

ROUGHLY EDITED COPY

DDA - Town Hall

Region 2

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>> Good morning, everyone, we want to welcome you to the Development Disabilities Community Town Hall conversation. We'll get started in about two minutes. As you're getting logged in, just a couple reminders, please make sure you have your video turned off, that helps make sure the attention can stay on the slides and on the presenters and also make sure your microphone is muted on your computer or if you're calling in with your phone, please make sure your phone is muted. And when we get started, we'll do a quick orientation about using Zoom. Just to make sure everyone's on the same page. We'll get started in a couple minutes and we'll see you then, thanks.

Good morning, everyone, this Town Hall is being hosted by us, the ARC of Washington State and the Department of Social and Health Services. I wanted to give a few quick notes before we do a Zoom overview.

One, I wanted to make sure you're aware that we are recording this meeting. And that's so that we can share the link afterward with folks who were not able to attend the webinar live and for people who did attend and participate in the webinar, you'll be able to listen to that recording as much as you'd like and we'll share that afterwards.

And... in addition to the meeting that we're having this morning, there was also one on Tuesday morning, which was focused on Region 1. That was recorded and posted already. If you'd like to take a look at that, you can. There's another Town Hall meeting this afternoon at 4:00. Each of them will use the exact same Zoom link and phone number and will also be recorded.

So... we'll have all of those recorded and posted immediately after they're done.

I also just wanted to take a moment to quickly remind you again to keep your videocamera off during the meeting, unless you're a presenter. That just helps make sure that the focus and the screen can stay focused on the content on the slides and the presenter.

If you're calling with your computer, keep yourself muted, so we don't get any background noise or feedback. If you're calling with your phone, make sure the mute button is pushed on your phone.

Later, when we have an opportunity to ask questions, you'll have an opportunity to unmute yourself. You probably noticed at the bottom of your screen, we do have CART captioning services for this meeting. I want to thank DDA for arranging for that and providing that. I want to thank our captioner for so-diligently capturing our conversation in written form. You'll see that at the bottom of your screen if you're joining from a computer or other device.

I mentioned a minute ago, asking questions throughout the, throughout the conversation, you can type your questions into the chat box. That's actually, probably the best way, so we can keep track of them and keep them organized and make sure we have a chance to address all of them. We want to make sure every single person has the opportunity to ask questions. So... for people who don't have access to a keyboard or prefer not to type their questions, there's a couple other ways that you'll be able to ask your question later. One is you can use the raise your hand feature, if you're logged into Zoom and we'll be able to call on you. If you type your name or a letter in the chat box, we'll see you've written something and we can call on you when the time comes. If you're not able to type something, when the time comes, we'll let you know it's okay to unmute yourself and

you can verbally ask a question. We want to make sure everyone has the opportunity to ask a question.

One last thing to acknowledge before handing it to Sarah, there's a lot of information about DDA, specifically, but as we indicated, this meeting is open to everyone, including people who do not receive DDA services or people who do not qualify for DDA services.

So... if you have questions or concerns that are not specifically about DDA, that's totally okay and we highly encourage that. So... we'll do our best to answer, not only the questions that are about DDA services and DDA updates, but also those that are not.

So... without any further adieu, I'm going to hand it over to Sarah Blanchette so she can give us a quick overview of how to use Zoom.

>> Sarah: Hello, everyone. My name is Sarah. I'll be your pilot in the background here. I have a Zoom room crew that I want to introduce to you and we'll do our best. We're actually learning a new way to be, all of us. So... we are all connecting together as your community, to bring you an incredible PowerPoint and... presentation and answer question and answer time.

I just want to remind everyone, everybody's in different places. We're all learning together how to connect virtually. We're going to do our best on our end to manage all the technical pieces so you can hear and see. And I want to introduce my Zoom room crew. So... will Ali unmute your video and show yourself? And will Mitchell unmute yourself and show your video? These are your Zoom room crew. Mitchell's going to be the mute master. He's going to be making sure that the mics are muted and the videos are muted so everyone can see the PowerPoint. And Mitchell, if you'll unmute yourself and go ahead and give a little orientation to why we need to keep our microphones muted and our videos muted and how to do that.

>> Mitchell: As Jeremy mentioned before, it's important to have your video muted, so the actual PowerPoint being shown won't be minimized. It's also important to keep your microphones muted, so we don't have people talking over each other and a really quick way to check to make sure is if you're on Zoom, look at the PowerPoint, move your mouse to where the

screen share is happening. On the bottom left, you can see a mute and stop video button or unmute and start video. Make sure those are muted and stop video, unless you're talking to one of the presenters. And yeah... I guess now over to Ali now.

>> Excellent, at this point, we're going to ask you to do one more thing. In addition to muting and unmuting, Jeremy mentioned, we have a way to communicate with each other so we can keep presenters rolling, keep the questions being answered and really make sure we get the most information out to you possible.

We have a task bar. You have mute and unmute and a bubble that says chat. You'll pull that bubble up and that's how you'll communicate with us. We have some guidance that will help us. That chat feature is going to be where you're going to ask questions. Please don't chat back and forth with each other. Please just keep that highway clear, so you can type in your questions. We have Stacy Dim [phonetic] from The Arc of Washington monitoring the chat so we can get those questions answered. There may be things where you're coming across technical difficulties. If you are coming across technical difficulties, we have someone for you. His name is Ali. Ali, will you unmute your video and introduce yourself?

>> Hi, everyone, my name is Ali and the chat feature, if you were to select the two and change it from everyone to my name, Ali, you'd start typing my name, I should pop up. If you're having any technical difficulties, direct your issue directly to me. I'm also about to send a message out to everyone with my e-mail address as well, in case for a reason, the chat feature isn't working, you can e-mail me issues with audio or visual you're having.

>> Ali's your person. If you can't unmute yourself, if you can't unmute your video, or you can't hear, he's your person throughout the chat. Please don't send it out to everyone so that it goes directly to Ali and we save that chat room just for your questions.

It's very easy to do, at the bottom of your chat, where it says everyone, there's an upside down triangle, click that and find Ali's name. Type Ali and he'll pop upright away.

That's how we're going to try our best to make this as efficient and the best presentation possible. Last time we were

together, people dropped links into the presentation and that's great, but please try to do that at the end of the presentation if you can. I'll drop links, it's a fabulous thing to do as a community. Many people know things going on. Places where people can go for support and assistance. Please feel free to drop those links in the chat feature. We'll also hang out for about five minutes after we're done with questions and answers so you can type in any last-minute questions, you can also say hello to each other. That's a time when you can chat back and forth. We'll be open for the last five minutes. Remember, for questions, you can type in a question, you can type in your name and we'll call on you. If you can't type anything, never fear. At the end of the presentation, we'll announce, does anybody want to unmute themselves and ask a question.

Now... I have to share with you, that'll be a tiny bit complicated because multiple people might mute themselves. We'll do our best. Unmute yourself and say your name. As soon as you say your name, we'll call on you and everybody else will mute themselves again and you'll ask your question. We'll answer your question and say again "does anybody want to unmute themselves." Unmute yourselves, say your name and we'll get to as many people as possible. Thank you, everybody, thank you for your patience. This is a brave new world we're learning together. With that, I'll turn back to Jeremy.

>> Jeremy: Thanks so much. We're so thankful to you, Sarah and your team for making this possible and making it go smoothly. It's so amazing that even in this time of social isolation and being apart that we can have more than 300 folks here, together, virtually and to be able to share information. We're very grateful for your help.

Before we move forward with the rest of our information, I did want to take just a minute to briefly acknowledge that we know how very, incredibly hard this is. Each of us and our families, we're struggling in different ways. A lot of us know someone who has had COVID-19 or currently has it and is fighting that. Some of us on this call have had it themselves, right? And... sadly, a lot of us are grieving the loss of friends or loved ones who have had COVID-19. This is a really frightening, uncertain harrowing time. In so many ways, it's pushing us to our limits, making us feel complicated things. Fear, anxiety, uncertainty. All of that is understandable. I wanted to acknowledge that.

Something else we've seen and everyone has seen this in different ways in your local communities and across the state and across the world, is something that's even more powerful and more beautiful than that. Than the fear we feel -- people are coming together, right? Communities are banding together. We're helping our neighbors and friends and loved ones, we're figuring out creative ways to support people, be with people virtually, if we can't be there in person. We see stories day after day of workers and Health Care professionals and other essential workers who are literally putting their health and lives at risk every single day to make life better for people around them. It's not that they're doing it because it's safe for them, because it's not, we're just truly grateful for them.

We see state agency folks and provider agencies who are literally working night and day around-the-clock to get people what they need and just make sure that people are safe and that people have what they need. This isn't perfect. There are still areas where we have uncertainty about things, but we know we're moving forward. We're moving forward together. We're more isolated from each other than we've ever been before in our life times. The only way we'll keep moving forward is together. By pulling together in opportunities like this. Connecting with each other in other ways. Expressing our needs and concerns. So... thank you for being here. For those who don't know me yet or don't know much about the Developmental Disabilities Council, we're not here to talk about the DD Council, but I want to say a quick word about that organization so you're aware of who we are and what we do. We're a federally-funded organization. There's a DD Council in every state and territory across the country. There are 56 total. We're guided by a federal mandate, a federal law, but we also get our direction and priorities from our council members who are appointed by the governor and those council members include people with developmental disabilities and family members of people with developmental disabilities.

Simply put, our main job is to advocate, to advocate for people with developmental disabilities and their families across the state. That's whether or not they qualify for or receive DDA services. There are more than 100,000 people with developmental disabilities across the state and our job is to advocate at the systems level for those folks. If you want to know more about the DD Council go to our website and we'll share more information later in the presentation. At this point, I

want to hand it to one of our cohosts, Stacy, so she can talk about The Arc of Washington State.

>> Hey... everybody. Thanks for joining us today. My name is Stacy Dym. I'm Executive Director of The Arc of King County, I'm incoming Executive Director for The Arc of Washington. The Arcs are a national organization. In our state, we have a state chapter and nine local chapters. The Arc protects the rights of people with developmental disabilities in society throughout their lifetime. Each of The Arcs in our state provide different services, generally direct services and advocacy for children and adults with intellectual and developmental disabilities and their families and caregivers.

In this interesting, unprecedented time, we've all moved, most of our services to be virtual. We're busier than ever. We're supporting families, caring for both their young children and adult children in their homes now and adults with developmental disabilities who live in their community who need support and a new level of support to understand all of the new rules and the way the world is changing.

So... I want to make sure you all know that The Arcs are there, throughout our states that we do want to hear from you. And we are also here for you. So... thank you, again, for this chance to get together today.

>> Jeremy: Thank you, Stacy. And... so... next, what we're going to do, we're going to introduce some folks from the Developmental Disabilities Administration, we're so grateful to be partnering with them to make this opportunity possible and thankful to be joined by Ellen, the assistant secretary for DDA and Lauren, the regional administrator for region two.

I'm going to hand it over to them to kick us off with some updates.

>> Thank you, Jeremy. Welcome, everyone. Hello, I echo sentiments Jeremy had earlier. These are certainly unprecedented times. I really appreciate the partnership we have with the Developmental Disabilities Council and with The Arc of Washington and you, here, in this Town Hall. Working together makes us so much stronger. I want you to know that our DDA team has been working across the -- every day, around-the-clock, every day... to ensure that the services are being provided in the community and in our facilities, that

we're obtaining approvals we need to obtain services in the most-flexible way possible.

I think it's super important that we, as we work together, really share our resources, figure out how we do business together and... really move forward, really in a way we've never done before, so... I think sometimes when times are really tough, people come together and the very best comes out and so... I think that's what happens in our world. I want to check in real quick with Sarah to see if we have a special guest on the line who I was hoping might participate or say hello.

>> I'm going to do a quick check, I'm not seeing so far, but let's turn it over to Lauren and I'll find out.

>> Thank you. Go ahead, Lauren.

>> Lauren: Hi, can you hear me okay?

>> Yes.

>> Good morning, my name is Lauren Bertagna. I'm regional administrator for Developmental Disabilities Administration in region 2, including the middle swath of western Washington from the Canadian border down toward Federal Way. Includes six counties. And we have offices in Bellingham, Oak Harbor, Mount Vernon, Lynnwood, Seattle and Kent. Our offices are closed to the public. Just about all staff are working from home right now. We have a few employees to answer calls and collect faxes and mail. Most of the correspondences these days is completed through e-mail, but... if you do need to turn a physical paper, we have drop boxes at most of our offices, please make it clear they're for DDA. You can also contact your case manager and they can send you a postage-paid envelope. At the start of the pandemic, we heard a lot of people telework. There's a variety of ways case managers are communicating, e-mail, Skype, cell phones, laptop, phone connections and checking their desk phones. You may have experienced a lag in reaching someone during this transition, but... rest assured, someone will get back to you as soon as possible.

Case managers are working every day to make sure that you received your services and... payments are made on time. Our service information and referral line is still functioning. Taking eligibility workers and contract specialists are also continuing their work. Case managers are making an effort to reach out to people on their caseloads to inquire how they're

doing and if they might need support or need help identifying an emergency back-up plan.

We're keeping a growing list of resources available to people, including food, utilities, internet, transportation, activities, wellness, just to name a few. And one unique example of what's out there, which I like is The Arc of King County's phone buddy program. Where a person with a disability feeling lonely, isolated or stuck at home has someone to talk to. There's a link on the internet that has loads of information and we can get that to you if it's not on the slide show.

And... again, please contact your case manager if you have further questions. Things change rapidly, so... they may not have all the answers, but they'll do their best to respond and find answers for you.

Again... I hope this finds you all well and... that's all I have for now.

>> Thank you, I do see somebody that says Sheryl's iPhone. Sheryl, if you're on the line, will you please mute yourself (?) If not... we'll definitely come back, Sheryl, if you're on the line, please let somebody know that you're here -- we'd love to hear from you.

We're going to go ahead and move forward with the presentation and we'll definitely circle back.

>> Jeremy: Thanks, Sarah. Before we hand it over to Beth, I want to make a quick note that all over the country right now, state developmental disability agencies are working very hard to figure out ways to adapt their waiver services and create and find flexibilities within those waiver services to meet people's needs.

And there's a lot of different ways of going about that, but... one of the things I was most-impressed by, Washington State is the very first state in the country to submit something called an appendix K, which I think Beth will talk more about and have it approved by the federal government. That was a really important step. That allows DDA to adopt and implement different flexibilities within the waiver services and so, I wanted you all to know that all across the country, DD agencies are working on that. I know in particular, the Washington State DDA has been on top of that getting things submitted and proved.

Beth Krehbiel will talk more specifically about those services and waivers.

>> Beth: Hi, Jeremy, thanks so much. So... the Centers for Medicare & Medicaid Services allow for temporary flexibility during time of emergency. Since governor employs emergency declaration at the end of February, the Developmental Disabilities Administration has been working a partnership with the Health Care Authority and CMS to adjust our Medicaid system so that Washingtonians are supported. Washington State DDA was the first state in the nation to have an emergency authority under the appendix K, approved for 1915C waivers.

Washington was also the second state in the nation to have approval under 1135 authority. We have also submitted something called an 1115 waiver and various state plan amendments for added flexibility that cannot be addressed for the authorities that were previously approved.

So... with all those letters and numbers, I'll tell you what we can do under those authorities. Some of you might have already experienced some of those changes. Some of the things that we can do now, that we can't do normally... we can conduct assessments over the phone. We have an expansion of provider types for certain services and an expansion of some service limits or scope of services. This could include telephonic service delivery when approved in advance by DDA.

So... again, all modifications that we can do will occur on a case by case basis, as needed. You can view all of the appendix K modifications on our DDA website. Under our waiver program. And we are always looking for additional feedback, so... if folks see other things they think we could be doing, we can make those changes as well, thanks.

>> Jeremy: All right... thank you so much, Beth. And... before we move on and introduce Shaw, to talk about personal protective equipment, we acknowledge that one of the questions and concerns we hear most often from people who are receiving care or people who are providing care... whether they're a family member or a provider agencies is what are we going to do about personal protective equipment. Things like gloves and masks and gowns and other things to protect the person receiving care from contracting COVID-19, but also to protect the caregiver from contracting it and potentially spreading it to other people they care for. That's one of the questions we get

a lot. It's a difficult challenge. Not only does it have to do with the availability of PPE, but also how to get it to people who need it and how to pay for it.

So... we're glad that Shaw is here with us and Shaw is going to talk to us about what DDA is doing to make sure people who need PPE are getting access to it. Shaw... I'm going to turn it over to you.

>> Shaw: Thank you, Jeremy. Thank you very much and you're right, PPE has been a huge topic across our field, as well as you know... all fields, aging, long-term care, mental health, et cetera. So... the topic has been very big, right out of the gates with our facilities and that's across, across DSHS, so... there's been a unified effort to distribute the PPE equipment here within DSHS and using the Department of Health as well.

So... a term I'll throw out here that you all may have heard before, but I'll use it again is your state local health jurisdiction. So... when the topic of PPE really started to get big, say three weeks ago, three and a half weeks ago... it was very clear, right out of the gates that there was going to be short supply, very strained supply of gloves, of masks, of gowns, of goggles. This is the type of personal protective equipment that can protect you from getting sick. And... can protect everyone around somebody that has been infected with COVID-19 from spreading that disease.

So... it is really important to use it and particularly, if you have someone that you're around that is symptomatic, being tested, or has been confirmed to have COVID-19 and coronavirus. I'm going to say that continues to be the number one priority for distributors of PPE, so... there's a, there's an axes 1, 2, 3 adhered system within DOH for distribution that's also recognized by the state local health jurisdiction in your county and that would be the, the top priorities will continue to be the large facilities that have confirmed cases of COVID-19. Right?

So... there's been a concerted effort to get the ample supplies within those facilities. Those continue to be the number one priority for Department of Health. For distribution. And then there's a tier 2 level, which now includes through recent updates and lobbying from DSHS, home care providers, as well as supported living providers. Again... that is the tier

2. So... if somebody, that is being provided support and supported living or supported through a home care agency, also now, within DSHS has a role with distributing personal protective equipment to those agencies, entities and providers, again... particularly if there is a confirmed case of COVID-19.

In other cases, there may be exposure, and there might be, maybe some staff that are showing symptoms, those sorts of things. Those are also -- those are important pieces of information to share and to let people know, including the local health jurisdiction, and... that the supply, we're hopeful, that there'll be an increased supply of PPE across the state over the next week, over the next two weeks as more and more manufacturers are retooling their plans to put out more of these -- you see it in the news. Pierce County has a manufacturer that will put out several thousand of these a day. Specifically masks and... we also have people getting creative. And if you do visit our DDA internet site and I would encourage you to do so, we have a ton of resources on there. Specifically on PPE, on how to make your own PPE, for example... and also, some people out there, that are getting really creative and using family members. There's some organic effort out there, among professional providers as well as just clients, families, and that sort of thing where people are making their own, and they're providing their supplies to people in need.

So... all of those resources, we're continuing to try to pay attention to and keep our hand on the pulse of that supply. So... please, again... pay attention to the DDA. It's [DSHS.WA.gov/dda](https://www.dshs.wa.gov/dda). Also at the beginning of this presentation, you'll see a link there. If you go to our internet page, there's a simple link to COVID-19 information and resources at the top. I would encourage you to use that if you're a client or family, there's a client and family section we have there which has all the relevant information right below it and then we have a community residential section right there, which has all the residential provider information right below it. Those are good resources to use.

The masks are probably the number one most-important thing to prevent the spread of the disease. On the screen, here, you see an N95 mask. It doesn't have to be N95, it could be a surgical mask as well, which you'll see to the right. Either one of those will significantly reduce the likelihood of spreading COVID-19, so... whether, whether you're symptomatic or

whether you're just going to have to be around other people that might be symptomatic, or just a precautionary measure -- use a mask.

Initially, the DOH and the CDC were -- had big reservations around promoting the general public using masks that. Was mostly driven by concerns on short supply for medical professionals and home health [echo] -- at this point, they're saying protect yourself, it's proven to work. If you don't have an N95 or a specific DOH-approved mask, you can make your own. You can use bandanas, there's links and videos out there. Check them out. And protect yourself. I imagine there'll be specific questions related to this and we can tackle those, I'll stick around, we can tackle those one by one at the end of this presentation as well.

>> Jeremy: Thank you so much, Shaw, for all the information. In addition to PPE, one of the areas we hear from folks most-often about, something that's called economic impact or basically... you know... what happens if someone who is working loses their job? Or... what happens when someone received one of the economic stimulus checks from the federal government? How, how they can apply for that? How they can get it. If they do get it, how it may or may not affect any benefits they receive from Social Security? I'm going to hand it over to Stacy to talk really briefly about some of those questions and where folks can find more information about that.

>> Stacy: Hi, everybody, we all know the economic impacts of the coronavirus are going to be throughout the community and for people with developmental disabilities, in particular, there've been special questions that have come up. We've been looking to The Arc and other national groups to answer the questions for us. These are two sites you might want to go onto to get basic general information, but I can summarize a little for you here.

What we know, as of yesterday is that people who receive SSDI, and dependent-adult children, so... DAC recipients will be automatically paid the stimulus check. They already know your address, they know how to send you a check and that seems very automatic in the system. For some reason, there's been a real hiccup for people who receive SSI-only, and there's -- people who receive SSI are eligible for the stimulus check. The question is... because they don't file a tax return, and it's very, very difficult to file a tax return, when you don't have

any income to report... how those individuals will get a check. And so... the national disability organizations, including The Arc of the United States are working closely with Social Security to make that just an automatic payment. So that people do not have to go through a separate step to file a tax return in order to receive that stimulus check. We know that's going to take too long and that's going to be quite a burden on all of the systems and individuals. So... just stay tuned. On our websites, any of The Arc websites and DDC websites, as soon as we have information about that, it's more clear, we'll all be letting you know for sure.

It, it's important that also, family members, who are unable to work, because they've had to come home and care for their, either young child or adult child with a disability, for people who are home, because much having a young child, regardless of whether they have a disability will have options to apply for unemployment. There's been an outstanding question about whether or not people who are home caring for an adult child can collect some of the federal package money to allow you to collect income and as of yesterday, again... we heard that siblings and parents of adult children will be able to do that now. The same language under FMLA will be applied to that stimulus and COVID-related support. So... you, again, might want to go onto either one of The Arc websites or The Arc U.S. websites to learn more information about that and/or talk to your employer. Depending on the situation that you're in.

And I think that's it. Jeremy, back to you.

>> Jeremy: Great, thanks, Stacy. Thanks for those resources. We know folks will have more questions which we'll do our best to address in a minute. Before we move on to the question-and-answer portion of the Town Hall, we want to make sure you're aware of a few websites in particular, that we're doing our best to compile information and create resources so that they're easily available for you.

The first link on the screen, in a little bit, Sarah will share these links in the chat box so you have them. The first website is The Arc of Washington State, they have a dedicated COVID-19 page where they're collecting all sorts of links and resources. Check that out. The same thing is true for the Developmental Disabilities Council, we have a program called Informing Families where we not only provide information that is -- that we find elsewhere, but we also create information and

videos and other resources and we have a dedicated COVID-19 page as well.

We, we talked a minute ago about the Developmental Disabilities Administration website. They've got lots of information posted up there and if you're not already signed up to receive e-mails, messages from DDA through gov delivery, here's a link to make sure you're receiving those updates.

Those links are now -- they'll be in your chat box in a little bit. Now we're going to move on to the question-and-answer portion of the Town Hall so we can hear from you. With that, I'll hand it back to Stacy who will help sort through the questions and figure out the best person to address each question.

>> Stacy: Thanks, Jeremy. We've been getting a lot of good questions in the chat box. Now is a time for you to type in your questions. We'll have a period of time after we have written questions, to just open up the call so people can unmute and ask a question in just a little bit. For right now, I'm going to start to characterize and categorize questions that seem similar in the chat box.

One of the things on everybody's mind, of course... people who have school-age children is what is going to be happening around having children with disabilities get access to educational services and more-importantly, when can they go back to school?

Many of you have heard from, most-recently, in this last couple days, the governor had a press conference that included Superintendent Chris Rigdall [phonetic] and schools will be closed the rest of the school year. There's some implication that there won't be ability to provide for any summer makeup time and there's some questions, even still, about whether or not schools will open in the fall.

So... people need to be thinking seriously about how they might manage having school-aged children home. Particularly children that are on IEPs.

We've been awaiting guidance from the superintendent's office about what can happen for children with disabilities. There are two important documents for you to look for. We can include those in a little bit on the chat and we'll do that in a follow-up slide. OSPI released a document on continuous

education. That's for all children and sets the expectation for what -- how schools and parents will work together to be able to educate children at home, essentially. What the guidelines are for various ages of students, how much schooling parents should be thinking about doing and how to connect with their teachers to be co-educators in some sense. Just yesterday, at noon, the Office of the Superintendent of Public Instruction through special education released another document about documents during school facility disclosures. (?) That's a thick document that has a lot of suggestions for schools. The, I will let you know, there are a group of parent-led organizations getting together and talking about how to formulate another document to help families communicate with their school systems, with their teachers, to talk about, looking at the IEP, prioritizing goals, talking through how these families might support those goals in school and at home. And then, looking at other ways that therapies could potentially be provided. You know... through insurance, through TeleHealth, and whether or not the Office of Superintendent of Public Instruction can partner with the Health Care Authority to help families get better access to some therapies during this period of time.

So... there are a lot of questions, still unanswered. Most of us know that this is going to be a challenging time. One place that you could potentially call is the Governor's Office of the Education Ombuds. Ask your questions and let them have an opportunity to collect questions and go back to OSPI and the governor's office and get more information for people. Look at the continuous instruction document from OSPI for all families. When you have specific questions, contact OEO or also call your local Arc. We're all working around school issues to help families and support them as much as possible. It is unlikely that schools are going to reopen, except as they are now, currently available to provide for food for families and some schools are providing some limited child care for Health Care workers and... again... it is very unlikely that the buildings, themselves, will open up for any particular services.

But... you should, more and more, over the course of the next weeks, find it easier to get ahold of your special education teacher or someone at your district to collaborate on your child's IEP, now that it's implemented at home.

That was it for some of the basic questions around education. As I'm looking at the chat box, I'll continue to watch for those kinds of questions.

Now... I'm going to send a question either over to Evelyn or Beth to potentially answer, regarding several questions on do we have good information about how many people with developmental disabilities may have been diagnosed with COVID? And... how their caregivers are getting support to care for them. In particular, I know that families are very concerned about if their son or daughter does get diagnosed with the coronavirus, will they be able to go into the hospital and support their son or daughter who may have communication issues, who may need some other support, some adult individuals have their parents as their guardians and they do medical decision-making. So... will the guardian be there to be allowed to stay with that person and make those kinds of decisions?

I'll let Evelyn or Beth get started on that particular question and... we'll, we'll see what we can do to resolve some of those answers.

>> Evelyn: Sure... the numbers part of it is, we are tracking how many folks are positive, how many individuals have come up positive, but... we don't get, always get information from families. We do get information from our residential providers and... so... we are -- we've been tracking those numbers. And... any time we have those, we're, you know... we're working with the providers to support them, especially DSHS in general, through our residential care services, when they do connect with them and work with them to make sure they have the correct PPE and also, the individuals who typically survey, agencies are also doing visits in order to ensure the proper infection controls are being followed. And we've provided some webinars and other instructions for providers on how to care for, how to do, basically, universal precautions and infection control and so on. Not all families report when they have an individual who is COVID positive. We certainly encourage families to let their case manager know that, so that we can, then, provide any support that we might be able to obtain or at least direct them to the right place to opportunity the necessary, the PPE for the home care provider or also the information needed in order to care for somebody who has COVID-19. We do have several documents in our website that

provide that information, but... case managers will be the first place for sure and they'd let us know when we're tracking those.

As far as the individuals with guardians and family members, I think we had that question last time too, Stacy. I believe that it is hospital by hospital, but... one of the areas that you folks are recommending, we are too -- is for families to make sure they let the hospital know that the individual needs help communicating or the individual needs help in making decisions, so... we would encourage for that to happen. I don't have a lot of information from -- or background and information on what the hospitals are doing specifically. Certainly, we'd want to know if that's not happening so that we can then, all of our organizations can advocate for that, for that to happen.

>> Great, thank you, Evelyn. That was really helpful. Our experience has been that hospital by hospital... we're hearing that parents who go in with their adult children into the hospital setting, Health Care professionals are interested in having that level of support to communicate and... help the individual understand what's going on.

So... if you're hearing about situations where that care is getting limited or people may be more isolated... definitely be letting us know so that we can be chatting with folks at the Department of Health about this particular concern. They know it's there, they're working hard to just keep everybody safe. They certainly don't want the parent to be unnecessarily exposed within the hospital setting, to the dangers of the coronavirus. They're doing the best they can to keep that person safe as well.

So... other questions that are around waivers and services, Beth... I'm assuming you met [indiscernible] field these questions. I have several questions about what to do if a person who is DDA-eligible is caring for someone who has significant behavioral challenges now that they're isolated and at home? People are in close quarters and families are often reporting they're going into crisis and some adults with developmental disabilities are having a difficult time adjusting to the rules. If you wouldn't mind, Beth, talking a little about how people can access TeleHealth through waiver services and get additional hours and those kinds of things to address these particular concerns.

>> Beth, thanks, Stacy, we also have Ann and Jamie on as well, so... I'll look to them to chime in. TeleHealth is available through the Health Care Authority for most medical and Health Care services. So... behavioral health services, speech services, are examples of services that are available through TeleHealth and... some of the flexibilities that DDA has approved through, through our appendix X request to CMS include remote support.

So... examples of that could be behavioral support or other services. I wonder if Ann would like to add in additional information?

>> Ann: Sure, hello. Yes... so... everything that Beth said is absolutely accurate. And we encourage folks to reach out to their health plans or to their DDA case manager to explore opportunities for remote supports. Some additional flexibilities that may be available to folks are to access some staff and family consultation to provide some additional support and guidance to families who may want some additional tips on how to help support their loved one. Or... a person that they're supporting through this crisis. As we see increased behavior challenges. We've created flexibilities to allow for positive behavior support, providers, contracted with the Developmental Disabilities Administration, to be able to provide respite care support, so... that can allow for individuals who have expertise and behavior support strategies to be able to offer some respite care support for primary caregivers.

>> Thank you.

>> Ann, is it the case that we now have a number of people providing respite who may not have traditionally or historically provided respite and other personal care services. Is that allowable and can they be paid at a higher rate? We had a couple questions about that.

>> So... any questions around -- there's different flexibilities and it really varies depending on a person's circumstance. So... I absolutely would encourage contractors to reach out to either the contract department and we will include a link to resources that are available on our DDA webpage. At the end of this presentation. Or... for folks to contact their DDA case manager -- we're reviewing every request that a person has related to COVID and needs for flexibilities and so... anything -- anything that a person needs, they can, they can

request that and we can talk with that person about what, what the possibilities are.

>> Thanks, Ann. Another couple questions. If a family knows their care educator from school or ABA therapist is willing to step into that role and have an expanded role in their home, is that allowable?

>> Ann: It potentially could be allowable. It would certainly be something that we'd want to take a look at and see if there's a possibility of getting a contract set up for that person. It's going to depend on what they're -- what their background is and... if they meet the minimum qualifications that we have for providers, but... it certainly is a possibility that we'd want to explore.

>> Great, thank you. Another question related to waiver services for a lot of people in supported employment, they, they are no longer in their jobs or unable to work and their supported employment providers are sometimes reaching out and still providing some services. Can you explain a little more, for people, how they might continue to access some supported employment services and what's happening within that regard?

>> Beth: Sorry, Ann -- you chime in too -- so... many of the services available to support a person in their employment search or on the job, are available remotely. So... they can connect with their case manager, or the provider can. There are some services that make a lot of sense, delivered remotely, such as discovery or... or some of those development topics. Ann -- you have something to add?

>> Ann: No, you got it all, Beth.

>> I also have [indiscernible] on chat with me, he's not able to unmute, but says people should definitely work with the counties to evaluate how to continue services in emergencies and there'll be some time available to extend some of the audit considerations, so... if you have an agency that has a cap due to RCS, please reach out to RCS and talk about the situation. They're working flexibly and agily to help manage the issues coming up. The counties are a good contact for a lot of what's happening here. And I'm going to be on chat with Seth, so... Seth, if there's anything else you want me to let them know about, please send that in the chat box and I'll read your response.

>> As long as Seth is on the line, this might be another one for him to answer. So... someone is asking, how can we be certain our adult child or her guardians [indiscernible] waiver services impacted if we've chosen to temporarily take our child home from a supported living situation because of the COVID risks?

This person also mentions that the parents were accidentally exposed to the virus by a caregiver and planned to bring her home to self isolate. Everyone has been able to stay safe, but they're worried about agencies and their ability to support the clients, what will happen in terms of funding if parents bring their adult children home? They don't want to lose services and... yet... they want to make sure that everybody's as safe as they can be.

>> This actually came up in the [echo]. There should be no impact to their waiver. We do know that that is happening, that people are moving home or... for this temporary period of time. With their families. And... we are continuing services as normal and... inviting people to work with families, like supported living agencies to, and organizations to work with families on a care plan, if possible... in those settings. Beth, do you have anything to add or anything that you want to talk about?

>> I think we might have lost Beth there for a second -- nope.

>> We'll circle back to this -- I'll circle back to Seth, we are aware this is happening and we're looking at how we can be the most-flexible and have minimal impact on families and providers.

>> Great. I have a couple other questions, just confirming, again... what's the process for an exception to rule and what if I can't get ahold of my case manager? I've had a difficult time reaching my case manager.

>> Lauren: I'm getting an echo here -- I'm not sure if everyone is muted, but... in order to request an exception to rule or policy, please contact your case manager and if you are having trouble reaching a case manager, then... you can always call the 1-800-number for the office which the case manager works out of and they'll make sure they get a message. They do have supervisors and we will certainly follow-up, it would be

that the individual is out sick or... we have to have somebody else respond so, please let us know if you're having trouble connecting.

>> Stacy: Thanks, Lauren, stay there for a second. I have another question from the Vietnamese community. They are saying that they seem -- they're having a difficult time getting resources in their language and they're curious how many pieces of information you're able to put out in a variety of languages and where they could find that information?

>> Lauren: A lot of our documents and pamphlets and information is translated into several languages. However... if there's a specific request, we can certainly have that translated. Depending on what the individual wants. We have a couple translators on staff to help us communicate on the phone if there are questions people want to pose individually and we have a contract with interpreters that we can also use.

>> Stacy: Great, thank you so much. Let's see... we've got another question about -- a couple other questions regarding the Social Security stimulus package. So... some people have asked will the stimulus amount put a person over resource? And the guidance and information we're getting is that it will not. This'll be seen as a separate source of income and is not going to count as an asset and shouldn't put people over resource. And then we've had a couple questions about whether or not parents will also get the stimulus check since many parents are unable to work because they're home caring for their child. The answer to that is, it depends. If the parent is otherwise eligible based on their tax return for a stimulus check -- they may. They are unlikely to get it simply because they're home with their child and unable to work. If they were over their income limit in the last tax return -- that parent may be able now to apply for unemployment because they're unable to work, staying home with their adult child with a developmental disability. I just want to add that in, I don't think it got addressed before. Another question is... in particular... back to the school issue... will any sort of teacher or coach-led activities happen this summer, specifically for pre-school-age children? What activities are available for pre-school children? We've been grateful for the support we've received so far, but it doesn't compare to the interaction that we got in our early childhood development classes and special education.

And I think that the, the answer to that is similar it all the questions around special education, which is... it's highly unlikely that there'll be activities this summer that will be opened up again. I think we just have to take this a month at a time. And... if you're able to get ahold of your pre-school teacher and talk through the IEP and what priorities might be and how a parent might implement some of those activities at home... that would be one route to go.

In addition... through your own insurance -- particularly if you have Apple Health, now would be the time to look at eligibility for different therapies, changing hours for different therapies, and getting access to those therapies through TeleHealth. Separate and apart from what you might have been getting through the school program.

So... I just want to make sure people know about those options.

Okay... to take a small break in some of the questions, I know that we have some folks from The Arc of King County on. Robin and Rachel -- I thought they might be able to explain some of the changes to support services for families while they're home with their kids. There's more information about what resources might be available regionally. I also think we have someone from The Arc of Snohomish County, Jamie, and she can talk about that from a little further north. Robin, you want to get started?

>> Robin: Sure. Hi, everyone and Rachel, feel free to jump in as well. I know you're out there. The Arc of King County, we're not able to do any of our in-person activities anymore, but... we are continuing to provide our one-on-one, kind of consultation, if you give us a call or send us an e-mail or Facebook message us, whatever works for you, we'll help answer your individual questions. Questions about the stimulus checks or --

>> Okay... the phone number is 483-

>> Please know that service is still operating and... we're -- we look forward to hearing from you. We also are doing a lot of different online activities. Our Healthy Relationships program is offering different kind of social groups, art groups, dungeons and dragons groups, things like that for teens with developmental disabilities, as well as adults with developmental

disabilities. And then... our parent to parent program is offering a bunch of different online meet-up groups. Every Monday, African-American families are getting together online. Every Tuesday night and Saturday morning, Spanish-speaking families are getting together and there's some other things as well, including like a video game night for people.

So... we are doing our best to try to help people connect. And... it's all, it's all online, virtually, if you're on Facebook, we are posting stuff on our main page as well as all of our different Facebook groups. So... that's really kind of the best way to link it up with us. And then, also... it was mentioned earlier, but we are doing a phone buddies program for people with developmental disability, if they are feeling isolated or lonely, our own staff and a handful of volunteers are becoming phone buddies and chatting with people a couple times a week to make sure people aren't completely alone right now. And that continues to be available for folks.

>> Stacy, great, thank you, Robin. Rachel, are you on and would you like to add anything to some of the activities you're reporting? Sounds like Rachel -- might not be there? Jamie, are you on the line? Are you able to talk about things happening further north in Snohomish?

>> Jamie: Yeah... similar to The Arc of King County, we've -- we don't have staff in the office but... we're shifting most of our supports virtually. And I apologize, my granddaughter just walked in the room. It was quiet until now. And... we're offering virtual support groups. What else do we have going? We have things for the individuals who experience disability themselves. We have some virtual craft -- sorry... art and crafts meet-ups. We have some different, using charting the life course tools. Coping, checkins, we're offering a group for the Spanish-speaking individuals. The leadership team is following some of these things closely, the Social Security items and things. All of our staff are working from home, everybody's still trying to shift gears and offer support the best we can right now. If you're not sure what staff to connect with, you can e-mail [info@ARCSNO.org](mailto:info@ARCSNO.org). I don't know if there's a way to put that or contact me, Jamie Coonts and I'll direct you to the right staff. We're adding things too, as we're hearing from individuals, the need that's out there. And... our Helping Parent Program is a great way to connect. We can connect a parent with another parent to be able to talk and connect. I

think I'm probably missing some of our programs, but... please reach out. We are taking e-mails, trying to help navigate resources the best we can.

>> [Indiscernible] from Open Doors are you still on and able to give a brief information about some of the ways that your services have changed and... what you are faced with? She may not be on right now. We'll come back to that.

So... for folks on the line, whether at An Arc or through DDF, a particular question, can you please provide information regarding respite care resources for families with children with special Health Care needs and medical conditions. Someone's having a difficult time finding someone who can help in their home. I don't see a region, so... maybe someone at DDA could start answering that question?

>> Hi, Stacy, this is Beth. I hope you can hear me now and see me. So... we do have respite resources that could be available to meet the needs of a child with special Health Care needs. A case manager would be the best person to help match a particular client to a particular respite resource. So... there are options out there. It just kind of depends on the individual.

>> Great, thank you. And then I have a -- I have another question here, regarding availability for food. And... there's a -- an online snap pilot, that's available in Washington State. We want to make sure that folks know that people can go online now using those benefits and there's additional money now for a 2% household. Someone who might typically get \$200 per month, can get an additional \$155 of emergency benefits for March and April. That additional money can be loaded onto their EBT cards. Please keep that in mind. I, I think there, there are several questions here, about whether or not families are going to be able to -- clients are going to be able to spend down money in time, so... they don't go over resource for Social Security. And will clients be penalized for going over resources because they can't get out into the community and spend on what they need. I know this has come up for several families and individuals with disabilities if they're unable to often, because their EBT cards are -- and benefits are not in the form of a credit card, they can't order things online and have them delivered.

I'm curious if some of the local organizations have come up with a solution with some of -- the families or individuals who are facing this concern? I'm going to take from the silence that nobody's been able to solve that problem yet.

We know that folks are really challenged with this and... it may take other people to help an adult, in particular, who's living on their own, get out into the community and be able to get the goods and services they need. The traditional way. This is certainly something that's been coming up at the national level and we keep watching it. If people are getting into a jam, as the weeks go on... please let DDA and... your local organizations chime in on this. Beth... did you have a --

>> Beth: I'd like to add real quick, during the emergency period, the federal emergency declaration... our state and other states that have accepted enhanced match for services under the families first coronavirus act can't terminate or reduce Medicaid benefits, so... I think there was a person alluding to being fearful of going over resource, because they weren't using funds in the way they normally use it for community activities.

So... eventually, once the emergency's over, those funds would need to be spent, but... during the time of this emergency -- I just advise families not to worry about that particular thing. Thanks.

>> Great... I have a note here from Kathy. Families might want to consider opening an ABLE account to hold a stimulus check. It doesn't cost anything to open. There's about a \$35 a year charge and this might be another avenue for people.

And somebody else is saying that they think Amazon is finding a way to be able to take EBT cards to be able to deliver. So... we'll just keep an eye on some of those questions and hopefully when this is over, we'll be able to have an FAQ section. Some of these questions we'll be tracking and provide information at the DDC websites and so that people have more information about this.

At this time, we have about 15 minutes left. I think we're going to go ahead and open up questions for people who would like to unmute and just ask a question. So... let's get started we did that. Does anybody, right now, have a question they'd like to ask? Just go ahead and open up your mic.

>> Can you hear me?

>> Yes.

>> Sorry... I, I posed a question, also... about the issues of the in-home care agencies. They are sending providers and the issue is that, if they had been exposed, we only get a phone call to say, well... the caregivers are not going to come back, as well as, we can't send anybody else because the caregiver came to your house, so... your house has been exposed as well.

Then... from there, we don't get anything else. I have reached with our person to everybody doing some of the folks on the list -- I don't have any questions at all. And then the day came after the 14 days, that person has been exposed. Call and... apparently the person has been exposed again, so... [breaking up]... I didn't have any questions, so... not only the person came to work in any other agency, cautions people. But there's no control, there's no guidelines, there's nothing in place and when I ask my case manager, my case manager says that the agencies, the DDA doesn't have any way to oversee those agencies, how they're applying relations, so... the question is -- if -- if that's true... or... you don't have the answer -- I'd like to continue following up, until I get an answer. And... who is the right agency, body on everything that is being able to take this complaint? I talked to the [indiscernible] man, they don't have an answer. I talked to the Attorney General's office, no answer. I'm still reaching for the answer. Anyway... one more people that I have. Thank you.

>> This is Beth. And I believe Jamie is also on the line. She's listed under Bondjl, I believe, on the participant list. She can help answer this question as well. So... there's oversight for home care agencies. They're licensed agencies by the Department of Health and they have guidelines during the emergency that they're following to prevent exposure but... continue business. Jamie, would you like to talk a little bit about home care agencies?

>> Jamie: Sure.

>> Jamie, Jamie, you never got back to me. I was in contact and... you know... I don't have an answer yet. I still have the same problem, thank you.

>> Jamie: I can talk a little about home care agencies. They are contracted directly with the Area Agencies on Aging, so... in this area, there's several AAAs who oversee the

contracts. As I'm listening to this, I was on the phone -- the home care agencies are having a meeting right now and they're talking about PPE and... the same thing that Shaw said before how home care agencies have been determined to be tier 2 and they were given direction around home care agencies ordering PPE directly through their AAAs. Their Area Agencies on Aging. There's a shortage of PPE as we all know. There are requirements for home care agencies to follow precautions and things like that. But... there's -- so... it's important for us to know when there's concerns about home care agencies and we can relay that to the overseeing body, the AAAs.

So... if you're concerned about home care agencies, certainly let the case manager know and each of the regions has a personal care specialist who has, who has relationships with their local Area Agencies on Aging and can report concerns to them about rules not being followed by home care agencies.

There aren't really clear rules in the home care agency rules around how to handle situations like COVID, so... they're doing the best they can with directions and guidance from the CDC.

>> Thanks, Jamie.

>> Jamie, Jamie, could -- this is Laura, could you please follow-up what you just said in writing and if you can provide me the phone numbers, information to continue the communication and placing a formal complaint? Because... I talked to you two weeks ago and still have same problem. Thank you.

>> Sure --

>> I also wanted to mention to the speaker, there's an individual named Jim [indiscernible] who is part of DSHS communications specialists that says he can help with resources to help with this question.

>> Jamie: Sure... and Laura, I will -- I know you and I communicated many times about things, and if there's still an issue, I'll be sure to follow-up with you and get that.

>> Appreciate it, thank you.

>> Thanks, Jamie, so... it's time for another person to unmute if they've got an important question and Jeremy and I might wrap up with two questions we sort of saved for the end. That are a little more systemic.

>> Terry McKee: I'm wondering if there's any changes with the housing voucher lists? And wait times. Is there going to be any relief?

>> That's a great question. I think... I don't know that we have anybody here from the Housing Authority on the line. I think Kathy's on, she might have additional answers and Robin also does work in housing. Are either of you available for that question?

>> Can you restate the question, sorry.

>> I was just wondering if there'll be any change with the wait list for the housing vouchers? If there's any kind of relief for the housing vouchers included in the stimulus relief?

>> I haven't heard of anything related to the housing vouchers within the stimulus relief. Are you thinking specifically of the HASP vouchers or just general section 8 vouchers?

>> Just general section 8 vouchers?

>> I haven't heard anything about the housing vouchers in general, at this point. So... I don't know. Unfortunately.

>> Thank you. I have another question that's come in -- what can we offer to adults with developmental disabilities who have little or no access to technology or remote services? And I want to try to catch this question really quick. There is a program in our state called the Ted Program and you can apply for getting an iPad or a SmartPhone and... just get that set up for someone with a developmental disability who needs help and assistance with communication and staying connected. And that'd be no better time to try to apply for that program. We'll provide information in the chat, as well as in our follow-up FAQ about that. So... please know that we do have a state program that is available to help get that equipment. It doesn't provide for internet service, however. So... a family would want to try to tap into Comcast's offer right now to provide assistance to people who want to get set up for internet to make sure that we're all connected. Because there's no better time for us to make sure we're connected. Beth, did you want to add to that?

>> Beth: I'd like to clarify. For DDA remote supports, all that's needed is a telephone. Just a regular telephone.

Not a SmartPhone or any other technology. And that could be the case with TeleHealth care as well. A conversation with the Health Care provider, would be needed.

>> Thanks.

>> Thank you so much. This is really important since a lot of people are accessing TeleHealth right now.

We've had another issue come up two or three times in the chat... this is a heavy topic to start to close with. But... if I'm a single parent and I get ill with COVID and can't care for my son or daughter, what do I do? And I think that it's important for our community to be very thoughtful about what we all do when we have children in planning for, if we're not there to care for them. There's no better time right now, than to become connected, pull in people around you who are there for you and... can help in the situation. If you're in that situation and you are DD-eligible, it's important that you reach out to your case manager and say "I need some help talking through this" and getting support. There are a number of attorneys who have stepped up to say that they'll offer pro bono services to talk through some of the legal implications for making these plans. But... these are real issues for families and... we've been hearing from families who are very concerned about this. It's too late if you wait until you're sick to figure this out. So... please, within our community, reach out to each other, be aware of families who are single parents and... on their own, caring for someone during this time.

And... please, please, at this time, reach out to anyone you can, someone on this call, if you need help with that.

Okay... I think we've just got a couple minutes left. Jeremy, you and I, in the last call, had a little bit of a review of the disability rights complaints regarding the issue that's come up regarding rationing of care. There were a couple questions that were related to that and I didn't know if we wanted to spend a minute on that.

>> Jeremy: Yeah... if we could spend a quick minute highlighting that topic and Sarah has a few points about questions and resources and things like that. So... yeah... Stacy, if you want to quickly recap what we covered about that issue. Then we'll hand it over to Sarah.

>> Stacy: Some of you know there was a complaint filed with the federal Health and Human Services agency was a concern that if rationing of care was starting to happen, our health system was overwhelmed with patients diagnosed with the coronavirus, there'd be some very significant decisions made about who received life services and care and who would not. There's been a lot of discussion to ensure that people with intellectual and developmental disabilities have equal opportunities to receive life-sustaining treatment. Disabilities Rights Washington has a document that outlines in the very, very unfortunate situation, if our state were to become overwhelmed, how medical practitioners will make decisions about who receives life-sustaining treatment. There was a lot of analysis around the Department of Health through their language when we brought up the issue, it could potentially be perceived that people with issues related to cognition and other underlying health conditions, may not get the treatment they need.

The Department of Health has been extremely responsive. In the last week and a half, has reconvened their disaster crisis team, changed some of the language, the very -- that document is there to be very clear that they don't want decisions being made that are discriminatory. Particularly toward people with disabilities, but for any other group that you could imagine may suffer from discrimination.

So... we're waiting for a draft document that will be completed and vetted on people with disabilities and those who care for them and... we expect that to come out soon. I wanted to make sure people knew that the Department of Health was very clear. It's not their intent at all to consider developmental disability an underlying condition and want to make that very clear. If that puts some minds to rest, I think that's important information to share. I'm going to turn it back over to you, Jeremy and we'll wrap this up.

>> Thank you, Stacy for that great overview and if you want to talk about that particular issue in more detail, feel free to contact either of us. We know that Disability Rights Washington is working on this issue. We've been pleased with the openness and responsiveness from the folks we've been having conversations with so far and... we will continue to be vigilant and to monitor very closely and to continue asking questions to

make sure that people with disabilities, all people, are receiving the care they need.

So... with that, I'm going to hand it over, now... to Sarah, who is going to wrap up with just a few quick notes about the chat questions and resources.

>> Sarah: Hi, everyone, first, just thank you so much for everyone who came to this, who is living through these times with us and who is being so agile with the technology. We know that it's not easy. We have presenters that are really trying to, to get the information out to you. We're learning as we go. So... a couple things. All the links that you saw in this PowerPoint... I'm going to copy and paste right in your chat. So... hang out in your chat for a couple minutes. I'm going to be sending some links out to you.

During the presentation, you're going to want to scroll up in your presentation, because... you had some presenters throwing live links out to you about resources. Please know, we're recording this, so... we will be making those available at all these websites that are on the slide here, where to go for more information. We'll be publishing these recordings, so that you can go back and get the information you need.

Please also know that we are going to continue to communicate with you, this will not be the last time you hear from us. Please keep track of these websites, because they're going to be posting information on there as often as possible. At least every week, if not multiple times a week. Please know that all of these platforms, Zoom, GoToMeeting, we all have a calling feature. So... whether you have a computer or not, if you just have a home phone, we have phone numbers and ways that you can get into these meetings. You won't be able to see what's on the screen, but you'll be able to hear what's going on. There's low-tech and high-tech ways to get the information. Big thank you to the Zoom crew. Thank you to Ali and Mitchell, they've been behind the scenes working on technical issues to make sure everyone can hear the presentation. Thank you to all the presenters, especially Jeremy and Stacy, for the way you're smoothing out rough edges. With that being said, we'll keep the chat open for at least another five minutes. If we see questions pop-up, we may unmute ourselves and answer those questions so it'll object the recording. After five minutes we're going to end the recording and end the meeting, but... fear not, I'm going to copy and paste everything in the chat so

we -- we do look those over between all the Town Halls. We're going to look at this before we do our afternoon Town Hall. If you're not with region 3 and want to pop in for the afternoon Town Hall, that's completely fine. We'll be focusing on region 3 at 4:00. Thank you, everyone. Thank you, thank you, all the presenters. Thank you to all the families. Thank you to everybody who is doing the job of super heroes right now. I'm going to sign off.

>> Jeremy: Thanks, Sarah, thanks, everyone, stay healthy out there, stay safe and we'll be in touch very soon.

>> Thanks, everybody. Take care.

[Presentation concluded at 2:31 p.m. ET].

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