

As COVID-19 increases in our communities individuals/guardians/support teams may choose not to participate in employment and community inclusion activities. Employers may also reduce hours or have temporary furloughs. Employment and Community Inclusion staff may not be able to work due to exposure. We realize these sudden changes may have a significant impact on employment and community inclusion providers across the state as they are funded on a fee for service basis. As system partners, DDA and Counties are working with the provider community to identify options to mitigate these impacts.

Please find attached a spreadsheet for employment and day providers to collect client support hours lost due to COVID-19 beginning March 1, 2020. Counties will collect this data monthly until further notice. The intention of the spreadsheet is to uniformly collect data amongst the provider community to better understand the impact of support hours lost related to COVID-19 and the impact this has on employment and community inclusion providers. This data will be helpful in future decision making related to COVID-19. We appreciate your time and willingness to collect and provide this information.

Additionally we thank our provider partners for compiling lists of activities to consider when staff are unable to job coach because a client is not working or support clients in the community. Please see the lists below.

1. Currently billable (please see [Individual Employment](#) and [Community Inclusion](#) Billable Activity documents for a complete list):

- Discovery
- Building accommodations such as communication boards, tasks lists etc.
- Community Inclusion and Employment Plans
- Annual document updates
- Job Coaching or Community Inclusion correspondence
- Job Development
- Community Volunteer Development
- Workplace Analysis
- Job Analysis

2. Currently billable activities which may increase during the COVID-19 event:

- Remote job development – engage employers via secure virtual platform on behalf of a client
- Advocating with employers for job retention, related to COVID-19, for clients
- Advocating with volunteer sites for volunteer position retention, related to COVID-19, for clients

3. TIME LIMITED Remote/virtual billable activities examples with client:

- Remote discovery for clients
- Secure virtual check-ins with those who are not able to go out or have visitors and have the tech availability to do remote communication
- Remote informational interviews

- 4. Start Up - Other activities direct service staff are now doing because they are unable to provide direct services or if staff are on leave due to COVID-19 (this will require spending plan amendments by the counties):**
- Mandatory training
 - Professional development training
 - Staff leave related to COVID-19
 - Update electronic file systems (for example, SETWorks)
 - Customer satisfaction and quality assurance activities
 - Preparing for CARF and/or other audits
 - Organizational development such as creating a peer mentoring program for staff
 - Personnel development such as onboarding interviews, employee retention activities, staff person-centered plans
 - Participation in county, Provider, STW/Transition Meetings (not client specific) or workgroups
 - Chamber of Commerce/Rotary leadership