

# **SOUTH CAROLINA COMMISSION ON DISABILITIES AND SPECIAL NEEDS**

## **MINUTES**

May 21, 2020

The South Carolina Commission on Disabilities and Special Needs met on Thursday, May 21, 2020, at 10:00 a.m. at the Department of Disabilities and Special Needs Central Office, 3440 Harden Street Extension, Columbia, South Carolina.

The following were in attendance:

### COMMISSION

Present via Skype:

Gary Lemel – Chairman

Robin Blackwood – Vice Chairman

Lorri Unumb – Secretary

Barry Malphrus

David Thomas

### DDSN Administrative Staff

Director Mary Poole; Pat Maley, Deputy Director; Chris Clark, CFO; Rufus Britt, Associate State Director, Operations; Robb McBurney, Legislative Liaison; Lori Manos, Program Manager; Ann Dalton, QM Director; Sandra Delaney, Administrative Coordinator

### Notice of Meeting Statement

Chairman Lemel called the meeting to order and Secretary Unumb read a statement of announcement about the meeting that was distributed to the appropriate media, interested persons, and posted at the Central Office and on the website in accordance with the Freedom of Information Act.

### Adoption of the Agenda

On motion of Commissioner Unumb, seconded by Commissioner Thomas, the Commission unanimously adopted the May 21, 2020 Meeting Agenda. (Attachment A)

### Invocation

Chairman Lemel gave the invocation.

Approval of the Minutes of the April 16, 2020 Commission Meeting and the May 8, 2020 Special-Called Commission Meeting

On motion of Commissioner Blackwood, seconded by Commissioner Malphrus, the Commission unanimously approved the April 16, 2020 Commission Meeting minutes.

On motion of Commissioner Malphrus, seconded by Commissioner Unumb, the Commission unanimously approved the May 8, 2020 Special Called Commission Meeting with an amendment.

Appointment of Nominating Committee for Election of Officers

Chairman Lemel appointed Commissioners Blackwood, Malphrus, and Thomas to serve on the Nominating Committee for the election of officers with Commissioner Blackwood serving as Chairman.

**Commissioners' Update**

Commissioner Malphrus stated that the Policy Committee will meet on the second Tuesday in June (June 9, 2020 at 3:00 p.m.) to discuss the maintenance and the electronic communication policies. They have been out for revision and the public comment ended in April. Whatever changes are made to those policies will be brought to the Commission on June 18 and that it is the Policy Committee's desire to make those amendments that would take effect as of June 30, 2020.

**Old Business**

A. Coronavirus (COVID-19) Report

Director Poole provided a Coronavirus report. She spoke of the current COVID related projects that included (a) the development of a path to restoration of Day Program Operations – with national and local groups, (b) the development of a path to the restoration of visitation at programs, and (c) the Appendix K amendment. Discussion followed. On motion of Commissioner Thomas, the Commission endorsed the following four items that were submitted to DHHS to be included in the Appendix K amendment: (1) Inclusion of PPE in the waivers; (2) Inclusion of increased PPE cost in the rates; (3) Retention payment to QPL day programs and (4) Change of day activity unit of service, rate and method of delivery to include videoconferencing. Commissioner Malphrus seconded the motion. A vote was called with Commissioner Unumb abstaining from the vote due to Wi-Fi connection issues and missing most of the discussion. The motion passed. (Attachment B)

B. Case Management Report

Mrs. Manos provided a Case Management Report. Discussion followed. (Attachment C)

C. Early Intervention Report

Mrs. Kimrey provided an Early Intervention Report. Discussion followed. (Attachment D)

D. Legislative Budget Update

Mr. McBurney gave a recap of last month's update stating that the House and Senate had both passed a Continuing Resolution to fund the state government through September 30. Unfortunately, they had both passed different versions and would have to come back to Columbia to adopt a version that both Houses could agree on. They did that on May 12. The Governor signed that continuing resolution the day before yesterday, so what this means is that we will have exactly the same budget starting on July 1 through September 30.

The legislature also extended the time that they will meet this year to the end of September. It is anticipated that they will be meeting throughout the summer on the budget process. Hopefully they will have a budget finalized during September.

The next date that can affect the budget is June 11 when the Board of Economic Advisors meets next. That is the day when we will get the next read on the state's budget system.

**New Business**

A. Comprehensive Property Implementation Plan (CPIP)

Mr. Clark and Mr. Tharin provided information on the CPIP with the recommendation the Commission approved the entire five-year plan. Discussion followed. Commissioner Malphrus made the motion to approve the five-year plan with the indication that we are only agreeing at this time to fund the first year projects. Commissioner Thomas seconded that the motion passed unanimously. (Attachment E)

B. Financial Update

Mr. Clark provided an overview of the agency's financial activity and the agency's current financial position. Discussion followed. On motion of Commissioner Thomas, seconded by Commissioner Unumb, the

Commission unanimously approved the financial update as presented. (Attachment F)

C. Regional Center Bonus Program Ratification

Director Poole spoke of the state of emergency enhanced pay for the Regional Center employees that are taking care of individuals that tested positive for COVID during the state of emergency. The enhanced pay began in April 2020. Director Poole emphasized, this action taken was necessary to ensure the care of our individuals during the pandemic. Discussion followed. Director Poole requested the Commission ratify the following: In an effort to compensate our employees for serving during the state of emergency, the agency approved awarding bonus pay in the amount of \$500.00 per month for essential frontline personnel providing direct service to individuals in our care that are positive for COVID-19. Staff receiving the bonus are direct support professionals, nursing staff, housekeepers assigned to the building and working directing in the building, QIDP and day support staff who work directly in the building. The emergency pay was effective April 17, 2020 and the bonus plan will remain in effect, as the agency's budget allows during the state of emergency. Commissioner Unumb motioned to ratify the Regional Center Bonus program. Commissioner Blackwood seconded the motion. A vote was called with Commissioner Thomas abstaining from the vote. The motion passed. (Attachment G)

D. Quarterly Incident Management Report

Ms. Dalton presented the Quarterly Incident Management Report. Discussion followed. (Attachment H)

10. State Director's Report

Director Poole provided a State Director's Report. (Attachment I)

Executive Session

An Executive Session was not held.

Next Regular Meeting

June 18, 2020

Adjournment

On motion of Commissioner Malphrus, seconded by Commissioner Unumb and passed, the meeting was adjourned.

Submitted by,



Sandra J. Delaney

Approved:



Commissioner Lorri Unumb  
Secretary

**SOUTH CAROLINA COMMISSION ON DISABILITIES AND SPECIAL NEEDS**

**A G E N D A**

**South Carolina Department of Disabilities and Special Needs  
3440 Harden Street Extension  
Conference Room 251  
Columbia, South Carolina**

**May 21, 2020**

**10:00 A.M.**

1. Call to Order *Chairman Gary Lemel*
2. Welcome - Notice of Meeting Statement *Commissioner Lorri Unumb*
3. Adoption of Agenda
4. Invocation *Chairman Gary Lemel*
5. Approval of the Minutes of the April 16, 2020 Commission Meeting and the May 8, 2020 Special-Called Commission Meeting
6. Appointment of Nominating Committee for Election of Officers *Chairman Gary Lemel*
7. Commissioners' Update *Commissioners*
8. Old Business:
  - A. Coronavirus (COVID-19) Report *State Director Mary Poole*
  - B. Case Management Report *Mrs. Lori Manos*
  - C. Early Intervention Report *Mrs. Joyce Kimrey*
  - D. Legislative Budget Update *Mr. Robb McBurney*
9. New Business:
  - A. Comprehensive Property Implementation Plan (CPIP) *Mr. Andrew Tharin*
  - B. Financial Update *Mr. Chris Clark*
  - C. Regional Center Bonus Program Ratification *State Director Mary Poole*
  - D. Quarterly Incident Management Report *Mrs. Ann Dalton*
10. State Director's Report *State Director Mary Poole*
11. Executive Session
12. Next Regular Meeting (June 18, 2020)
13. Adjournment

## COVID Update

1. We have 28 confirmed cases in the community with 2 deaths. At this time 25 of the individuals have since recovered.
2. We have 23 confirmed cases of residents at Pee Dee Center. We have had 2 deaths and 21 of the individuals have since recovered.
3. Current COVID related projects include:
  - a. Development of a path to restoration of Day Program Operations – with national and local groups
  - b. Development of a path to the restoration of visitation at programs
  - c. Appendix K Amendment
    - i. Inclusion of PPE in the waivers
    - ii. Inclusion of increased PPE cost in the rates
    - iii. Retention payment to QPL day programs
    - iv. Change of day activity unit of service, rate and method of delivery to include videoconferencing
4. Review of best practices/policies as we get ready for the revisions of emergency response plans.
  - a. Looking at inventory control issues with maintaining surplus PPE
  - b. What devices can lower infection from entering homes or being recirculated – ionized filters, UV lights - how do we get them installed, how do we pay for them
  - c. Need to replace outdated or poorly written response plans



SOUTH CAROLINA DEPARTMENT OF  
**Disabilities and Special Needs**

Attachment C

# Case Management

Presented to the DSN Commission

May 21, 2020





# Revenue Analysis – April 2020

Statewide Average Revenue Per Individual by Category			
	WCM	MTCM/SFCM	TOTAL
April	\$ 107.07	\$ 81.62	\$ 103.22

- Rate Increase was implemented for WCM on 1/1/20.
- Overall, these rates continue to cause a 0.85 % increase in average monthly revenue per person for WCM.



# Revenue Analysis – April 2020

- Billing errors and Medicaid ineligibles continue to be minimal
- 308 consumers who were enrolled in the waiver did not have reportable notes during the month of April 2020.
  - This represents 2.1 % of the waiver individuals in the system.
  - This number is a decrease from March (2.8 %).
- Billing was analyzed to determine if a shift to billing the non-travel rate negatively impacted providers.
- Average billing per individual served increased marginally from \$102.75 in March to \$103.22 in April.



# Adapted Service Delivery during COVID-19

- All required Case Management activities can be completed telephonically during the crisis.
- Request for WCM limit exceptions has been streamlined with additional approval at the DDSN level.
- Monitoring guidance has been developed and distributed to case managers.
- Case Managers have been encouraged to request active case management for people who are not connected with a CM through another avenue.



# Increased Flexibilities through the Appendix K

- Additional service options have been added to the Waivers.
- Service limits have been relaxed to allow for replacement options for individuals displaced from traditional day services.
- Family member options have been added to In-Home Supports to allow previously excluded family members to be paid for care during the crisis.
  - Each of these flexibilities increase case management functions and will result in additional billings for case managers.





SOUTH CAROLINA DEPARTMENT OF  
**Disabilities and Special Needs**

Attachment D

# Early Intervention

Presented to the DDSN Commission

May 21, 2020



# Revenue Analysis – April, 2020

- EI Billing for ages 3-6 in April was \$730,259
- About \$116,000 less than March, 2020
- DHHS instituted temporary limits on reportable units delivered via telehealth



# Provider Terminations

Due to changes from a contract payment to Fee-for-Service payments for the DSN Boards, some boards have decided to terminate their Early Intervention Contracts

- Burton Center –Recently began the process of transitioning consumers to new providers with approximately 20 consumers still needing to be transferred.
- Fairfield County – All cases have been transferred
- Charles Lea Center – has formally notified DDSN of plans to end their EI services with an effective date of June 30, 2020.
  - DDSN staff is working with CLC on their transition plan.
  - Families are being offered a choice of new providers and cases are being transferred.



**FY 20-21 COMPREHENSIVE PERMANENT IMPROVEMENT PLAN  
Request Commission Approval at the May 21, 2020 Meeting**

**1 HVAC Replacement of VAV Terminals and EM Controls** **\$ 275,000.00**  
**Whitten Center - Dorm 205**

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The project scope includes replacement of 25-year-old variable air volume (VAV) terminals for the Whitten Center Dorm 205 HVAC system. The new VAV terminals will be connected to existing ductwork and existing piping. New control valves and VAV terminal controls are included and will connect full building HVAC system to the existing campus energy management control system. The work includes necessary ceiling work, test & balance, and other miscellaneous work associated with the HVAC system for this dormitory with medically fragile residents.

**2 Replacement of HVAC Equipment with R-22 Refrigerant** **\$ 500,000.00**  
**Statewide - Coastal, Pee Dee, Saleeby, Midlands, and Whitten Centers**

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The project scope includes prioritization of HVAC equipment replacement based on age and maintenance issues to advance removal of old HVAC systems with R-22 refrigerant. The U.S. EPA, in cooperation with other agencies and groups around the world, initiated a phase out of many ozone-depleting agents as part of an international agreement known as the Montreal Protocol. The production and import of R22 will be continually reduced by law until 2020, when all production and import will be eliminated. Only recycled R22 refrigerant will be available to service existing air conditioners after 2020.

**3 Replacement of Generator and Transfer Switches** **\$ 170,000.00**  
**Coastal Center - Dorm 110 and Building 210**

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The project scope includes relocating the 2008 60 kW natural gas generator from Dorm 110 to Building 210. The 210 facility is a program building and is also used to house staff during an emergency situation. The existing Building 210 generator is 32 years old, and is due for replacement. The existing Dorm 110 generator is not large enough to fully power the entire HVAC system and building load. The project scope includes installation of a new 100 kW natural gas generator for Dorm 110, transfer switch replacement, and other emergency backup power related work.

**Total** **\$ 945,000.00**



## Current 5-Year CIP Schedule: 2020- 2021

### Year 1

- WC- Dorm 205- HVAC Replacement of VAV Terminals & EM Controls - \$275,000.
  - Reg. Ctrs. - Replacement of HVAC Equipment with R-22 Refrigerant - \$500,000.
  - CC- Highlands 110 & 210- Upgrade ATS on Emergency Generators - \$170,000.
- \$ 945,000.**

### Year 2

- Reg. Ctrs. - Paving, Resurfacing, Site work - \$500,000.
  - WC – New Floor Covering for Sloan Building, Hallett, and Health Programs - \$225,000.
  - WC – Window replacement in Campus units 102, 104, 105, 107, 108, & 110 - \$249,000.
  - CC – Central Kitchen – Renovation/Equipment - \$200,000.
  - MC – Generator Replacement Juniper & Walnut - \$180,000.
  - WC – Generator Replacement 204 - \$135,000.
  - WC – Renovation of Dorm Building 101 for Human Resource Office Space - \$300,000.
  - Reg. Ctrs. – Replacement of HVAC Equipment (Regional Campuses) - \$249,000.
  - SW- Plumbing Repairs- (Sewer, Old Cast Iron Pipe Replacement) - \$500,000.
  - MC -- Electrical Power Grid Conversion - \$1,280,500.
- \$ 3,818,500.**

### Year 3

- PD – Campus wide - Roof Replacement/Exterior Siding - \$249,000.
  - CC -- Electrical Power Grid Conversion - \$1,500,000.
  - WC – Bldg. 202, Admin, & Relocation of Campus Communication Hub - \$450,000.
  - Reg. Ctrs. – Replacement of HVAC Equipment (Regional Campuses) - \$249,000.
  - MC- Fire Alarm Replacements- Admin., Cedar, & Magnolia Dorm - \$245,000.
  - Reg. Ctrs. - Paving, Resurfacing, and Site work - \$500,000.
  - MC- Walnut Bathroom Renovation - \$249,000.
  - MC- Walkway Covering & Fencing for Residences - \$249,000.
  - WC- Bldg. 204- Boiler Replacement - \$150,000.
- \$ 3,841,000.**

## Current 5-Year CIP Schedule: 2020- 2021

### Year 4

• CC – Campus Wide Fire Alarm Replacement	- \$500,000.
• MC –Dental Building -HVAC Replacement	-\$120,000.
• PD – Pecan Dorm 101-Mitigation and Renovation	- \$350,000.
• CO – Parking lot resurfacing at Central Office	- \$500,000.
• WC – Demolition of Building 202	- \$300,000.
• WC – Demolition of the Old Kitchen & Leisure Services Building	- \$400,000.
• WC – Warehouse Roof Replacement and Exterior Wall Repair	- \$400,000.
• Statewide – Rekeying and Access Control Upgrades	- \$150,000.
• Statewide – Replacement of HVC Equipment (Regional Campuses)	- <u>\$1,000,000.</u>
	<b>\$ 3,720,000.</b>

### Year 5

• CC – Demolition of Vacant Buildings (Staff Dev, Conf. Center, Lake Side Buildings-230, 330, 430, 530)	- \$500,000.
• MC – Generator Replacement Chestnut & Program Buildings	- \$136,000.
• WC – Demolition of Outdoor Pool and Pool Shower & Restroom Bldg.	- \$150,000.
• WC – Generator Replacement Dorms 102, 104, 103, & 105	- \$180,000.
• Saleeby Ctr – Generator Replacement East & West Wings	- \$228,000.
• CC – Indoor Pool Building Demolition	- \$350,000.
• WC – Rear Property Line Security Fencing	- \$120,000.
• Statewide –Replacement of HVAC Equipment (Regional Campuses)	- <u>\$1,000,000.</u>
	<b>\$ 2,664,000.</b>
	<b><u>\$14,988,500.</u></b>

**FY 19/20 Legislative Authorized & Spending Plan Budget VS Actual Expenditures (as of 4/30/2020)**

Funded Program - Bud	Original Budget	Adjustments	Adjusted Budget	YTD Actual Expense	Remaining Budget	Percent Expended - Target %
						83.33%
ADMINISTRATION	\$ 8,256,999	\$ 182,329	\$ 8,439,328	\$ 5,159,489	\$ 3,279,839	61.14%
PREVENTION PROGRAM	\$ 657,098	\$ -	\$ 657,098	\$ 12,500	\$ 644,598	1.90%
GREENWOOD GENETIC CENTER	\$ 15,185,571	\$ -	\$ 15,185,571	\$ 11,207,515	\$ 3,978,056	73.80%
CHILDREN'S SERVICES	\$ 24,889,594	\$ (220,400)	\$ 24,669,194	\$ 8,730,729	\$ 15,938,465	35.39%
IN-HOME FAMILY SUPP	\$ 91,285,431	\$ (14,167,985)	\$ 77,117,446	\$ 44,899,419	\$ 32,218,027	58.22%
ADULT DEV&SUPP EMPLO	\$ 83,355,338	\$ 1,303,600	\$ 84,658,938	\$ 74,066,994	\$ 10,591,944	87.49%
SERVICE COORDINATION	\$ 22,656,140	\$ 11,800	\$ 22,667,940	\$ 11,884,531	\$ 10,783,409	52.43%
AUTISM SUPP PRG	\$ 26,355,826	\$ (786,600)	\$ 25,569,226	\$ 10,170,843	\$ 15,398,383	39.78%
HD&SPINL CRD INJ COM	\$ 5,040,532	\$ -	\$ 5,040,532	\$ 4,513,830	\$ 526,702	89.55%
REG CTR RESIDENT PGM	\$ 89,945,948	\$ 2,966,116	\$ 92,912,064	\$ 62,176,669	\$ 30,735,395	66.92%
HD&SPIN CRD INJ FAM	\$ 29,296,050	\$ 5,000	\$ 29,301,050	\$ 15,111,990	\$ 14,189,060	51.57%
AUTISM COMM RES PRO	\$ 29,739,084	\$ 25,000	\$ 29,764,084	\$ 13,287,485	\$ 16,476,599	44.64%
INTELL DISA COMM RES	\$ 335,315,273	\$ 18,542,551	\$ 353,857,824	\$ 311,320,163	\$ 42,537,661	87.98%
STATEWIDE CF APPRO		\$ -	\$ -		\$ -	
STATEWIDE PAY PLAN		\$ -	\$ -		\$ -	
STATE EMPLOYER CONTR	\$ 35,392,850	\$ 1,135,443	\$ 36,528,293	\$ 24,324,879	\$ 12,203,414	66.59%
SC GENOMIC MED-TGEM		\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ -	100.00%
<b>Legislative Authorized Total</b>	<b>\$ 797,371,734</b>	<b>\$ 10,996,854</b>	<b>\$ 808,368,588</b>	<b>\$ 598,867,036</b>	<b>\$ 209,501,552</b>	<b>74.08%</b>
Legislative authorization capacity above actual spending plan budget			\$ (37,538,345)			
DDSN spending plan budget			\$ 770,830,243	\$ 598,867,036	\$ 171,963,207	77.69%
Percent of total spending plan budget			100.00%	77.69%	22.31%	REASONABLE
% of FY completed (expenditures) & % of FY remaining (available funds)			100.00%	83.33%	16.67%	
Difference % - over (under) budgeted expenditures			0.00%	-5.64%	5.64%	
Difference \$ - over (under) budgeted expenditures				\$ (43,491,500)		

Carry Forward + Cash Flow Analysis Indicates Sufficient Cash to Meet FY 20 Estimated Expenditure Commitments: YES X ; At-Risk     ; NO    

**Expenditures categorized to provide insight into direct service consumers costs vs. non-direct service costs:**

Expenditure	FY 19 - % of total	FY 18 - % of total
Central Office Admin & Program	2.35%	2.37%
Indirect Delivery System Costs	1.22%	1.56%
Board & QPL Capital	0.07%	0.14%
Greenwood Autism Research	0.03%	0.03%
Direct Service to Consumers	96.33%	95.90%
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>

NOTE: Prior FY data will be calculated and presented to provide assurance as to the consistent pattern of direct service & non-direct service expenditures and explanation for increases/decreases

FUNDED PROGRAMS	FUNDED PROGRAM NAMES
0100.000000.000	Administration Operational & Personal Services Expenditures of Administration Departments
4000.050100.000	Prevention Prevention Awareness Grants Possible GGC Contracts Over & Above the Special Item Funded Program
4000.050500X000	Prevention-Special Item - Greenwood Genetic Center Contracts for Research and Development, and Counseling
4000.100501.000	Children's Services Child Day Care Centers in Anderson and Charleston Early Intervention Summer Services
4000.101000.000	In-Home Family Support ID/RD & Community Support Waiver Services Respite Services
4000.101500.000	Adult Development Program Services to include Adult Day, Supported Employment, Rehab Support
4000.102000.000	Service Coordination Service Coordination Planning for all consumers
4003.250000.000	Intellectual Disability Comm. Residential Residential Expenditures for Community Training Homes, Intermediate Care Facilities Evaluation and Planning Services
4000.150500.000	Autism Family Support Program Services to include Adult Day, Supported Employment, Family Respite Evaluation and Planning Services Rehab Service Coordination
4002.300000.000	Autism Comm. Residential Residential Expenditures for Community Training Homes
4002.200000.000	Head & Spinal Cord Family Support Program Services to include Post Acute Rehab for HSC/TBI, Adult Day, Supported Employment
4001.350000.000	Head & Spinal Cord Comm. Residential Residential Expenditures for Community Training Homes
4001.400000.000	Regional Centers Operational & Personal Services Expenditures of Daily Regional Center Functions
9500.050000.000	Employee Benefits Personal Services Expenditures of Administration Departments, Residential, and Regional Centers
9814.190000X000	SC Genomic Medicine - TGEM Greenwood Genetic Center Genomic Medicine



**Mary Poole**  
*State Director*  
**Patrick Maley**  
*Deputy Director*  
**Rufus Britt**  
*Associate State Director*  
*Operations*  
**Susan Kreh Beck**  
*Associate State Director*  
*Policy*  
**W. Chris Clark**  
*Chief Financial Officer*

**COMMISSION**  
**Gary C. Lemel**  
*Chairman*  
**Robin B. Blackwood**  
*Vice Chairman*  
**Lorri S. Unumb**  
*Secretary*  
**Barry D. Malphrus**  
**David L. Thomas**

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## MEMORANDUM

**TO:** Mr. Tom McDaniel, Coastal Center Facility Administrator  
 Ms. Angela Wright, Midlands Center Facility Administrator  
 Ms. Amy McLean, Pee Dee/Saleeby Center Facility Administrator  
 Mr. Randy Davis, Whitten Center Facility Administrator

**FROM:** Ms. Nancy M. Hall  
 Director of Regional Center Operations

**DATE:** April 17, 2020

**SUBJECT:** State of Emergency Enhanced Pay

In an effort to compensate our employees for serving during this state of emergency, the agency has approved awarding bonus pay in the amount of \$500.00 per month, for essential frontline personnel providing direct service to individuals in our care positive for COVID-19. Effective April 17, 2020, staff working directly with individuals positive for COVID-19 in our care are eligible for state of emergency enhanced pay in the form of a bonus. In addition, this pay is retroactive for any positive consumer cases to date. Please proceed with tracking enhanced payments of \$500.00 for staff working directly with our consumers that have a positive diagnosis of COVID-19. We will reassess this on a weekly basis to determine if we need to expand the bonus pay. Staff positions approved for this bonus payment are as follows:

- Direct Support Professionals
- Nursing Staff
- Housekeepers assigned to the building and working directly in the building
- QIDP
- Day Support Staff who work directly in the building

Please ensure you provide Central Office Human Resources this information if/when your spreadsheet is updated (please see attached spreadsheet). The report must go from the Facility Administrator to Lorence Crossett and copy both myself, Rufus Britt, and Liz Lemmond. Since this will be an ongoing log, please highlight any new staff added to the log when you submit. This bonus plan will remain in effect as the agency's budget allows during the state of emergency.

Please feel free to contact me with any questions and thank you for your continued daily efforts.

# SCDDSN Incident Management Report 5-year trend data

for Community Residential, Day Service, and Regional Centers Thru 3/31/2020

Community Residential	FY15	FY16	FY17	FY18	FY19	5 YEAR Average	FY20 (thru Q3) Annualized (YTD)	ANE Allegations with Comparison to Arrest Data and Administrative Findings- Community Residential FY20 Q3
# of Individual ANE Allegations	437	459	549	579	554	521	648 (486)	<p>ANE Allegations with Comparison to Arrest Data and Administrative Findings- Community Residential FY20 Q3</p>
# of ANE Incident Reports (One report may involve multiple allegations)	315	370	399	404	359	369	413 (310)	
Rate per 100	9.9	10.0	11.7	12.5	12.5	10.9	14.3 (10.7)	
# ANE Allegations resulting in Criminal Arrest	4	7	5	20	6	8.7	10 (8)	
# ANE Allegations with Administrative Findings from DSS or State Long-Term Care Ombudsman	133	125	157	202	114	138.7	96 (72)	
Day Services	FY15	FY16	FY17	FY18	FY19	5 YEAR Average	FY20 (thru Q3) Annualized (YTD)	ANE Allegations with Comparison to Arrest Data and Administrative Findings- Day Services FY20 Q3
# of Individual ANE Allegations	65	58	77	57	66	63	60 (45)	<p>ANE Allegations with Comparison to Arrest Data and Administrative Findings- Day Services FY20 Q3</p>
# of ANE Incident Reports (One report may involve multiple allegations)	36	49	56	46	56	49	48 (36)	
Rate per 100	0.84	0.72	0.94	0.71	.89	.83	.64 (.48)	
# ANE Allegations resulting in Criminal Arrest	1	0	1	3	2	1	1.3 (1)	
# ANE Allegations with Administrative Findings from DSS or State Long-Term Care Ombudsman	6	6	5	4	3	5	0 (0)	
Regional Centers	FY15	FY16	FY17	FY18	FY19	5 YEAR Average	FY20 (thru Q3) Annualized (YTD)	ANE Allegations with Comparison to Arrest Data and Administrative Findings- Regional Centers FY20 Q3
# of Individual ANE Allegations	102	110	146	135	139	126	207 (155)	<p>ANE Allegations with Comparison to Arrest Data and Administrative Findings- Regional Centers FY20 Q3</p>
# of ANE Incident Reports (One report may involve multiple allegations)	84	87	104	97	102	95	147 (110)	
Rate per 100	13.5	15.4	17.1	19.2	20.9	17.2	31.5 (23.5)	
# ANE Allegations resulting in Criminal Arrest	0	2	2	2	2	1.6	2.6 (2)	
# ANE Allegations with Administrative Findings from DSS or State Long-Term Care Ombudsman	28	19	27	34	34	26.2	21 (16)	

Death Reporting	FY15	FY16	FY17	FY18	FY19	5 YEAR Average	FY20 (thru Q3) Annualized (YTD)
# of Deaths Reported-Community Settings	65	63	78	73	78	68	92 (69)
Rate per 100	1.8	1.4	1.66	1.56	1.62	1.6	2.0 (1.5)
# of Deaths Reported -Regional Centers	31	26	24	27	33	28	21 (16)
Rate per 100	4.1	3.6	3.4	3.8	4.6	3.9	3.2 (2.4)

### Death Reporting Details for Community Settings and Regional Centers FY20 thru Q3

#### Community Setting - Age of Death

Under 30	0	0.00%
30-39	6	8.69%
40-49	6	8.69%
50-59	18	26.08%
60-69	25	36.23%
Over 70	14	20.28%

#### Regional Center - Age of Death

Under 30	2	12.50%
30-39	0	0.00%
40-49	1	6.25%
50-59	3	18.75%
60-69	5	31.25%
Over 70	5	31.25%

#### Community Setting - Cause of Death

Natural Causes	11	15.94%
Renal Failure	1	1.44%
Cardiac Failure/Event	17	24.63%
Respiratory Failure/Pneumonia	24	34.78%
Terminal Illness/Disease	6	8.69%
Covid 19	2	2.89%
Dementia	2	2.89%
CVA	5	7.24%
Unknown	0	0.00%
Other	1	1.44%

#### Regional Center - Cause of Death

Terminal Illness/Disease	4	25.00%
Renal Failure	1	6.25%
Cardiac Failure/Event	3	18.75%
Respiratory Failure/Pneumonia	4	25.00%
Seizures	0	0.00%
Natural	1	6.25%
Sepsis	2	12.50%
Other	1	6.25%

#### Community Setting - Place of Death

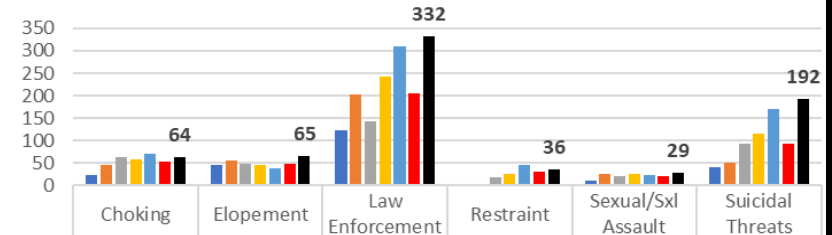
Home	12	17.39%
Hospital	32	46.37%
Hospice	22	31.88%
Day Program	2	2.89%
Nsg Home	1	1.44%

#### Regional Center - Place of Death

Regional Center	2	12.50%
Hospital	8	50.00%
Hospice	6	37.50%

Critical Incident Reporting	FY15	FY16	FY17	FY18	FY19	5 YEAR Average	FY20 (thru Q3) Annualized (YTD)
# Critical Incidents Community-Based Settings	702	902	918	1071	916	902	957 (718)
Rate per 100	8.5	10.4	10.5	11.9	9.6	10.2	11.5 (8.6)
# Choking Events	25	45	63	58	71	52	64 (48)
# Law Enforcement Calls	123	202	144	214	310	199	332 (249)
# Suicidal Threats	42	51	93	116	170	94	192 (144)
# Restraints	Not Reported	Not Reported	18	26	47	30	36 (27)
# Critical Incidents Regional Centers	54	78	108	144	132	103	141 (106)
Rate per 100	7.2	11.0	15.4	20.6	18.6	14.5	21.4 (16.1)
# Choking Events	3	2	7	5	6	4.6	3 (2)
# Law Enforcement Calls	4	4	9	5	8	6	7 (5)
# Suicidal Threats	0	0	0	16	60	15.2	64 (48)
# Restraints	Not Reported	Not Reported	17	26	22	21.6	24 (18)

### 5 Year Critical Incident Trend Report- Community Settings



	Choking	Elopement	Law Enforcement	Restraint	Sexual/Sxl Assault	Suicidal Threats
FY15	24	47	123	0	11	42
FY16	45	57	202	0	26	51
FY17	63	48	144	18	20	93
FY18	58	46	243	26	26	116
FY19	71	38	311	47	23	170
5 year average	52	47	205	30	21	94
FY20 Annualized	64	65	332	36	29	192

Note: Total CI Reporting numbers for FY15, FY16, and FY17 have been adjusted for comparison due to a change in the criteria for reporting implemented in FY18. Major Medical events, hospitalizations related to general health care and business/operational events are no longer reflected in this data.





## **Hurricane Season prep**

1. As if this isn't enough to deal with, DDS and the provider network are facing the start of hurricane season.
2. Preparation this year has to take in account COVID precautions as well which makes review of evacuation destinations more important than ever.
3. Social distancing was not something that was of consideration with past evacuations and crowding was something that happened. So now we need to take in account the square footage of the destination.
4. In addition to reviewing plans and looking for alternative evacuation destinations, we are working with DHHS to pre-write an appendix K so if we do have to evacuate we have a "K" in the pipeline to provide day programs in alternative locations, possible unit changes, providing relation of respite training and qualifications so relocated families can still receive their service wherever they may land.
5. This goes back again to the emergency response plans and helping providers beef those plans up to include this new information.

## **Withholding payment for the 50% of day program units not served.**

1. The payment schedules were completed yesterday for the first half of the day program and supported employment adjustment. We are looking at the next payment (either the 26<sup>th</sup> or 27<sup>th</sup>) where the adjustment will be made. The calculation was initially completed by Chris Clark and independently verified by Debbie Wilson.
2. We are sending a letter with the payment schedules that explains what we are taking, refers to the plan that is on our website under commission videos, and also telling them how to record the adjustment in their audit so reporting is consistent. Most of the boards have emailed Chris over the last couple of weeks to ask what their amounts are.

5. The document that explains the entire process is on DDSN's website and publicly sets forth DDSN's rationale for the recovery of the funds. The funds were recovered to effectively stop the State from paying for Day Program services not rendered. DDSN did not pillage providers and consumers.
6. The amount recovered was only 50% of the actual revenue loss projected. The remaining 50% was left for providers to cover replacement services costs (like in home supports) and to cover their fixed costs (such as facility, fleet, copier leases, utilities, etc.). Amounts were recovered based on reduced utilization of services. No services offered were reduced. Actually, service levels were increased and expanded to address the closure of the day programs.
4. I want to speak directly to Community Support Waiver participants and the ID/RD participants who receive services at home. I want to dispel rumor and false information. No consumer was – or will be – denied replacement services or current services already approved because of this funds recovery action. Providers were left with ample funding for these replacement services with a 100% guarantee to cover any costs in excess of the funds left with provider. If you have a problem, please get with your case manager to resolve it as soon as possible. If we need to be involved in the resolution, we stand by ready and willing to assist. There is no reason to be fearful about the reduction of your service levels since that is not what the recovery of these funds is about. The appendix K was written to make access to these replacement services even easier.

### **Re-entry of Home Office Workforce:**

1. We are following guidelines set out by Department of Administration in a three Phase Plan. As a reminder, the 1500 employees at Regional Centers have been at work 24/7 throughout this national crisis and they have responded so well to the COVID-19 challenge. The Re-entry plan really only impacts the 165 employees working in Central Office.
2. Phase 1 starts no later than June 1 and will bring back those who cannot effectively work from home any longer, identifying those who

have health care concerns that would necessitate them to continue remote work and includes planning efforts looking at environmental needs, policy review and even things like cleaning contracts and signage. We need to ensure we factor in social distance guidelines within our existing space, such as moving folks to empty offices or doing alternative work schedules to lower the number of folks in the building at any given time.

3. Phase 2 starts no sooner than two weeks after Phase I starts. DDSN has established an initial target of having 50% of workforce report to work with the residual 50% of employees continuing to work from home who have demonstrated an ability to effectively do so. After we ensure the 50% in Central Office can maintain adequate social distancing, we can adjust incrementally upwards based on operational needs. Social distancing in the workplace is a new set of standards, so we are going slow and expand as we all get comfortable with these new norms.
4. Phase 3 starts when the Department of Administration gets OK from health officials (DHEC), schools reopen, and childcare facilities are adequately back operating. Around Labor Day would likely be the soonest given the school reopening requirement.

**Although the Pandemic has overshadowed things – we still have day to day operations running:**

1. As we continue our efforts to increase the accuracy and reliability of the information we are receiving, we have had 2 well-attended finance trainings (auditor sessions (2) and an accounting and auditing training for finance directors.
2. We are working on our contracts to present at the June commission meeting.
3. We are still moving full steam ahead with the Commissioners planned conversion of bands B and I. A cross-functional team is meeting routinely to work through a variety of logistical challenges, policy matters, IT system changes, payment processes, program analysis etc.

4. We are continuing to review all of the quality indicators in our effort to develop a more equitable and understandable system of measures that will have a lasting effect on performance.