Memo 2: LiveOn NY Recommendations and Considerations for the Department for the Aging (DFTA) related to COVID-19

March 11, 2020

Allow Flexibility in Nutrition Programs

- Allow Take Home Meals from Centers
  - Immediately allow senior centers to offer a pick-up/take out meal at the center instead of requiring seniors to eat at the center. The Senior Center standards appear to allow this on an individual/temporary basis for individual clients (Standard 6). Expand this as an automatic option and count for units.
    - Commit to reimbursing providers the costs associated with purchasing materials to make take-home meals possible
  - Communicate this directly to all centers ASAP so they can operationalize this.

Increase Communication to DFTA Providers

- DFTA convene a daily briefing (via conference call to provide brief information and updates directly to DFTA providers
- Publish a communications plan so that providers know who they need to contact at DFTA

Issue a Temporary Suspension of Service Targets

- Communicate to providers that during the state of emergency, DFTA will allow for a temporary suspension on normal unit counts across all DFTA programs. This is critical as providers are working to prevent the spread of COVID-19 and may need to alter normal programming to do this as safely as possible (such as spacing during congregate meals, doing smaller group activities/classes vs larger classes). Providers need assurance that DFTA will not later hold contractors accountable to “normal” daily unit counts which are contradictory to the COVID-19 recommendations.

Provide Source for Cleaning and other Supplies

- Provide contacts and resources where providers can get additional hand sanitizer and cleaning supplies. Many are out of these supplies and do not know where to obtain them. There is an anticipated increase in demand for home delivered meals as a result of older adults remaining home, and thus providers will need additional supplies for home delivered meals deliveries such as hand sanitizer.

Allow Remote Working Arrangements

- Can DFTA providers permit staff to work remotely?

Provide Practical Guidance to Case Management Home Visits

- Allow Case Management client home visits to be conducted by phone.
- Issue practical guidance to Case Management Agencies about how to collect and obtain
consent forms for reassessments and new assessments, being that many clients do not have access to scanners or email to ensure there is no service disruption.

**Provide Support and Guidance to Independent Senior Housing Buildings**

- Provide independent senior housing (example HUD 202, SARA buildings) specific support and guidance from city and state agencies regarding protocols for general containment, as well as in the event that a resident is under mandatory quarantine for an extended period of time or shows signs of illness. What supports are available to these buildings and residents?