Forged in the Fire – Better Partnerships Between States and FMS Providers Benefit All in Emergencies
Seven Strategies for Better Partnerships

- PPE Kits
- FFCRA
- Hazard Pay
- Leverage Technology
- Appendix K
- Caregiver Link
- Smart Reporting
PPE Kits
Delivering critical supplies when it’s needed the most

Within days of the COVID-19 outbreak, GT Independence delivered lifesaving PPE materials to caregivers and participants alike.

22,000

Total personal protective equipment (PPE) kits GT provided to active participants

PPE kits included:

- digital thermometer
- face shields
- gloves
- hand sanitizers
- masks
- wipes
Thank you for the PPE kit. We are fortunate for the CARES act funding for this, and we appreciate you applying for it! All the items in the kit will be utilized to the fullest.

– Sandy and Janet, Self-Directing Participants in Michigan
Families First Coronavirus Response Act (FFCRA)
Qualifying Reasons for Leave Related to COVID-19

An employee is entitled to take paid leave if they are **unable to work** (including telework) because the employee:

1. is subject to a Federal, State or local quarantine or isolation order related to **COVID-19**

2. has been advised by a health care provider to self-quarantine related to **COVID-19**

3. is experiencing **COVID-19** symptoms and is seeking a medical diagnosis

4. is caring for an individual subject to an order described in (1) or self-quarantine as described in (2)

5. is experiencing any other substantially-similar conditions specified by the DHHS

6. is caring for his or her child whose school or place of care is closed (or childcare provider is unavailable) due to **COVID-19** related reasons

*2/3 pay (max $511 a day) for up to 12 weeks*

*2 weeks paid sick time*
“When I got the paid sick time off... it made it so that we were able to focus on getting better.”

- Casey Bouthiette, Christine Bouthiette’s granddaughter and caregiver
Hazard Pay
I am thankful I get the opportunity during this pandemic to have the help I need—as well as the help my mom needs! Thank you...I am so happy to be home with Mom.”

– Lisa, Family Caregiver
Recognizing the value of frontline caregivers

GT Independence provided hazard pay to frontline caregivers who delivered so much to so many.

$16.2 million
Total value of hazard pay GT paid in-home and community-based caregivers

$2 - $3/hour
Average hourly rate increase for hazard pay

1
Average time in minutes that calls were answered despite the surge in volume

500%
Rate of increase to GT's call center during "hazard pay" distribution
Leveraging Technology
Process Overview

**Personal Care Attendant**
Responds to question prompts about COVID-19

**Financial Management Service Provider**
Routes flagged responses to individual Care Coordinator.

**State Program Personnel**
Insight and transparency into program population.

**Care Coordinator**
Follows-up with individual participant to address needs accordingly through referrals or added supports.
### Understanding the Target Questions

#### Question 1

Does [Participant] have access to food and supplies in their home for 1 week?

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<th>Yes</th>
<th>No</th>
<th>Not Sure</th>
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- **Increased referrals to local food banks**
- **Increased access to home-delivered meals services (Appendix K)**
**Question 2**

Does [Participant] have a fever, cough, or shortness of breath?

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<tr>
<td>No</td>
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<tr>
<td>Not Sure</td>
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<td>Yes</td>
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- Increased access to service hours and use of overtime (Appendix K)
- Extra screenings and potential testing
- Referral to primary care physician
- Referral to nursing services or other follow-up care
Expanding Services – Appendix K
State of Maine

Section 18
Adults with Acquired Brain Injury Waiver

Section 20
Adults with Other Related Conditions Waiver

Section 29
Support Services for Adults with Intellectual Disabilities or Autism Spectrum Disorder

Learn More About Our Work in Maine
gtindependence.com/maine
Caregiver Link

Recruiting assistance tool available to participant employers.

Search by zip code and select radius, filter by language or caregiver trainings.

Results list name and contact information of potential caregivers who have passed initial screenings previously.
Smart Reporting
GT Reporting

Individual utilization reporting
Days since last shift
Participants with only one employee
Health question responses
Shifts > 12 hours
A Safe and Stable Option
Choice Brings Better Outcomes

Self-directed participants were **90% more likely** to be very satisfied with how they lived their lives.

Self-direction **significantly reduces** unmet personal care needs.

Primary caregivers were **significantly more satisfied** with their lives in general.

Self-directed participants report a **higher quality of life** than people undergoing traditional care.
Self-Direction - Providing Consistent Care

Participants are consistently receiving services 4.1 - 4.3 unique days each week.

Average utilization of 78 – 81% each quarter.
I moved [him] out of the nursing home because his health was declining, and I was worried about COVID. With self-direction, family members can provide his care, and he is doing so much better!

- GT Participant Representative
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Thank You