

March 18, 2020

**ND Dept of Human Svc – Aging & Adult Services Division
Coronavirus (COVID-19) Frequently Asked Questions**

Q1: If the office location where an HCBS or Aging Services worker is assigned makes a decision to close, will they still provide services?

Yes. DHS is committed to providing uninterrupted services to people. While the workplace of our staff may change, based on changing circumstances, the services they deliver should remain largely the same. Staff will have additional opportunities for flexibility in determining when and how to connect with consumers, will be utilizing special protocols for health and safety during home visits, and have new guidelines for how to conduct certain interactions remotely.

Q2: Will Aging and Disability Resource Link still be available? How about centralized intake for Vulnerable Adult Protective Services (VAPS) and Ombudsman complaints?

Yes. All call center functions will continue un-interrupted, regardless of workplace changes.

Q3: Are the senior meals sites across the state still going to be open, given the guidance about limiting social gatherings to 10 people or less?

Most senior meal sites will remain open, at the discretion of each program operator but the way they serve the meals will change. Their intention is to eliminate or severely limit congregate dining and instead offer pre-packaged meals that will be available for pickup at the site. DHS staff is working with nutrition providers to ensure as smooth a transition as possible.

Q4: If visitors are not allowed to enter long term care facilities, how will Aging Services conduct “personal care needs” assessments?

For clients who live in a Basic Care setting, Adult Residential setting, and have an assessment due this month, and the facility has restricted visitors, current care plans can be extended for up to 60 days. For clients that are due for reviews in March, the facility has restrictions in place, and their care plan expires as of 3/31/20, case managers can extend the current care plan and authorization through 5/31/20. Case managers will need to make this change on the current care plan and send it into the main HCBS line so that we can get the care plans entered into MMIS in order for the facilities to receive payment.

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Q5: Will Aging Services staff follow visitation restrictions in place at basic care and nursing homes?

Of course. DHS staff will respect the request not to visit the facility and use other means of technology phone, calls etc. to conduct business if possible. If it's not possible the visit should be scheduled for a later time. This includes the services provided by the Long-Term Care Ombudsmen.