

September 2020

Hello DDRC Community,

We all had hoped that by now there would be more certainty in our lives, but like the rest of the world, we are still figuring out how to navigate through the biggest pandemic in 100 years. Even with continuing new regulations and orders, our staff and people we serve have adapted well. Truly remarkable!

All DDRC staff have pulled together even closer than ever to ensure operations have continued seamlessly while implementing new protocols and service models in an environment in flux. Our goal is to best serve the needs of those with IDD and their families through many service options, while being innovative, effective and safe.

We are at the forefront in shaping future services here in Colorado with the help of a grant to implement and evaluate the use of telehealth and virtual services, both during and after the COVID crisis. We have implemented Electronic Visit Verification (EVV) systems to meet State and Federal requirements. EVV aims to verify that people receive the documented care they need.

With provider rate cuts and regulatory and eligibility changes due to COVID, this has been a challenging budget year. Due to a significant decrease in day program services and related revenue, we have modified Adult Vocational Services staffing and operations.

Our DDRC leadership and Board of Directors have endorsed efforts to examine and increase efforts in Diversity, Equity and Inclusion particularly regarding race relations. Our commitment to these principles for everyone encompasses and goes beyond our work for individuals with intellectual and developmental disabilities.

For the most updated information on services, communicate directly with your Resource/Service Coordinator and our direct services staff, check our website and newsletters, and see the section below.

Thank you for helping us keep you connected and for working together to keep our community healthy and safe.

Beverly Winters, Executive Director

DDRC OPERATIONS UPDATE

Adult Vocational Services are gradually resuming with new approaches. One of the biggest changes over the last several weeks has been the work of our AVS staff in the implementation of various day program service models to best meet the needs of individuals we serve according to their needs, risks and preferences. These models, including serving smaller groups of individuals at our Walters and Weiland day program sites, are following all COVID guidance, risk assessments and precautions.

Our **Quality Living Services** (QLO) residential staff are to be commended in their ongoing efforts to keep COVID at bay and keeping activity levels and spirits up in new creative ways.

Our **Therapeutic Recreation** Team has continued to provide services and have adjusted to a mix of virtual and in-person services to meet needs in innovative ways, giving individuals additional outlets for exercise and connections.

Our **Service/Resource Coordination, Early Intervention, and Behavioral Health** have kept services in place, occurring mainly through telehealth/virtual conferencing wherever allowed and viable to meet the needs of individuals and families. Early Intervention services are being allowed in an outdoor in-person format, in limited circumstances.

DDRC Central Office staff continue to work hard to keep all operations running smoothly whether working remotely or in the office, as necessary. All employees and essential visitors are required to complete a symptom screening and temperature check, and to wear a face covering while in the building. Non-essential visitors will be redirected to do business by phone, so please call before visiting.

COVID-19 Information and Online Links

- COVID-19 Testing Information from Authorities: <https://covid19.colorado.gov/Testing>
- CO Dept. Public Health & Environment <https://covid19.colorado.gov/> and see your local County Public Health Dept.
- 211 Colorado <https://www.211colorado.org/>
- Colorado help lines: 303-389-1687 or 1-877-462-2911 or email COHELP@RMPDC.org, (English and Spanish).