on tech?
 - *Staffing*
 1. Will these services be HIPPA compliant?
 - *Staffing*
 1. Is there billing flexibility?
 2. Are individualized supports an option vs. groups?
 3. Will there be a variation in coaching needs based on training/new jobs?
 - *Funding*
 1. Will job development be a challenge with high unemployment?
 2. How will your admin department support the shift participants may need to go to different services?
 3. How will CIE incentive adjustments/delays financially impact programs?
 4. Can you offer supports if DOR funding is limited?
- **Individual Placement**
 - *Technology*
 1. Does every participant have access to wifi and a smart phone/laptop?
 - *Staffing*
 1. Has there been coordination with the residential provider regarding service delivery?
 2. Can you lower staff contact/number of people working with one participant?
 - *Funding*
 1. Is there funding in place to cover the PPE and technology needs?
 2. Is there funding for the increased admin time to support participants?
- **Tailored Day Services**
 - *Technology*
 1. Does every participant have access to wifi and a smart phone/laptop?
 2. Has there been coordination with the family they live with re. service delivery?
 - *Staffing/Funding*
 1. Is there funding in place to cover the PPE and technology needs?
 2. Is there funding for the increased admin time to support participants?

Online Resources

[California Department of Public Health](#)

[Marin Health and Human Services](#)

[San Mateo County Health](#)

[San Francisco Department of Public Health](#)

[COVID-19 Screening Questions](#)

[Prevention and Management of COVID-19 in Residential Treatment Settings](#)

[CDC Cleaning and Disinfecting for Community Facilities](#)

[CDC COVID-19](#)

[CDC Guidance for Direct Service Providers](#)