

COVID-19 Resources for Individuals and Families





ACCESSING SUPPORT DURING DIFFICULT CIRCUMSTANCES:

The COVID-19 pandemic and extended school closures in Oregon are putting stress on many families who are supporting their children at home. ODDS has responded with a number of ways to provide extra support to children and families during this time:

TRANSMITTALS UPDATE

- ODDS has approved the use of summer hour ADL/IADL supports during school closure. PT-20-023
- ODDS has authorized CDDPs to approve overtime hours for Personal Support Workers who may need to cover for other workers as a result of COVID-19.
- ODDS has developed a staff triage process for CMEs to use to identify staff that may be able to assist families if more workers are needed. AR-20-036 and AR-20-037

Also...

ODDS has taken steps to ensure services continue uninterrupted if an ISP is set to end during this emergency situation, and eligibility redeterminations have been paused.

CRIMINAL BACKGROUND CHECKS

As of March 1, 2020, the Background Check Unit (BCU) has extended expiration dates for one year for all active providers with an approved to work status on the Long Term Care Registry (LTCR). For providers NOT on the LTCR, ODDS has issued a a 90-day extension on approved Criminal History Checks (CHCs).

ONLINE RENEWALS

Renewal Background Check Requests can be completed online. To do so, complete the appropriate form from [this list](#) and send completed paperwork via email to dd.backgroundchecks@multco.us. Be sure to include a clear, legible copy of a current government-issued photo ID (driver's license, state ID card, etc.), and the provider role you are requesting. For questions about background checks please call our background check team at **503-988-9790**.

<https://www.oregon.gov/DHS/BUSINESS-SERVICES/CHC/Pages/Forms.aspx>

In-person background checks

In-person background checks are still available at the Five Oak building (209 SW 4th Ave) on Wednesdays from 9:00am-12:00pm & 1:00pm-4:00pm. We are also offering online background checks in some cases. Please call our background check team at **503-988-9790** for more information.

Expanded Supports for Families During COVID-19

A service coordinator may become aware that a family is under stress due to the current emergency either through previous contact, by being contacted by the family, or through normal monitoring activities.

The CME can then authorize purchases of specific items or services up to a limit of \$600 per child.

Who can access services:

Children Receiving In-Home or CIIS Services, Children enrolled in Family Support, SPPC, Foster Care, or not enrolled in any funding services.

Office of Developmental Disabilities Services

FAQ: Expanded Family Support Funds Due to COVID-19

Additional supports may be needed for children with intellectual and developmental disabilities (I/DD) at this time due to school closures, lack of provider availability, sudden changes in routine, lack of community access, and other impacts of social distancing practices. These could result in children needing new or additional ways to have their support needs met in addition to children experiencing new or increased behaviors. This is the purpose of expanded family support funds.

Question: Can we use expanded family support funds (EFSF) for a family's basic needs, such as food and rent?

Answer: No. Purchases must relate to a child's disability AND a need for additional supports due to the COVID-19 state of emergency. Additional supports may be needed due to school closures, lack of provider availability, sudden change in routine, new behaviors, increased behaviors, etc.

Question: What items are considered "dangerous?"

Answer: We expect case managers to apply the same safety standards here as they would for K-plan or Waiver purchases. A full-sized outdoor trampoline, for example, is considered dangerous. Items that are needed for a highly specialized reason without medical documentation may be considered dangerous and therefore not allowable.

Question: What are the requirements or criteria for using EFSF?

Answer: Items or services must meet the following criteria:

- Related to a child's ADL/IADL, medical and/or behavioral need;
- Needed urgently due to COVID-19 circumstances;
- Not readily available elsewhere without delay or hardship;
- Obtainable through online purchases; and
- Considered safe.

Question: What are some specific examples of items that are allowable under EFSF?

Answer: While we encourage flexibility during this unprecedented time, we expect case managers to use their professional judgment and evaluate requests based on the criteria above and examples at the end of this FAQ document. Insurance denials are not required when they present delays or hardship while families are following Governor Kate Brown's Executive Order to 'Stay Home, Save Lives'. Medical documentation may still be needed to fulfill certain requests to verify safety or appropriateness for a particular child.

Items needed solely for entertainment, therapy, or education are not allowable under expanded family support funds.

Question: Can children who only access Family Support, without K-plan or waiver services, also access EFSF?

Answer: The transmittal was originally intended to address children enrolled in other in-home services who need additional support during the state of emergency. However, children enrolled in only Family Support (DD150), or Family Support and State Plan Personal Care can access this new resource as well, according to the same criteria. Follow the instructions in APD-PT-20-055 to add a plan line to the child's SE150 Plan of Care (POC) in eXPRS using the COVID-19 modifier. If you run into an error message, due to reaching or exceeding the standard benefit limit for SE150 plans, end the current POC and create a new POC for the purchases using the COVID-19 modifier for up to \$600 total.

Question: I am getting error messages in eXPRS. What should I do?

Answer: Within eXPRS, complete a secure Technical Assistance Request (TAR) form and include as much detail as possible, including the child's prime number, plan identification number, modifier used, and the error message displayed. Include a note to have the TAR referred to Julie Harrison who will assist you in addressing the error.

Question: What if a CDDP does not have sufficient allocation of Family Support funds to cover these additional purchases under EFSF?

Answer: Except for a few small CDDPs, all CDDPs have sufficient funds to cover additional purchases under this new option. If your CDDP does not currently have adequate allocation for EFSF purchases, contact Lea Ann Stutheit for assistance.

Question: What if an item exceeds \$600?

Answer: Case managers can continue to follow the processes in place prior to the COVID-19 pandemic to obtain needed items to meet ADL/IADL, medical or behavioral support needs through K-plan and waiver funding authorities. Partial payments or reimbursements are not allowed through this program.

Examples of Expanded Family Support Fund Purchases based on APD-PT-20-055

YES (if it relates to an ADL/IADL, medical or behavioral need and related to COVID-19)	
Door alarms	Fidgets or sensory toys
Seizure monitors when deemed necessary by child's doctor	Cabinet locks
White noise machine	Virtual training that meets other requirements of family training
Weighted blanket	Hourly respite care

Tablet for communication, visual schedules, alarms	Attendant care, if limits are reached through other funding authorities
Apps related to routines, schedules, alarms, communication	Manual timers
Adaptive games	Motion sensors
Tablet for telehealth visits	Virtual professional behavior services, if limits are reached through other funding authorities
Picture schedules	Non-permanent shower bar
PROBABLY (if related to ADL/IADL, medical or behavioral need and related to COVID-19)	
Standard indoor or outdoor "toys" needed for staying busy and avoiding challenging behavior due to change in routine or adjusting stay-at-home orders	Adaptive tricycle or standard tricycle, when deemed safe by qualified professional
Indoor swing on freestanding frame, when deemed safe by qualified professional	Virtual enrichment activities, such as virtual summer camps
NOT ALLOWED	
Video recording that invades privacy	Any item or service that does not relate to a need or change as a result of the COVID-19 state of emergency
Anything that could be used as a restraint, such as interior door locks	Anything generally considered dangerous, such as an outdoor trampoline
Basic needs, such as food and rent	Electronics needed solely for schoolwork
Curriculum or academic materials	Video game consoles and games
Permanent fixtures, home modifications, or environmental modifications	Anything requiring professional installation
Reimbursements for items purchased by the family	Partial payments for items exceeding \$600

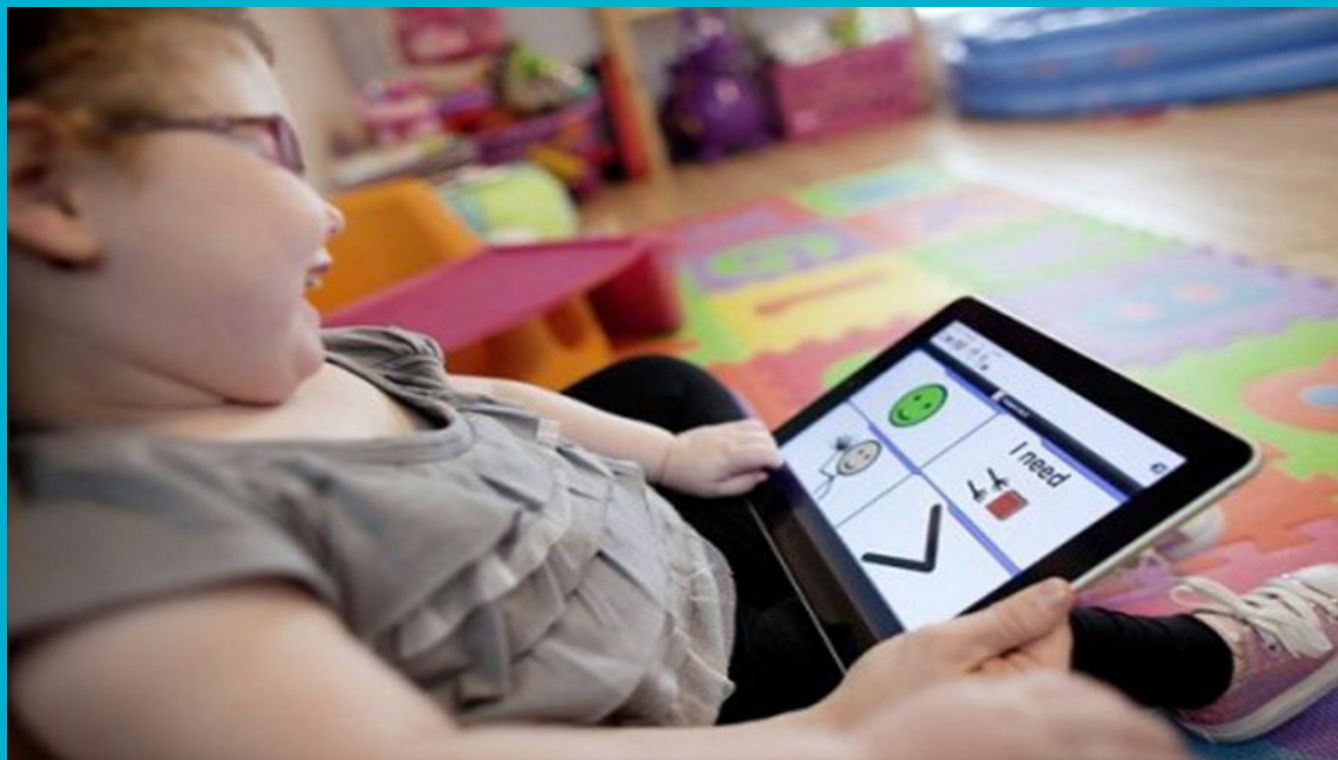
Children and Adults enrolled in K Plan/In Home Support Services

ISP in place that
can be updated at
any time and upon
request to facilitate
accessing to other
services, such as:

In - Home Support Services

- . Behavior Consultation (find alternate ways to support Individuals and their Designated Persons, e.g Zoom meeting, facetime)
- . Family Training (online disability related training, conferences, webinars design to enhance family capabilities to support the child or adult)
- . Specialized Supplies (incontinence supplies, and other medical supplies, e.g personal hygiene wipes, and other supplies indicated in the ISP)
- . Assistive Devices such as sensory items, and other medical equipment identified in the ISP

Assistive Technology COVID 19



(OR 321) Use this code when the device allows the individual to more effectively communicate with those outside their home. Examples: laptop, tablet, or webcam

(OR 528) Use the code when the device allows the individual to participate in case management services Examples: laptop, tablet, or webcam

Assistive Technology

No letter of Recommendation or Insurance Denial are required

Please contact Service Coordinator if the individual needs to access Department funding for assistive technology during the COVID-19 pandemic.



DDS Housing Assistance Funding Limit Increase (Please contact SC)

- \$2000 is the limit this fiscal year for households who HAVE NOT BEEN financially impacted by COVID 19
- \$2500 is the limit this fiscal year for households who HAVE BEEN financially impacted by COVID 19.

The funding we currently have can be used to pay for rents/mortgages through July 2020. We not currently able to approve assistance beyond that at this point.

Multnomah County Eviction Moratorium

If you lost your job due to COVID -19 and can't pay rent, you cannot be evicted.

- **[COVID-19 Eviction Moratorium Guide](#)**
(159.81 KB)

211

211Info.org/Food(link is external)

- Call 2-1-1 or 1-866-698-6155, email **help@211info.org(link sends e-mail)**
- Text your zip code to 898211
- **211 Community Resource Directory(link is external)**



**Oregon Food Bank(link is external) | 503-282-0555 or
1-800-777-7427**

**Supplemental Nutrition Assistance Program (SNAP)(link is
external) | 503-320-6658 or 503-928-9689. Also
called food stamps or Oregon Trail card. Access the
food you need when your budget is tight. Apply online.**



WIC | 503-988-3503 - You could qualify for food assistance if you've lost income, and if you're pregnant, a new mom, or if you have a baby or young children under 5 years old. Open to dads, guardians and foster parents.

Oregon Farmers Markets Association([link is external](#))

Find out which markets accept SNAP and WIC.

The Salvation Army([link is external](#)) - Drive-thru food boxes at three locations, starting Monday, May 4. For more information, call 503-794-3199.

Monday, 9am – 1pm

Lloyd Center Mall | 2201 Lloyd Center, Portland

Wednesday, 9am – 1pm

East Hill Church | 701 N Main Ave, Gresham

Friday, 9am – 1pm

Clackamas Town Center | 1200 SE 82nd Ave, Happy Valley



OTHER FOOD RESOURCES

[William Temple House\(link is external\)](#) - Food pantry with fresh produce, meat and dairy, bread, spices, grab-and-go meals, staples.

Tuesday-Thursday, 11am - 1pm/2023 NW Hoyt St, Portland | 503-226-3021

[Portland Adventist Community Services\(link is external\)](#) - *Food pantry. Distributes pre-made boxes and as much fresh/frozen food as possible.*

Monday – Friday, 9am – 11am

11020 NE Halsey St, Portland | 503-252-8500, [pacsfood2020@gmail.com\(link sends e-mail\)](mailto:pacsfood2020@gmail.com)

[Catholic Charities Clark Family Center\(link is external\)](#) Food pantry with culturally specific foods and access in multiple languages.

Wednesdays, 12pm-2pm/2740 SE Powell Blvd, Portland | 503-231-4866

OTHER RESOURCES

As of today: any time we get a PSW or FCP request gloves or masks, they are directed to the SEIU website form (or email) for submitting a request. All requests will only be filled using that process.

Our supplies will be merged with APD supplies and we will be collaborating with them on creating packets of supplies and distributing them per PSW request.

SEIU/OHCC Requests: <https://seiu503.tfaforms.net/622> or by emailing OHCC.CustomerRelations@dhsosha.state.or.us

REMINDERS

1. Reach out to your DDS Service Coordinator for support.
2. Talk to your doctor to get assigned with a Care Coordinator from a hospital or clinic for additional supports.
3. Know that you are not alone, your safety is our priority.

DD ELIGIBILITY REMINDER

Anyone can make a referral with a client or legal guardian's consent.

To make a referral:

- Fill out this referral form
- [\(link is external\)](#)
- OR
- Phone: 503-988-6258
- [Email: idd@multco.us](mailto:idd@multco.us)
- Fax: 503-988-3059
- Mail: 209 SW 4th Ave., Suite 610 Portland, OR 97204



TOGETHER
