

Washington State Department of Social and Health Services

Developmental Disabilities Administration – Town Hall

Region 1

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>> Good morning, everyone. Welcome to the developmental disabilities community town hall conversation on COVID-19. We are going to get started in about two or three minutes. And as you get logged in, please make sure your video is off and that your microphone is muted. We will be doing a quick zoom orientation once we get started. Thanks.

>> This meeting is being recorded. This meeting is being recorded.

>> Good morning, everyone. Welcome again to the developmental disabilities town hall conversation on COVID-19. This is being co-hosted by the developmental disabilities council, The Arc of Washington State and developmental disabilities administration. My name is Jeremy Paul, executive director of the Washington State developmental disabilities council. A few quick notes before we do a zoom overview. I did want to make sure you are aware this meeting is being recorded. So that we can share it afterward with folks not able to attend live. In addition there is another one on Thursday morning at 10 a.m. and another one Thursday afternoon at 4 p.m. and each will use the same zoom link and phone number. keep your video cameras turned off during the meeting which makes sure the attention can stay focused on the slides. Unless you are asking a question. We have CART captioning services for this meeting you will see that at the bottom of the screen if joining from a computer or other device. And one more thing, that I want to acknowledge is that while there will be updates and questions, meeting is open to all people including those who don't receive services, so if there are any questions or concerns, they are not specifically related, so she can give a quick zoom orientation.

>> Hello, everyone, this is Sarah. I'm with developmental disabilities administration and I want to introduce you today to your zoom room crew. So he is are the people that are mind the scenes which

is me Sara, I will be helping to drive the PowerPoint, I'm going to be working with some of the presenters to make sure they are ready and on queue but I want to introduce two other people and we will give you a quick zoom orientation. Martin, would you unmute your video and unmute yourself. He's with service alternatives. He will be helping to manage the muting of the videos, and the microphones so that we can all hear each other. And ALI, he is here for all of your technical questions, if the you have trouble hearing, if you your zoom is linking out, he will be helping us. So I will turn the slide to Martin to talk about why muting is so important and how to do that. Go ahead take it away, Martin.

>> So as Sara said we want to try to keep everyone muted at all times, except for the speaker, mainly because there is emitting of this size to run into problems with a feedback loop. If it's putting up with your speakers putting out, it ends up creating a lot of extra noise. If you have any questions throughout the presentation, just post them in the chat. And we will be have somebody monitoring that. If you have any technical difficulties, please reach out to me directly. At the chat box at the bottom there or ALI and we will help you out.

>> Great. Thank you, Martin. I also want to invite all the speakers and presenters, if -- it is optional, if you feel like it feel free to unmute your video, Jeremy will keep his video unmuted so you can see him, he will be our EMCEE who will help lieu this presentation. So if you feel up for it, please unmute your video, it will add a nice human element. So I also want to talk to you one about one more element on your task bar. When you go to your task bar you see your microphone where you put -- you hit the red slash which means you are muted, you will also see the video camera, with the red flash which means you are also muted but on the other end is a little bubble called chat. And that is the main way participants are going to communicate with us. We are asking people do not use chat to talk with each other, please only use the chat to pose questions to presenters. Type in many your questions when you think of them, we'll have somebody monitoring that chat. The big thing to know is make sure it's set to everyone so you will see a little box in the corner of your chat and if it says everyone.

>> That's what you want it to say and type in your questions. There is way to send private chats, the only private chat that I want you to send is to ALI who will be helping with technical issues. So if your video is blinking out or you are having trouble hearing or you need technical assistance, filter for ALI's name, you can type in ALI. It will pop up, choose him and send him a chat.

>> ALI, will you unmute yourself and introduce yourself so people know who you are?

>> Hi, everyone, my name is ALI AL-SADI and I will be monitoring the chat. If you have in my questions select me in the chat function for any technical questions. And if I see questions related to technical issues, being sent to everyone I will respond to you directly.

>> So don't think that I am just ignoring those, I will be responding to those questions directly to not overcrowd the main chat room.

>> Thank you so much, ALI. Please type in your questions and for those who are not able to type, if you can type your name so we can call on you when it's time for questions and answers.

>> If you can not type your name, that is fine, we will leave some type at the very end.

>> Where Stacy going to open it up for people to unmute themselves and ask their questions verbally. Until we do that we are asking people keep themselves on mute.

>> Stacy Dym from The Arc of Washington will be our pitcher who is going to be the person who is pitching questions to presenters.

>> So she's going to be monitoring that chat. To pay attention to you are where your questions coming in.

>> We're going to try to answer as many as possible. Please be patient with us. This is our first virtual town hall. We are doing -- did a lot of planning.

>> So we can be our best for you. We will let you know when we run out of time and we will, all the questions through chat

>> We will save all of them. All of our organizations are going to continue to communicate with you and get you as much information as possible.

>> If we don't know the answer today we will take all those questions back and see if there's ways to find more answers.

>> I will give you information at the end of the slide show about where you can go to find those answers.

>> So thank you, everyone. Stay tuned. Stay with us. We are trying something new.

>> We are all learning.

I turn it back over to you, Jeremy.

>> Thank you, Sara. Before we move forward, I would like to take a brief moment to acknowledge how incredibly hard this.

>> Each of us is struggling in our family, professional lives. We are adapting to a changing world and lots of different ways.

>> Most of us know someone who has or has had COVID-19. Some of us on this call I know have had it ourselves.

>> Many of us are grieving the loss of friends and loved ones.

>> And in so many ways this is a hair rowing time, that's really pushing us to our limits.

>> But what I have also seen I know that you have seen it in every corner of the state is something powerful and beautiful.

>> People coming together in new ways, bannings together to help neighbors, friends, loved ones.

>> We see healthcare professionals literally putting themselves at risk.

>> Every single day to make life better for others to save people's lives.

>> We see state and provider agency folks who are working around the clock to get people what they need.

>> And we know it isn't perfect and we have a long way to go.

>> But the main thing is we are moving forward together. And in a time when we are more isolated from each other than ever before

>> Ha is actually the only way we are going to get through this is together.

>> So thank you for being here today. For trying something new with us.

>> And for reminding us who we are and what we are made of.

>> So very briefly, for those who may not know, I want to talk to you for a minute about the council, I'm executive director of the Washington State disabilities council.

>> We are a federally funded organization.

>> There is one of us in every single state and territory across the country. In addition to our federal mandate, we also get direction from council members who are volunteers and they are appointed by the Governor and include people with developmental disabilities. And family members of people with disabilities.

>> To advocate for people all across the state with developmental disabilities and their families.

>> And that's whether or not they receive DDA services. If you want to know more about the council, feel free to visit our website or contact me.

>> With that I'll hand it over to Stacy Dym.

>> Hi, everybody.

>> Thank you, Jeremy, lovely words. Grateful for that.

>> I'm Stacy Dym, I'm incoming executive director of The Arc of Washington State.

>> I will be there in a short week or so.

>> Many of you know, there are Arcs across the state, nine chapters including the state ARC and we are historically an organization that advocates for children and adults

>> With developmental disabilities, family, caregivers and we are a member organization that includes professionals and anyone who wants to be involved in this important movement.

>> To ensure that people with intellectual and developmental disabilities are included throughout their communities.

>> We are -- we support and empower individuals and families.

>> Connect and inform individuals and support service systems and policies.

>> Thank you again for being here today, I look forward to taking your questions, I'll turn it back to Jeremy.

>> Thank you. So at this point we are going to turn it over to our partners at the developmental disabilities administration.

>> We have some members of their leadership team who are here going to introduce themselves and share some updates as they see things from their perspective.

>> We have Evelyn Perez with us who is the assistant secretary for DDA.

>> Hi. Good morning, everyone.

>> I want to thank you all for being here today.

>> And for the partnership with The Arc and developmental disabilities counsel.

>> And with you, all on this call. As Jeremy said, now more than ever we are stronger as we are together.

>> I want to really use my time and check in, Sara, check in my if my special guest might have been able to join us at this point.

>> From if not we will check in in a minute.

>>

>> I will check that, Evelyn. Keep talking.

>>

>> Sure. So while she is checking, I want you to mow the DDA team has been working around the clock.

>> To make sure that there are flex -- that we have -- that we have the opportunity to -- she is text Meg. Let me check.

>> She says she is in but can't hear us. Maybe somebody can send her some technical advice.

>> Our team is working across really 24/7 trying to make sure we gain approval approvals necessary to provide services in the most flexible way possible.

>> And to ensure that the services are getting to the individuals that need them.

>> We really are there in up front advocating every single day on a number of fronts.

>> To make sure that the needs of individuals with disabilities are getting -- they are in the forefront.

>> So again, I want to thank you for being on this and hope this is helpful.

>> So Sara, how are we doing with our special guests?

>> I'm still looking for our special guest so let's go ahead and have Lorna share.

>> We will continue working with her to get her on. Thank you. Evelyn.

>> Good morning. I'm Lorna Morris, regional administrator for region 1 developmental disabilities. I was looking at attendees.

>> Look forward to seeing familiar faces.

>> This is a difficult time for all of us answer we want to do our best to support individuals and families.

>> And I want to give you new updates.

>> Right now our lobbies are closed throughout the region.

>> However we have staff working from home.

>> We have staff in our offices in (indiscernible) and Spokane the largest offices.

>> We have lock boxes available to folks to drop off mail.

>> We are still getting mail and email.

>> So the office may be closed to the public but we are working.

>> It may take a little longer to reach us.

>> Or me to reach back to you.

>> But we will be doing that. Again, answering their phones, we are getting emails.

>> Lots of emails. As I'm sure you are.

>> So like I say, we have drop boxes at all of our locations, may they be located with the TD service office. Or community services.

>> Because we only have our main office in Spokane.

>> So we want to be acceptable to you as much as you can. -- accessible to you as much as you can.

>> So I know folks are concerned.

>> About services and payments. And all kinds of things.

>> And case managers are working very hard right now.

>> To respond to your questions and concerns.

>> And ensuring providers are getting paid on a timely basis.

>> That's very important.

>> And we are reaching out to individuals who have limited safety resources.

>> Maybe don't have provider coming in to their home every day.

>> Folks who don't live with family.

>> We are working on reaching out to everybody on each and every case load.

>> To ensure supports are in place and help resources as we can.

>> Region 1 is a large region geographically.

>> We are eastern Washington.

>> So in every area, the resources may be a bit different.

>> But if you need something call, I want individuals and providers and families to call the case manager you work with.

>> They will get back to you.

>> We want to get you any information you need and ensure the continuity of services the best we can.

>> We know some things aren't happening right now but we want to do our best to

>> Help you out with this difficult time. If you need to talk or available to listen -- we are available to listen.

>> So kind of region 1, Sara, we are doing waiver and CTC updates?

>> Go ahead and speak. And Lorna, I would like to introduce our special guest if that's okay.

>> She's here. So Lorna, feel free to mute yourself and I would like to introduce Cheryl strange.

>> Cheryl, will you unmute yourself and feel free to speak to us.

>>

>> Good morning, everybody.

>> Lorna, great to see you and Jeremy, I can see you guys pretty well.

>> Evelyn. Looks like there's about 199 people on this zoom call.

>> So that's pretty exciting.

>> I just wanted to pop my head in the door and say hello.

>> And thank you for being here.

>> And I can tell you that it's and all hands on deck.

>> Situation here at DSHS along with every other state agency.

>> We are operating within a -- what we call a unified command mode.

>> And this is a model incident command structure used all across the world really.

>> To respond to incidents or large events.

>> And so it's kind of a unique structure, we certainly have our typical administrative structure inside DSHS.

>> But in an incident command situation we are all operating

>> In a very what I would say expedited mode.

>> Decisions are made rapidly.

>> Across the state. And we have a lot of staff.

>> Up at the unified command center up at camp Murray.

>> That's over by joint Luis Mccord over on the west side of the state here.

>> And it's operated by -- it's called the unified command, it is operated by the military.

>> With and the unified unified command on the DOH side

>> With secretary WEISman and myself DSHS.

>> We have hundreds of staff up at camp Murray organizing around planners, doers, policy decision makers.

>> So there is a huge effort. We are very focused on

>> Personal protective equipment. We are very focused on testing.

>> And we are focused on procedures to keep staff, clients, you are o providers safe.

>> We meet every morning, the cabinet members and the general.

>> And we are dealing with issues of the day.

>> As well as bigger policy decisions, providing direction.

>> So I just wanted folks to be made aware of that.

>> We are looking at the state in its entirety.

>> DSHS is part of the unified command structure because we serve one in four WashingtonIANS and we are big part of the emergency response.

>> There is a light at the end of this tunnel, folks.

>> Hang in there with us.

>> We so appreciate all the advocacy.

>> All the work that you are doing.

>> We are trying to do a good job of communicating.

>> Sometimes that communication is delayed because we are working on others to get a unified response.

>> I just want you to know you are first and foremost in our minds.

>> As the delivery system and the parents and the staff and the advocates.

>> Those providers. You are first and foremost in our minds.

>> Here at DSHS as well as across the unified command.

>> We have a very large presence in this effort.

>> And I'm hoping that you all are getting on this call today to get an opportunity to share information.

>> And be able to help us as your administrators to do the best job we can.

>> And we rely on your feedback.

>> We need to know what your pain points are.

>> We need to know what is working and what isn't.

>> And Evelyn and Lorna have a lot to say, busy doing waiver requests.

>> Taking opportunities to adjust. Ment

>> All kinds of things. A to Z. Soup to nuts.

>> We can do that because we hear also what you are having to say.

>> And some of your challenges and barriers.

>> I will leave it at that.

>> And if you don't mind I would like to listen for a little while.

>> I have got to jump off at 10:30 for a joint information center briefing at 10:30.

>> But I'm watching, I'm hearing.

>> I'm present and accounted for as is the DDA team.

>> So please let us know where we are doing well and where we are needing to shore up a little bit for you.

>> So it's good to see everybody. Thank you for being on the call.

>> I will go ahead, Sara and mute myself at this point.

>> Thank you, Cheryl.

>> Thank you so much, Evelyn, Lorna and secretary STRANCE. We appreciate your updates and remarks.

>> We intentionally designed this time so it's not your typical webinar where you are receiving information for an hour and a half, that is not the purpose of this time.

>> We wanted to make sure to share opening updates with you so that you have some ground context for what is going on.

>> But we wanted to make sure we have the rest of the time available for you, for questions, comments, concern.

>> And ideas. So that is what we will do between now and 11:30 for the next hour or so.

>> And one thing that I want to remind you, I said this earlier, please don't feel like you need to limit your questions or comments

>> To DDA related topics.

>> We know most of the people on this call are probably connected to DDA in some way.

>> We certainly have a lot of folks on the call who can address those things.

>> If you have something you need to ask or say not specifically related to DDA, that's great too.

>> We will make note of that.

>> So with that, I'm going to hand it over to Stacy Dym.

>> Who will be fielding questions for us.

>> She can help us understand how this is going to operate.

>>

>> Hi, everybody.

>> I don't know if you can see me. Sorry. I unclicked but doesn't seem to be coming on.

>> I have been looking at a couple of questions that have come through already. And so I just wanted to see someone regionally in DDA.

>> Can answer this question.

>> Some individual providers are requesting a pay to retain sort of system.

>> So for personal care hours.

>> And the question is, can dollars be used as a payment to retain IPs?

>> Lorna, I don't know if you are able to answer that question.

>> Hi, this is Lorna.

>> I don't have an answer for that but I'm happy to check into that.

>> And I think we are looking at a way to answer questions, people can -- answers so we'll work on getting back to you about that.

>> I'll just mention I have heard of this with some child care providers.

>> They are asking families to basically pay for their spots. So they can continue to pay their teachers.

>> I just haven't heard of this in the disability community yet. So that's a great question and we will be sure to get back to you on some of those things.

>> And again, reminder for folks, if you have got specific questions, type them into the chat box and I will bring those up and try to make sure they get to the right person.

>> We do have another question. So for parents who have non-verbal children or guardian for their adult children.

>> They are wondering, can they accompany their child to the hospital if they are COVID-19 diagnosed or if they have symptoms, there's certainly exemptions with medical decision making and care for that individual.

>> And the question is, how will that be addressed? It seems that that question is going to be best directed to someone who might be on from the hospital system.

>> Because I think individual hospitals probably have the most control over that situation.

>> Lorna, curious if you have been hearing of this from families.

>> Or if maybe work with The Arc Spokane has heard about this situation from families.

>>

>> I think it's a great question.

>> I would gather every medical system within possible, maybe different. I think giving a thorough explanation

>> At check in will be beneficial but it will be up to the individual (inaudible)

>> Talking with several families that this is something that individual hospitals are making decisions about.

>>

>> So make sure as Lorna said you are talking with people at check in, that you are making sure that those who are caring for your child at the hospital

>> Whether adult child or young child understands your child's disabilities.

>> We have been hearing from family, great response there being allowed to stay, they have to be given PPE.

>> And they have to follow all the rules.

>> Regarding contact. But generally hospitals are having that additional support.

>> So I have another question.

>> Maybe I'll address this to someone at the DDA office.

>>

>> What is being done to get individual providers access to PPE or personal protection equipment?

>> I know this question has come up in many other regions.

>> For direct care or home care providers and how they get access

>> To PPE.

>> But I may direct this question to Beth at DBA who I think is on.

>> And let her talk about this just a little bit.

>> Hi, Stacy. Thanks.

>> So there is work being done

>> On prioritization of PPE.

>> I think the best thing for folks to do is contact their local health jurisdiction.

>> Or the other local authority.

>> To obtain personal protective equipment.

>> And Shannon is on and could also possibly add additional information to that.

>>

>> Shannon, are you on?

>> We'll see if Shannon can join us in a minute to add more to that.

>> About the question around availability of PPE.

>>

>> I know it's on everybody's mind.

>> And it is definitely a challenge. Even for healthcare providers directly.

>> Another question here. Will clients of developmental disabilities administration and their care provider priority status

>> On any developed inoculation or antibody therapy. That is not a question I have heard yet.

>> It is a great question.

>> It sounds like Oregon, Cheryl is letting us know, our chief

>> That Oregon is doing this and we are checking into it.

>> We are not sure exactly how this will go.

>> But we are exploring it.

>> I don't know Cheryl if you are still on or able to add to that.

>> Or if anybody at main DDA office is potentially able to add on to that.

>> Conversation.

>>

>> This is Cheryl. Can I just jump in and answer a few of these questions before I head out?

>> That would be wonderful.

>> So let me talk a minute about

>> My response to the Oregon was

>> Just a second. Let me click on my video here.

>> There you go.

>> The response I gave about Oregon was in response Stacy to the question about

>> Reimbursing and figuring out a way to pay families who aren't typical caregivers because they are staying home and caring for folks.

>> The state of Oregon is doing something similar to that and we are exploring that up in the planning section.

>> Of the unified command.

>> So looking at that statewide.

>> So that's what I was responding to on that.

>> As far as PPE goes, this is a very hot topic, I was on a very --

>> PPE testing are very big subjects in the unified command.

>> The governor's directive to the UAC was to get as much PPE

>> As is humanly possible. Leave no stone unturned.

>> On my call this morning at 8:15 it was about

>> Ordering in bulk beyond our normal usage.

>> So they are calculating burn rates, meaning how much are we turning it over.

>>

>> We know that hospitals aren't getting as much as they need long term care facilities are not getting as much as they need.

>> And they have been in a what they call a conservation strategy, trying to make sure that hospitals

>> With positive COVID-19 or suspected COVID were getting those.

>> As PPE was coming in, and Beth can speak to this

>> As the PPE cops in and we secure it, -- comes in and we secure it, we send orders up through

>> The state emergency operations center.

>> And as that gets distributed

>> We start breaking into larger groups.

>> So they are trying to target hospitals with positive COVID, any facility with positive COVID.

>> In terms of long term care. They are not giving a lot of

>> PPE yet for anybody who isn't positive COVID.

>> But based on what I heard today, I do believe

>> Our ship is coming in. With PPE.

>> And we will see those conservation strategies expand.

>> But I'm with Beth.

>> Right now it's reaching out to the public health jurisdictions.

>> I see that changing in the course of the next week.

>>

>> Great. Thank you.

>> And before I go, this is our first town hall.

>> And I think this is being recorded.

>> And we will get questions and we will look at getting an FAQ together based on this chat, the questions we are getting.

>> I can see there's a lot of questions in the queue.

>> And we will get better at this.

>>

>> And we will get to respond to your specific questions.

>>

>> Thank you, Cheryl. We are so grateful you could come on today.

>> Likewise. Thank you. Take care of yourself, Stacy and all of you guys out there.

>> It takes all of us. So be careful.

>> And wash your hands.

>> all right. Go get to that joint task force. There's several questions here about school.

>> And I know many of you heard yet the superintendent joined the governor and chatted about

>> Possibly opening some schools to some students with significant disabilities.

>> I have been emailing today with both OSPI and OEO, governor's office of education.

>> To see if there's further direction about that. So far there haven't been.

>> My guess is they are working on that today.

>> So I know many of you are struggling around school closures and what can be done

>> To help families there.

>> I doubt that DDA is able to probably answer a lot of questions

>> Related to school. Some of the -- our chapters have been in communication with schools.

>> And their local areas to see if there's going to be to be access to teachers.

>> There is also a question around students in transition programs.

>> And how that is going to happen in terms of getting connections for those teachers.

>> And there school work is out in the community.

>> How those families will get access to continued educational support during this time.

>> And as many of you know, those questions just aren't answerable right now.

>> Depending on your willcal school district, you may have had good communication with your child's teacher.

>> You may not have.

>> Will is no absolute there from what we can tell region to region.

>> It would be good potentially to stayna communication with the governor's office and education ombuds around those questions.

>> They are collecting information and fielding them to OSDI and governor's office around what families are needing.

>> For some families, if schools are going to be open

>> That will be great news for many. It is not cheer yet whether or not any direct service

>> Can be provided and what exactly will be available

>> We do know from a discussion this morning that there are some families that are not able to get Internet in their homes

>> And schools and local libraries sometimes serve as a hub. For Internet connection so families can get better access both telehealth and

>> Other school services.

>> So we will be watching carefully to see how that unfolded.

>> Beth, I saw you pop on for a minute.

>> I was wondering if that meant you had anything to add to the questions around school closures

>> And support for families. You are muted. Unmute for a second.

>> Sorry. My video was just enabled by the host.

>> I don't have anything to add about schools.

>>

>> But if folks are interested in pan update on wavers

>> And community first choice, I would be happy to provide that.

>> Great.

>> Lorna, if you are still available, curious what you are hearing from families in your local communities.

>> Region 1 about supporting families as their home with their school age kids.

>>

>> I think that lots of families

>> -- I mean, this is so difficult for everybody that I know for families.

>> In general because parents are used to their child going to school for six hours a day.

>> So we are processing lots of requests.

>> Exceptions to personal care activity.

>> And the child is typically at school.

>> So that would be something that we would want parents and families to contact the case manager about.

>> And talk about.

>> It doesn't convert hour for hour, it covers (inaudible)

>> Trusted provider in your home and helping out.

>> Great. Thank you so much. We have another question

>> Couple of questions about individuals who live in supportive living.

>> Many particular, someone in support of living, my client who sounds like maybe their own guardian isn't good at following social distancing guidelines

>> And may want to be traveling and out in the community.

>> There is a question about whether or not people with developmental disabilities can be restricted when there's important

>> Social distancing rules and other rules in place. That all of us need to follow.

>> And I don't know that we have any

>> Attorneys on that are here.

>> But I think the obvious response to that is probably the best we can do is support and individual.

>> Make very good choices and decisions and make sure

>> They have access to this kind of support that help them follow those feed lines for their own personal safety.

>> To the extent people are traveling and they maybe shouldn't be.

>> People are going out in the community and exposing themselves unnecessarily.

>> Or unsafely.

>> Everybody is making those decision, some make good decisions and some people make decisions that may put them more at risk.

>> So we certainly know that's going to be the case for people with developmental disabilities as well.

>> And we just need to make sure and offer as much support as possible. To those individuals.

>> Both, I don't know if you have anything to add to that.

>> Specifically for someone -- I think questions for any of us caring for adult with developmental disabilities struggling to understand these rules.

>>

>> Informing families through the DDC put out helpful information.

>> That there is some I think video from Oregon.

>> There are some messaging that I think families might find helpful in talking to their loved one.

>> About these strange times we are living with COVID. And and restrictions in place.

>> Those would be helpful resources

>> That maybe could be shared with the callers today.

>>

>> Great. We have a couple of questions here I'm going to compile and a suggestion that you may have a bit of a presentation that you can provide now. While we take a break and I collect some other questions.

>> Sure. Yeah. I think we wanted to give some updates on waiver and CFC flexibilities.

>> So the centers for Medicare and medicaid services allow for

>> Temporary flexibilities during times of emergency.

>> And since governor Ensley's emergency declaration at the end of February

>> The developmental disabilities administration

>> Has been working in partnership with the healthcare authority and CMS

>> To adjust our medicaid system so that Washingtonians are supported

>> Washington State DDA was actually the first state in the nation to have emergency authority

>> Under the appendix K.

>> Appendix K is emergency authoritys we get for wavers. Washington was also the second state in the nation to have

>> Approval under authority under 1135 regulation. In addition to that, I'll throw some more numbers at you. We have also submitted

>> And 1115 waiver along with some state plan amendments for added flexibilities

>> That we can't get through our 1915 C wavers or 1135 wavers. Basically what all those letters and numbers role up to is that we have

>> Requested and received a lot of flexibility

>> From CMS under medicaid.

>> All of these things are posted online.

>> Either on the DDA website or healthcare authority website.

>> What they mean for families and for providers is that we can do things like assessments

>> Over the phone. We have expanded provider types for some services.

>> For example, behavior support providers can do respite temporarily.

>> During the emergency. We have made requests for expansion

>> Of some service limits or scope of services.

>> Almost all of our services can be delivered by phone.

>> When it makes sense. Of course a lot of o our services are hands on.

>> But some components of those services

>> Even like personal care can be delivered by phone.

>> If the task is supervision.

>> Where it makes sense we have asked for those exceptions.

>> All modifications are in a case-by-case basis.

>> As needed. So just because we have these flexibilities doesn't mean they necessarily make sense for all of our families

>> But when they do make sense talking to your case manager

>> About the flexibility that's needed to keep you and your loved ones safe.

>> They are definitely on the table.

>> Because we want to be as flexible as possible.

>> In these unusual times.

>> We have heard feedback from providers and stakeholders.

>> And we are incorporating those into future requests for changes.

>> There are so many good ideas out there.

>> Right now. Passing those ideas on to your case managers is really important.

>> And helping us stay flexible.

>> And meet the needs of families.

>> Some of the flexibilities that we have been able to get at the state level

>> That aren't really related to CMS are statutory exemptions.

>> Rule changes, temporarily.

>> Things like IP certification and training. We have a lot of flexibility there. I think I saw a question come in

>> From someone about a background check, I think they forgot to send it in.

>> So the date of birth background checks are still required.

>> But there are some flexibilities that we have -- that we have for things like fingerprints.

>> Because of course if to be in person to get a fingerprint check.

>> Anything in person is definitely an area where we want a temporary flexibility.

>> So thanks, Stacy and Jeremy. That's what I have.

>> Thank you so much, Beth.

>> I think you answered several of the questions on here about IP and

>> Other providers being able to sub in essentially for these important services at people's homes.

>> Thank you for that flexibility. I have a quick shout out here to region 1,
>> They have been doing an excellent job being responsive so wanted to make note of that,
Lorna.

>> Sounds like region 1 has also been good about helping to connect people to very basic services

>> Around meal delivery and answering questions about re-evaluations that are coming up due.

>> There was one particular question about re-evaluations and maybe Beth or Lorna, you can reiterate what

>> Families need to be worrying about re-evaluations coming up in the next couple of months.

>> And anything Torry about whether or not services with DDA would be cut off because re-evaluation is overdue.

>> Case managers will -- they are doing their assessments over the phone.

>> It makes the most sense about that when this is all over.

>> Hopefully soon. Case managers will be able to go back out and visit with individuals and families.

>> So we are doing our assessments over the phone and so there should be no gaps in service.

>> That's great.

>> Quick if I can add Stacy.

>> The Congress passed a families first Corona virus act.

>> Which provided some enhanced match to states.

>> To help fund Corona virus efforts.

>> One of the provisions of that is states cannot reduce or terminate benefits.

>> During the emergency.

>> So I would say what families can take from that is just be assured.

>> Services are going to continue.

>> Case managers as Lorna said are going to do everything they can to to assessments by phone.

>> Or be flexible.

>> So I think reassurance is the message there.

>> Great. I have a question about whether or not DDA is able to participate

>> In zoom meetings. I think they were referring to case managers.

>> And some agencies have stepped up to offer their zoom but is wondering if case managers are allowed to have access to zoom.

>> For families that would prefer that level of communication with each other.

>>

>> Zoom is something we have been asking about and

>> So far we don't have it approved yet to use (inaudible)

>> I know zoom was escalating everywhere.

>> I don't know what it was called (inaudible) or whatever.

>> So case managers can do Skype meetings

>> They can set up conference calls.

>> So we do have access to other ways to communicate this program.

>> That's great. You think case managers are good helping families know how to load a certain app?

>> To use Skype instead of zoom? And those difference kinds of platform issues?

>> I can't say 100%

>> Because I am still learning zoom yesterday to do this.

>> So I think that we are trying the best methods we can.

>> I think we will evolve (inaudible) so we can use it

>> But it just depends on the case manager and where technology knowledge.

>> And if a case manager has a problem they can call in their supervisor.

>> We are using Skype a lot.

>> We have been using (inaudible). We do our best.

>> Great. Thank you so much. And on the note of platforms I have a couple of questions

>> Here from people wondering about telehealth and

>> Access to services through telehealth and zoom.

>> And our understanding so far is the healthcare authorities really been responsive in opening up

>> Codes and opening up services so that

>> Folks can get basic services that they were otherwise getting in person.

>> Through telehealth.

>> Sometimes that requires a zoom platform.

>> I know there are many providers in peek speaking with the healthcare authority this morning

>> Just even the the last week applied for zoom licenses so they can provide telehealth services

>> So if you are a family that is trying to figure out how to continue to get therapy or behavioral support

>> Those kinds of things, and you had a provider that wasn't able to do that last week you shall check this week.

>> Because things are changing rapidly.

>> Every week.

>> So I have another shout out for people to

>> Remember that your census form is due.

>> And census forms will help all of us in the end

>> The government needs to understand what services are available.

>> Or people are using or what individuals are in the community.

>> And so shout out for that.

>> And then there are just a number of other compliments

>> Again to region 1.

>> I don't know, Lorna, if you -- because we got a little gap in questions if -- there are a couple of issues coming up in your region

>> That you want to high height for people, maybe one or two challenges that you have had in your region you have been able to resolve or things you are still working on?

>> One of the questions I saw Stacy, doing such a great job handling them all is I thought IP

>> Is not having (inaudible) yet.

>> I wanted to tell that person to link that in.

>> Or drop it off at one of our drop offs at our offices. (inaudible)

>> Some of our challenges have been talking about zoom before, is some of our staff learning

>> Different systems and always keeping the focus on the need to get out and

>> (inaudible) talk with individuals and families. So that is different from us, that we can't see people

>> As much as we are used to

>> I know that I miss talking to folks.

>> So we are all in this together.

>> I think again the challenge is getting -- we have over 200 employees

>> Get out of the offices to ensure

>> Doing as well as they are feeling.

>> Anybody in contact with them, that is something that (inaudible) and quickly.

>> So we are trying to respond to things that are changing every day like (inaudible) and

>> Hopefully we can answer the questions that we both have when they call in.

>> I know later on we will share -- we have an email.

>> And (inaudible) regional office that we answer as well as our (inaudible) numbers

>> We can also connect case managers with families (inaudible). Thank you.

>> Stacy, I have one quick zoom request. For any of the presenters, if you have any TV or music or anything in the background,

>> If you can minimize or turn off that noise, it will help so much with us really hearing your clearly. Thank you.

>> You are doing great.

>>

>> Thanks, Sara. There was at a the beginning of the call there was a suggestion that if you didn't want the type in a question

>> And you just had a question or wanted to make a statement that we just call on you. From

>> The Arc of Spokane, I got a quick note that you would be

>> Happy to just chat for pa minute. Do you want to go ahead and talk about the services that are being organized

>> In your region?

>> Okay. Can you hear me?

>> Yes.

>> Okay.

>> Good morning, everyone. Thank you, Stacy.

>> For helping to facilitate and to Jeremy too.

>> I see a lot of amazing people on this call from across the state.

>> And in our own region here.

>> Miss y'all.

>> So the services at The Arc, I think one thing that is a challenge but important to convey

>> Is that our advocacy services are still available.

>> I know Brian Holloway, Helen black

>> Are all on this call and they are working from home.

>> But they are still available to take those calls.

>> From family members. And individuals with developmental disabilities.

>> Who need that assistance.

>> Who need someone to meet them where they are at.

>> And navigate systems or deal with various crises especially through this challenge we have.

>> With the crisis.

>> So we need to remember even though people aren't visible in their office, I

>> They are still available and they still want to help.

>> The other thing is the champions group.

>> Spokane county network of champions which is a group of stakeholders

>> That are connected to the DD world.

>> We are -- (inaudible) a coordinator.

>> So that is a great place in our region for other agencies

>> To get connected in

>> During this crisis to share information.

>> So I encourage anyone on the call in our region to connect to the network of champions.

>> You can message me at The Arc. I will get you into that network.

>> The other thing I wanted to mention is tech is more important than ever to people.

>> Access to tech during this time when people have to learn zoom or how to get service they need or talk to people.

>> That is an enormous challenge to people with disabilities. We have a tech center.

>> I know good will has a tech center.

>> Our tech center is still taking consultations.

>> So they can meet remotely with people.

>> And do complication on what kind of tech might be needed.

>> I want to make sure that I give a shout out to that center because right now connection to help is also tech related.

>> So if you need that support, please contact our tech center. AtA.

>> Thank you, SIMA. Really helpful.

>> While you were talking I got a nice note too from Cindy

>> Their parents program is offering zoom support meetings to their parents and caregivers as well as meeting for caregivers of children and adults

>> The with autism by zoom. And the zoom regarding wills and trusts.

>> So I know that there are a lot of activities going on in communities now. Helping to reach out to families.

>> Are there any other things that you would have, SIMA, about those kinds of --

>> Well, I would like to just mention that our advocacy and family support teams

>> Just got their own zoom platform to have more flexibility

>> I really admire what the other ARC is doing, provide that access.

>> The more that we can expand our -- we know how comfortable we are with zoom.

>> With teams.

>> And other platforms that help us meet with people remotely.

>> That's really critical.

>> I would have that as urgent on my list

>> If I were provider.

>> And it's not that expensive either

>> To -- there is even -- you can do it for free for 40 minutes if you download the app.

>> That is awesome. They are doing that. Our advocacy and family support team

>> Can also meet with people that way.

>> And I'd love to maybe next time

>> We are on this call together to share best practices around that.

>> And what is working for people.

>> To deliver services.

>> Via zoom and other remote platforms.

>> Because that would be great if we can learn from each other.

>>

>> Great. thank you.

>> Cuff couple more questions. Beth, Ann, or Jamie if you are opt call

>> Just a general statement again, can you explain relaxation approvals for someone to apply for hinge like respite care

>> And where do I find this application? The

>> Jamie or Ann. Hi, Ann. I think you are muted, Ann.

>> There we go. Can you hear me? Wonderful.

>> So there are flexibilities.

>> For new provider types for respite as Beth mentioned earlier.

>> One of those is behavior support providers are now qualified provider service repit care.

>> If an individual would like to get a contract for respite

>> They can contact their local contracts

>> Department and there is a link on the DDA website

>> That provides the contact information that a contract department and they can walk you through how to obtain a contract.

>>

>> Great. Thank you so much.

>> We have had a couple of questions about this issue of prioritization or rationing of care for people with developmental disabilities.

>> As they make their way into a hospital setting

>> To either be tested or receive care.

>> I wanted to update you,ier Jeremy and I have been on a

>> Couple of calls now with the department of health.

>> Many of you may have heard disabilities rights Washington filed a complaint

>> With the federal office of health and human services

>> Stating that it would appear if rationing of care were happening

>> Which is not happening currently in our state, then some decisions might get made who would receive intervention and who wouldn't.

>> It might be related to someone's disability or cognitive level.

>> It seems clear in our discussions with the department of health that is not the intent

>> Of this scarce resources management bulletin.

>> That has come out.

>> And in fact some changes will be being made soon to clarify that, make it very clear that

>> Someone with a developmental disability is not a factor determining whether care

>> Will be provided if first aid ever got to the point where we were

>> Rationing care. At this point right now, you should have every expectation your loved ones

>> Your child or adult child that you care for, is going to receive

>> The same access to care for COVID-19 as any other person will.

>> At this point.

>> More news to come on that. There will be some other revisions

>> Coming out on the department of health document here in Washington State.

>> And we will hopefully make that even more clear.

>> the state of California has produced a document that addresses this.

>> The federal health human services office for civil rights issued

>> A statement that made this very clear.

>> So I think we can expect the same from our state.

>> Whether or not somebody asked the reverse of that question.

>> People with developmental disabilities are prioritized in getting care.

>> I think at this point the State would probably answer everybody is priority rights now under COVID-19

>> As I hope to get every individual the care and treatment.

>> Certainly as a member of the developmental disabilities community

>> Presents some interesting challenges to how healthcare is delivered.

>> I so far have heard reports from families that the system has been very responsive.

>> So I hope that that's the case for people.

>>

>> And if you are finding this's not the case, we will certainly let the disabilities rights Washington

>> Developmental disabilities council or local ARC or the state ARC know that you are encountering that

>> Or you think it's related to discrimination about developmental disability.

>> Jeremy, I don't know if you might add anything.

>> To that.

>> I know it's a very serious and significant conversation.

>> In our community right now.

>> And is being treated seriously in the state level.

>> I this I you covered it very well, Stacy.

>> Developmental disabilities council is continuing to be call in these conversations to making sure that we fully

>> Understand what's going on and advocate for the right things. So for us

>> One of the things is doing two things at the same time.

>> One, it's being ever vigilant and watching carefully, because we know

>> Historically there are many examples where people have been mistreated over the decades and centuries.

>> So we always have individuals to make sure that discrimination is not happening.

>> We have to make sure that people are receiving fair treatment and care.

>> And at the same time we want to make sure

>> We are digging as hard as we need to dig to get facts and information and

>> Find (inaudible). To your point Stacy, about fact that rations is not happening

>> And that's an important thing for us. To know.

>> But also to be vigilant.

>> I would echo everything you said.

>> We will continue to be involved in this conversation. If anyone has any questions about that

>> Or wants to hear update provide input feel free to chat to us.

>> Great. There was -- there have been some discussions about making sure people with disabilities developmental disabilities are included in this conversation

>> And I know organizations were making sure that's the case as well as disability rights Washington.

>> If anybody has any more questions about that, feel free to get back to either one of us, Jeremy or I.

>> Or disabilities rights Washington.

>> So another question. Our son has been laid off from community services for people with disabilities.

>>PROFESSOR: We just have to go without pay. This question is for Lori. Not sure if your son was in a paid position through work or was in a supportive employment situation and not getting paid, was potentially a trainee or not.

>> Thinking for people with developmental disability as were in paid work who were laid off, same rules apply for everybody else.

>> There are a number of FAQs out now how to apply for unemployment.

>> And if your son receives Social Security, whether SSI or SSDI,

>> How that might employment might impact.

>> Their SSI or SSDI.

>> So read the FAQs carefully based on your individual situation.

>> For people who adult children, children in 18 to 21 transition phase

>> That were getting support from services in the community,

>> As many of you know, many supportive services are unable to be conduct because of rules around

>> Essential services and social distancing.

>> Many support employment providers are struggling about have been applying for care grants.

>> Because their folks are unable to go out in the community support individuals with developmental disabilities.

>> To learn work and to get work.

>> And to maintain their job.

>> That is one by-product of this COVID-19 crisis that I know DDA

>> Is ware of, that Cheryl is very aware of.

>> And that I think the governor has also got on his radar for people

>> Working including the impact for people on disability whose are working.

>> So that is something that hopefully will start to get resolved.

>> As our community comes back to life. As some of the danger has passed.

>> But it is as you know none can predict what is going to happen there.

>> Lori, if you transition to parts of your question that I haven't answered

>> Just let me know by typing in.

>> I have a question from Bernadette. My daughter was denied foot care. Shes is a type 1 diabetic.

>> It looks like that might be a Social Security appeal issue.

>> I was thinking of this as a general question, how do we get access to general care.

>> That's not COVID related right now.

>> In this day and age.

>> And how are people fairing with getting basic care from their physicians.

>> I know that it's possible that someone will have a good answer for how well they have been able to process some of those questions.

>> Most physicians are still able to do telehealth.

>> Even for basic care.

>> And you should still be contacting your doctor if you have on going or chronic medical conditions.

>> That are not related to COVID.

>> That seem to me to be diagnosed or treated.

>> So I would encourage everybody to continue their same contact with their doctors through telehealth.

>> And phone consultations.

>> I know physicians are being creative how they examine patients.

>> By zoom or other ways.

>> I have seen questions so I would encourage you to continue to do that.

>> Then there is one more question before I think we are doing to leave the last ten minutes for people

>> To just people who cannot type and want to unmute themselves and ask a question verbally.

>> We'll leave that time.

>> So then just one more question, there are questions about individuals on SSI

>> Receiving stimulus checks. Will they?

>> If so, will it impact their SSI payments?

>> Again, those are a couple of great FAQs available for that

>> That we can attach the follow-up to this. For people. Generally speaking, anyone who is receiving SSI if they were not --

>> For a while there was a concern to file a tax return in order to get that stimulus check.

>> That has since changed.

>> So it should be anyone receiving an SSI check

>> Should be able to get access to the stimulus payment.

>> And that will not impact their SSI, will not count as resource.

>> Ann or anybody at SSI -- I'm sorry, D DA, would you ask

>> That question about SSI. ? The eligibility?

>> Okay. Perfect. We are going to leave the last ten minutes or so of this call

>> If people have a question and they want to unmute. And just ask a question verbally.

>> If typing is difficult or not their thing, we are going to allow for that now.

>> Anybody have a question, they want to unmute and ask something? Anybody that's here or hanging on to something that's been already said?

>> Okay.

>> Seems like maybe we have answered a lot of questions here today.

>> I might go ahead and -- I have one more question here that just popped up. Not sure if this is addressed already.

>> Is there any information about hazard pay in quotations for individual providers? Clients (inaudible) in a crisis. And often people don't have access to adequate PPE. This information would be helpful.

>> So on this question, I think for a lot of people there is a concern about whether or not individuals who are providing services are putting themselves in harm's way. And

>> Should be should be compensated in a different way. Certainly for reported living providers and other providers there's been this conversation.

>> I don't know what the conversation has been for individual providers.

>> But I -- Evelyn or Ann, if you want to jump in and talk about whether or not

>> Individual provider communities there's some talk

>> Of additional pay.

>> For IP that go into homes, exposing themselves more.

>> Feel free to jump in.

>> And let people know if there's some guidance on that.

>> This is Evelyn. I think that -- I think that the questions have been asked. I don't think we have answered yet. As you know IPs are part of labor union.

>> So the work will probably be done with greater union around pay and benefits and other things.

>> So I think that those conversations are happening but I don't know that we have any responses or anything like this at this point.

>> I don't know how far they have gone.

>> I heard people ask about it but I don't know officially how conversations happen

>> As far as some division of labor and so on.

>> I think because we have very specific ways of dealing with individual providers, benefits and salaries

>> That that will be a conversation that will have to be held there.

>> Okay. Because we have an open time, I was going to say

>> Dawn W if you are still on the phone from the Washington father's network.

>> I this you had a quick shout out to some of the services you have going thereon in weekly meetings.

>> Are you still on, John?

>> I may have lost John. But there ice still -- father's network is holding weekly meetings.

>> As a support grown. Okay. Then -- support group.

>> There's a question, will you create an FAQ sheet and meeting update from this meeting? ?

>> Where we can access it later and get answers to questions? That's certainly something that

>> We have been talking about.

>> We are going to meet shortly after this first meeting and figure how we can do that.

>> Jeremy,ly turn it back to you.

>> And let you provide the closing information. With that meeting question.

>> To jump on that quick real quick. I think Stacy what we will do is we will -- especially after the other two meetings

>> We will take the opportunity to put all the questions together and make sure that there are responses for them.

>> And we will make sure that gets back out to our channels.

>> Back out to sites the same way you got the information about the town hall.

>> So one last thing we wanted to do before we part ways.

>> We talked about information and resources.

>>

>> And there is a lot of information out there.

>> Sometimes, I know it just feels like we are drowning in information. And it's hard to find what it is we are looking for.

>> So we wanted to share a few links with you.

>> And each of these links will take you to a page

>> Where there is -- more links and resources.

>> It will not have everything that you need.

>> But it is a good start.

>> So one is the ARC Washington State has a dedicated COVID-19 page

>> They are updating frequently with resources, FAQ documents, videos

>> Things that are helpful for people with disabilities and their families.

>> We are doing the same thing with our developmental disable council department families website

>> And social media Facebook. As I mentioned earlier, one thing we are doing is finding resources that we see

>> And putting them there. But we are also creating resources based on

>> Needs and questions, given to us like from folks like you.

>> As you continue asking questions expect in in return,

>> We identify a need around a resource that doesn't exist,

>> We have the ability to create those.

>> Whether it's a video or PDF or flyer.

>> Earlier I think it was Beth talking about most recent resources is plain talk for pandemic times.

>> It's a graphic illustration to understand what's happening why it's happening and what we can expect to happen next.

>> Of course the DDA website has lots of up to date information.

>> And links to other websites as well.

>> And if you have not signed up for GOV delivery which is how people in the community get email message DDA

>> There is a link to sign up for that.

>> So I'm going to ask Sara because I don't want to get the question wrong.

>> But Sara -- I think you answered. How can people get the links?

>> Sara and others shared them in the chat box.

>> So you can click on these links.

>> It will take you to those pages.

>> You can bookmark them and are go back as often as you like.

>> That's those resources.

>> So the last thing we will do is we are going to let this continue to run for a few minutes.

>> Just for people who haven't had a chance the type in questions.

>> What we are going to do is get every question typed in and make sure we get an answer for it.

>> Before we do that I want to say thank you again. For being here, taking time out of you are incredibly hectic days

>> To be here. To share information. To ask questions. And to share this space with us.

>> We know it's a challenging time.

>> And one of the biggest barriers we face is information.

>> It's being able to have access to information.

>> Communicating with each other effectively.

>> So this is one small step toward having more effective communication among ourselves.

>> Stay tuned for more information.

>> Be in touch with us if you have any more follow-up questions.

>> We will stay on a few more minutes

>> To let those questions come in through the chat box.

>> Thanks, everyone.

>> Thanks, Jeremy.

>> Thanks, Evelyn. All the D DA region staff and headquarters staff. Thank you so much. We appreciate this.

>> While we are waiting for more chats to come in, people are signing off, if you want to unmute yourself and say something, now is a good time to do that too.

>> I'm going to sign off but thank you everybody for being on.

>> I want to say hi to everybody in region one, that's where I came from.

>> I miss you guys.

>> So take care.

>> Thanks, Evelyn.

>> Thanks, Evelyn.

>> Getting a lot of thank yous. I hope this is useful and helpful for everybody. Something for all of us, great to be back and

>> Know everybody is out there connected to each other.

>> Thank you again.

>> To your question, Becky, about the other two meetings. Yes.

>> There might be some different questions depending on who is on the call. But it's the same organization. Same format, same content and presenters.

>> From maybe a slightly different question. And once -- all the recordings are going to be available individually.

>> And we will also make sure the questions and answers

>> Get co-lated amongst all of them.

>> And we will make those available to you.

>> Okay. That is all the questions. I haven't seen any other new ones come in.

>> So I'm going to stop the recording.

>> And we will make this available as soon as possible.

>> Thanks, everyone.