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COVID-19 and Community Support Telehealth Guidance

During the COVID-19 emergency, Community Support (Sections 20, 21, and 29) may be provided using telehealth and telephone options (*i.e.*, video chat, FaceTime, Skype, Zoom, or phone calls). See https://www.maine.gov/dhhs/oms/pdfs_doc/COVID-19/03232020-Telehealth-Guidance.pdf.

Community Support services/activities provided via telehealth and telephone options must be consistent with the “Description of Service” and “Goals” in the Person-Centered Plan ([PCP FAQ 4/7/2020](#)); thus coinciding with the member’s current Person-Centered Plan and services outlined in the MaineCare Service Description.

Ratio of Support: One (1) direct support professional with up to three (3) members remains in effect for all telehealth and telephone options.

As with in-person group sessions, you need to ensure that there are ground rules set regarding privacy, thoughtful participation, respectful treatment of all participants, etc. Best practice would be to obtain verbal consent with each individual participant via phone before the group session. Some of the challenges unique to telehealth include the potential for technical difficulties, which might be compounded with multiple connections from multiple sites. Be sure you know how to troubleshoot these (for example, if there are a lot of participants, turning off video and going audio only), and have a backup plan for participants to join via audio only. Background noise can also be an issue, and noise from one site can distract people at the others, so talk with your participants ahead of time about videoconferencing etiquette, etc. (March 26, 2020 – Telehealth Town Hall for Maine Healthcare Providers Q & A and Key Medicare Updates.)

Documentation: Comparable to face-to-face encounters, progress/daily notes should document how the intervention(s) provided via telehealth and telephone options directly addressed Person-Centered Plan goals and identified services along with required units, service provided, staff name/signature, dates and times. If a group activity is provided, the Provider will maintain documentation outside of a consumer file, that lists the names of all participants.

Community Support provided remotely in congregate settings: Members may receive per diem services (Home Support- Agency Per Diem, Family-Centered Support, or Shared Living) as well as telehealth Community Support, Work Support, or Career Planning services.

In Section 21, the per diem rate for Home Support- Agency Per Diem varies, as the rate methodology includes weekly authorized support hours. Should a Section 21 member receive a telehealth service in a Home Support- Agency Per Diem setting, that time may still be counted by the Home Support- Agency Per Diem Provider towards the actual support hours delivered that

week. During any given hour when a member receives telehealth in a Home Support- Agency Per Diem setting, the Home Support- Agency Per Diem Provider continues to be required to provide protective oversight and supervision.

Supporting members in the use of electronic devices and equipment: Members will have direct support to access services remotely. This includes direct support professionals and personal support specialists in group home settings providing support in the set up and use of electronic devices and equipment. Direct staff support may be necessary for individuals to access telehealth technology and ensure they receive the benefits of services delivered remotely.

Services Allowed Under Community Supports

Ideas/Resources for Telehealth

C1 Self-Care/ADLs	Support self-care, check in about needs and support, ongoing learning, need for supplies/plan
C2 Mobility	Discuss mobility needs, check in on mobility devices
C3 Medication Administration	N/A under telehealth
C4 Independent Living Skills	Researching recipes, attend virtual cooking class
C5 Accessing Community Events & Activities	Access online events such as museum tours, zoos and other virtual events
C6 Accessing Community Resources	Explore community websites to see if they are offering anything virtually such as the public library, YMCA, or Maine State Library. Find and share/discuss/sign-up for resources such as Meals on Wheels, food pantry deliveries and other needs
C7 Job Preparedness	Discuss jobs and careers through sharing videos, using resources
C8 Interpersonal Skills	Provide support to be/stay connected with friends, i.e. assist member with setting up a way to connect virtually with friends, family etc.
C9 Safety Skills	Review use of stove, microwave Share and talk about COVID-19
C10 Activity & Physical Exercise	Online yoga/exercise class, researching and providing support regarding options for online classes, exercise calendar and plan
C11 Communication	Checking in, talking through the day, week, Assist the member to call friends, stay connected, review communication devices/needs
C12 Spiritual / Religious Activities	Explore live streaming worship/Facebook live services for/with a member, attend and discuss

C13 Personal Development & Learning	Reading groups, music lessons/groups, knitting groups, art classes- make and share Increase financial literacy
C14 Building Unpaid Relationships	Write/compose thank you notes, emails to others, make a card/sign to thank the mailman or the clerk at the grocery store, first responders
C15 Other	

Resources:

Other Ideas/Resources/Links:

- Information on using technology-
https://acl.gov/sites/default/files/common/Tools%20for%20Reaching%20a%20Remote%20Audience%20-%20by%20NCOA_0.pdf
- Self-Advocacy Information and Videos on COVID-19
<https://selfadvocacyinfo.org/resource/links-to-coronavirus-information-for-self-advocates/>

Job Preparation:

- Explore Work website-
<https://explore-work.com/topics/>
- Career Videos-
<https://www.careeronestop.org/Videos/CareerVideos/career-videos.aspx>
- Division of Vocational Rehabilitation (DVR) Career Exploration Workshop (CEW) Curriculum-
https://www.maine.gov/rehab/73422/maine_cek/cek_general/index.htm
- DVR Transition CEW Curriculum for High-School Students-
https://www.maine.gov/rehab/73422/maine_cek/cek_transition/index.html
- DVR Bridge CEW Curriculum-
https://www.maine.gov/rehab/73422/maine_cek/cek_bridge/index.html
- Job Hunting in Maine Guide-
https://www.maine.gov/labor/publications/Job_Hunting_in_Maine.pdf
- Guided Group Discovery for Youth: (can also be used for individuals with limited/no work experience)-
 - http://leadcenter.org/system/files/resource/downloadable_version/Youth%20Version%20Guided%20Group%20Discovery%20Facilitator%20Manual%20FINAL_ACC.pdf

- http://www.leadcenter.org./system/files/resource/downloadable_version/GGD%20Supplemental%20PPTs%202019_ACCESSIBLE.pdf -supplemental PowerPoint

Personal Development:

- Maine Financial Education Framework and Resource Guide-
<https://docs.google.com/document/d/1sgvfjAqmM69UFa4ID10rV9vDRA8-pRsiV7j8wFMXgYE/edit>
- Cultural and Virtual Museums-
<https://artsandculture.google.com/>
- National Park Service-
<https://www.nps.gov/index.htm>
- The Smithsonian-
<https://www.si.edu/>
- The Smithsonian Science Center-
<https://ssec.si.edu/game-center>
- The National Gallery of Art-
<https://www.nga.gov/>
- National Library Service for the Blind and Print Disabled-
<https://www.loc.gov/programs/national-library-service-for-the-blind-and-print-disabled/about-this-service/>

Activity and Physical Exercise:

- Planet Fitness is offering free on-line workout classes on their Facebook page and YouTube channel
- Nike Training Club App
https://www.nike.com/ntc-app?cid=4942550&cp=usns_aff_nike_content&cjevent=c312ae9b6ecc11ea8272000d0a24060e
- Good Housekeeping Resources for Online Exercise Classes
<https://www.goodhousekeeping.com/health/fitness/a31792038/coronavirus-live-stream-workout-classes/>