



State of Connecticut  
Department of Developmental Services



Ned Lamont  
Governor

Jordan A. Scheff  
Commissioner

Peter Mason  
Deputy Commissioner

May 25, 2021

Dear Private Providers and Public CLA programs,

The Department of Developmental Services (DDS) is currently preparing to resume all phases of Community Living Arrangement (CLA) Licensing. DDS is actively planning to resume all initial and biennial licensing statewide in two phases, beginning June 1, 2021. Licensing staff will be communicating with you regarding a specific schedule that will pertain to your agency. The resumption plans are as follows:

### Licensing Inspections

**June 1<sup>st</sup>**- physical plant inspections of CLA swill resume. These inspections will be scheduled with the provider at the time of the scheduled inspection date or within that week. QSI inspectors will follow all visitation procedures set forth by the agency and will wear face masks at all times while on site.

**July 1<sup>st</sup>**- Resume full inspection process, according to one of three options:

Option 1: Agencies that have developed an electronic record system such as Therap, Evolve, Carelogic, Medisked, etc. and have granted the QSI inspector full read only access will continue with the remote review process. The license inspection process will resume a full 2-year look back on individuals' records and house records. The sample person(s) will be identified to the provider 24 hours prior to the inspection date in order to set up permission access. The review will be scheduled in advance with the provider and the physical plant visit will be scheduled to occur the day of review or within that week.

Option 2: Agencies that do not have an electronic record system and were only utilizing the scanning process through MS teams will resume onsite inspections. These visits will be coordinated with the QSI inspector and the provider, as far as what best meets the needs of the individuals. If the provider has room in the CLA to accommodate the inspector onsite in either a separate area (i.e., office or den area, basement area or the use of a porch or patio, etc.) that will be arranged. If space is a concern, then the inspection will occur at the provider's main office. All books will need to be brought to that office area. QSI inspectors will follow all visitation procedures set forth by the agency and will wear face masks at all times while on site. The physical plant of the CLA will need to be reviewed the day of the scheduled on-site review. If the review is to occur at the agency's main office area, the sample person(s) will be identified that morning.

Option #3: If an agency has limitations on their electronic record system where only a portion of the individuals' records are stored in the system, then a hybrid remote/onsite inspection process will occur. That means the portion stored in the electronic record system will be reviewed remotely and the remainder of the inspection process will be done on-site. This will be negotiated with each provider depending on

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their systems. This review will be scheduled and the identification of the sample person(s) will be negotiated with the provider based on what documentation is stored electronically (24 hour notification for electronic access). The physical plant inspection will occur when we are onsite or at the agency's main office. QSI inspectors will follow all visitation procedures set forth by the agency and will wear face masks at all times while on-site.

## **Revisits**

**August 1<sup>st</sup>**- Announced revisits will resume and will be scheduled with the provider based on Options 1-3 noted above. These will be scheduled with the provider and onsite physical plant inspection of the CLA will need to occur that day.

**September 1<sup>st</sup>**- Unannounced revisits will resume. A morning check-in prior to the visit will occur to ensure there is no one in the home that is positive with COVID-19, in quarantine or exhibiting symptoms of illness.

DDS has the health and safety of all CLA stakeholders at the forefront of our reopening plans. We have implemented new guidelines and procedures that are in line with CDC guidelines. Some of our planned health and safety guidelines include the following and may be further clarified prior to each licensing visit:

- Any COVID screenings regarding health and (possible) exposure shall adhere to the Visitation Guidelines issued by DDS and will take place at scheduling and at the time of the visit.
- All DDS Licensing Staff will adhere to the visitation procedures set forth by each agency (including taking temperatures and completing questionnaires).
- Licensing visits will not take place if any individual has recently been diagnosed with COVID, if anyone in the home is in quarantine due to an exposure or if any individuals are displaying symptoms of COVID.
- All DDS licensing staff will wear masks at all times while in the home or in contact with others during the visit.
- All DDS Licensing Staff with symptoms will postpone any visits until cleared by HR to resume activities.

DDS understands that some providers may have questions about the process, due to COVID-19 concerns. Should you have any questions or concerns that you would like addressed prior to a licensing visit taking place, please call or email Claudine Testani, QRSS-Licensing Unit, at [claudine.testani@ct.gov](mailto:claudine.testani@ct.gov) or by phone at 860-418-6100.

Please be assured that we are deeply committed to the health and well-being of all.

Respectfully,  
*Claudine Testani*

Quality Review Specialist Supervisor, Licensing Unit  
Quality and Systems Improvement