



SERVICE PROVIDER Information Regarding the Coronavirus Disease 2019/2020 Updated as of March 12, 2020

Service Provider Community,

Golden Gate Regional Center continues to work to provide guidance that is informed by the Departments of Public Health (DPH), Centers for Disease Control and Prevention (CDC), and California's Department of Developmental Services (DDS). During these unprecedented times, numerous resources and recommendations are being shared across many outlets that you may be taking into consideration as you identify how your agency will implement COVID-19 precautions and responses. GGRC remains committed to providing information related to GGRC funded services as it becomes available.

All DDS directives related to COVID-19 can be found on [GGRC's COVID-19 webpage](#) and at www.dds.ca.gov.

Additional [Frequently Asked Questions \(FAQs\)](#) that have been asked start on page 2 of this document.

Service providers should continue to follow local county DPH **for the most up to date information in your county, please refer to your local county Department of Public Health (DPH)**. Links can be found in the [resources](#) section of this document.

While planning for your own services, we encourage service providers to think thoughtfully consider about how recommendations from your county DPHs may inform decisions you make about your service delivery; allowing your agencies to provide services that look out for the health and safety of both the individuals you serve and your staff.

The service providers on GGRC's Service Provider Advisory Committee are dedicated to sharing resources and ideas between service providers in order to support each other through these unprecedented times. Additional resources, shared by service providers for service providers can be found at <https://www.connectics.org/providerresources>

Golden Gate Regional Center is extremely appreciative of the commitment and support our service provider community provides to the individuals and families who use our services.

SERVICE PROVIDER FAQs

Click on the heading or the question to be taken directly to the corresponding section.

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GENERAL INFORMATION

1. How will GGRC keep service providers updated on guidance or directives related to the COVID-19 outbreak?

GGRC posts updates on its website, www.ggrc.org, on the e-billing site, on Facebook, and emails information to service providers. Please keep in mind, another employee at your agency may be listed as the point of contact for regional center information (e.g. staff receiving referrals or handling billing). *Please encourage your staff to forward you information that may come from GGRC to keep you informed.*

2. What general precautions should we take to help prevent the spread of COVID-19?

[Centers for Disease Control and Prevention \(CDC\)](#) recommend everyday preventive actions:

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Follow CDC's recommendations for using a facemask.
 - CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
 - Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a health care facility).

Additional Information can be found on [GGRC's COVID-19 webpage](#) and on the [California DPH website](#).

3. What precautionary measures should I take if I support people with complex health needs or people who are elderly?

Please refer to the California DPH, [“For People at Risk of Serious Illness”](#) for more information on high risk groups and necessary precautions.

As required in the March 12, 2020 DDS Directive titled “Department Directive on Day Services for Consumers at High Risk for Serious Illness Due to COVID-19” (see memo

attached), individuals who have compromised immune systems, are susceptible to respiratory conditions or reside in the following home types must remain home:

- Adult Residential Facility for Persons with Special Healthcare Needs
- Intermediate Care Facilities/Developmentally Disabled –Nursing
- Intermediate Care Facilities/Developmental Disabled- Continuous Nursing

4. What if I or someone I support has symptoms of COVID-19?

If a person develops symptoms of COVID-19, including fever, cough, or shortness of breath, and has reason to believe they may have been exposed, they should call their health care provider or local health department before seeking care, unless it's an emergency situation. Contacting them in advance will make sure that people can get the care they need without putting others at risk.

5. What should I do if someone in my service has been exposed to or diagnosed with COVID-19?

If your program staff or an individual served has been exposed to or diagnosed with COVID-19, please contact your local County GGRC office and ask to speak to the Office Manager.

Marin Office
(415) 446-3000

San Francisco Office
(415) 546-9222

San Mateo Office
(650) 574-9232

Submit a Special Incident Report if you become aware that an individual served by your program has become **diagnosed** with COVID-19.

FUNDING

6. What should I do if our precautionary measures impact our service delivery?

As a GGRC Service Provider, if you will be implementing or have implemented any precautionary measures that **may impact** your GGRC services or require additional service codes to be considered for your service, please contact GGRCservices@ggrec.org.

7. Will non-residential service providers be reimbursed for absences related to COVID-19 or service closure due to the COVID-19 outbreak?

Yes. Please read the March 12, 2020 DDS memo entitled “State of Emergency Statewide” (see memo attached). This funding allows service providers to continue to pay staff and other business operation costs during times of low attendance due to COVID-19.

8. We provide Supported Living Services or Independent Living Services and had had to use a larger number of hours to support individuals in getting supplies or due to COVID-19 precautions. What can I do to get approval for extra service hours?

Contact the assigned social worker to discuss this situation.

9. What should I do if I am a residential provider and I need to pay staff overtime but my reimbursement rate doesn't cover the added expense?

The DDS directive entitled "Department Directive on Requirements Waived Due to COVID-19" (see memo attached) makes provisions for regional centers to approve a temporary rate increase through the Health and Safety Waiver process. As indicated in the directive, Regional Centers are still waiting on Health and Safety waiver approval process guidance from DDS. Once that guidance is received, GGRC will update this document with more information. Note, GGRC cannot approve any Health and Safety waivers until guidance is issued by DDS.

SERVICE DELIVERY

10. Our services are provided in homes and at other programs, can I provide services remotely?

Early Start services may be provided remotely. Please see the DDS directive entitled "Department Directive on Requirements Waived Due to COVID-19" (see memo attached). GGRC will update this document to address Lanterman Services once additional guidance is issued by DDS.

11. Can we hold meetings remotely?

Yes. Please see the DDS memo entitled "Department Directive on Requirements Waived Due to COVID-19" (see memo attached). Please consider HIPAA compliance in use of video conferencing applications.

12. If I am a residential provider and I provide "in-home day program," does that mean we have to stay in the house?

The use of in-home day program services specifically relating to COVID-19 precautions allows a service provider to engage their residents in a variety of activities when they cannot be at their regular day program. Service providers are encouraged to think creatively about activities which may include use of the home's outdoor space. Service providers should make their own decision regarding outings but should also keep in mind precautions related to public spaces with group gatherings and be mindful of social distancing recommendations. [California DPH](#) defines social distancing as a practice recommended by public health officials to stop or slow down the spread of contagious diseases. It requires the creation of physical space between individuals who may spread certain infectious diseases.

13. What should we do if we are considering temporarily closing our day program services?

Please discuss this with the manager of your local GGRC office if you are considering temporarily closing your day program services. GGRC needs programs to provide as

much notice as possible to the individuals, families, residential services, and R&D transportation in order to ensure alternative arrangements can be made.

14. Has there been any information from Community Care Licensing about COVID-19?

Yes. Please click on the link below for [Provider Information Notice \(PIN\)](#) Summary from Department of Social Services.

***Note:** Golden Gate Regional Center will update information and FAQs as available. Please refer to your local county Health Department and the CDC (Centers for Disease and Protection) for the most up to date information.*

Links are available in the [Resources](#) section of this document.

RESOURCES

- County Public Health Departments
 - San Mateo County: www.smchealth.org/coronavirus
 - San Francisco County: www.sfdph.org/dph/alerts/coronavirus.asp
 - Marin County: www.marinhhs.org/coronavirus

- Centers for Disease Control and Prevention
 - Information regarding COVID-19: www.cdc.gov/coronavirus/2019-ncov/index.html
 - Interim Guidance for Preventing the Spread of COVID-19 in Homes and Residential Communities: www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fguidance-prevent-spread.html
 - Interim Guidance for Implementing Home Care of People Not Requiring Hospitalization for COVID-19: www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-home-care.html
 - Interim Guidance Public Health Communicators Get Your Community Ready for COVID-19: www.cdc.gov/coronavirus/2019-ncov/php/public-health-communicators-get-your-community-ready.html

- California Department of Public Health
 - www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx

- California Department of Developmental Services
 - www.dds.ca.gov/corona-virus-information-and-resources/

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 240, MS 2-13
SACRAMENTO, CA 95814
TTY (916) 654-2054 (For the Hearing Impaired)
(916) 654-1897



March 12, 2020

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: DEPARTMENT DIRECTIVE ON DAY SERVICES FOR CONSUMERS AT
HIGH RISK FOR SERIOUS ILLNESS DUE TO COVID-19

Welfare and Institutions Code (WIC) section 4639.6 authorizes the Director of the Department of Developmental Services (Department) to issue directives to regional centers as the Director deems necessary to protect consumer rights, health, safety, or welfare, or in accordance with WIC section 4434. Regional centers must comply with any directive issued by the Director pursuant to this section.

Pursuant to WIC section 4639.6, to reduce the risk of exposure to COVID-19 and consistent with the California Department of Public Health's recommendations for individuals who are at higher risk for serious illness, the Director of the Department is directing regional centers to take immediate action to ensure consumers who have compromised immune systems or who are more susceptible to respiratory illness, and/or who reside in the following home types, remain home rather than attend day services outside the home:

- Adult Residential Facilities for Persons with Special Health Care Needs
- Intermediate Care Facilities/Developmentally Disabled-Nursing
- Intermediate Care Facilities/Developmentally Disabled-Continuous Nursing

This remains in effect for 30 days unless extended by the Director of the Department. Enclosed is the Department's March 12, 2020, correspondence to regional centers regarding Governor Gavin Newsom's declared State of Emergency due to the COVID-19 outbreak and authorizing, pursuant to Title 17, California Code of Regulations section 54326(a)(11), regional centers to pay vendors for absences that are a direct result of the COVID-19 outbreak in California.

If you have any questions regarding this Directive, please contact Christine Gephart at (916) 698-9567 or chris.gephart@dds.ca.gov.

Sincerely,

Original Signed by:

NANCY BARGMANN
Director

Enclosure

cc: Regional Center Administrators
Regional Center Directors of Consumer Services
Regional Center Community Services Directors
Association of Regional Center Agencies

“Building Partnerships, Supporting Choices”

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 340, MS 3-12
SACRAMENTO, CA 95814
TTY (916) 654-2054 (For the Hearing Impaired)
(916) 651-6309



March 12, 2020

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: STATE OF EMERGENCY STATEWIDE

On March 4, 2020, Governor Gavin Newsom declared a State of Emergency for California, as a result of the global COVID-19 outbreak that began in December 2019. The State of California has been working in close collaboration with the national Centers for Disease Control and Prevention (CDC), with the United States Health and Human Services Agency, and with local health departments since December 2019, to monitor and plan for the potential spread of COVID-19 to the United States.

The Governor's proclamation states, in part, that experts anticipate that while a high percentage of individuals affected by COVID-19 will experience mild flu-like symptoms, some will have more serious symptoms and require hospitalization, particularly individuals who are elderly or already have underlying chronic health conditions. It is imperative to prepare for and respond to suspected or confirmed COVID-19 cases in California, to implement measures to mitigate the spread of COVID-19, and to prepare to respond to an increasing number of individuals requiring medical care.

As a result of the State of Emergency declared for California, the Department of Developmental Services (Department) is authorizing, pursuant to Title 17, California Code of Regulations section 54326(a)(11), regional centers to pay vendors for absences that are the direct result of the COVID-19 outbreak in California. The applicable regulation section reads as follows:

"[All vendors shall...] Not bill for consumer absences for nonresidential services. The Department shall authorize payment for absences which are the direct result of situations and/or occurrences for which a State of Emergency has been declared by the Governor. If payment for absences due to a State of Emergency is authorized by the Department, the vendor shall bill only for absences in excess of the average number of absences experienced by the vendor during the 12-month period prior to the month in which the disaster occurred."

"Building Partnerships, Supporting Choices"

Regional Center Executive Directors
March 12, 2020
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If you have questions about this correspondence, please contact me at ernie.cruz@dds.ca.gov
or (916) 838-8960.

Sincerely,

Original Signed by:

ERNIE CRUZ
Assistant Deputy Director
Office of Community Operations

cc: Regional Center Administrators
Regional Center Directors of Consumer Services
Regional Center Community Services Directors
Association of Regional Center Agencies

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 240, MS 2-13
SACRAMENTO, CA 95814
TTY (916) 654-2054 (For the Hearing Impaired)
(916) 654-1897



March 12, 2020

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: DEPARTMENT DIRECTIVE ON REQUIREMENTS WAIVED DUE TO COVID-19

Pursuant to Governor Gavin Newsom's Proclamation of a State of Emergency dated March 4, 2020, and Governor Newsom's Executive Order N-25-20 issued on March 12, 2020, the Director of the Department of Developmental Services (Department) issues this Directive to regional centers waiving certain requirements of the Lanterman Developmental Disabilities Services Act (Lanterman Act), the California Early Intervention Services Act, and/or certain provisions of Title 17, Division 2 of the California Code of Regulations (Title 17). While COVID-19 remains a low risk for the general population, the Department recognizes there may be instances where regional centers will need flexibility to support individuals at home for their safety and that of the general population.

Early Start In-Person Meetings

Any requirements of the California Early Intervention Services Act or Title 17 requiring in-person meetings for determining eligibility or service coordination are hereby waived. To the extent requested by a parent, guardian, or other authorized legal representative of the child due to concern related to exposure to COVID-19, and to the extent the integrity of the intake process is not compromised, a regional center may conduct evaluation and assessment activities and provide Early Start coordination by remote electronic communications, including Skype, Facetime, video conference, or telephone conference. The regional center shall send a follow-up letter to the family, in the family's preferred language, confirming that at the family's request, a virtual or remote visit was conducted in lieu of a face-to-face meeting or visit. The letter shall include contact information for the child's service coordinator and their supervisor. This waiver is necessary because the Department finds that fear of exposure to the COVID-19 virus is causing family members to miss in-person meetings, thereby threatening the delivery of prompt services to children needing Early Start services or coordination.

Early Start Remote Services

The requirements of the California Early Intervention Services Act, Title 17, or a child's Individualized Family Service Plan (IFSP) requiring the delivery of services in-person are hereby waived. To the extent requested by a parent, guardian, or other authorized legal representative of the child due to concern related to exposure to COVID-19, a service provided to a child in-person may be provided by remote electronic communications, including Skype, Facetime, video conference, or telephone conference. Prior to the delivery of a service by electronic communications, the service provider must notify the regional center that the family requested and agrees to remote or virtual services in lieu of in-person services. The regional center shall send a follow-up letter to the family, in the family's preferred language, confirming that at the family's request, virtual or remote services will be

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Regional Center Executive Directors
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provided in lieu of in-person services. The letter shall include contact information for the child's service coordinator and their supervisor. This waiver is necessary because the Department finds that fear of exposure to COVID-19 is causing family members to miss in-person appointments for services for their children. Providing services to the child through electronic communications ensures that services necessary for the health, development and well-being of the child are delivered.

Lanterman Act In-Person Meetings

The requirements of the Lanterman Act requiring in-person attendance of a consumer and/or his or her parent, conservator, or authorized legal representative and a regional center representative at an Individual Program Plan (IPP) meeting or other meeting related to delivery of services are hereby waived. The regional center shall send a follow-up letter to the consumer and/or representative, in the consumer and/or representative's preferred language, confirming that at the consumer's or representative's request, a virtual or remote visit was conducted in lieu of a face-to-face meeting or visit. The letter shall include contact information for the consumer's service coordinator and their supervisor. This waiver is necessary because the Department finds that fear of exposure to COVID-19 is causing consumers and their representatives to miss in-person IPP and other service coordination meetings, thereby threatening the delivery of critical services to consumers.

Health and Safety Waiver Exemptions

The Director of the Department delegates to regional center Executive Directors the authority to grant rate adjustments for residential services and/or supplemental services in residential settings, consistent with Welfare and Institutions Code sections 4681.6, 4689.8 and 4691.9, to protect a consumer's health or safety as a result of the outbreak of COVID-19. The waiver will require supplemental reporting to the Department. Instructions on the required supplemental reporting will be provided in a future directive. This delegation is necessary because the Department finds that high risk health conditions and fear of exposure to COVID-19 may cause consumers to forego activities away from their home resulting in a need for additional residential staffing or supplemental services.

This remains in effect for 30 days unless extended by the Director of the Department. If you have any questions regarding this Directive, please contact Brian Winfield at (916) 654-1569.

Sincerely,

Original Signed by:

NANCY BARGMANN
Director

cc: Regional Center Administrators
Regional Center Directors of Consumer Services
Regional Center Community Services Directors
Association of Regional Center Agencies