Developmental Disabilities Administration (DDA) Updates

Bernard Simons, DDA Deputy Secretary

October 16, 2020

Deputy Secretary's Agenda

- Opening Remarks
- Deputy Secretary Update
- Participant and Family Survey on COVID
- COVID-19 Regional Update
- COVID-Health and Safety
- Electronic Visit Verification (EVV)
- Retainer Days Guidance
- Questions

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Deputy Secretary's Opening Remarks

- The DDA's highest priority is the health, safety, and wellbeing of people with intellectual and developmental disabilities, their families, staff, and providers

- The DDA is committed to transparency with all of our stakeholders to ensure we are all working with the same information to support our shared missions

- Thank you for your continued support in joining me during these webcast so that we can stay in-touch and be able to provide you with the most current information

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Drew Smith, DDA Consultant

Participant and Family Survey on COVID

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Participant and Family Survey on COVID

- **Survey Audience:** All people receiving DDA services and their family members

- **Goals:**
  - To better understand the perspectives of people in services, and their families, on changes in services due to COVID-19
  - To inform reopening planning

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Response Statistics*

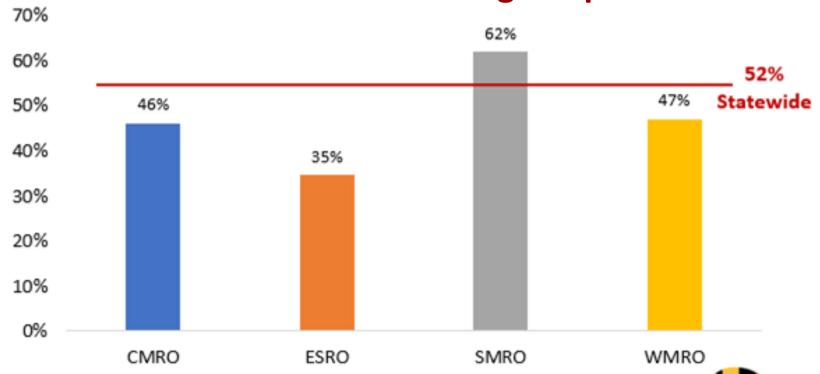**1,392 respondents who receive services from DDA / their family**

- 10% - people with intellectual/developmental disabilities receiving traditional services
- 2% - people with intellectual/developmental disabilities self-directing services
- 70% - family members of a person receiving traditional services
- 16% - family members of a person self-directing services
- 1% - no response provided

*Note: this count excludes respondents who self-identified as not receiving DDA services and not having a family member who receives DDA services.
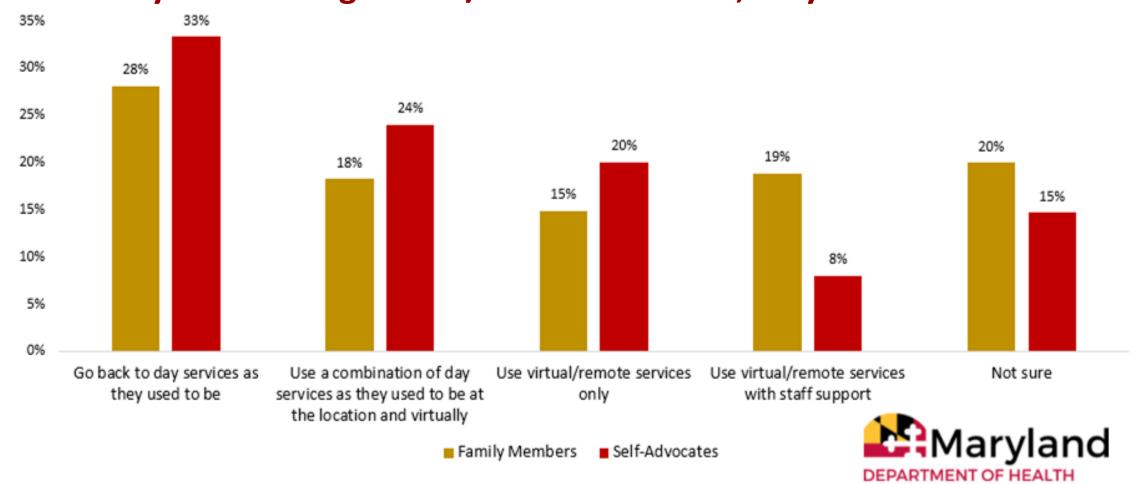
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Virtual Services

Percent of respondents who report virtual supports are or have been used during the pandemic
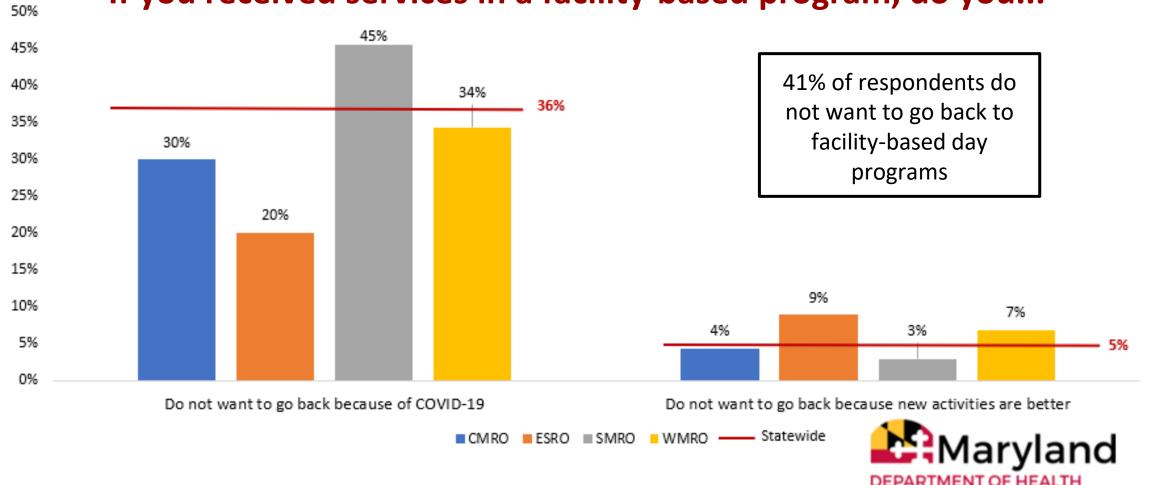

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Continuation of Virtual Services:
Day Services

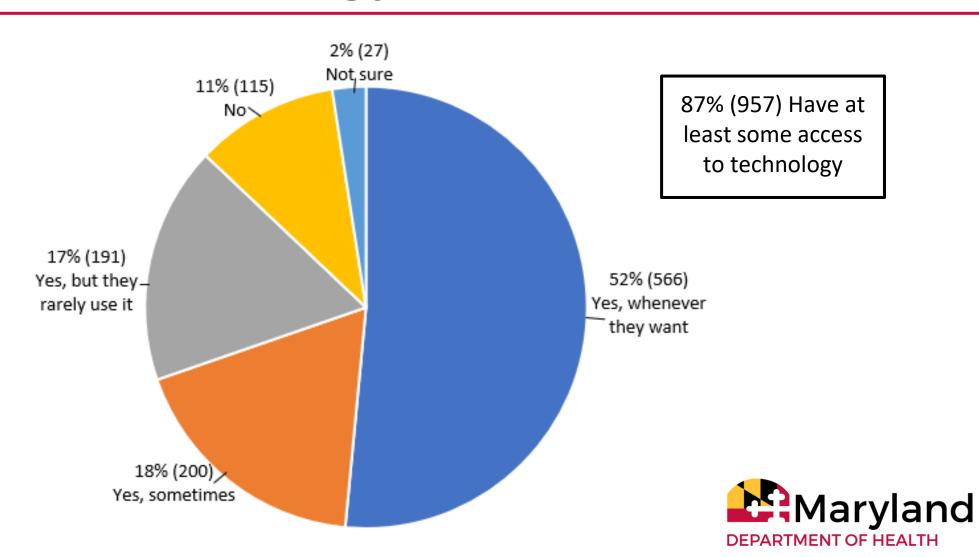**If you are using virtual/ remote services, do you want to...**

	Family Members	Self-Advocates
Go back to day services as they used to be	28%	33%
Use a combination of day services as they used to be at the location and virtually	18%	24%
Use virtual/remote services only	15%	20%
Use virtual/remote services with staff support	19%	8%
Not sure	20%	15%

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Concerns About Return to Facility-Based Day

If you received services in a facility-based program, do you...

41% of respondents do not want to go back to facility-based day programs

Chart data:

Do not want to go back because of COVID-19:
- CMRO: 30%
- ESRO: 20%
- SMRO: 45%
- WMRO: 34%
- Statewide: 36%

Do not want to go back because new activities are better:
- CMRO: 4%
- ESRO: 9%
- SMRO: 3%
- WMRO: 7%
- Statewide: 5%

Legend: CMRO, ESRO, SMRO, WMRO, Statewide

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Access to Technology

87% (957) Have at least some access to technology

Technology Preferences

Would you / your family member use technology more often if it was an option?

	Yes	Yes, with supports	No	I am not sure
Family Members	19%	44%	22%	15%
Self Advocate	28%	60%	12%	0%

■ Family Members ■ Self Advocate
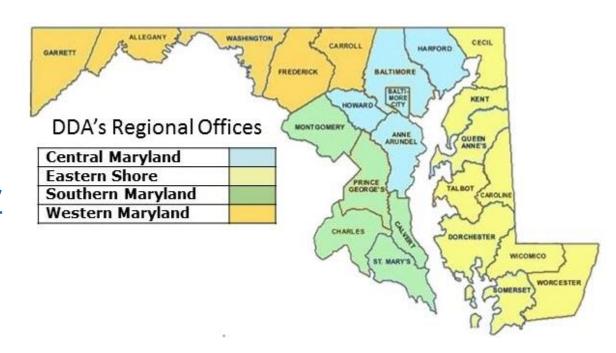
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Safety Measures for COVID-19

Percent of respondents who selected "No" or "I am not sure" to the following safety measures for COVID-19, even if they had support
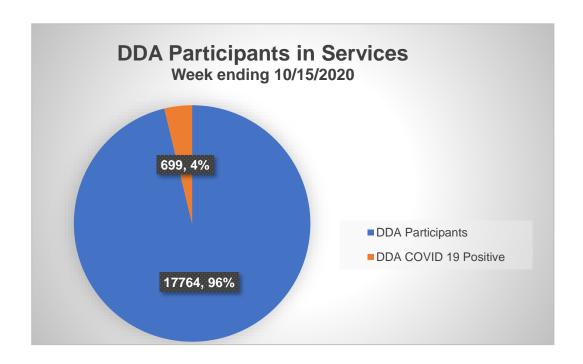
COVID-19 Regional Updates

- **SMRO**- Onesta Duke
onesta.duke@maryland.gov

- **ESRO**- Kim Gscheidle
kimberly.gscheidle@maryland.gov

- **CMRO**- Nicholas Burton
nicholas.burton@maryland.gov

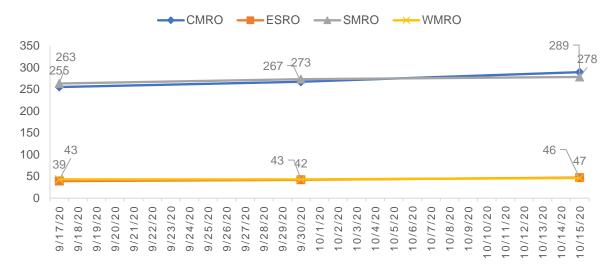- **WMRO**- Cathy Marshall
cathy.marshall@maryland.gov

DDA's Regional Offices

Central Maryland	
Eastern Shore	
Southern Maryland	
Western Maryland	

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DDA Tracking

DDA Participants in Services
Week ending 10/15/2020

- DDA Participants — 17764, 96%
- DDA COVID 19 Positive — 699, 4%

There are 17,764 people supported in services by the DDA of which 4% (664) have tested positive for COVID-19.

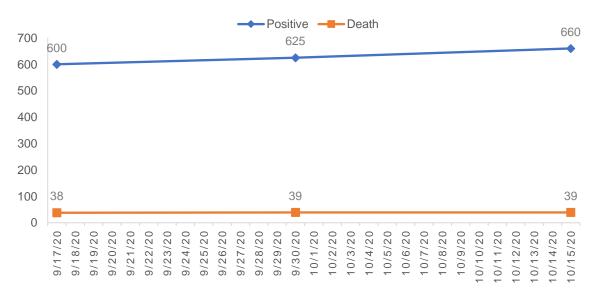## POSITIVE PARTICIPANTS BY REGION
WEEK ENDING 10/15/2020

Legend: CMRO, ESRO, SMRO, WMRO

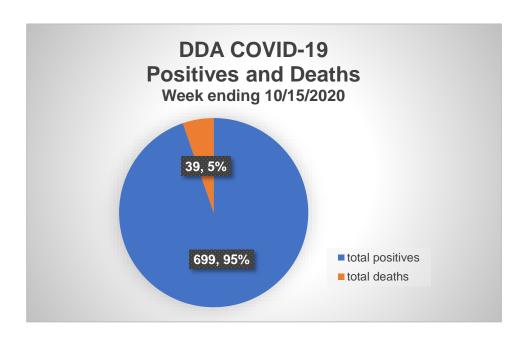| Region	Positive		Increase of
CMRO	289	Positive; Increase of	22
ESRO	47	Positive; Increase of	5
SMRO	278	Positive; Increase of	5
WMRO	46	Positive; Increase of	3

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DDA Tracking

POSITIVE PARTICIPANTS STATEWIDE
WEEK ENDING 10/15/2020

There have been 660 participants reported as having tested positive for COVID-19 of which there have been 39 deaths.

DDA COVID-19
Positives and Deaths
Week ending 10/15/2020

The 39 deaths represents approximately 6% of all (644) participants that tested positive.

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Adrienne Hollimon, Director of Nursing

COVID-Health and Safety

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Coronavirus During Flu Season

With the number of positive COVID 19 individuals increasing it is critical to do the following:

- Make sure the people you serve receive both the flu and pneumococcal (Pneumovax) vaccines

- Encourage staff to receive the flu vaccine

- Continue to protect yourself with the everyday preventive actions recommended by the CDC: face masks, hand sanitizers, hand washing and maintaining 6 feet apart from people when out of the home

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Small Gatherings and Celebrations

The CDC stated small gatherings are a growing source of the spread of COVID 19. Health and safety remains DDA's priority in relation to service delivery.

The following measures should be considered for the activities listed below:

- Planning to host or attend a gathering:
  - Think about the location, and the size or number of persons attending
  - Location from which the attendees are traveling
  - Behaviors of the people while in attendance
  - If safety cannot be maintained, there's always an opportunity to host virtual family gatherings

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Small Gatherings and Celebrations

- As we approach the holiday season it is important to be diligent and follow the CDC recommendations

- For people supported in residential services, it is important to work with the provider and families to strive to keep all residents and staff safe during the holidays

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Small Gatherings and Celebrations

- Meaningful Day
  - Reflect on how service delivery is changing and what innovations are needed
  - Explore new ways to support people using technology; as well as the impact on more traditional facility-based services and transportation

- The DDA's [Framework for Reopening](#) provides a few examples of how providers are utilizing virtual communication options to provide supports and services to individuals in creative and innovative ways

- Remember the goal is to provide the needed supports and services while maintaining the health and safety of individuals and their staff

- You can always reach out to your Regional Office for additional support or assistance if needed

Self-Care during the Pandemic

It is important that during this pandemic that we maintain not only physical health, but also emotional and mental health. Below are recommendations you can use for reducing stress and self-care:

- Deep Breathing Exercises (4x4x8)
- Visualization
- Massage Therapy
- Music
- Dance

- Stress Relieving Gadgets
- Laughter
- Exercise
- Yoga

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Resources

- **If you're overwhelmed by stress, ask for help from a health professional**
- Get Immediate Help in a Crisis
- **Call 911** if you or someone you know is in immediate danger or go to the nearest emergency room

- [National Suicide Prevention Lifeline](#)
  Call 1-800-273-TALK (8255); En Español 1-888-628-9454
  The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals
- **DDA COVID-19 Resources**
  https://dda.health.maryland.gov/Pages/DDA_COVID-19_Information.aspx

Chioma E. Ani, LTSSMaryland Program Manager

10/1 Electronic Visit Verification (EVV) Go-Live Update

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EVV - 10/1 Go-Live Update

- Eastern Shore and Western Maryland providers who operate exclusively in those two regions went live 10/1
- As of 10/15/2020 there have been:
  - **292** participants with at least 1 successful Clock-in/ Clock-out pair
  - **21** unique provider agencies have at least 1 staff correctly using the EVV - ISAS system

- First set of payments have been issued for week 10/1 through 10/7
  - Payments via Electronic Fund Transfer (EFT) and Mailed checks
  - DDA encourages all providers to register for EFT (Direct Deposit)
    - MMIS EFT Instructions can be viewed at this link: https://dda.health.maryland.gov/Documents/Fiscal/DDA%20EFT%20payment%20instructions.docx

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Lessons Learned

- Direct Support Professionals (DSPs) should practice with the practice line to get used to the call prompts
- DSPs should keep Provider MA# handy when clocking in/out
- Provider Agency Admin staff should ensure that all DSPs have a *Staff Provider* profile in LTSS*Maryland* that is completed

Resources:

- [EVV: DDA Practice Phone Memo August 16, 2020](#)
- [ISAS Practice Line Instructions - September 24, 2020](#)
- [DDA IVR Sample with OTP](#)
- [DDA IVR Sample without OTP](#)

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Lessons Learned

- Provider Billing staff should review and track billing information and reach out to MDH ISAS team with any questions.
  - **Email**: **mdh.isashelp@maryland.gov**

- DDA understands that this is a learning effort across the board and is working with ISAS team to ensure that providers and CCS agencies have the support they need. MDH ISAS team will continue to reach out to providers to share information and answer questions

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Retainer Days - PCIS2 Error Update Guidance

- The purpose of this guidance is to provide instructions to DDA providers on how to make adjustments for retainer payments to increase from 18 to 30 consecutive billable days for the following services:

  1. Residential;

  2. Meaningful Day; and

  3. Personal Support

- This Retainer Days - PCIS2 Error Update Guidance is applicable to FY'20 and FY'21

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Questions