

## After Action Survey 2020

You will be asked a series of questions related to the Office of Developmental Programs' (ODP) modifications, extensions, suspensions, and general practices made during the pandemic. You will also be asked about your agency's actions and performance related to ODP identified best practices during the pandemic.

There are 12 sections to this survey: Licensing/Regulatory Admin, Home and Community Based Services (HCBS), Provider Enrollment, Provider Qualifications, Medication Admin, Incident Investigations, Support Received, ODP Communications and Training, Survival Business Practices, General Safety Precautions, General Practices, and Sustainability.

Most sections will include "universal items" including:

- The modification was useful to agency operations and practices (likert; if unaware of a modification there is an option to skip the remaining universal questions)
- ODP communication regarding this modification was clear (likert)
- As an agency, we implemented this modification (y/n; selecting no will skip the remaining 2 questions)
- It was not difficult to implement this modification (likert)
- This modification was essential to our operations and practices (likert)

The "sustainability" questions ask if you would want these items continued for the remainder of the pandemic and/or after the pandemic. ODP may not be able to continue with these changes or modifications, but we are curious which ones would be helpful to ongoing operations and practices. *Items marked with an \* on the following pages indicate that you will be asked about sustainability.*

Opportunities for open comment are included at the end of every section.

Additional notes:

- If left idle for longer than 15 minutes, the survey will time out and you will have to restart. If you anticipate needing longer than 15 min to gather input/comments, we have added an option in this survey where you can save and continue later.
- All questions are mandatory except for open comments and contact info.
- We are asking that you complete one survey for each service you provide as an agency. While this may seem redundant, we believe there may be different thoughts and experiences dependent on which service you are referring to. This may require the survey to be completed more than once for your agency, if you choose to do so, in order to capture the feedback on all services you provide. We suggest that providers consider asking several people in your agency (directors, admin, leadership, service or program coordinators/manager/supervisor) to complete the survey so the responsibility does not fall on one person. Generally, the feedback should represent the agency's opinions.

**To access the survey and submit your responses, please go to: <https://afteraction2020.questionpro.com>**

*The following matrices indicate all survey questions you will be asked based upon the demographics you choose (indicated with an “X”)*

**Section 1. Licensing and Regulatory Administration**

<b>Item</b>	<b>Residential-Community Home</b>	<b>Residential-Life Sharing</b>	<b>Residential-Supported Living</b>	<b>Behavioral Services</b>	<b>Employment</b>	<b>Nursing</b>	<b>In-Home Community Supports and Companion (ID/A only)</b>	<b>Community Supports and Systematic Skill Building (AAW only)</b>
Initial orientation: Exemption of person-centered practices, community integration, individual choice and assisting individuals to develop and maintain relationships.	X	X	X	X	X	X	X	X
Minimum numbers of annual training hour requirements are suspended.	X	X	X	X	X	X	X	X
Annual training: Exemption of person-centered practices, community integration, individual choice and assisting individuals to develop and maintain relationships	X	X	X	X	X	X	X	X
Staffing ratios required by regulation may be modified when there is insufficient staff to meet the needs specified in the individuals’ plans due to COVID-19	X	X						
Individual physical examinations required by regulation are not required or truncated.	X	X						
Staff physical examinations required by regulation are not required or truncated	X	X						

**Section 2. HCBS Waiver Requirements**

Item	Residential-Community Home	Residential-Life Sharing	Residential-Supported Living	Behavioral Services	Employment	Nursing	In-Home Community Supports and Companion (ID/A only)	Community Supports and Systematic Skill Building (AAW only)
Allowance of remote/tele support when this type of support meets the health and safety needs of the participant, including behavioral health needs.*				X	X		X	X
Maximum number of individuals served in a service location may be exceeded to address staffing shortages or accommodating use of other sites as quarantine sites.*	X	X	X					
Staffing ratios specified in regulation or in an individual's ISP may be exceeded due to staffing shortages resulting from COVID-19*	X	X	X					
Service definition limitations on the number of people of served in each home may be exceeded*	X	X	X					
Services may be rendered by relatives or legally responsible individuals when they have been hired by the provider agency authorized on the ISP.*	X	X	X					
Suspend requirements for allowing visitors (providers may prohibit/restrict visitation in-line with CMS recommendations for long term care facilities). The modification of this right is not required to be justified in the ISP.	X	X	X					
Suspension of requirements for right to choose who to share a bedroom with. The modification of this right is not required to be justified in the individual plan.	X	X	X					
Shift nursing may be provided as a discrete service to ensure participant health and safety needs can be met.* (ID/A only)	X	X	X					

<i>Section 2, continued</i> Item	Residential-Community Home	Residential-Life Sharing	Residential-Supported Living	Behavioral Services	Employment	Nursing	In-Home Community Supports and Companion (ID/A only)	Community Supports and Systematic Skill Building (AAW only)
Supplemental habilitation may be used to support a participant while the participant stays in the home of friends, staff or family.* (ID/A only)	X	X	X					
The requirement that any one relative can provide a maximum of 40 hours per week and multiple relatives can provide no more than 60 hours per week of In-Home and Community Support and/or Companion is suspended.* (ID/A only)	X	X	X					
The requirement to submit an incident report for any deviation in staffing as outlined in the ISP may be suspended. If this requirement is suspended, providers must report any incidents in which staffing shortages result in a failure to provide care.* (ID/A only)							X	
The limitation for a family member to deliver services no more than 40 hours in a seven-day period will be extended to 60 hours in a seven-day period.* (AAW only)	X	X	X	X	X			X
Extension granted for SPeCTRUM 2.0 training* (AAW only)	X	X	X	X	X			X
Waiver services that are typically provided in licensed settings may be provided in unlicensed settings to prevent COVID-19 transmission.* (AAW only)	X	X	X					
Shift Nursing service added* (AAW only)	X	X	X					
Community Support, when provided alone or in combination with Day Habilitation, Small Group Employment, and Supported Employment may be provided in excess of 50 hours per week without requesting an exception in order to meet the health and safety needs of participants.* (AAW only)					X			X

**Section 3. Provider Enrollment**

<b>Item</b>	<b>Residential-Community Home</b>	<b>Residential-Life Sharing</b>	<b>Residential-Supported Living</b>	<b>Behavioral Services</b>	<b>Employment</b>	<b>Nursing</b>	<b>In-Home Community Supports and Companion (ID/A only)</b>	<b>Community Supports and Systematic Skill Building (AAW only)</b>
Reassignment of Residential and Respite Site Enrollment from OMAP to ODP	X	X	X					

**Section 4. Provider Qualifications**

<b>Item</b>	<b>Residential-Community Home</b>	<b>Residential-Life Sharing</b>	<b>Residential-Supported Living</b>	<b>Behavioral Services</b>	<b>Employment</b>	<b>Nursing</b>	<b>In-Home Community Supports and Companion (ID/A only)</b>	<b>Community Supports and Systematic Skill Building (AAW only)</b>
A staff person may work for more than one provider, but only one provider needs to determine that the staff person is qualified to render a waiver service	X	X	X	X	X	X	X	X
Extend deadline for the requalification process for Cycle 1 Year 3 to October 31, 2020	X	X	X	X	X	X	X	X
Staff qualified under any service definition in the waiver may render any service, with exceptions	X	X	X				X	X
Changes to ACRE fieldwork requirements*					X			

**Section 5. Medication Administration**

<b>Item</b>	<b>Residential-Community Home</b>	<b>Residential-Life Sharing</b>	<b>Residential-Supported Living</b>	<b>Behavioral Services</b>	<b>Employment</b>	<b>Nursing</b>	<b>In-Home Community Supports and Companion (ID/A only)</b>	<b>Community Supports and Systematic Skill Building (AAW only)</b>
New staff were able to administer medications after completing the modified Medication Administration Course and training from the provider	X							
Observations of medication administration were permitted to occur by a virtual format*	X							
Extended the trainer recertification deadline to August 31, 2020	X							
Extended the annual practicum deadline for any current staff to September 30, 2020	X							
ODP developed an online-only version of the face-to-face class for trainers of the Standard Medication Administration Training Course*	X							

**Section 6. Incident Investigations**

<b>Item</b>	<b>Residential-Community Home</b>	<b>Residential-Life Sharing</b>	<b>Residential-Supported Living</b>	<b>Behavioral Services</b>	<b>Employment</b>	<b>Nursing</b>	<b>In-Home Community Supports and Companion (ID/A only)</b>	<b>Community Supports and Systematic Skill Building (AAW only)</b>
Allowing or encouraging virtual/remote witness interviews*	X	X	X	X	X	X	X	X
Allowing Virtual Investigator Certification courses using a distance learning model	X	X	X	X	X	X	X	X

**Section 7. Support Received**

Please rate whether or not you sought out or received support and how helpful the support was that your agency received from the various entities listed below.

<b>Item</b>	<b>Residential-Community Home</b>	<b>Residential-Life Sharing</b>	<b>Residential-Supported Living</b>	<b>Behavioral Services</b>	<b>Employment</b>	<b>Nursing</b>	<b>In-Home Community Supports and Companion (ID/A only)</b>	<b>Community Supports and Systematic Skill Building (AAW only)</b>
Administrative Entity (AE) (e.g. Readiness Tools)	X	X	X	X	X	X	X	X
HealthCare Quality Unit (HCQU)	X	X	X	X	X	X	X	X
Autism Services Education Resources and Training (ASERT)	X	X	X	X	X	X	X	X
Office of Developmental Programs (ODP)	X	X	X	X	X	X	X	X
ODP Emergency Preparedness Coordinator (Doug Trahey)	X	X	X	X	X	X	X	X
Managed Care Organization (MCO)	X	X	X	X	X	X	X	X
Regional Response Health Collaborative Program (RRHCP)								

**Section 8. ODP Communication and Training**

Please rate the sufficiency of ODP's efforts to update and communicate with providers during the pandemic (not enough, just enough, too much, n/a)

Item	Residential-Community Home	Residential-Life Sharing	Residential-Supported Living	Behavioral Services	Employment	Nursing	In-Home Community Supports and Companion (ID/A only)	Community Supports and Systematic Skill Building (AAW only)
Webinars (e.g. Virtual Targeted Trainings- VTTs, Deputy Updates)	X	X	X	X	X	X	X	X
MyODP Online news articles	X	X	X	X	X	X	X	X
ODP listserv communications	X	X	X	X	X	X	X	X
Regional weekly calls/meetings with ODP	X	X	X	X	X	X	X	X

**Section 9. Survival "Business" Practices**

Item	Residential-Community Home	Residential-Life Sharing	Residential-Supported Living	Behavioral Services	Employment	Nursing	In-Home Community Supports and Companion (ID/A only)	Community Supports and Systematic Skill Building (AAW only)
Provision of retainer payments*	X	X	X	X	X	X	X	X
Access to CARES relief funds*	X	X	X	X	X	X	X	X
Suspension of Prudent Pay*	X	X	X	X	X	X	X	X
Ability to submit Residential Habilitation claims through a single provider service location when services were rendered in a location other than a Community Home (e.g. a relative's home).*	X	X	X					



**Section 10. General Safety Precautions**

<b>Item</b>	<b>Residential-Community Home</b>	<b>Residential-Life Sharing</b>	<b>Residential-Supported Living</b>	<b>Behavioral Services</b>	<b>Employment</b>	<b>Nursing</b>	<b>In-Home Community Supports and Companion (ID/A only)</b>	<b>Community Supports and Systematic Skill Building (AAW only)</b>
Guidance to employees on masks, screening, and handwashing	X	X	X	X	X	X	X	X
Navigating situations when there is resistance to general safety precautions	X	X	X	X	X	X	X	X
Notification of designated persons of possible exposure	X	X	X	X	X	X	X	X
Reporting of COVID-19 testing (as an ER visit in EIM) and positive COVID-19 test (during provision of service)	X	X	X	X	X	X	X	X
Use of ODP designed Readiness Tools (e.g. Residential Provider Checklist for confirmed COVID-19 cases)	X	X	X	X	X	X	X	X
Response to staff and individuals testing positive for COVID-19	X	X	X	X	X	X	X	X
Universal masking in congregate settings	X	X	X					
Development of visitation policies.	X	X	X					
Requesting PPE for licensed settings	X	X	X					

**Section 11. General Practices**

The following are general practices identified by ODP during the pandemic. Please rate how well you implemented these best practices (poor-excellent or n/a). Please share examples of strategies and/or practices you found helpful.

<b>Item</b>	<b>Residential-Community Home</b>	<b>Residential-Life Sharing</b>	<b>Residential-Supported Living</b>	<b>Behavioral Services</b>	<b>Employment</b>	<b>Nursing</b>	<b>In-Home Community Supports and Companion (ID/A only)</b>	<b>Community Supports and Systematic Skill Building (AAW only)</b>
Maintaining staffing; strategies to retain and fill positions	X	X	X	X	X	X	X	X
Communication with families and individuals	X	X	X	X	X	X	X	X
Communication with employees	X	X	X	X	X	X	X	X
Implementation of remote supports: use of technology	X	X	X	X	X	X	X	X
Use of Individual Transition Guide	X	X	X	X	X	X	X	X
Facilitating positive relationships when visitors are restricted in residential settings	X	X	X					
Preventing and responding to behavioral crises	X	X	X	X	X	X	X	X
Supporting the provision of Residential Habilitation services by relatives who are employed by the Residential Habilitation provider. (ID/A only)	X	X	X	X	X	X	X	
Supporting individuals to understand impact of Economic Impact Payments	X	X	X	X	X	X	X	X
Obtaining and retaining sufficient supplies necessary to prevent transmission of COVID-19 such as cloth masks or Personal Protective Equipment (PPE).	X	X	X	X	X	X	X	X