

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...	
Quick Link:	Questions?
Residential Facilities Supplemental Staffing	vendor@ggrc.org
Residential Facilities In-Home Day Programming	GGRCservices@ggrc.org
Supported Living Services	dcornejo@ggrc.org
Family Home Agencies	GGRCservices@ggrc.org
COVID-19 Related Health & Safety Waivers for Residential Services Additional Staffing Costs	rateadj@ggrc.org

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 vendored 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 and that are necessary to protect the health and safety of individuals served.

Some additional staffing costs may include, but are not limited to:

- Increased Compensation;
- Overtime (only the differential between typical staffing costs and cost of 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 or tax credit – see below).

As noted in our March 24, 2020 email to service providers, it is important that you track and maintain documentation of these costs. The Department of Developmental Services (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.

This authority is limited to GGRC-funded residential services (negotiated rate and ARM rate providers). ICFs are not covered under these directives and are not eligible for reimbursement of these costs by GGRC; ICFs are encouraged to consult the Department of Health Care Services for updates on rate increases and other measures taken by the State in response to the COVID-19 outbreak (www.dhcs.ca.gov).

Providers **must exhaust all other potential funding sources** before requesting a health and safety reimbursement from Golden Gate Regional Center. There are a variety of sources available for free or reduced cost assistance, such as:

- COVID-19 Testing – Free testing is available in many areas. In addition, many insurance carriers cover the costs of tests. In situations where free testing or testing covered by other sources (such as insurance) is not available, GGRC may be able to reimburse for tests. In such cases, you must document that testing from other sources was not available and that the amount of staff testing requested is in line with CCL requirements (or local DPH – whichever is stricter). In addition, in limited circumstances, reimbursement may be requested if other sources of testing are available but it is documented that results from those available test will take too long to get the test or get the results, and that your testing company is able to get the test back faster than other options (e.g. 72 hours or less). Additional information on COVID-19 Testing is available on our website: <http://www.ggrc.org/resources/coronavirus-information>
- Personal Protective Equipment may be requested free of cost; see PPE emails sent previously or our website: <http://www.ggrc.org/> for information.
- Hotel Rooms for Quarantining – When necessary, a home/facility should attempt to access free or reduced hotel rooms for staff who have tested positive or have been

exposed and are quarantining due to COVID-19 provided in the CCL Provider Information Notice before requesting reimbursement. Detailed information can be found in the link provided:

<https://www.cdss.ca.gov/Portals/9/CCLD/PINs/2020/ASC/PIN-20-45-ASC.pdf?ver=2020-12-18-184847-670>.

- Sick Leave – GGRC may consider sick leave costs directly related to COVID that are above-and-beyond employee’s available sick time and if the provider is unable to take advantage of any tax credit (such 2020 the Families First Coronavirus Response Act (FFCRA)) or other available funding sources. Providers requesting sick leave reimbursement must provide a *detailed* explanation as to why other funding sources or the tax credit are not available.

You will be able to submit reimbursement requests after the costs have occurred.

Please separate requests by month and avoid submitting requests for partial months if you know that you will have additional costs within that month.

Contact rateadj@ggrc.org for a copy of the required request form. ***Request forms will be due as determined by DDS and indicated in Directives issued by DDS which may be viewed:***

<https://www.dds.ca.gov/corona-virus-information-and-resources/>

We will attempt to review these requests as expediently as possible. Please note that any approved reimbursements will be paid retro-actively.

Please note and remember that approval of these requests and reimbursement amounts will be at the discretion of GGRC and must be necessary to protect the health and safety of individuals served. 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.