

# A Warm Transition from Alternative Services

MEHELLE JOHNSON, DIRECTOR OF CLIENT SERVICES

JOHN DECKER, DIRECTOR OF COMMUNITY SERVICES



**Alta California**  
Regional Center

# What are Alternative Nonresidential Services again?

- ▶ COVID-19 created unprecedented challenges for consumers and service delivery
  - ▶ Service provision adapted to ensure individuals have access to critical supports
- ▶ DDS established the Alternative Nonresidential Services model (Alternative Services) to increase flexibility
  - ▶ Respond to new consumer needs
  - ▶ Build on innovative service delivery approaches taken to support consumers while limiting potential exposure to COVID-19
  - ▶ Expand the definition of billable activities to include services to meet those new needs
  - ▶ Many services shifted to a monthly payment rate

# Types of Alternative Services

- ▶ Supports related to minimizing the exposure to or impact of COVID-19
- ▶ Completion of an individual assessment
- ▶ Completion of an individualized service plan
- ▶ Services delivered to the consumer via telephone, video or other electronic communication
- ▶ Delivery of meaningful supplies or other items to the consumer's home
- ▶ Use of self-guided training and educational materials supplied by the provider to support the service
- ▶ Skills training to individuals within the household to support the consumer
- ▶ Service provided in-person, modified to comply with the most protective state or local guidelines in effect
  - ▶ Staff must be trained on COVID-19 safety precautions
- ▶ Supports for transition to the Self-Determination Program
- ▶ Other alternative services

# SERVICE DELIVERY OPTIONS

A: Services are the same as those provided before COVID-19

B: Services are the same, but provided through remote or alternate locations as authorized through DDS Directive

C: Services provided from alternative service options and may be different than "vendored" services to meet consumers needs that emerged due to COVID-19

D: Services are a combination of A/B and C

NO CHANGE TO SERVICE MODEL

ALTERNATIVE SERVICES MODEL

## State Budget Ends Alternative Services



California's 2022 Budget authorized continued provision of Alternative Services until 12/31/22.

## Transportation Problem



- ▶ Currently ACRC cannot rebuild transportation routes because few day programs have returned to full in-person 5 day a week service. Transportation Service Requests (TSR) are taking significantly longer to fill, if able to be filled at all.

## Service Availability Problem



- ▶ With no planning, we will in bad shape to meet the needs of the 4000 clients that have been utilizing alternative services for the last two years.
- ▶ We have to plan early for these transitions to give our providers and clients an understanding of what the needs are for in-person service and whether their current provider will be willing to still provide that service, as they were prior to the pandemic.

## Time to Assess Needs



- ▶ Schedule planning team meetings with all clients receiving Alternative Services by 10/14/22.
- ▶ We've been funding alternative services for the client for two years. What services and supports will now meet those needs?

## IPP Addendums and Transportation Service Requests



- ▶ Planning team to document client's goals, and the supports needed for the client to meet their goal, on an IPP Addendum.
- ▶ SC cancels Alternative Service POS for day, work and transportation AND enters new POS for traditional services in SANDIS.
- ▶ *Alternative Services authorizations must end by December 31, 2022.*
- ▶ *Effective October 1, 2022, new alternative services authorizations must be approved by an Associate Client Services Director.*

## Regional Center Vendors Offering Alternative Services



- ▶ ACRC Community Services Department met with day program and employment vendors asking them to provide ample notice if they do not intend to return to offering services as they were pre-pandemic.
- ▶ We expressed the need for programs to staff up effective 10/1/22. This will allow transportation routes to start being rebuilt as clients can begin attending day program in-person more frequently.
- ▶ ACRC will conduct a formal survey of alternative service vendors and will make the results available to service coordinators by 9/19/22.

# Tools for Service Coordinators

- Utilize the [Job Aid](#) and [IPP Addendum](#)
- Review the “Tools to Explore Day Services and Work Programs” and the “Day Program & Work Services Resource List,” in Policy Manager
- Review the CSS survey results on September 19<sup>th</sup>
- Consult with your CSM for additional support if needed