

**Q: What is being done to recruit and retain people who are out of work to come be IPs?**

DSHS contracts with Home Care Referral Registries across the state that are tasked with IP recruitment. DSHS pays them a bonus each month if they meet or exceed their targets every month. They do a lot of community outreach, but have been challenged with not being able to do in person tasks recently. Despite that, all but 2 of the offices maintained the same number of IPs as previously or increased their number.

**Q: Will DD clients and their care providers receive priority status on any developed inoculation or antibody therapy?**

Oregon is doing something like this and we are checking in to it. Not sure what providers exactly but we are aware and exploring it.

**Q: What is being done to get IPs PPE?**

Approximately 90% of PPE distribution is occurring through the DOH and the local health jurisdictions. Congregate care settings with active cases continues to be prioritized, but DSHS' command centers have communicated extensively with DOH around in-home care (both IPs and homecare agencies), as well as AFH's, and Supported Living. There is also a concerted effort by DSHS' to disseminate cloth masks for use by IPs and the clients they support. There have been some delays due to extreme demand and under filled orders, but this effort is moving forward.

**Q: What would be helpful to our direct DD population to help families deal with the school closures, what can we do at home to help our community?**

What work is being done to ensure students, especially students in transition continue to receive education supports. I understand that not all services can be provided, but my biggest concern is DeVos trying to waive IDEA, which would allow schools to not provide services.

FYI for SOME school questions: <https://www.k12.wa.us/about-ospi/press-releases/novel-coronavirus-covid-19-guidance-resources/special-education-guidance-covid-19>

WEA posted a clarification

<https://www.washingtonea.org/we-are-wea/weareblog/post/clarification-from-governors-press-conference-extending-school-closures/>

**Q: Will unemployment benefits (state or federal) affect eligibility for services such as employment?**

Unemployment benefits should not affect eligibility for services. The extra \$600 per week unemployment compensation is excluded from Medicaid financial eligibility. Regular unemployment is currently counted toward Medicaid financial eligibility.

**Q: We have a SL client who wants to travel to the west side without staff. There is a concern in our agency that the client will not observe the social distancing guidelines and could expose staff and other clients to Covid once they return home. We are caught between client's rights and the governor's proclamation. Can we restrict client's non-essential visits in a SL setting?**

Providers and client support teams should make every effort to educate clients about risks and responsibilities of not complying with the Governor's Orders as well as possibly consequences of choices made. In the end, you cannot restrict, contain or prevent an individual from going where they want to go if they insist. Work with the support team to reinforce DOH guidelines and best practices (social distancing, use of masks, stay away from any crowded areas, frequent hand washing etc.)

**Q: I'd hate to delay it further, so I'm not sure what to do: A sibling sent in his IP application to get certified for his sister. He forgot to send in the Background Check paper. Should he just send it to the address on form or should he wait for his "incomplete" application to come back home & then send it all at once?**

Background check applications can also be done online. Make sure you use a Chrome browser. APPLICANTS: Link to Online Authorization Form: <https://fortress.wa.gov/dshs/bcs/>

If you do a Background Check application online, please follow directions, and let your Regional Contracts staff know your Confirmation number, and your Date of Birth, so they can retrieve your application and submit to BCCU.

APPLICANTS: Link to Online Authorization Form: <https://fortress.wa.gov/dshs/bcs/>

**Q: What about re-evaluation that is due in June for continuing services DDA?**

We are extending coverage for an additional 90 days for clients who have certification periods ending, all Medicaid is continued during the emergency period, with the exception of death, loss of state residency, client request, and immigration/citizenship status.

**Q: One issue we are experiencing is that because DDA is not allowing for Zoom meetings, the communication is being placed on providers to be the hub. Does DDA not have the capability to have conference calls as many providers do not have access to conference call hubs?**

In Walla Walla, our Parent to Parent program is offering ZOOM support meetings to their parents/caregivers, as well as a meeting for caregivers of children/adults with Autism and a meeting regarding Wills, Trusts, etc. All on website: [wwwvdn.org](http://wwwvdn.org)

The Arc of Snohomish is as well. We are also holding zoom meetings for self-advocate leaders

Contact our advocacy team or our tech center: [www.arc-Spokane.org](http://www.arc-Spokane.org)

DSHS ensures security and HIPAA considerations be evaluated when considering which Zoom licenses to purchase. Zoom for Healthcare is the most secure license. DSHS is in the process of purchasing a number of these licensed and DDA will be issuing several hundred licensing across DDA field services and headquarters as part of this effort, coming soon.

**Q: Can you explain more the relaxation of rules for someone to apply to provide respite care. Where do I find this application?**

Please contact your local DDA office or one of the numbers below. A summary of the DDA flexibilities during the COVID-19 Pandemic are found at <https://www.dshs.wa.gov/sites/default/files/DDA/dda/documents/covid-19/20-0337%20Flexibilities%20During%20COVID.pdf>

Office Location	Phone Number
Everett	425-740-6500
Seattle	206-568-5685
Spokane	509-329-2900
Tacoma	253-404-5500
Tumwater	360-725-4250

Office Location	Phone Number
Yakima	509-225-7970

**Q: PPE for private duty nursing how to obtain for family member on a vent.**

In the event of a COVID-19 positive your first contact and resource for PPE is your local health jurisdiction.

**Q: Our son has been laid off from community services for people with disabilities. Does he just have to go without pay?**

He should apply for unemployment benefits through the Employment Security Office.

**Q: There are questions about individuals on SSI receiving stimulus checks. Will they, and if so will it impact their SSI payments?**

COVID-19 stimulus checks will not be counted towards income for SSI or Medicaid eligibility determination

**Q: My daughter was denied foot care, she is a Type I diabetic. I appealed and was denied again. What do I do now to get her the foot care she needs? Since foot care is not considered essential, they are closed, how do I get her foot care?**

The first phase of the Governor's transition back including this type of medical care should be in effect now. Hopefully this concerns has resolved or will very soon.

Resources:

Where to go for more information COVID-19 Response:

The Arc of Washington State: <https://arcwa.org/covid-19/>

DDC/Informing Families:

<https://informingfamilies.org/covid-resources/>

Developmental Disabilities Administration:

<https://www.dshs.wa.gov/dda/consumers-and-families/dda-coronavirus-information>

Sign up for DDA Messages <https://public.govdelivery.com/accounts/WADSHSDDA/subscribers/new>

Here is the one for the Autism Society of America: <https://www.autism-society.org/covid-19/>

There are Region specific resources including for region 1: <https://www.dshs.wa.gov/dda/consumers-and-families/dda-coronavirus-information>

2020 Census information and Covid-19:

[https://2020census.gov/en/news-events/press-kits/covid-19.html?cid=20412:%2Bcensus%20%2Bcovid-19;sem.ga:p:dm:en:&utm\\_source=sem.ga&utm\\_medium=p&utm\\_campaign=dm:en&utm\\_content=20412&utm\\_term=%2Bcensus%20%2Bcovid-194](https://2020census.gov/en/news-events/press-kits/covid-19.html?cid=20412:%2Bcensus%20%2Bcovid-19;sem.ga:p:dm:en:&utm_source=sem.ga&utm_medium=p&utm_campaign=dm:en&utm_content=20412&utm_term=%2Bcensus%20%2Bcovid-194)

For self-advocates - <https://selfadvocacyinfo.org/resource/>

**Q: How are you identifying high-risk clients?**

Higher risk clients have been identified in each region with targeted case management outreach. This has been occurring for a number of weeks.

**Q: Is there an expansion of case management services and hiring to meet the need of so many individuals and families now qualifying for CFC entitlement for personal care assessment because they are now eligible for Medicaid apple health recipients because of job loss?**

All individuals that receive a paid service have a case manager. CFC is a service for clients of DDA specifically, and a loss of employment for a family member does not necessarily make the client financially eligible. It may for children if their parents' income is reduced, but in other economic recessions we haven't seen an increased need for personal care.

**Q: there was talk of pro bono lawyers who are available to assist with certain legal issues. Do you have resources to connect with these lawyers?**

<https://www.washingtonlawhelp.org/issues/health/coronavirus-covid-19>

<https://nwjustice.org/home>

**Q: If an AFH or group home is not allowing a client to return home because they left the house, is this allowed?**

Here is a Know your rights document-

[https://docs.google.com/document/d/1tTWDHkbOtYPNalsN3IEi5yUjZI9qMdhL2IAM\\_S8bVqE/edit](https://docs.google.com/document/d/1tTWDHkbOtYPNalsN3IEi5yUjZI9qMdhL2IAM_S8bVqE/edit)

**Q: How long can people expect to wait to receive a call back from case manager?**

It's reasonable to expect to receive a call back from a case manager within a day or two and to help you to resolve your issue within 10 days. If you do not get a timely response consider contacting the case manager's supervisor. Here is more information on DDA's Complaint Process:

<https://www.dshs.wa.gov/sites/default/files/publications/documents/22-1113.pdf>

**Q: Are DDA waivers closed statewide?**

DDA waivers have limits to the number of people who can be enrolled and capacity fluctuates day to day.

DDA clients who have a need for supports in excess of what the Community First Choice program can offer are encouraged to contact DDA to request a waiver. DDA keeps record of all eligible clients who have a requested a waiver so it is important to request a waiver if you believe you need one. As of today, DDA is enrolling clients onto the Basic Plus, Core, Children's Intensive In Home Behavior Supports, and Community Protection waivers for individuals who require immediate supports.

**Q: Will you please provide additional information regarding Community Guide and Community Engagement services and providing them for more than one client at a time?**

Some DDA clients have found that they are able to work on the same skills today as they did before the COVID pandemic by receiving Community Engagement/Guide supports remotely. Often, this is through with interactive skills groups led by their provider. An example is a social skills group learning about maintaining friendships with people using technology (instead of doing it face to face in the community like they used to.)

**Q: I have heard planned overnight respite are no longer having people come to them. Are there any other options for families to use?**

Many DDA respite providers are offering respite in-home, remotely, or on site. If you have questions about respite providers in your area please contact your DDA case manager.

**Q: I know a family that lost a provider and would like to increase the hours of their only other provider but that IP is already at their max weekly hours. Will an exception be made for that IP to work more hours?**

Exceptions to the maximum weekly work hours limit are being requested and approved in many cases similar to this. They will be reviewed case by case.

**Q: Just to confirm, from what Stacy said about the stimulus checks, it will not affect the \$2,000 resource limit...did you say for one year? So, when the check is received and deposited into the client checking account, they have one year to spend that money? Will we still need to contact Long Term Care at DSHS to report that income, or Social Security to report that income?**

Correct Stimulus checks will not be considered income nor affect resource limits related to Medicaid Eligibility for 1 year.

**Q: If I am in a different region, but missed that zoom, where can I find the recording for that?**

DDA is posting the recordings here:

<https://www.dshs.wa.gov/dda/consumers-and-families/dda-coronavirus-information>

**Q: Do you know if the stimulus check will put a person into "over resources?" How does the extra money from the stimulus check affect the \$2000 asset limit?**

[https://blog.ssa.gov/commissioner-of-social-security-shares-update-about-covid-19-economic-impact-payments-for-beneficiaries/?utm\\_medium=email&utm\\_source=govdelivery](https://blog.ssa.gov/commissioner-of-social-security-shares-update-about-covid-19-economic-impact-payments-for-beneficiaries/?utm_medium=email&utm_source=govdelivery)

**Q: How can we be certain our adult child's (we are her guardians) CORE waiver services are not impacted if we have chosen to temporarily take her into our home because of the COVID risks (she has underlying conditions that puts her in high risk category)?**

**Q: What can be offered to adults with DDD who have little or no access to technology for remote services?**

Here is the website for the DDA contracts page I referred to-do you prefer to send it out at the end or would you like me to? <https://www.dshs.wa.gov/dda/developmental-disabilities-administration-contracts>

**Q: As a single parent, how can I set up back up support for my son, in case I get COVID and can't care for him? He is on DDA waiver.**

For folks in King and Snohomish counties, Carina.com maintains an online database of caregivers including who is available to work right now, and how close they are to your home. The Home Care Referral Registries can also help:

<http://www.hcrr.wa.gov/>

**Q: Two weeks ago my daughter was laid off. We were aware than she was slightly under the 680 hours, in the covered employment period (we think she worked around 650 hours), but we called the Employment Security Dept. anyway for unemployment benefits because we understood that the rules had been loosened and wondered what that meant.**

Does anyone know what "rules have been loosened" mean? Is this just a situation in which my daughter is falling through an employment safety net including the COVID-19 Stimulus Package, both intended to provide economic security and aid?

Any advice?

Amazon may take EBT cards, this is by state

<https://www.google.com/search?client=firefox-b-1-d&q=will+amazon+take+EBT+cards>

Washington state is a partnering state with amazon

[https://www.amazon.com/b?node=19097785011&ref\\_=omps\\_surl](https://www.amazon.com/b?node=19097785011&ref_=omps_surl)

Families may want to consider opening an ABLE account to hold the stimulus check. It is fairly simple to open, you can do it online. It doesn't cost anything to open. I think there is a \$35 a year charge.

Note that the stimulus check is not considered income and will not be counted against resource limit for 12 months after you receive it.

**Q: There were some great ideas for online group activities given by Robin and Jamie from King and Snohomish- is there any way to get some links to those activity groups? Or suggestions on how to get something like that started. Is using Facebook ok?**

Jim Kopriva from AL TSA here - to the person currently asking a question, please contact [James.kopriva@dshs.wa.gov](mailto:James.kopriva@dshs.wa.gov)

The Arc of King County's activities can be found here: <https://arcofkingcounty.org/community-calendar.html>

**Q: Does DDA have any webcams to borrow? I have not done telehealth, but now need to, but there are no webcams available online anywhere until like June. I do not have a camera in my computer and was trying to avoid doing it on my phone.**

<https://mn.gov/deaf-hard-of-hearing/communication-access/ted/>

That is the TED program for tech

Ask your CRM about assistive technology services

**Q: How do we connect with pro bono lawyers?**

There are really great civil legal aid resources at [www.washingtonlawhelp.org](http://www.washingtonlawhelp.org)

Nwjustice.org for free civil legal aid

For free and low cost legal support with Social Security, Housing, Estate Planning: [washingtonlawhelp.org](http://washingtonlawhelp.org)

**Q: Is there a place for children receiving DDA services to go if they need to be quarantined and/or cared for away from their family to protect other vulnerable family members?**

DOH Guidance for healthcare workers and first responders return to work following confirmed or exposure to COVID-19:

<https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/HealthCareworkerReturn2Work.pdf>

**Q: For the people that are receiving SSI or SSDI, will they be eligible for unemployment under the new legislation.**

Unemployment law help at <http://unemploymentlawproject.org/>