

Day Provider Advisory Committee Meeting Minutes

Via Zoom

June 4, 2020 at 10:00 AM

Attendees: Cory Nourie, Marissa Catalon, Stacy Watkins, Katie Howe, Kami Giglio, Jennifer Garcias, Wanda Goldsborough, Karen Wilson, Carey Hocker, Laurie Smith, Jennifer Tozer, Lyndse Marriott, Brittany Blizzard, Ashley Drummond, Colleen Jones, Tony Avallone, Jessica Lolley, Erik Hochrein, Sean Brookins, Charles Bryant, Leslie Hailey, Sandra Hale, Rob Paxson, Tiffany Stewart, Donna Melton-Togbamyahn, Faye Taylor, June Schuler, Vanessa Deloach, Clarence Mitchell, Suzanne Cash, Gary Cassedy, Cindy Story, Katina Demetriou, Laura Strmel, Thomas Cook, Christy Cugno, Amy Gruszka, P. Crutchfield, Junika Woodall, Kevin McGivney, J. Dehoff, M. Schumucker, Vivian Turner, Joy Salyer, Ellis Fagbami, Jennifer Moccia, Susannah Eaton, Bill Sowers, Terri Hancharick, Patrick Malone, Shenika Kirby, Cindy Sterling, James Sellers, Magan Aguilera, Y. Coleman, David Frye, J. Crouch

COVID-19 Guidance Review & Update

Cory Nourie

As of 6/1/20 families can have a meeting outside of the home. We will continue moving forward with the visitor restrictions being that people that are living in a provider managed setting can have visits outside in an open-air environment (ex. Park, backyard of the family home, etc).

- The family members should wear masks and practice proper hand hygiene at all times.
- Service recipients should wear masks when possible.

Letters containing a link to survey information were sent to the families of individuals that participate in day services.

- The purpose of the survey was to assess what concerns families are having regarding the reopening of day programs.
- These letters were delivered through community navigators, support coordinators, Facebook and the DDDS website.
- As of today we have received 282 responses from individuals that were willing to answer the questions.
- Responses included the following:
 - 89 % Are not living in a provider managed setting.
 - 10 % Are living in a provider managed setting.
 - The responses were received from parents of service recipients 35 and younger.
 - 55 % of our service recipients do not fall under the vulnerable category.
 - 45 % of our service recipients fall under the vulnerable category.
 - 60 % of our service recipients live with someone who is vulnerable.
 - 57 % have private transportation to day service programs.
 - 42 % do not have private transportation to day service programs.
 - 60 % of the caregivers are worried about potential exposure when their loved ones go back to day services.

- 47 % of the caregivers do not plan on sending their loved ones back to day services right away due to exposure concerns.
 - A portion of the 47 % plan to wait up to 6 months before allowing their loved ones to go back. Others are not planning to allow their loved ones to return until there is a vaccine.
- 60 % feel that service recipients will be able to maintain social distancing and wear facemasks.
- 90 % of the families will be able to perform home screening for symptoms.
- 10 % of the families will not be able to perform home screening for symptoms.
- 99 % said that they would not send their loved ones to day programs with symptoms.

We have put extensions on educational deadlines required by the Division. We have been working to establish a deadline, but have not yet been successful. The Governor's office has put out the following information on phase 2 regarding educational settings.

- Individuals will sit across from each other at 8 foot tables so that there are at least 6 feet between them.
- Educational settings should not have more than 15 people together at once.
- No more than 50 people can be together in an enclosed area. Staff does not count in the number of people permitted.

Cory is requesting that providers look at the square footage of their facilities in order to determine how many people can fit in the building with this social distancing plan in place.

The Appendix K amendment has given us the authority to modify the way day services are offered. If providers have creative ideas for ways to offer services please contact Stacy.Watkins@delaware.gov.

- Some providers have stated that they have smaller rosters, and would like to consider reopening. Cory has asked that they refrain from reopening until advised.

CMS has stated that they are considering an audit or look back approach regarding retention payments.

- Keep excellent notes of your expenditures in case they double back to check for overpayments.
- Overpayments will potentially be recuperated from providers.

New Referrals for Transitioning Youth

Cory Nourie

We are still accepting new referrals and having talks regarding new recipients.

- Virtual tours should be conducted whenever possible.
- We are talking to families to clarify the fact that people can sign up, but we are not currently allowing anyone to attend the sites.
- Jenn Tozer will be conducting virtual Q & A sessions regarding transition. Interested providers should email Jennifer.Tozer@delaware.gov.

Staff Stability Surveys

Cory Nourie

Providers should have received the Staff Stability Surveys from the vendor CDS.

- Some providers still have not clicked on it.

- Katie Howe will be reaching out to you if you have not completed it.
- This survey is an important tool in determining the effectiveness of the services that currently offered.

New Senior Leadership Members at DDDS

Kami Giglio

- Mark Lettavish, Chief of Administration replacing Darlene Sturgeon
- Dione Grant, Director of Service Integrity Enhancement replacing Jim Dickinson
- Dr. Jody Roberts, Director of External Relations and Strategic Partnerships

Additional DDDS Structure Updates: Client Benefits and Eligibility have transitioned under Community Services. Stacy Jones, Management Analyst III, will be managing these two areas. She will be supervising Sharon Speed, Giselle Landry, and Shawna Rodriguez as they perform tasks in these areas.

Retention Payments

Stacy Watkins

Our original plan was to begin the service authorizations for retention payments this week. However, many of you are aware of the denials due to the mass adjustment that providers will be receiving.

- Adding retention authorizations and PAs into the system will be an effort in futility will not help anyone until we get the corrections made.
- We have deployed every available resource that we have to try to get those things corrected.
- We anticipate having the work done by midday tomorrow and will begin the process of issuing service authorizations and entering PAs.
- One person within DDDS will be assigned to complete one provider at a time.
- Your program authorization will look like a roster as it will have every person that you serve on it. Once you receive it you are able to bill.
- We will begin the process with the providers who have indicated that they need the payments to start the earliest.
- If you bill through Therap you can find attendance billing and ISP billing guidance.
- Stacy has also created an ISP template that is for retention payment billing only.
- If you are a provider of both day and residential services and you are receiving COVID exceptions residentially for folks you cannot continue to bill for the COVID exception and bill retention for them if they do not return to your program for actual service delivery billing, because you are already being compensated.
- There will be a bundle of information sent to each provider and it will include billing guidance.

Relias Advanced Employment Supports Module

Kami Giglio

These are a few updates on Relias.

- For supported employment providers, the Advanced Employment Support Training has been confirmed and all classes are available on Relias. These classes can now be assigned to your staff.
 - Once the supported employment training plans are established that information will also be updated in Relias and those training plans can be assigned.

- The deadline for supported employment training plans has also been extended. You receive the final date via email when it is finalized.
- We have finalized a purchase with HRS for a Fatal Five training packet. Some of the Relias material is duplicative to what is in this new packet so the old information will be updated.
- Training plans for DSPs will have extended grace periods so that providers are not held accountable for training compliance. This will be extended through 7/31/2020.
- Staff members that are currently furloughed should be flagged in Relias as inactive. This will help to avoid inaccurate training requirements for those individuals.
- If you have any questions contact Leslie.Hailey@delaware.gov, Kamin.Giglio@delaware.gov, or Charles.Bryant@delaware.gov.

Mandt Update

Kami Giglio

We are currently putting together a list of training extensions that Cory will be sending out very soon in the Provider Guidance.

- Updated certifications for staff who are already certified for Mandt, LLAM, CPR, First Aid, and AED training have all been extended.
- The current deadlines are for new staff members.
- Mandt and CPR trainings have in person requirements that will need to be fulfilled once we are able to conduct the class in person. Any staff that have taken a modified version of these classes will be required to take the in-person class.
- As of right now, we are still planning to have a Ukeru certification and recertification at the end of July. A final determination on whether the class will take place will be made soon. Please submit all names for the class listing to Leslie.Hailey@delaware.gov.

***Therap Updates**

Tony Avallone

We are developing a workgroup that will be helping in preparation of the development of long-term electronic case records solutions.

- We are currently under contract with Therap and we are looking for an extension with an expiration date of 6/20/2021.
- We hope to extend them for another year.
- This workgroup will consist of DDDS subject matter experts as well as representation from the service provider group.
- This core group will facilitate expanded discussions on internal and external processes and data collection methodologies to enhance the process on requests for proposals.
- Steve Perales will be reaching out for participants within the next week or so.

We are looking to move towards a unified IDF across all provider accounts in Therap.

- Providers will still have the flexibility to update the most of the same components in the system.
- We are currently working to sync demographic information to make sure that it is consistent across the board.
- This information will be locked and controlled within DDDS in the future and we will have a process put into place for any edits that need to be made.
- We are in the process of collecting the data from all existing IDFs and verifying the validity of existing information. All inconsistencies will be corrected internally.

- We will notify providers if your information is identified as being incorrect.
- The internal process should be completed by the end of July.

*The Business Intelligence Pilot tool for reporting will be rolled out some time in June.

- Keystone and Salvation Army will be testing it, so we will be checking with them to see how the tool is working with running reports.
- We will eventually bring in more people to use the tool.
- GERs, demographics, and billing can be utilized within the tool.

*If anyone is having issues with Therap feel free to contact Stephen.Perales@delaware.gov or Anthony.Avallone@delaware.gov.

Provider Feedback on Future Topics

Providers

None

Please send all suggestions for future agenda items to Florena.Berry@Delaware.gov.

**The next Day & Residential Provider Advisory Committee Meetings will be held on: July 2, 2020.*

Glossary of Emails

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