



State of Connecticut  
Department of Developmental Services

DDS

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Governor

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April 15, 2020

**Guidance for the Deployment of Employment and Day Staff**

As you are aware, given the current COVID-19 crisis we are seeing more and more of our direct support professionals unable to come to work. This is particularly devastating to families and our Providers who support people residentially.

The Department of Developmental Services is interested in working in partnership with our provider community, and provider associations to develop a process to share staff during a declared state of emergency. A collaboration like this is necessary and an important part of how the people we support will continue to receive the critical support they need. The development of a collaboration must come from all stakeholders in order to be successful. DDS will support the development of these arrangements, agreements, and partnerships to ensure compliance within our rules, regulations, policies and procedures. When an agency is reaching a crisis staffing level, it will be critical for us to work as a community to support people. None of us will be able to do it alone. DDS would like to work with you in the development of a process and a long-term solution to implement during these periods.

Please consider the following:

1. Employment and day providers to work within our provider community to share staffing resources so that we maintain the necessary supports to ensure health and safety.
2. Employment and day providers who currently support people in your employment and day service to determine if the person or family need support by your staff. This support may include face to face, phone calls, Skype, Zoom or any other appropriate communication methods so that staff may provide their services remotely. All the employment and day providers are having regular contact. This contact needs to clearly document the interaction, reflecting the quality of the contact and any assessment (Health and Wellness check) and decision made based on the assessment. It should further document if there are any next steps.
3. Prioritize contact with individuals who reside independently or with families who no longer attend a day program or who are furloughed or laid off from work. Consider providing staff to an individual's family or caregiver who is employed in essential roles like healthcare, first responders or human services, and are reliant on the employment and day services provider program for coverage during work.

4. For families experiencing health issues and who may not be able to provide 24-hour support to their loved one, providers can deploy staff to families in their local area and support individuals in service areas such as individualized day.
5. For those providers who offer both residential and day, deploy your employment and day staff to your residential services. Most of the providers that fall in this category have already implemented this. However, if you have not begun this process, the department encourages you to do so expeditiously.

Within your Coop Plans, residential providers identified minimum staffing levels to maintain health and safety, please consider those levels when assigning.

6. Consider if your agency has employment and day staff available to reassign to another residential provider? If so, work together with providers in your local area and develop cooperative arrangements to share staff to support individuals in residential, companion, or in-home support. Agreements and/or contracts between providers for the temporary hiring of day and employment staff with a residential services provider.
7. Develop training needs to be considered to deploy staff to the home such as basic health and safety support needs for that individual. Most importantly consider individualized training. Work together with the residential provider on how to accomplish this.
8. Employment and day staff need to provide employment and day services the majority of the time.
9. If employment and day staff are reassigned to provide residential supports, the services must be delivered through the authorized agency.
10. Work with residential providers to consider temporary hires of your staff.
11. Families considering temporary hires of employment and day staff to be the employer of record to provider residential supports.

Options 9 through 11 would require the families/providers to have a collaborative agreement to have a clear understanding of how this will be accomplished.

For questions regarding this guidance please contact [DDS.Employment-DayServices@ct.gov](mailto:DDS.Employment-DayServices@ct.gov)

Thank you for your continued dedication and commitment throughout this challenging time.