



DISABILITY THRIVE INITIATIVE
Alternative Services and Supports for the IDD Community

PLANNING FOR COMMUNITY REENGAGEMENT

MAY 12, 2021

WEBINAR TIPS AND INFORMATION PART 1



Para interpretación en español, haga clic en el ícono de globo blanco a continuación etiquetado como "Interpretación" y seleccione el canal en español



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WEBINAR TIPS AND INFORMATION PART 2



The meeting is being recorded



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WEBINAR INTRODUCTION



Barry Jardini
He/Him/His

Executive Director

—
**California Disability
Services Association**



TODAY'S WEBINAR

- Department of Social Services/ Community Care Licensing Division
- Pathpoint
- Home of Guiding Hands
- Q&A



MEET OUR PRESENTERS



Kevin Gaines

Deputy Director

California Department of
Social Services - Community
Care Licensing Division



Claire Matsushita

Assistant Program
Administrator, Adult and
Senior Care Program

California Department of
Social Services - Community
Care Licensing Division



Kimberly Lewis

Assistant Program
Administrator

California Department of
Social Services - Community
Care Licensing Division

INSPECTION TOOLS



In particular, we developed our inspection tools in order to:

- **Prioritize health and safety in our inspections.** To achieve this, we focus on our foundations: prevention, enforcement and compliance.
- **Support consistent inspection practices.** To achieve this, we develop standardized tools that are thorough, efficient and valid. These tools help us set clear expectations for providers.
- **Develop actionable information.** To achieve this, we analyze facility compliance and noncompliance data. We then use this data to direct resources they are where needed.

STATE OF EMERGENCY



In March, 2020, Governor Newsom declared a state of emergency. This granted the Department the authority to waive provisions from the Health and Safety or Welfare and Institutions Codes as deemed necessary in order to respond to the COVID-19 virus. [[PIN 20-07-CCLD](#)]

We at CCLD used this flexibility to suspend annual inspections. This allowed us to focus on strategies to fight the spread of COVID-19.

RESUMPTION OF ON-SITE INSPECTIONS



Effective May 10, 2021, CCLD will resume on-site inspections. We will still continue to focus on infection control processes.

The goals of these inspections are to:

- Make sure that facilities adhere to infection control measures to prevent and mitigate:
 - COVID-19 outbreaks
 - Other communicable diseases (such as flu).

Full Annual Inspections will begin by Summer 2021

RESUMPTION OF ON-SITE INSPECTIONS (CONT.)



We are deploying a new inspection tool – the **Infection Control Domain**

This tool's purpose is to assess the strategies that our facilities are using. These include strategies for:

- Containing and mitigating epidemic outbreaks such as COVID-19
- Implementing infection control practices
- Staff retention
- Health and safety of individuals in care

RETURN-TO-THE-FIELD INSPECTION



All CCLD field staff must do the following before returning to work:

- ☐ Take a weekly COVID-19 test.
- ☐ Receive a negative test result.
- ☐ Fill out a daily COVID-19 Symptom Self-Assessment and Affirmation form.
- ☐ Complete donning and doffing training for Personal Protective Equipment (PPE) and be fit-tested for N95, if necessary.

THREE STEPS TO THE INSPECTION PROCESS



Step 1: Planning the Inspection

- Perform a facility file review, including the Plan of Operation and Mitigation Plan.
- Conduct a Self Assessment and Risk Assessment.



*** BEFORE THE ON-SITE INSPECTION * THE RISK ASSESSMENT CALL**



Before conducting the inspection, the LPA will call the licensee/administrator and complete a Risk Assessment.

- The purpose of the Risk Assessment is for the LPA to determine what PPE is needed for the onsite inspection. This helps protect people in care at a facility, as well as licensing staff and the general public.
- The Risk Assessment Call is not to announce the visit, but assesses the risk of COVID-19 exposure.

STEP 2: CONDUCTING THE INSPECTION



The inspection is conducted at the facility and includes:

- A physical walkthrough of the facility
- Checking for infection control practices using our tool
- Speaking with staff and participants
- A review of files

STEP 3: CONCLUDING THE INSPECTION



- Conduct the exit interview with the licensee.
- Issue any citations.
- Complete the inspection wrap-up.

DURING THE INSPECTION



During the inspection, the LPA will:

- Follow ADP screening practices.
- Practice social distancing.
- Wear appropriate PPE and face coverings based on the risk assessment.
- Request a space that supports infection control practices and privacy.
- Follow guidance from local and state public health officials.

ADULT DAY PROGRAM OPERATIONS AND VACCINATIONS DURING COVID-19



- [PIN 21-21-ASC](#) released on 4/15/2021
 - Guidance and support for operating Adult Day Programs during COVID-19.

We at CCLD have not issued guidance prohibiting Adult Day Programs from remaining open during the COVID-19 pandemic.

All of the COVID-19 mitigation practices that we issue are designed to ensure that local communities throughout California can continue to operate.

COVID-19 MITIGATION PRACTICES



No mitigation practice is 100% effective.

Instead, we recommend that you follow all practices:

- Daily Symptom Screening
- Facility and Staffing Alterations
- Routine COVID testing
- Prevention Measures
- COVID-19 Vaccination

MITIGATION PRACTICES: DAILY SYMPTOM SCREENING



- Screen everyone for COVID-19 symptoms and exposure prior to entry.
- Refuse any client, visitor, or staff showing COVID-19 symptoms.
- If a person came into contact with someone diagnosed with COVID-19, verify whether that person is vaccinated or not:
 - **FULLY Vaccinated:** The person does not need to quarantine from others or get tested unless they have symptoms.
 - **NOT fully vaccinated:** The person should not attend services at the ADP until after their quarantine has ended.

MITIGATION PRACTICES: FACILITY AND STAFFING CHANGES



- You may need to reduce capacity to allow for social distancing.
- Stagger when participants, staff and visitors arrive and leave.
- Divide participants into cohorts.
- Assign each staff member to only work with one group of participants.

MITIGATION PRACTICES: PREVENTION MEASURES

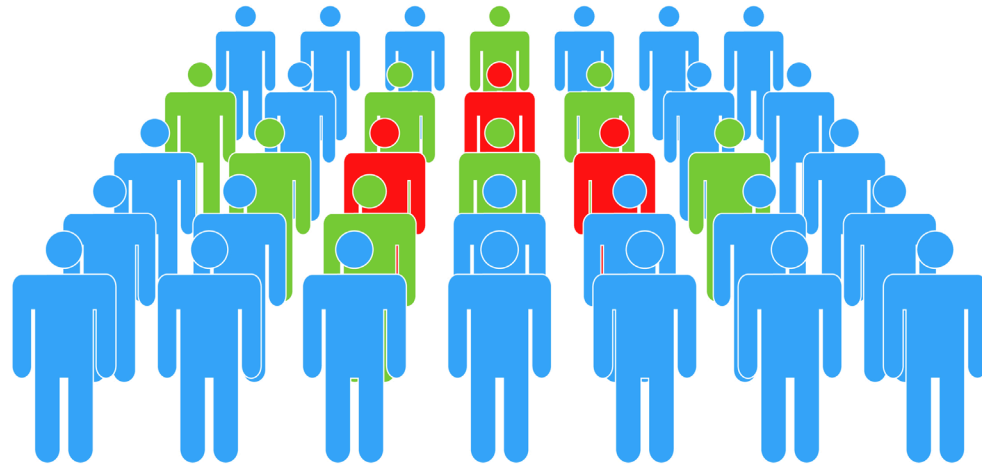


- Have hand sanitizer and/or soap and water available throughout the ADP
- Require all individuals to wash or sanitize hands frequently, especially after assisting with toileting
- Disinfect frequently-touched surfaces and equipment
- Use signage
- Wear face coverings

MITIGATION PRACTICES: COVID-19 VACCINATION



HERD IMMUNITY COVID-19



INFECTIOUS AGENT **PASSES FREELY**
FROM CONTAGIOUS TO SUSCEPTIBLE



CONTAGION **CANNOT FREELY PASS**
VIA IMMUNISED TO SUSCEPTIBLE



PREVENTION STRATEGIES: VACCINE KEY MESSAGES



Vaccinate ALL 58

Together we can end the pandemic.

- Make a **Plan** to get vaccinated.
- The vaccines are **Safe** and **Effective**.
- Vaccines are available to All Californians for **Free**.
- **Equity** is the **North Star** guiding California's Vaccine Program.

PREVENTION STRATEGIES: VACCINES



Licensees should encourage all participants to receive vaccines **BUT PERSONAL RIGHTS CAN'T BE VIOLATED**

- Participants have the RIGHT to refuse the COVID-19 vaccine.
- Vaccination status can't be used as a reason to deny participation in an Adult Day Program.

There is no mandate from DSS for licensees, volunteers and facility staff to be vaccinated.

Even if vaccinated, everyone should continue to do the following:

- **Wear masks.**
- **Wash hands frequently.**
- **Practice social distancing.**
- **Participate in any-and-all activities.**

2020 CHAPTERED LEGISLATION



[PIN 21-05 – ASC](#), issued January 21, 2021, summarizes new statutory requirements

- AB 2377 – requires ADPs to maintain an email address on record with CDSS
- SB 1264 – requires ADPs to have an emergency and disaster plan that includes:
 - Evacuation procedures
 - Transportation arrangements
 - Contact information lists that are up-to-date and include local emergency response personnel, each participant's authorized representative and the CCLD
- **EFFECTIVE JANUARY 1, 2021**

RESOURCES



- Centers for Disease Control and Prevention (CDC)
 - [Coronavirus Disease 2019](#)
- California Department of Social Services (CDSS)
 - [Community Care Licensing Division](#) (includes all COVID-19 related materials, Provider Information Notices (PINs), and other resources)
- California Department of Public Health (CDPH)
 - [All COVID-19 Guidance](#)
- [Local County Health Departments](#)

PERSON-CENTERED SERVICES: POST-COVID CHOICES



Karen Moore

Executive Director

Developmental Disability Services

PathPoint



PATHPOINT BY THE NUMBERS



2,670 individuals
supported in 2019-2020

Services

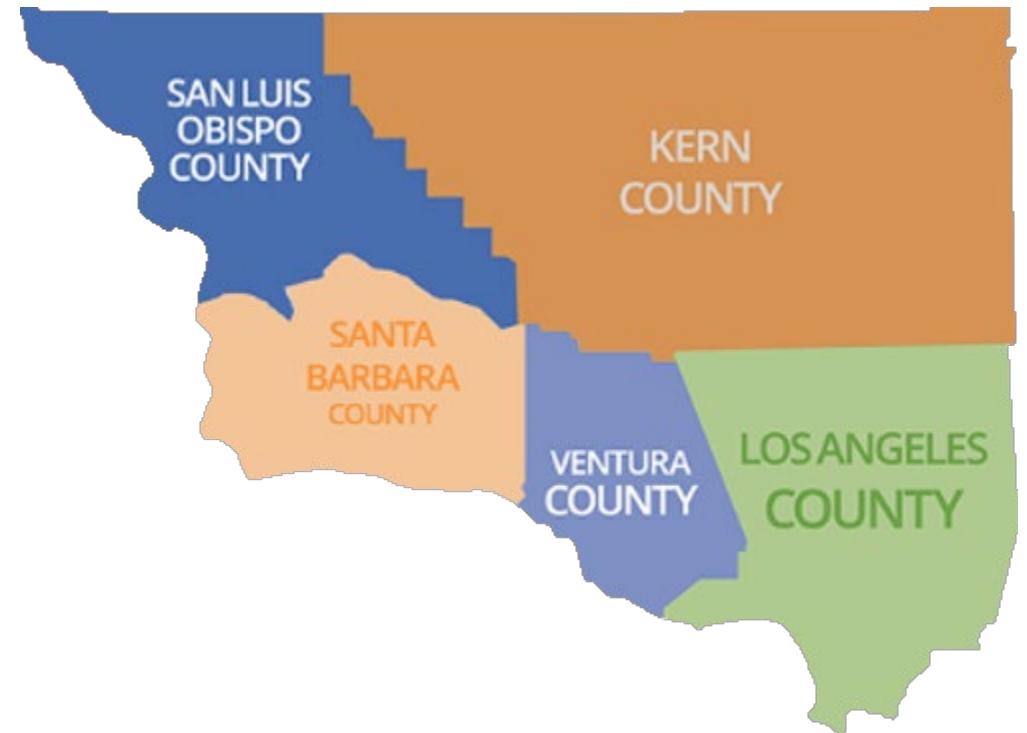
Developmental Disabilities

Employment

Independent Living

Community Integration

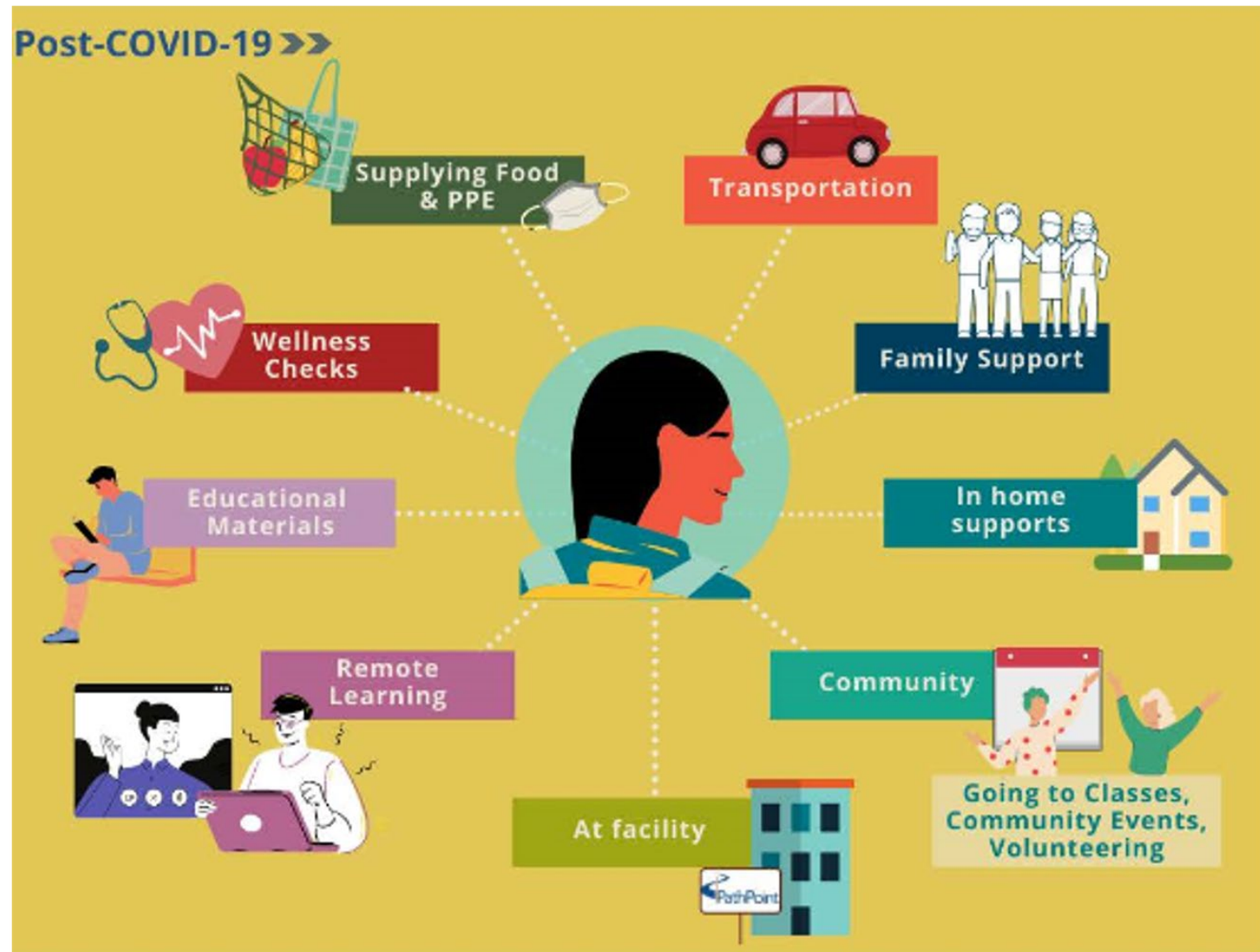
Behavioral Health



PERSON-CENTERED OPTIONS PRE-COVID



PERSON-CENTERED OPTIONS: COVID AND BEYOND



PERSON-CENTERED PLANNING POST-COVID



- What worked for you during the pandemic?
- What did not work?
- What are your long-term goals?
- What is your ideal week?
 - On-site supports?
 - At-home support?
 - Hybrid/Combo?
 - How many days a week?



DOM'S PLAN



ASSISTIVE TECHNOLOGY RESOURCE GUIDE

Best Practices

- Depending on what type of device a person is using, find a support person who has the same device to show the person how to use the **accessibility features**.
- Let each member of a person's support team know what **type of technology** that they have available to them and how the person is able to use it. For example, if they can receive emails, let their Regional Center Coordinator know so they can receive a direct link to their Annual Meeting.



- Have **passwords and ID numbers** written down or typed out and keep in a safe place that the team has access to.
- If you are struggling to connect and work with an individual, revisit their paperwork and see if there is something you have missed or forgotten that could **help your approach**.
- Update the tools** when needed. Things change so make sure to revisit the tools **at least annually** and make any adjustments.

A GUIDE TO THE Assistive Technology Planning Process

Do you think **assistive technology** could support you but you are not sure where to start? It might seem like a good idea to purchase the latest and greatest technology, but in order to be successful you have to think through the **process**.

- What are your interests and goals?
- Where will you use it?
- Who can support you?
- What training is needed for you and your support team?

A Getting to Know You

Relationship Map

Identifying your support circle

One Page Description

Important information about you on one page

Decision-Making Profile

How you make decisions and like to receive information



Getting to Know You
see pages 9 - 20

B Assessment

Tech Assessment and Support Plan

Assessing your tech needs and creating a support plan

Individual Environment Task & Tools (IETT)

Assessing the individual, environment, task, and tool



Assessment
see pages 21 - 28

A GUIDE TO THE Assistive Technology Planning Process

This guide takes you through the process of using **Person-Centered tools** to help you plan and prepare for incorporating technology into your daily life with the right supports.

The process is broken down into **four phases**. Each tool is explained using **examples** of real individuals with **blank templates** for you to try out the tool. The best way to use this guide is to complete each tool and assessment in order.

We are changing the world with technology.

C Tracking & Training

Learning Log

Daily record of what you learn and strategies to support you

4+1 Questions

Questions to reflect on progress and address challenges



Tracking & Training
see pages 29 - 36

D Tech Summary

One Page Tech Profile

One page summary of how to best support your technology needs



Tech Summary
see pages 37 - 40

INFORMED DECISION-MAKING



Decision-Making Profile


Getting to know you

ABOUT THE TOOL

The **Decision-Making Profile** lets everyone know how a person makes decisions, and how to support the person in the decision-making process. It focuses on how a person likes to get information, how to present choices to a person, ways to help the person understand, what the best time and the worst time is for the person to make decisions.

Tips

- Use the person's own words
- Clarify all information that is being written down
- Have someone who knows the person well help with this tool
- Look at their **One Page Profile** and communication chart if they have one



How Jamie used the **Decision-Making Profile**

Jamie used the **Decision-Making Profile** to help communicate to all her staff: "The decision-making profile has been helpful for my staff to know how and when to work with me on my goals. It helps when there are new staff getting to know me."

The **Decision-Making Profile** personalizes her support and allows Jamie to feel heard and respected.

For more information visit:

PathPoint
www.PathPoint.org/AssistiveTechnology

Helen Sanderson Associates USA
www.helensandersonassociates.com

The Learning Community for Person-Centered Practices (TLC)
www.tlccp.com

www.PathPoint.org/AssistiveTechnology 17

1. Do you want to return to the building for in-person services?
 - a. If no, do you want only remote services?
 - b. If returning to the facility, do you want to access the community?
2. Do you want to come back but not enter the building and only be in the community?
3. If accessing the community, where are you willing to go?
 - a. Facilities inside the community like library & stores.
 - b. Only places outside the community, such as parks.
4. Do you have a preference for the days of the week that you would want to return?
5. If we have 2 daily sessions, do you want a three-hour session in the morning or afternoon?
6. Do you want a hybrid — some remote and some in-person?

HEALTH AND SAFETY: PREPARING ON ALL FRONTS



Facilities

- Facilities
- Upgrading air systems
- Dividers/barriers
- Shade structures

Staff and Services

- Safe Operations Guide
- Voluntary vaccination
- Modifying services

Individuals Served

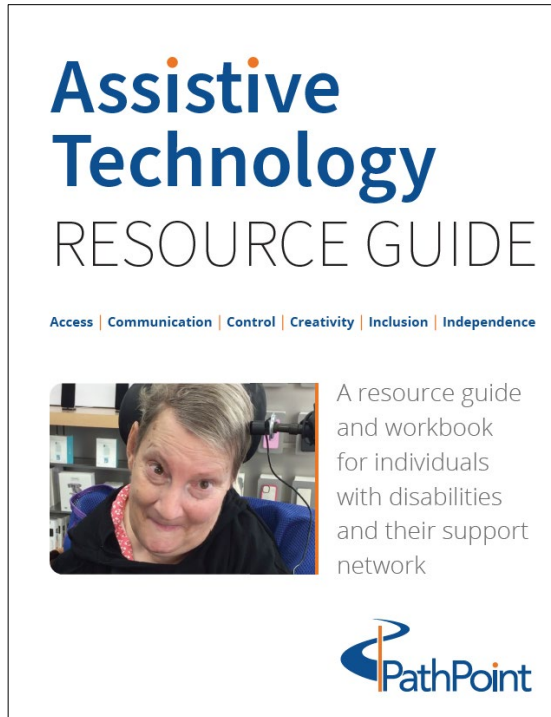
- Person-centered plan
- Practicing mask wearing
- Practicing social distancing



BAKERSFIELD SOFT REENGAGEMENT



RESOURCES



Assistive Technology
Resource Guide

PathPoint COVID-19 Safe Operations Guide
4-21-2021

Goal: Provide essential services and supports while prioritizing health and safety and maintaining financial capacity to sustain operations.

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The Safe Operations Guide (SOG) is built on the belief that everyone is potentially contagious. The intent of the SOG – which is based on the latest guidance from federal, state and local authorities – is that individuals will never be exposed to COVID-19 as long as they follow its guidance. It is imperative – and mandatory – that each of us, as PathPoint employees, adhere to this guidance.

Safe Operations Guide

THANK YOU!



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COMMUNITY RE-ENGAGEMENT



Edward Hershey

COO



**Home of Guiding
Hands**



HOME OF GUIDING HANDS



HGH is one of the largest programs and services providers in San Diego County. We serve more than 4,000 infants, adolescents, and adults in San Diego & El Centro.

We offer a continuum of services for all ages:

- Early Childhood Development serving infants and toddlers
- Residential services for children, adolescents and adults
- In-home Respite serving all ages
- Community Living Program
- Tailored Day services
- Transportation
- A variety of quality-of-life programs



HOW DID WE GET HERE?



- All Stop March 13th
- Addressed Immediate Needs
- The New Norm
- Alternative Services
 - We looked at needs and identified solutions
 - Add value
 - What resources do we have
 - Back to our Mission
 - Change created creativity

HGH ALTERNATIVE SERVICES



- PPE Transportation & Distribution
- COVID Testing
 - Quick response team and drive through events
- Vaccine Clinics
- Transportation
- Video Meetings
- Mobile WiFi
- Engagement Material
- Device Library
- Mobile IDA Assessment

REENGAGEMENT



Stopping was easy... Starting back up is a bit more challenging.

- A Desire To Go Back To Pre-COVID
- Fractured Schedules
- Transportation Requests
- Consumer Choice



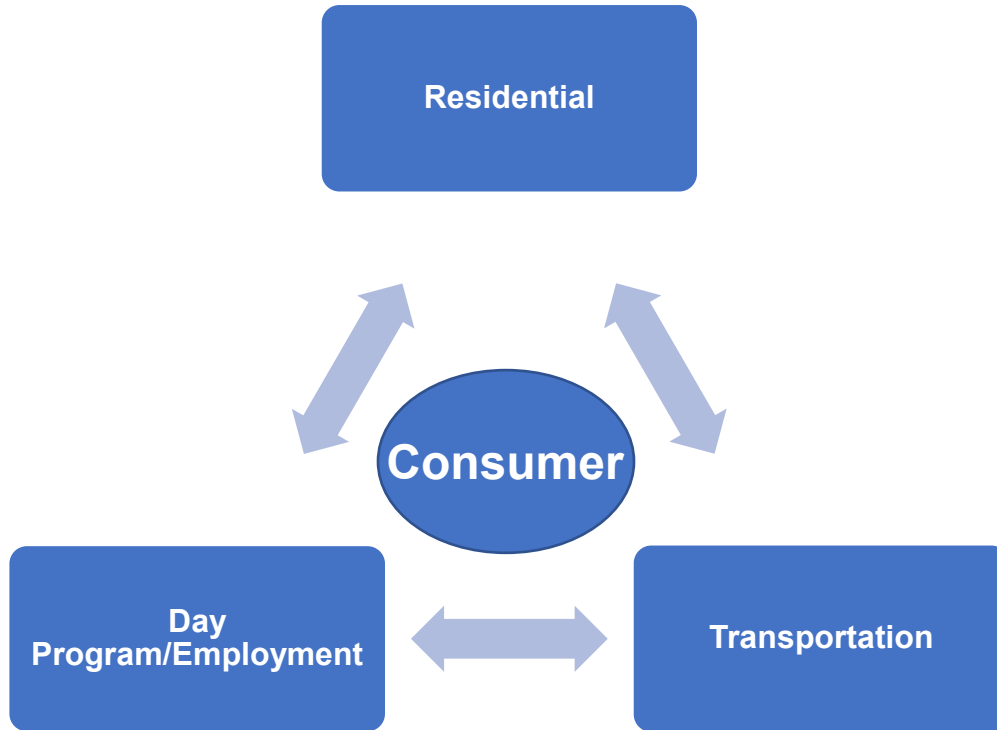
WHAT I WANT



- Megan's Story
- Julia's Story
- Kenneth's Story



SUCCESSFUL CHANGE



- Our Strategy
 - Readiness Assessment
 - Communication
 - Resources Needed
 - Training
 - Ongoing Feedback
- Consumer Focused & Solution Focused
- Embrace Change
- Challenge The Norms

QUESTION & ANSWER

DISABILITY THRIVE INITIATIVE RESOURCES



Lunch and Learn

- Continue this conversation in a live, interactive session!
- Friday, May 14
- 12:00 noon – 1:00 pm
- Register now:

LunchAndLearn.DisabilityThriveInitiative.org

Access the Resource Library and keep up with us:

DisabilityThriveInitiative.org

Sign up for email updates about the latest:

SignUp.DisabilityThriveInitiative.org

DISABILITY SERVICES SUPPORT CENTER



- Free one-on-one or group assistance with accessing or delivering alternative services
- The Initiative provides direct support or makes the connection with a consultant who can help

Support.DisabilityThriveInitiative.org



JOIN US FOR OUR NEXT WEBINAR



Strengthening Mental Health Through Empathy and Understanding

Wednesday, May 26, 2021

3:00 – 4:15 pm

Webinar.DisabilityThriveInitiative.org

THANK YOU!



DISABILITY THRIVE INITIATIVE
Alternative Services and Supports for the IDD Community

We look forward to seeing you at future webinars.

Find this webinar and other resources at:

DisabilityThriveInitiative.org

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