



# COVID-19 RAPID RESPONSE AWARENESS & PLANNING CHECKLIST FOR CASE MANAGERS

COVID cases are at an all-time high with numbers still rising, hospitals are reaching capacity and the number of direct support professionals who are healthy, able and willing to work are reaching critical lows. As of November 23, 2020 the [Indiana Department of Health Dashboard](#) indicates that the majority of Indiana is in the orange with a number of counties already in the red.

It is more important now than ever that case managers, providers, families and individuals work together, think outside the box and make the tough choices that keep each other safe and healthy. Conversations need to take place to develop alternate plans for if or when: staff are unavailable due to COVID-19, day programs are not open due to safety concerns, or in-person supports are unavailable.

Case managers must facilitate conversations with individuals, guardians, and families to raise awareness of the COVID pandemic. These conversations may be conducted virtually or face-to-face with necessary precautions. Case managers must complete this check-in with **each individual** who resides in a **provider owned and controlled setting** by **December 11, 2020**. This is the billable activity for the month of December and may be subject to audit.

## PLANNING AHEAD

- Identify most current county specific restrictions where the individual resides.
- Review individual's current weekly calendar. This should include how and where they spend their days AND what paid and nonpaid supports are actively being utilized.

## DISCUSSION POINTS TO REVIEW WITH INDIVIDUAL

### The Current Reality:

- Have an honest candid conversation that informs the individual, guardian, family and friends of the how COVID-19 has a direct impact on staffing.

- Review current daily/weekly schedules and supports in place to confirm what is currently happening.
- Identify areas where alternate support may be an option.

### **Appendix K Flexibilities:**

- Review flexibilities in [Appendix K](#) that may be available to the individual now and if a need would arise. Appendix K are approved through December 31, 2020. BDDS is reviewing current flexibilities for extensions and needed additions.

### **Explore Potential Options for Alternative Support (*accessing a variety of supports will be necessary to provide comprehensive supports*):**

- Have a thoughtful and purposeful conversation exploring and identifying the individual's strengths, skills, and assets. Are there opportunities for greater independence? Does the individual have any income, personal belongings or assets that could be leveraged to provide informal/formal support? If the individual has family that are actively involved, include them in the conversation and explore any personal strengths or assets they bring to the table.
- Identify the people in the individual's life that may be able to provide some supports throughout their day and/or week. This can be family, friends and others that love and care about the individual. It can also be friends of the family, past friends from school, past teachers or instructional assistants, and/or neighbors. Thinking through past experiences may lead to ideas of relationships that exist.
- Discuss what technology options exist that could provide supports and be used by the individual. This can be things such as a GPS locator device, cell phone, visual schedules, checklists, face time, and/or home security systems.
- The options for in person activities within the community will be limited. With that in mind explore the past community experiences of the individual where they may be able to identify a person who could potentially serve as supports. Places like local universities, colleges and libraries may also be a good resource for finding people who are looking for ways to keep busy, volunteer or earn extra income.
- Explore what additional waiver services may be available and appropriate. Remote Supports, Personal Emergency Response Systems, or Specialized Medical Equipment and Supplies may offer opportunities to provide supports. Consider if any current waiver services can be appropriately delivered via telemedicine. In addition, exploring, Medicaid State Health Plan benefits such as PA hours for home health may be an option. The team may also want to explore whether there is a friend, family member, or DSP who would be interested in temporarily sharing a home with the individual as a structured family caregiver provider.

### **Develop a Plan:**

- After exploring all possible opportunities for support, assist individuals and families in obtaining any supports now that would be beneficial to put in place as well as understanding the next steps for securing critical supports in the event of a COVID-19 impact on current staffing. The steps should include timelines and assignments of tasks if necessary.
- If needed, revise the current daily/weekly schedule to reflect new plan.

## **NEXT STEPS AFTER DISCUSSION**

### **Communication**

- Share the updated plan for implementation and new daily/weekly schedule with the residential provider.
- Share the updated plan for implementation and new daily/weekly schedule with other waiver service providers.
- Share the updated plan for implementation and new daily/weekly schedule with the individual, family, and/or friends.

### **Documentation**

- Enter case note detailing discussion no later than December 11, 2020
- If necessary due to a change in type of service/support or team discussions, update the PCISP and Service Plan within 5 business days

### **Team Meeting**

- Conduct IST meeting within 3 days IF residential provider has concerns about plan.
- Conduct IST meeting IF an immediate need arises that requires the team to meet.
- All other IST meetings may still occur as scheduled, required or decided upon.



**Thank you for your partnership and extended efforts to supports individuals and families throughout this public health emergency**