

SCDDO Department Post COVID-19 State of Emergency
Transition Plan
May, 2020

The following Post COVID-19 State of Emergency Transition Plan is based upon “The Guidelines for Opening Back Up America” released by The White House & Center for Disease Control and further informed by the State of Kansas “Ad Astra: A Plan to Reopen Kansas” as well as guidance provided by the Sedgwick County Board of Health and the Kansas Department for Aging & Disability Services. The plan describes transition that is gradual, driven by expert guidance and focused on wellness. Because the situation is fluid and state and local guidance may evolve to include revisions to the Phases below. It can be reasonably assumed that any changes in operations will be done in alignment with the State and Sedgwick County Government’s Health Authority.

Additionally, SCDDO recognizes the impact that the recent pandemic has had and accepts that this had been and continues to be a great source of Trauma and traumatic stress for many. Therefore, these guidelines are also grounded in the Guiding Principles of Trauma-Informed Systems of Care.

Elements of the plan were selected to reinforce the following principles:

- *Safety*- The organization, staff, persons served, guardians and stakeholders feel physically and psychologically safe.
- *Trustworthiness & Transparency*- Organizational operations and decisions are conducted with transparency and the goal of building and maintaining trust among staff, persons served their guardians/family members and system stakeholders.
- *Peer Support & Mutual Help*- Key vehicles for building trust, establishing safety and empowerment.
- *Collaboration & Mutuality*- Everyone has a role to play in recovery and support. Healing happens in relationships and in meaningful sharing of decision-making and true leveling of power differences.
- *Empowerment, Voice & Choice*- Strengths are recognized, built on and validated and new skills developed as necessary. Every persons experience is unique and requires an individualized approach including a belief in the resilience of persons served, staff and other stakeholders. We build on what the IDD community has to offer, rather than responding to perceived deficits.
- *Cultural, Historical and Gender Issues*- Move past cultural stereotypes and biases leverage the healing value of cultural connections and recognize and address historical trauma.

The department’s plan takes into consideration the following:

- ✓ Maintaining & practicing social distance
- ✓ Using Personal Protection Equipment (PPE)
- ✓ Sanitation & disinfection practices including common and/or high traffic areas
- ✓ Continuity of operations & continuum of system capacity for service delivery
- ✓ Monitoring of workforce & management for appropriate mitigation of risk
- ✓ Business travel

PHASE ONE: LOOSENING RESTRICTIONS

General Principles to be adhered to and maintained throughout Phase 1 for safety and reduced transmission:

Administration

- SCDDO routines and activities continue to be modified to protect the health and safety of all.
- Those in vulnerable populations should continue to stay-at-home as that is still the safest practice during Phase 1. It is SCDDO's position that individuals determined eligible for IDD program services may fall into this population with heightened risk to those with co-morbid medical conditions and/or +60yo.
- All staff, with the exception of one Office Specialist, will continue to work remotely with members of management team rotating in office presence daily.
- The building at 615 N. Main St. will continue to be closed to the public and accessible by appointment only per operating procedures pre-COVID-19.
- Facilities will be outfitted with signs to direct staff and visitors to maintain social distance of 6ft. and perform sanitizing/disinfecting procedures in common areas such as conference rooms.
- Blue painters tape will be placed on the rug in front of the reception desk to designate a 6ft perimeter to ensure appropriate distance is kept when conducting business in the lobby. No one shall be permitted to be behind the desk except the staff performing reception duties.
- Hand sanitizer will continue to be made available at the front desk for use by those Sedgwick County employees/visitors who use the conference rooms during this phase.
- Front desk staff and management team members present in the office will be asked to perform additional cleaning of workspace and common areas prior to leaving the building daily.
- Affiliates will be asked to submit a Safe Start Transition Plan prior to changing service delivery.
- Persons served activities will be focused on continuity of care and assessing for readiness to transition between essential services and ensuring rights & responsibilities.
- Work with potential new affiliates and onboarding will be conducted via telephone or virtual meeting platform.
- Funding Committee will meet as scheduled via approved virtual meeting platform(s). All reconsideration requests or appeals will be conducted via telephone or virtually.

Intake & Eligibility

- KDADS has extended current guidance to June 30th; therefore, Service Access Staff will continue to perform intakes and eligibility determinations via telephone or HIPPA compliant virtual meeting platform (WebEx or Adobe Connect).
- Operations staff will continue to support the virtual approach to work completed by the Service Access Specialists according to One Note Desk Manuals.

Functional Assessments

- Initial and annual functional assessments will continue to be completed via telephone or WebEx by Assessors. Staff will continue to work diligently to perform annual assessments with the 365 day timeframe in mind.
- Functional assessments required for crisis cases and waiting list exceptions will be completed via telephone or approved virtual platform.
- Current procedures outlined in the One Note Desk Manuals will continue.

Options Counseling

- Service Access Specialists will process Options Counseling as requested; however, will continue to advise eligible individuals and/or guardians of the regulatory expectation for providers to initiate services within *an average of 60 days* and reinforcing potentially longer delays due to the Coronavirus.

Gatekeeping Discharges & Case Transfers into Sedgwick County

- SCDDO Service Access Manager or designated team member will coordinate discharges from higher levels of care back into SGCO and case transfers.
- Individuals moving into the County will be encouraged to have a COVID-19 viral test if the move is anticipated to occur within 14 days.
- Those transferring into the County who has not been tested will be expected to be quarantined for 14 days or until a negative test result is confirmed by the SGCO Health Department.
- Meetings will be facilitated via telephone or approved virtual platform(s).

Quality Assurance

- Quality assurance activities will include processing complaints, engaging with individuals around dissatisfaction with services and perform any follow-up as needed via telephone or virtual platform. QA will track and trend Critical Incident Reports with particular attention to COVID-19 related data.

PHASE TWO: LIFTING MORE RESTRICTIONS WITH INCREASED MONITORING

With fewer restrictions than in Phase 1, Phase 2 will occur with the coronavirus still in the community until a vaccine or medical treatment is developed. It is important to note that *Phase 2 is subject to modification as more information is known about how the virus is spread and as better treatment methods are put into place.*

Administration

- In general, those principles in Phase 1 should also continue for the IDD system.
- Stay-at-home remains the safest option for those who are identified as vulnerable.
- SCDDO staff will continue to telecommute and perform duties in a modified manner as set forth in One Note Desk Manuals.
- Limited SCDDO staff may engage in field work and will be provided PPE to include masks, gloves and hand sanitizer to be used in the performance of their duties. Staff will receive appropriate training on the donning and doffing of PPE. Staff working in the office and who are meeting face-to-face with others will be required to wear a mask.
- During this phase, the staff breakroom will remain closed unless social distancing of 6ft can be observed. Staff will refrain from using glasses, dishes, silverware and serving utensils currently provided. Single use, disposable plates, cups and utensils will be provided.
- The back patio will continue to be “closed” to guests or visitors to the extent that we can enforce it during business hours. Staff choosing to use the back patio will need to practice social distancing. If you sit at the available tables or seating, you are encouraged to take sanitizing wipes with you to wipe them down before/after use.
- Signage will be updated to permit use of conference rooms to allow for larger groups consistent with Ad Astra Plan and the direction of the Sedgwick County Board of Health. Sanitizing/disinfecting procedures in common areas will continue to be required. Access and use of SCDDO space will be managed by the Office Specialist or Administrative Assistant.

- IDDAB and Community Council meetings will resume as long as appropriate social distancing and group gathering limits are observed. Those participating in person will be encouraged to wear masks. Participation via telephone or virtual platform will be offered to enable the participation of potentially vulnerable populations.

Intake & Eligibility

- Processes set forth in Phase 1 will continue through Phase 2.

Functional Assessments

- Processes set forth in Phase 1 will continue through Phase 2.

Options Counseling

- Processes set forth in Phase 1 will continue through Phase 2.

Gatekeeping Discharges & Case Transfers into Sedgwick County

- Processes set forth in Phase 1 will continue through Phase 2.

Quality Assurance

- On-site program observations or visits may begin as required for follow up on complaints, quality improvement plans and operational activities in alignment with submitted Safe Start Transition Plans. Staff working in the field will be required to wear a mask when visiting affiliate programs and will comply with affiliate's requirements for screening and sanitizing/disinfecting. QA will continue to track and trend COVID-19 related CIR data.
- Staff, at the discretion of the QA Director, may engage with affiliate providers to open new service locations as needed to support expansion related to maintaining capacity to meet local demands. Program expansion will be prioritized to focus on contracted crisis providers, COVID-19 related accommodations and other sites at the direction of KDADS IDD Surveyors.

PHASE THREE: ESTABLISHING PROTECTIONS WITH PRECAUTION

Vulnerable individuals considered at high-risk for contracting the virus and experiencing more serious impacts may resume public interactions but should practice social distancing and minimize exposure to large social settings when precautionary measures may be difficult.

Administration

- Continued adherence to strict protocols for hygiene, sanitation and screening is advised.
- Non-essential travel may resume but follow KDHE travel and quarantine guidance for travel to high risk areas; however, travel is not recommended for anyone over 60 with preexisting conditions or anyone immunocompromised unless absolutely necessary. SCDDO staff will engage in business required travel as set forth in County policy.
- Engagement within the community should be approached with precautions in place to activity limited to those venues and establishments that operate pursuant to mass gathering guidelines for no more than 90 individuals.

- Preparation and consultation with prospective new affiliates and onboarding activities may be done in person, as needed.
- IDDAB and Community Council meetings will resume with attention to appropriate social distancing.
- Funding Committee will meet as scheduled via approved virtual meeting platform(s) or in person. Reconsideration requests or appeals may be conducted via telephone, virtually or in person based upon the preference of the party initiating the request.
- SCDDO management team will collaborate with department staff to adapt telecommuting practices to comply with new or revised SGCO Human Resources guidance.

Intake & Eligibility

- SCDDO staff will continue to perform intake assessments and eligibility determinations remotely unless a face-to-face meeting is specifically requested by a parent, guardian or individual. In such case, staff will schedule the meeting in a room that will accommodate social distancing, if available.
- During any face-to-face interactions, staff will have the option of wearing a mask and will offer a mask to those attending the meeting. Following in person meetings, staff will sanitize and disinfect space used for said meeting and will appropriately dispose of any masks used by meeting participants as needed.

Functional Assessments

- Initial and annual functional assessments may be conducted face-to-face if requested by person served, parent/guardian, community service provider, MCO Care Coordinator or other stakeholder.
- Assessments completed in person, may only be conducted in space accommodating appropriate social distancing. If accommodations are not available, the assessment will be conducted via telephone or approved, virtual platform for as long as KDADS policy allows.
- When conducting, face-to-face assessments, SCDDO staff will have the option to wear a mask. Meeting participants will also be offered the option of wearing a mask and one will be made available for each attendee by the assessor.
- Following functional assessment meetings conducted in person, SCDDO staff will perform sanitizing/disinfecting of assessment materials and space, will appropriately dispose of any masks used and will comply with practices required by Community Service Provider.

Options Counseling

- Service Access Specialists will complete Options Counseling for requested provider changes and initial access to services according to established policies and procedures. Counseling conversations can occur via telephone and/or face-to-face. When conducting in person counseling, SAS staff members will be required to wear a mask and will offer the optional use of a mask to anyone present during the meeting if appropriate social distancing cannot be observed.

Gatekeeping Discharges & Case Transfers into Sedgwick County

- SCDDO will continue to coordinate gatekeeping and case transfers with an emphasis on health and wellness.
- Individuals moving into the County will be encouraged to have a COVID-19 viral test prior to their planned move or as soon as possible upon service initiation in SGCO.

Quality Assurance

- TCM file reviews, on-site program observations, site visits and in-person satisfaction interviews may begin. This may include regular QA meetings, Quality Assurance Committee activities, hot water heater temperature checks and any other Quality Assurance team monitoring activities. Staff working in the field will continue to cooperate with affiliate requirements for maintain safety and minimizing risks to persons served. When engaging in face-to-face contact with members of the affiliate network or eligible individuals, staff will wear masks if social distancing is not possible.

PHASE OUT

Restrictions are lifted with some recommendations for best practices to maximize health and wellness. SCDDO staff will continue to maintain social distance as appropriate and adhere to personal hygiene guidelines. Employees will continue to be encouraged to remain home if they feel ill. CDDO operations will comply with any modified or restored policies and practices as directed by statute, regulation, policy and contract.