

**ALTERNATIVE SERVICE
DELIVERY
WHAT DOES IT MEAN?**

**RCEB COMMUNITY MEETING:
FRIDAY AUGUST 28, 2020**

COVID UPDATE

Based on reports to Regional Centers – as of 8/21/2020

Statewide: Total Regional Center Population: 354,373

Total (reported) Positive/Confirmed COVID Cases : 2,240

Deaths: 131

Regional Center of the East Bay

Total Population 21,388

Total (reported) Positive/Confirmed COVID Cases : 72

Deaths :2

COVID RELATED RESTRICTIONS IN ALAMEDA AND CONTRA COSTA COUNTIES

- Both still under Shelter in Place.
- Masks/Face Covering, Handwashing, Physical Distancing
- On the County Watch List Meaning that Changes in Shelter in Place won't occur until COVID 19 cases have declined to the point the county is off the watch list
- Currently both counties have stabilization of case rates but not significant declines

ALTERNATIVE DELIVERY OF NONRESIDENTIAL SERVICES

- New model starting September 1, 2020
- Prior to this, COVID Response included :
 - DDS waivers of various statutory and regulatory requirements during the State of Emergency
 - DDS authorized payments for consumer absences in nonresidential services
 - Introduction of flexible models including remote services

EVOLUTION OF NONRESIDENTIAL SERVICES DURING COVID STATE OF EMERGENCY

- **March 4, 2020** : State of Emergency Declared :
- **March 2020 through August 2020**: Absence Payments
- **September 2020**: Alternative Delivery of Nonresidential Services
- **September 2020 Forward**: Refine Alternative Delivery of Nonresidential Services
- **Post COVID-19** : What is the Vision??

WHY A CHANGE?

- Centers for Medicare and Medicaid Services (CMS) clarified federal funding was time-limited for absence payments (retainer payments) Secures Federal Funding
- Alternative Service Delivery offers the flexibility to tailor services to meet people where they are. Ensure that services are flexible and aligned with consumer preferences and IPPs.
- Increase opportunities for consumers to guide service providers to creatively respond to individual needs and preferences.
- Build on the innovative service delivery approaches non-residential service providers have taken to support consumers while limiting potential exposure to COVID-19
- Establishes a mechanism for providers of such services to receive payment and preserve workforce and delivery of services

REGULATIONS VERSUS DIRECTIVES

- DDS issued Emergency regulations for Alternative Service Delivery which were submitted to the Office of Administrative Law (OAL) on August 21, 2020. Public comments to be taken via this process.
- , Executive Order N-75-20 August 24, 2020:
 - Suspends absence payments that would otherwise be made in connection with the State of Emergency proclaimed in response to COVID-19
 - Directs DDS to develop and implement policies and procedures to allow delivery of nonresidential services to individuals with developmental disabilities
 - The development and implementation of such policies and procedures shall not be subject to the Administrative Procedure Act
 - Move from emergency regulations to DDS issued Directive
 - Allows for flexibility and ability to issue statewide standardized forms
 - Directive will align with posted draft regulations
 - Input on regulations will inform modifications
 - Directive will be issued the week ending August 28th

TYPES OF ALTERNATIVE SERVICES

Supports related to minimizing the exposure to or impact of COVID-19

Completion of an individual assessment/ Completion of an individualized service plan

Services delivered to the consumer via telephone, video or other electronic communication

Delivery of meaningful supplies or other items to the consumer's home

Use of self-guided training and educational materials supplied by the provider to support the service

Skills training to individuals within the household to support the consumer

Service provided in-person, modified to comply with the most restrictive state or local guidelines in effect

Supports for transition to the Self-Determination Program

Training provided to vendor staff

Other alternative services

ALTERNATIVE SERVICE DELIVERY IMPLEMENTATION FROM INDIVIDUAL SERVED VIEW

- Consumers electing to receive alternative services work with the service provider and regional center.
- Consumers and Providers engage in discussions about service options.
- The Individual Program Plan (IPP) continues to drive the implementation of needed services and supports
- Alternative services are provided, consumers provide feedback, services are adapted as needed
- New services and new providers can be identified

ALTERNATIVE SERVICE DELIVERY IMPLEMENTATION FROM PROVIDER VIEW

- DDS working with the California Department of Health Care Services(DHCS) and Centers for Medicare and Medicaid Services (CMS)for approval of additional flexibility
- Non-residential service providers will have to certify which alternative services can be delivered to some or all participants
- DDS to calculate a monthly rate
- Providers submit certification to the regional center and reimbursement claims
- Providers prepare and submit monthly reports of alternative services delivered
- Technical training -claiming,reporting, etc.
- Documentation maintains oversight of consumer services provided (accountability)

DDS CONSIDERING OPTIONS FOR PROVIDER ACCOUNTABILITY

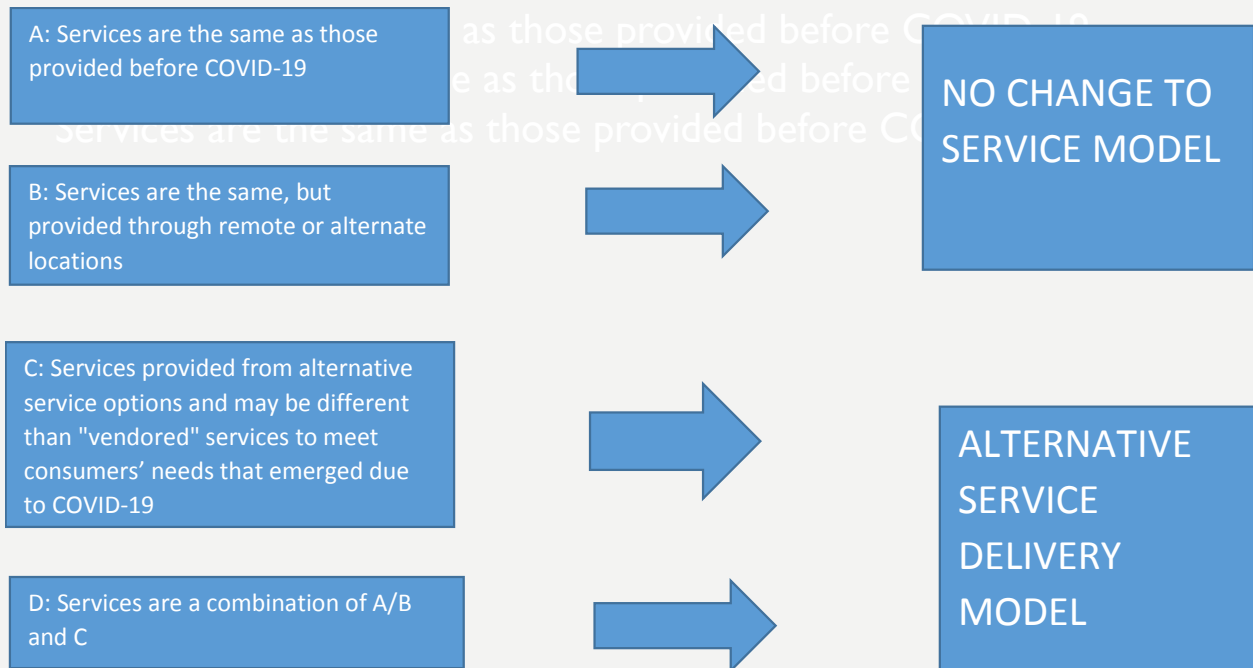
- Require an individual service plan for each consumer to be completed within a specified time period

Person-centered

Collaborative-team approach where appropriate

- •Require reporting of staff retention
- •Notification from regional center to self-advocate and/or family member of alternative service model utilization
- •Establish a minimum amount of service to be provided to each consumer

WHICH MODEL?



PLANS

- Developmental Services (DS) Task Force, Workgroup and Town Hall briefings
- Stakeholder engagement
- Directive
- Frequently Asked Questions (FAQs)
- Rollout of Family Member and Self Advocate Engagement Guide
- Administrative procedures and Regional Center training
- Technical Assistance and Training

TECHNICAL ASSISTANCE AND TRAINING

Alternative Services Delivery Symposium - September 2020

A series of statewide webinars to highlight innovative approaches to service delivery to inform and inspire options for Alternative Service model

Technical Assistance and Training Agent - September 2020 – June 2021

Promote and coordinate collaboration among service providers to maximize the opportunities of Alternative Services Delivery

Source consultants, conduct statewide outreach to service providers seeking assistance, make connections and develop consultation agreements to provide technical assistance and training as needed

Consultation agreements may vary in frequency and duration, ranging from open online events for large groups to individualized consultation

Agent will be selected through a Request for Proposal (RFP) facilitated by San Diego Regional Center

STAKEHOLDER FEEDBACK AND QUESTIONS

•Clarification requested

- Different interpretations of the calculation of the monthly unit rate
- How non residential services can be a support to residential services and/or families
- How to measure consumer outcomes

Technical questions requiring evaluation

- How to factor in recent rate adjustments,minimum wage increases
- How to calculate the monthly unit rate for new consumers or new vendors

Recommendations for consideration

- Greater accountability for non residentialservice providers
- Consistency with statewide implementation
- Focused trainings for underservedcommunities
- How to supportindividuals with highlyintensivesupportneeds
- How to useParticipant-DirectedServices as an alternative

QUESTIONS???

- PLEASE ASK QUESTIONS IN THE CHAT