



Developmental Disabilities Administration (DDA)

Facility Based Day Habilitation Re-Opening Discussion

March 23, 2021



Welcome and Agenda

- Introductions
- Objective
- NASDDDS Presentation
- Support Available - Funding

Introductions



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Objective

- To have an open dialogue about re-opening facility based services with lessons learned from COVID-19 impacts.
- This is an opportunity for providers to discuss their experiences with soft openings, virtual supports, and flexible schedules, and learn from national trends



Seizing Opportunity for Service Innovation: Supporting Meaningful Lives

Rie Kennedy-Lizotte, NASDDDS Director of Employment
Policy

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Facility Based Day Re-opening Discussion

Efforts to Return to “Regular” Services:



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Systems Level
Considerations

Provider Level
Considerations

Individual and
Family
Considerations

NASDDDS published
resources to assist in
these deliberations:
[LINK](#)

Top Issues in State I/DD Systems: Ongoing Challenges

Need to Address	Working to Achieve
HCBS Regulatory Compliance	Increase availability of technology solutions
EVV Implementation	Empower individuals/ Supporting families – create systems that default to those principles
DSP Workforce Shortage	Increase opportunities for self-direction; reduce reliance on congregate models of support
Supporting individuals with complex medical needs and individuals with co-occurring mental health/IDD	Supporting individuals with co-occurring mental health support needs and I/DD
Increase employment opportunities	Improve and Incentivize quality – not volume

All of this work must be informed by efforts to increase the cultural and linguistic competency of our service systems

Employment and Day Providers

Ongoing Challenges

Need to Address	Working to Achieve
Financial Stability	Increase availability of technology solutions
Business Model	Individualized service delivery or program designed service models Expanding virtual service modality
DSP Workforce Shortage	Increase opportunities for self-direction; reduce reliance on congregate models of support
Increase individual competitive employment opportunities	Shift from facility employment to supporting individual pathways to competitive integrated employment
“Meaningful Life”– Supporting adult life activity outside employment	Differentiate support for socialization and adult learning in inclusive environments,

All of this work must be informed by efforts to increase the cultural and linguistic competency of our service systems



What We Learned/Learning from Families and Self Advocates during the Pandemic

What Families Said Was Helpful During COVID-19 and Wish to Keep/Adapt/Expand

While many families of people with disabilities have found the pandemic stressful, disruptive and difficult as it has been for most Americans, some themes have emerged in what has helped –and considerations for keeping for the long term

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Peer to Peer

Self
Advocacy
Peer to
Peer

More
Individualize
d

Person
Learned
New Skills

Peer-to-Peer

We are all in this together

Some states have waivers with peer-to-peer services for both family peer-to-peer and self advocacy peer-to-peer. Depending on state definitions, these supports help individuals and families navigate systems, explore how to best support each other, their loved ones, look at possibilities such as employment, etc. During the pandemic, many states irrespective of having a waiver-funded peer service, expanded peer support through-

- Calls, webinars, zoom and other platforms

- Family to family centers

- Self advocacy groups

Sharing strategies, ideas, recreation, navigation, exploration, information and planning, employment ideas

More Individualized

- “Pandemic” services aren’t in groups –more opportunities to listen to what I want to do and where I can learn to do that both virtually and the community.
- I am able to explore new ideas, new places and new possibilities for work and volunteering through virtual services and I am ready to have time in person, though. When things “open up”, I want to do



Learned New Skills

- Learned to use apps that I can use on the job
- Liked more privacy with staff and others
- Learned to use a debit card
- Learned to type
- Took a class through zoom and found out I like xxxxxx a met xxxxx
 - Developed relationships
 - Found out jobs I might be good at and like to do
 - Had fun and might want to take some classes on line and some person

Need support with equipment, phone, tablet, wireless, upgrading apps





What would you need to track hourly activities of support you provide for each individual?

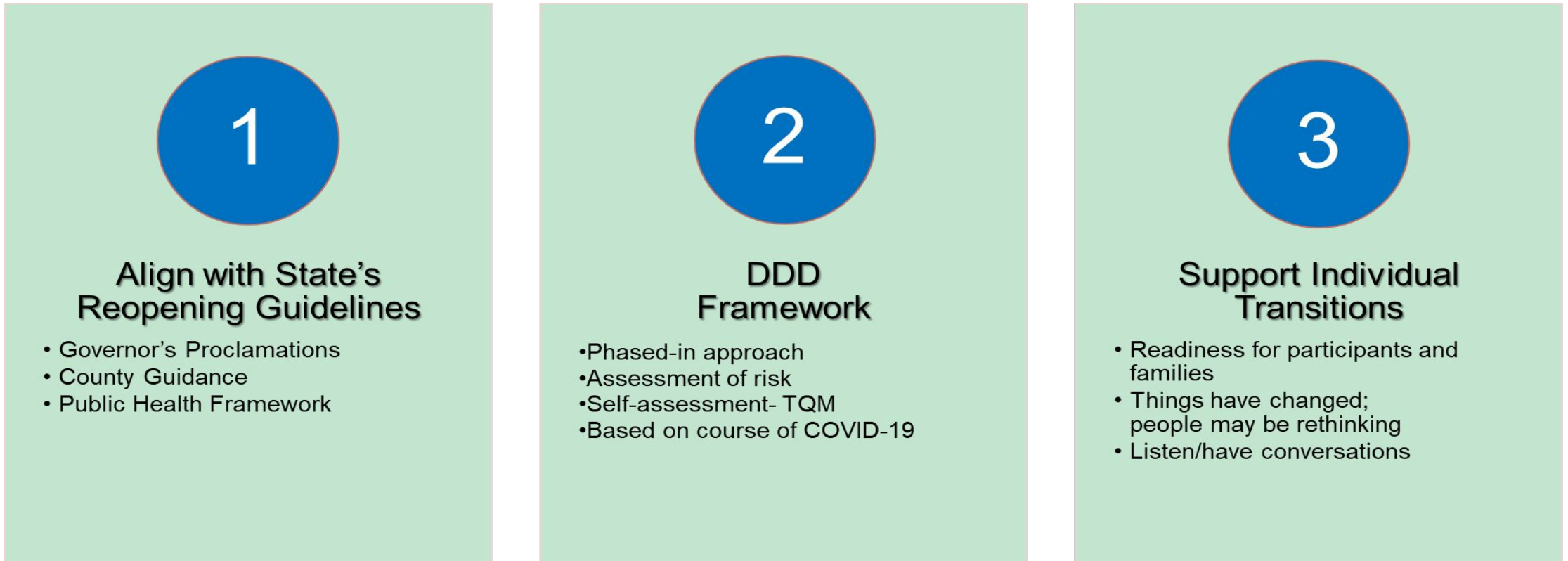
Balancing

- Comfort with returning
- Needs of families
- Level of Risk (underlying and spread)
- Staffing levels
- Plans including for infection control
- Transportation
- PPE availability and tolerance
- Social distancing and physical plant
- Phase in management: Working with CMs
- Overall program and participant/family readiness

Not everyone will come back to services at the same time- many variables in play



Approach to Reopening Services in the Community



Dignity of Choice As People Leave Home

Keep Plan Current , Relevant, and Effective

How to assure the plan remains relevant to any risks identified at any time?

- Identify new risks identified
- Determine risk strategies that were helpful
- Decide on risks strategies that did not work or were not helpful

Do A Risk Assessment

What risks could be encountered during a visit with family?

- Being exposed to COVID-19
- Contracting COVID-19
- Spreading COVID-19
- Transportation

Identify Tolerable Risks & Risk Mitigation Strategies

What strategies can be used to reduce the risk associated with visiting family?

- Check temperatures
- Visit outside on patio
- Keep 6 feet distance
 - Wear a mask

Collaborate

Who needs to be involved in developing the plan?

- Family
- Friends
- Case Manager





What is your reopening plan?



Other Considerations



- People don't seem to want all virtual or all in person-whether a person has labels or not
- Going back to a large day program wasn't high on anyone's list –safety, wanting to work, flexibility in schedules, interested in exploring other ideas, seeking work and activities that fit well within the context/rhythm of the family home
- Takes strong person centered planning-we are still learning to listen!
- People feel things are still in flux-what works? Communicate, communicate, communicate-even if there are not always clear answers. Share what you know.



Virtual Service Delivery

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What are your concerns?

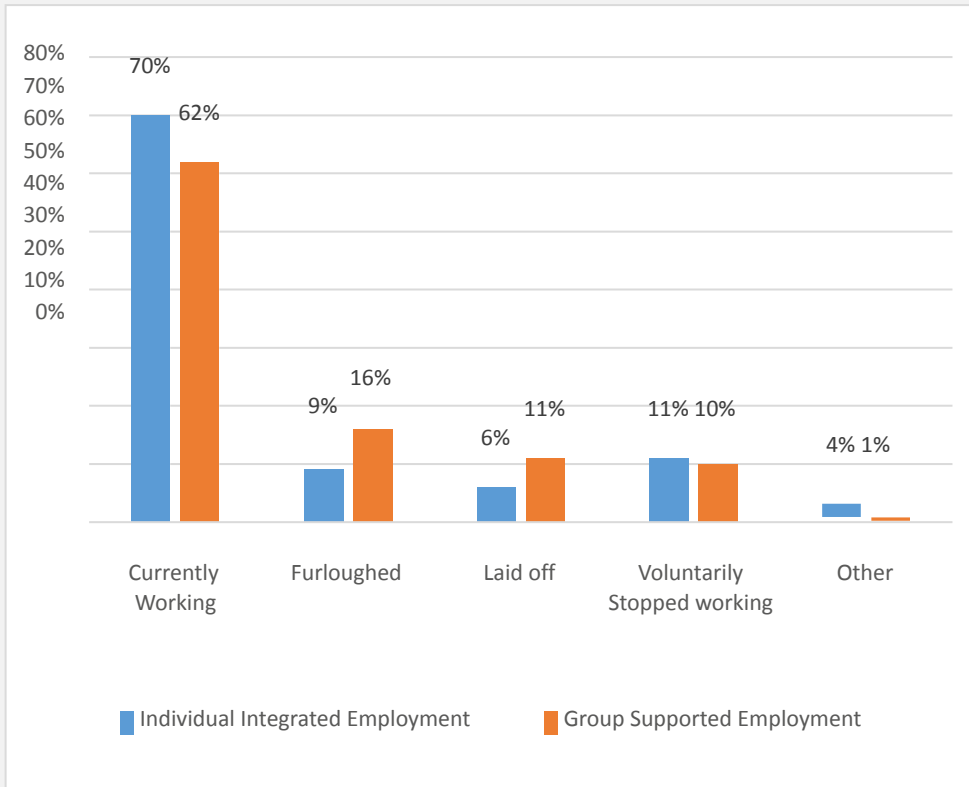
Can this be an opening to reinvent services?



a meaningful life is a construct having to do with the purpose, significance, fulfillment, and satisfaction of life.



November/December 2020 work status of individuals who were



Individual Integrated Job n=1,244
Group Supported Employment n=243

Employment is a basic part of how we connect many of the “important to” aspects of life such as relationships and social roles, status, routines, places to go, enjoyable or activities that allow for increased opportunity in life.

Our work is not isolated from the rest of lives, rather it is woven into it

Let's Talk about Staffing



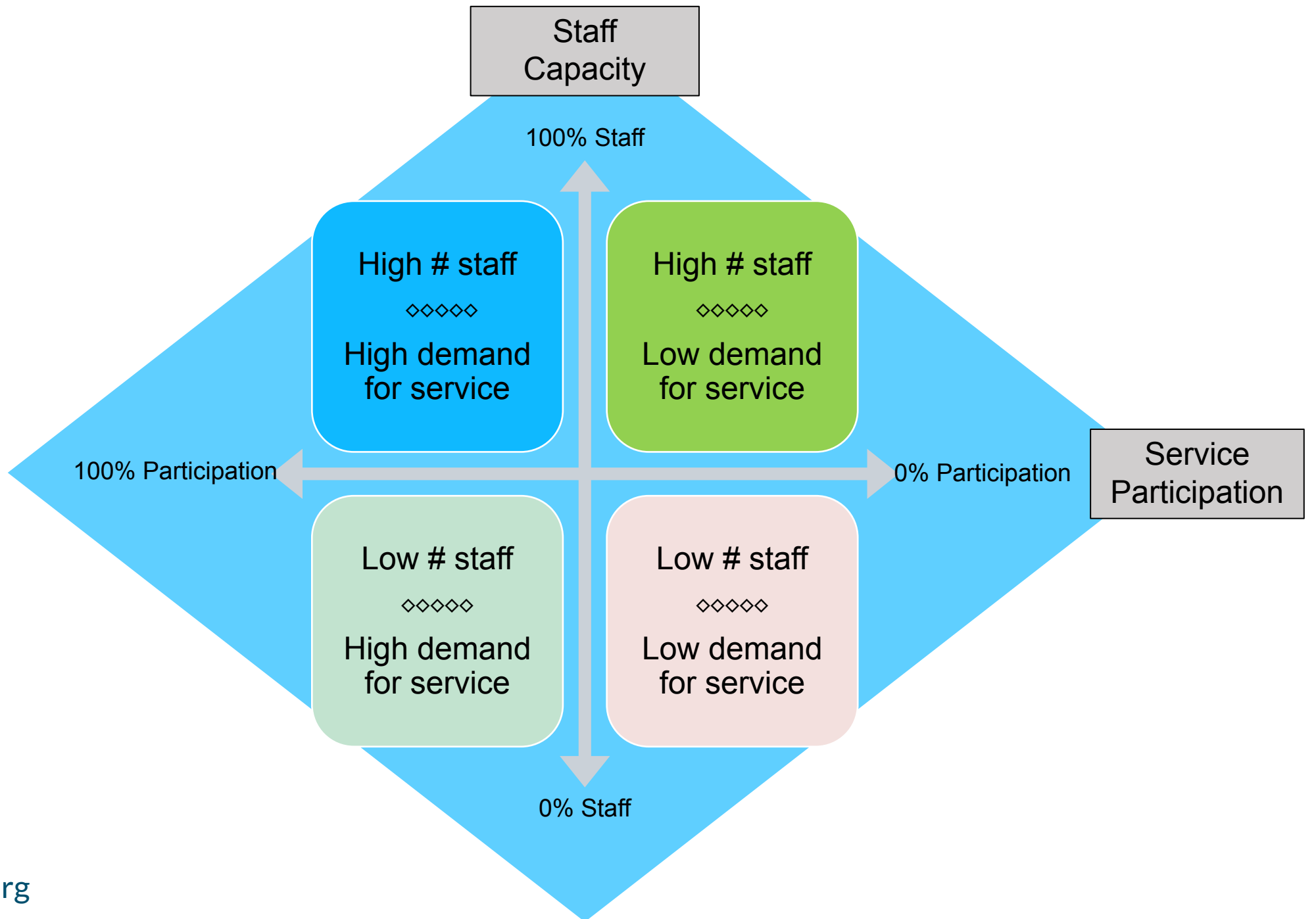
Do you have staff prepared to return to work?

Are you recruiting?

Are you planning to revise job descriptions to meet new service demands?

Figure 4. Support the People Who Support the People





HCBS Setting Rule



Do your reopening plans bring you in compliance with the HCBS settings rule?

Compliance with minimum standards punches your ticket to get in the door

Meeting these standards is the floor, not the ceiling

Go beyond for systemic improvement



Beyond COVID

— •

- **RETHINK**
- **REINVENT**
- **REOPEN**

*Change is not a
criticism of the past*





Now is the time for great advances in the acquisition of full civil rights for people with disabilities – the culmination of decades of effort

Competitive integrated employment and meaningful community engagement is key to the inclusion of people with disabilities as valued members of society

Perception change is critical to culture change and we all play a significant role in making this happen

We are fortunate to be civil rights workers and advocates for people with disabilities – celebrate your role and recognize your power to promote change!




Questions?


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Funding Opportunities

Wrap Up

Funding Opportunities

- The Community Health Resources Commission (CHRC) requests for information from MDH/DDA for the CHRC DDA RFP, for the funding (\$5M) provided under the Relief Act. This is an opportunity for you as providers to support your transformation efforts from a prospective payment to a fee for service. The funds also support pandemic related opening and revenue loss.
- Information will be shared with providers as RFP launches

Funding Opportunities

- The Maryland Developmental Disabilities Council (Council) seeks proposals from community service providers, licensed, certified, or approved by the Developmental Disabilities Administration (DDA). The goal of this project is to ensure people with developmental disabilities receive services in a seamless, individualized, and sustainable, way, whether they are at home, on-site with a provider, or in the community.

Funding Opportunities

- A maximum of five diverse providers will be selected to receive technical assistance from a subject matter expert selected by the Council. Each of the providers will work with the selected subject matter expert to transform service delivery models and business practices, recover and rebuild as needed due to the COVID-19 pandemic, and identify effective strategies that can be replicated.
- To learn more about this opportunity please visit [here](#).

Thank you for your continued support

Questions?