

HCBS Conference 2021

Forged in the Fire – Better Partnerships Between States and FMS Providers Benefit All in Emergencies

December 8, 2021



Seven Strategies for Better Partnerships



PPE Kits



FFCRA



Hazard Pay



Leverage Technology



Appendix K



Caregiver Link



Smart Reporting



PPE Kits

Delivering critical supplies when it's needed the most

Within days of the COVID-19 outbreak, GT Independence delivered lifesaving PPE materials to caregivers and participants alike.

22,000

Total personal protective equipment (PPE) kits GT provided to active participants

PPE kits included:



digital
thermometer



face
shields



gloves



hand
sanitizers



masks



wipes

“

Thank you for the PPE kit. We are fortunate for the CARES act funding for this, and we appreciate you applying for it! All the items in the kit will be utilized to the fullest.

– **Sandy and Janet, Self-Directing Participants in Michigan**



Families First Coronavirus Response Act (FFCRA)

Qualifying Reasons for Leave Related to COVID-19

An employee is entitled to take paid leave if they are **unable to work** (including telework) because the employee:

1. is subject to a Federal, State or local quarantine or isolation order related to **COVID-19**
2. has been advised by a health care provider to self-quarantine related to **COVID-19**
3. is experiencing **COVID-19** symptoms and is seeking a medical diagnosis

**Full pay (max \$511 a day)
for up to 2 weeks**

4. is caring for an individual subject to an order described in (1) or self-quarantine as described in (2)
5. is experiencing any other substantially-similar conditions specified by the DHHS

**2/3 pay (max \$200 a day)
for up to 2 weeks**

6. is caring for his or her child whose school or place of care is closed (or childcare provider is unavailable) due to **COVID-19** related reasons

**2/3 pay (max \$511 a day)
for up to 12 weeks***

*2 weeks paid sick time

**“When I got the paid sick time off...
it made it so that we were able to focus on getting better.”**

-Casey Bouthiette, Christine Bouthiette's granddaughter and caregiver





Hazard Pay

“

I am thankful I get the opportunity during this pandemic to have the help I need—as well as the help my mom needs! Thank you...I am so happy to be home with Mom.”

– Lisa, Family Caregiver

Recognizing the value of frontline caregivers

GT Independence provided hazard pay to frontline caregivers who delivered so much to so many.

\$16.2 million

Total value of hazard pay GT paid in-home and community-based caregivers

\$2 - \$3/hour

Average hourly rate increase for hazard pay

500%

Rate of increase to GT's call center during "hazard pay" distribution

1

Average time in minutes that calls were answered despite the surge in volume



Leveraging Technology

Process Overview



Understanding the Target Questions

Question 1

Does [Participant] have access to food and supplies in their home for 1 week?

Yes

No

Not Sure

Increased referrals to local food banks

Increased access to home-delivered meals services (Appendix K)



Question 2

Does [Participant] have a fever, cough, or shortness of breath?

No

Not Sure

Yes

Increased access to service hours and use of overtime (Appendix K)

Extra screenings and potential testing

Referral to primary care physician

Referral to nursing services or other follow-up care





Expanding Services – Appendix K



State of Maine

Section 18

Adults with Acquired Brain Injury Waiver

Section 20

Adults with Other Related Conditions Waiver

Section 29

Support Services for Adults with Intellectual Disabilities or Autism Spectrum Disorder

**Learn More About Our
Work in Maine**

gtindependence.com/maine



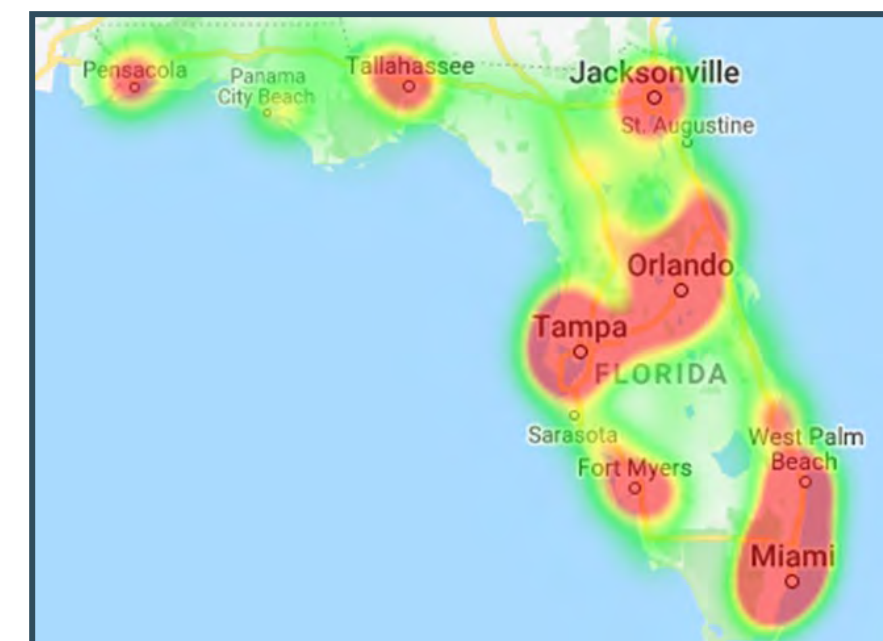
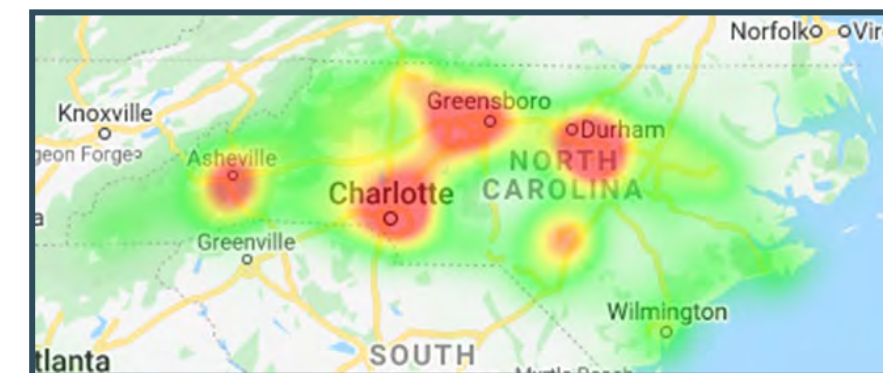
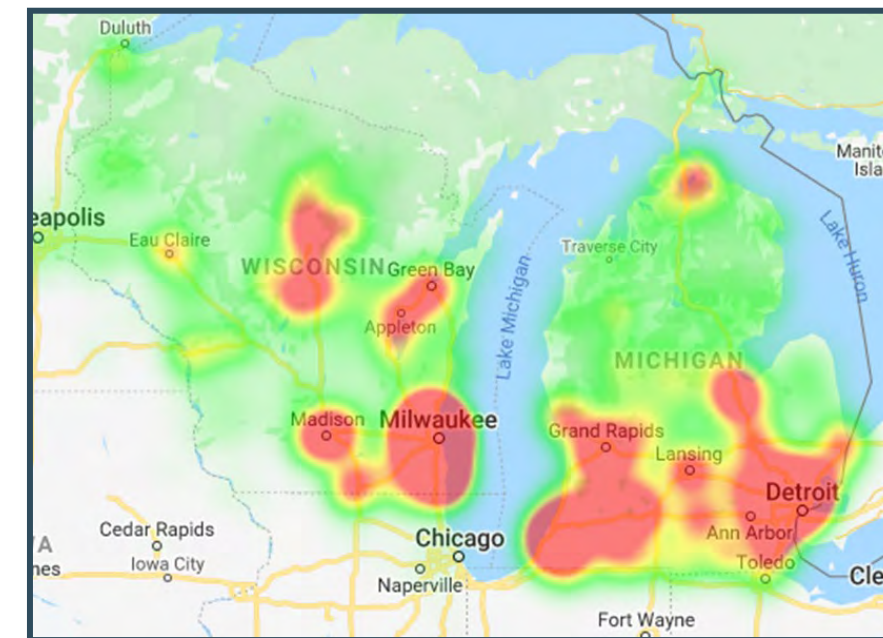
Caregiver Link

Caregiver Link

Recruiting assistance tool available to participant employers.

Search by zip code and select radius, filter by language or caregiver trainings.

Results list name and contact information of potential caregivers who have passed initial screenings previously.





Smart Reporting

GT Reporting

Individual utilization reporting

Days since last shift

Participants with only one employee

Health question responses

Shifts > 12 hours

Report For	Lead Agency	County
		Kennebec
Case Mngr.	CM Email	CM Phone
Services paid through check date	Medical ID	
5/15/2020	72125750A	

	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Weekly Total Hrs
March 2020	8 4 - 55125	9 3 - 55125	10 3.25 - 55125	11 3.75 - 55125	12 3 - 55125	13 3.5 - 55125	14	20.5 - 55125
	15 3.75 - 55125	16 4.25 - 55125	17 4 - 55125	18 3.25 - 55125	19	20	21	15.25 - 55125
	22	23	24	25	26	27 4 - 55125	28 4 - 55125	8 - 55125
	29 4 - 55125	30 4 - 55125	31 2.25 - 55125	1 3 - 55125	2	3 5 - 55125	4	18.25 - 55125
April 2020	5 4.5 - 55125	6 3 - 55125	7 2.75 - 55125	8 3.25 - 55125	9	10	11 6.25 - 55125	19.75 - 55125
	12	13 2.75 - 55125	14 4.25 - 55125	15	16 2.75 - 55125	17 3.25 - 55125	18 2 - 55125	15 - 55125
	19 3.5 - 55125	20 3.75 - 55125	21 3 - 55125	22 3.75 - 55125	23	24 3.25 - 55125	25 3.75 - 55125	21 - 55125
	26	27 3.5 - 55125	28 3 - 55125	29 3 - 55125	30	1 4.75 - 55125	2 3.5 - 55125	17.75 - 55125



A Safe and Stable Option

Choice Brings Better Outcomes

Self-directed participants were **90% more likely** to be very satisfied with how they lived their lives¹

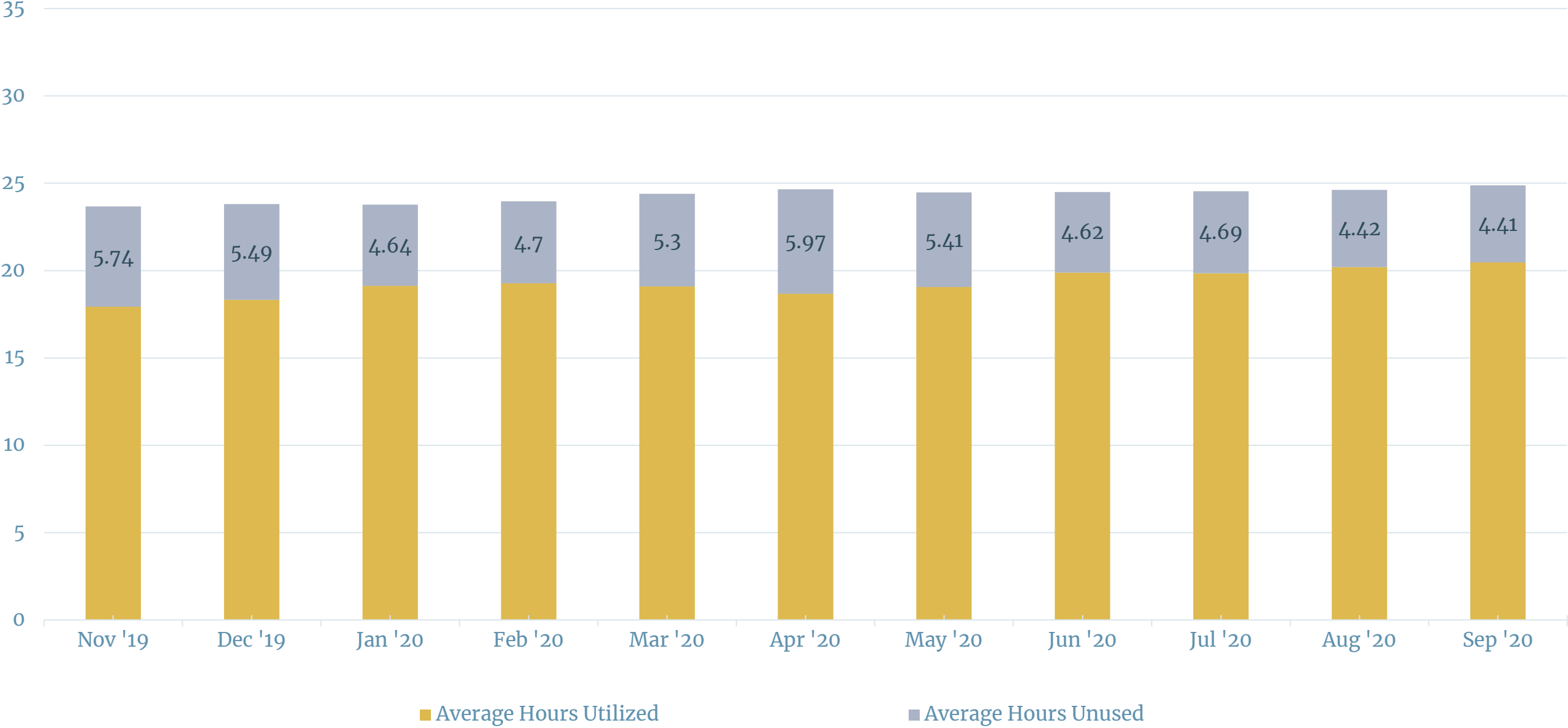
Self-direction **significantly reduces** unmet personal care needs²

Primary caregivers were **significantly more satisfied** with their lives in general

Self-directed participants report a **higher quality of life** than people undergoing traditional care³



Self-Direction - Providing Consistent Care



Participants are consistently receiving services **4.1 - 4.3 unique days** each week.

Average utilization of **78 – 81%** each quarter.

gt

Community



“ I moved [him] out of the nursing home because his health was declining, and I was worried about COVID. With self-direction, family members can provide his care, and he is doing so much better!

- GT Participant Representative

Contact Us



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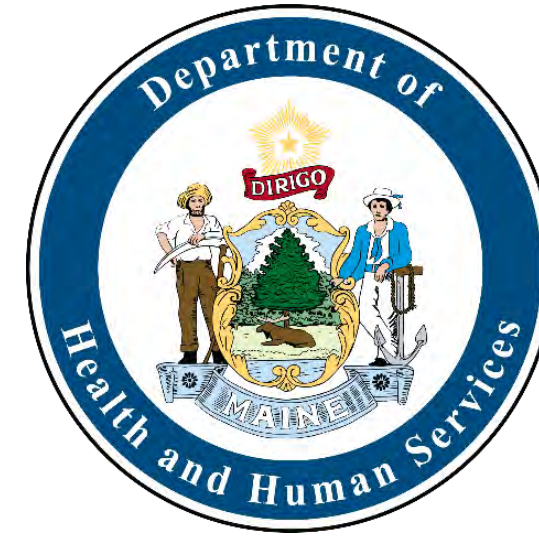
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Thank You

