



COMMUNITY MENTAL HEALTH

Mark A. Hackel
County Executive

Executive Directive

Date: March 17, 2020

From: Dave Pankotai, CEO 

RE: Coronavirus (COVID-19) Updates #2

To: All Direct Operated and Contracted Provider Sites

David Pankotai
Chief Executive Officer

Please see the attached **EXECUTIVE ORDER (No. 2020-7)** – *Temporary restrictions on entry into health care facilities, residential care facilities, congregate care facilities and juvenile justice facilities.*

BOARD OF DIRECTORS
Kathy D. Vosburg
Chairperson

*“We are taking every measure we can to mitigate the spread of coronavirus and protect Michigan families,” said **Governor Whitmer**. “This is a hard time for families, and we will continue to put their health and safety first when making these decisions. During this crisis, we must ensure that state meetings remain open and accessible to the public. I also want to remind everyone to continue doing everything they can at an individual level to protect themselves and their families, like washing their hands and practicing social distancing. We will get through this together.”*

Phil Kraft
Vice-Chairperson

*“We believe these actions, along with those the governor has announced in the past few days, will help us slow the spread of COVID-19 in Michigan and protect our communities,” said Michigan Department of Health and Human Services Chief Deputy for Health and Chief Medical Executive **Dr. Joneigh Khaldun**. “We encourage every Michigander to remain flexible and take care of each other at this time.”*

Linda K. Busch
Secretary-Treasurer

Please review this order carefully. We have attached a sample screening form that can be used to perform the health evaluation mentioned in the order on page #2.

Megan Burke
Nick Ciaramitaro
Ryan Fantuzzi
Dana C. Freers
Brian Negovan
Christopher M. O’Connell, D.O.
Lori A. Phillips
Anthony Plewa
Selena M. Schmidt

Other updates:

1. Macomb County CMH staff have been directed to temporarily cease all non-urgent site visits. We will be conducting telephonic reviews/checks in an effort to monitor the health and safety of the people served. We greatly appreciate the efforts of our providers to keep supports in place. If there are issues impacting your ability to provide contracted services, please send us an alert email to sandy.hays@mccmh.net with **Provider Alert** as the Subject line. You can always call our offices but please also send the email for tracking purposes.



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ADMINISTRATION

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2. We will continue to refer people to appropriate placement options. We ask that all appropriate safety precautions be used and that options such as video walk-throughs be considered when possible.
3. We are suspending the requirement to drop off the original paperwork (notes) from staff supporting children on the Children's Waiver Program until further notice.
4. Recipient Rights issued an update on 3/13 regarding available teleconferencing for their trainings (attached). RR staff also have the Governor's Executive Order and will support providers who are enforcing it.
5. For other training of Direct Support Professionals (DSP) please see the attached document - **Directions for Direct Support Professional Training**. Questions on this document can be sent to loren.klug@mccmh.net.
6. Please see the attached *Interim Guidance on Extensions for AHA Instructor and Provider Cards during COVID-19 Outbreak* from the American Heart Association. We have confirmed with MDHHS this guidance will be accepted. We recommend you document in files appropriately for those impacted.

And last but certainly not least – **Financial Issues**

We realize these circumstances may/will create new and unexpected strains on your operations. MDHHS has informed the PIHPs that changes in utilization will not impact their future revenue. In that vein Providers experiencing cash flow issues related to decreased service volume should contact me via email at sandy.hays@mccmh.net with the words **Financial Assistance** in the Subject field.

Providers will be expected to submit documentation supporting their request for assistance:

- A written advance request signed by the CEO or CFO, attesting that they do not have other means available to provide the needed cash flow (i.e. line of credit, etc.)
- Internal financial statements (for month end January 2020 or more recent) reviewed by the board and signed by the board Secretary or Treasurer, attesting that it accurately represents the available cash on hand.
- A cash flow projection by week (minimum 90 days, preferably 180 days) that clearly identifies the anticipated receipts from CMH.

Please do not stop providing services without providing advance notice to our offices. Our goal is to ensure providers are able to maintain operations while also considering MCCMH's available funding.

On a related note, Richard Carpenter is now the Interim CFO for MCCMH and he can be reached at richard.carpenter@mccmh.net **but** use the process described above when requesting financial assistance.



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
OFFICE OF THE GOVERNOR
LANSING

GARLIN GILCHRIST II
LT. GOVERNOR

EXECUTIVE ORDER

No. 2020-7

Temporary restrictions on entry into health care facilities, residential care facilities, congregate care facilities, and juvenile justice facilities

Rescission of Executive Order 2020-6

The novel coronavirus (COVID-19) is a respiratory disease that can result in serious illness or death. It is caused by a new strain of coronavirus not previously identified in humans and easily spread from person to person. The risk of severe illness and death from COVID-19 is higher in older adults and those with chronic health conditions. And there is an increased risk of rapid spread of COVID-19 among persons who are living in congregate settings, such as care facilities. There is currently no approved vaccine or antiviral treatment for this disease.

On March 10, 2020, the Michigan Department of Health and Human Services identified the first two presumptive-positive cases of COVID-19 in Michigan. On that same day, I issued Executive Order 2020-4. This order declared a state of emergency across the state of Michigan under section 1 of article 5 of the Michigan Constitution of 1963, the Emergency Management Act, 1976 PA 390, as amended, MCL 30.401-.421, and the Emergency Powers of the Governor Act of 1945, 1945 PA 302, as amended, MCL 10.31-.33.

The Emergency Management Act vests the governor with broad powers and duties to “cop[e] with dangers to this state or the people of this state presented by a disaster or emergency,” which the governor may implement through “executive orders, proclamations, and directives having the force and effect of law.” MCL 30.403(1)-(2). Similarly, the Emergency Powers of the Governor Act of 1945, provides that, after declaring a state of emergency, “the governor may promulgate reasonable orders, rules, and regulations as he or she considers necessary to protect life and property or to bring the emergency situation within the affected area under control.” MCL 10.31(1).

To mitigate the spread of COVID-19 and to provide essential protections to vulnerable Michiganders and this state’s health care system and other critical infrastructure, it is reasonable and necessary to impose limited and temporary restrictions on the entry of individuals into health care facilities, residential care facilities, congregate care facilities, and juvenile justice facilities.

Executive Order 2020-6 imposed such restrictions. With this order, Executive Order 2020-6 is rescinded. This order imposes substantially identical restrictions, with the exception of certain clarifying changes to the visitation limitations imposed in section 1, below.

While the restrictions of this order are in place, these facilities should, to the extent possible, facilitate visitations with individuals under their care by phone or other electronic communication platforms, consistent with normal visitation policies.

Acting under the Michigan Constitution of 1963 and Michigan law, I order the following:

1. Effective immediately and continuing through April 5, 2020 at 5:00 pm, all health care facilities, residential care facilities, congregate care facilities, and juvenile justice facilities must prohibit from entering their facilities any visitors that: are not necessary for the provision of medical care, the support of activities of daily living, or the exercise of power of attorney or court-appointed guardianship for an individual under the facility's care; are not a parent, foster parent, or guardian of an individual who is 21 years of age or under and who is under the facility's care; are not visiting an individual under the facility's care that is in serious or critical condition or in hospice care; and are not visiting under exigent circumstances or for the purpose of performing official governmental functions.
2. Beginning as soon as possible but no later than March 16, 2020 at 9:00 am, and continuing through April 5, 2020 at 5:00 pm, all health care facilities, residential care facilities, congregate care facilities, and juvenile justice facilities must perform a health evaluation of all individuals that are not under the care of the facility each time the individual seeks to enter the facility, and must deny entry to those individuals who do not meet the evaluation criteria. The evaluation criteria must include: symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat; and contact in the last 14 days with someone with a confirmed diagnosis of COVID-19.
3. Consistent with MCL 10.33 and MCL 30.405(3), a willful violation of this order shall constitute a misdemeanor.
4. Executive Order 2020-6 is rescinded.

Given under my hand and the Great Seal of the State of Michigan.



Date: March 14, 2020

GRETCHEN WHITMER
GOVERNOR



Mark A. Hackel
County Executive

COMMUNITY MENTAL HEALTH

MEMO

David Pankotai
Chief Executive Officer


Mark Mishal
Program Director

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TO: Network Providers
FROM: Mark Mishal 
DATE: 3/13/20
RE: Recipient Rights Training

Due to concerns regarding the transmission of COVID-19, beginning March 24 and until further notice, MCCMH-ORR will be conducting tele-training via GotoMeeting.

Meeting Date	Start Time	Meeting ID
Mar 24, 2020	2 PM EDT	728-069-493
Mar 30, 2020	10 AM EDT	643-298-989
Apr 03, 2020	10 AM EDT	352-854-933
Apr 06, 2020	2 PM EDT	219-942-061
Apr 14, 2020	2 PM EDT	346-045-253

Please review and follow the following instructions to sign up for and receive the training.

- Individuals need to register by emailing jeni.koviak@mccmh.net **AND** johnna.kopah@mccmh.net and provide the following information:
 - First and Last name
 - Company you are taking training for (note if you are dual employed and are registering as a new hire for one company and need a refresher for the other company – Please provide BOTH companies in your request)
 - Official Date of Hire (this is required to complete the registration process and you MUST include one; consult your employer if you are unsure of your official hire date)
 - Valid email address

****Please note, as a provider you can register your staff to attend these trainings and we will then email the confirmation to the staff***



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OFFICE OF RECIPIENT RIGHTS

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- Connect via a computer or mobile device, you cannot call into the training without having a video connection
- The training will start promptly at the scheduled start time. It is recommended that you log in early to avoid technical issues. If you try to log in after the start time you will not be granted access to the training.
- Each person needs to log into the training individually, six staff CANNOT sit around one computer.
- For mobile devices the gotomeeting app will need to be downloaded from the Apple App Store or Google Play Store.
- For a computer go to www.gotomeeting.com and click on Join in the upper right hand corner and enter the meeting ID#.

Login instructions will be provided in the confirmation email sent to staff after registration.

Directions for Direct Support Professional training

In response to the COVID 19 pandemic and community efforts to control the transmission of this virus the following **temporary** process has been put in place for the Direct Support Professional Training. Training power points, training materials and testing content will be provided to all contracted Specialized Residential service providers that are servicing MCCMH individuals that are receiving this level of care.

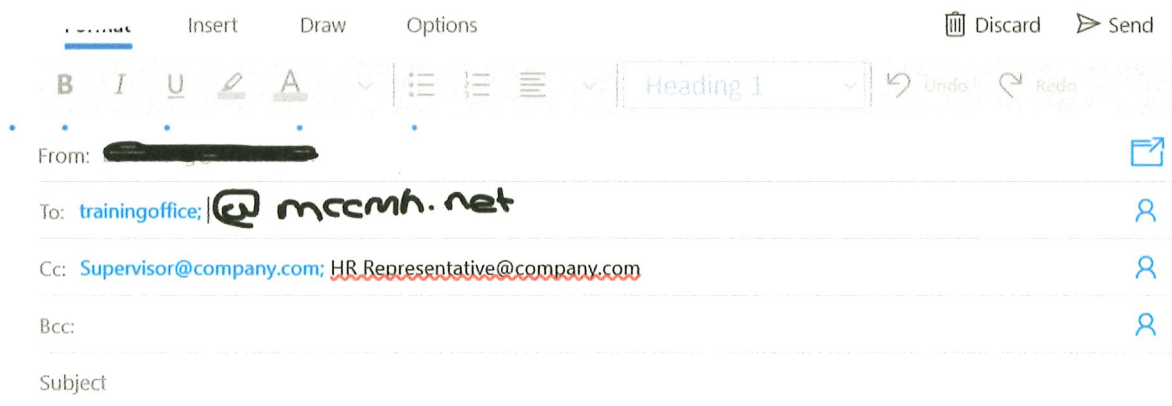
It is the expectation of MCCMH that all contracted service providers for Specialized Residential services will ensure that their employed staff work towards learning and understanding the content covered in each training module.

Testing Procedure: Direct Support professionals that need the full DSP training should complete each training module that is identified within the attached transcript. The first module that should be completed is the "Introduction to Human Services & Meeting Special Needs" and then complete training *in the order listed* on the transcript.

Directions for testing:

- 1) Emails regarding test submissions should be sent to Trainingoffice@mccmh.net. We recommend that the home manager and the designee (Human Resources) for ensuring training completion be Carbon Copied (CC) to all email submissions.

Example below:



- 2) In the subject line, the DSP should identify the module they completed and test version utilized. ***Each email should that is sent should only pertain to 1 content module.***
- a. Example Below:

To:

 Cc & Bcc

DSP Training: Introduction to Human Services & Meeting Special Needs: Test Version A

- 3) Within the body of the email, the employee should type their first and last name, the name of their employer and the name of their group home they are assigned to work at. The DSP should also provide their answer to each question within the body of the email.
- Example Below:

DSP Training: Introduction to Human Services & Meeting Special Needs: Test Version A

Employee Name: Robert Staffmember

Employer Name: Sunshine Entity

Assigned Group Home: Sunshine Group Home

1. A
2. True
3. C
4. E
5. False

- 4) Direct Support Professional (DSP's) in need of a medication update training or the full medication module should also complete the health module at this time. DSP trainees will be tested on the skills competencies within both modules at the time of their face-to-face skills competency training.

- 5) A member of the MCCMH Training Department will review and grade the test. The MCCMH Training Department member will identify the individual's test score (any grade that is below an 80% is considered did not pass). Correct and incorrect answers will not be identified. Any staff member that did not pass the test for the specific training content should review the material and complete the alternative test version and repeat the steps for submitting a test.
- a. Example: We are sorry to inform you that you have received a score of 76% and did not pass (DNP) the test pertaining to the above training content module. Please review the training materials again and complete the other version of the test.
 - b. Example: Congratulations, you have received a score of 84% on the above training content module. Your score has been recorded to your DSP training transcript, which will be provided to you at the successful completion of the face to face training skills demonstration.
- 6) Upon completion of all training content, the DSP will need to schedule an opportunity to come in person for a face-to-face skills demonstration for the following:
- seizure care skills demonstration
 - obtaining vitals skills demonstration
 - hard copy transcription skills demonstration
 - Medication administration demonstration).

All of these skills demonstrations will take place during a single face to face training visit at the MCCMH Training Department. In the event that a DSP fails any of their skills demonstrations, they will receive a did not pass (DNP) for this entire segment. A DSP that has failed the face-to-face skills demonstration segment needs to schedule for another appointment to complete all return the face –to-face skills demonstration.

It is important that individuals are knowledgeable and prepared to come in for this training segment so they can succeed. As an employer, please work with your staff to ensure they are ready prior to scheduling the face-to-face skills demonstration.

- 7) Upon successful completion of all training content, the staff member will be provided with 2 copies of their training transcript that will identify they have completed all training requirements. This transcript will be signed by an MCCMH Training Department team member and have a raised stamp for certification. Please ensure that one of the official copies of the transcripts is secured and retained within the DSP's personnel file for auditing purposes.

DSP Training Requirements

1. **Introduction to Human Services & Meeting Special Needs:** DSP submits test answers that are labeled with each question.
2. **Behavior & Crisis Intervention:** DSP submits test answers that are labeled with each question
3. **Building Natural Supports:** DSP submits test answers that are labeled with each question
4. **Crisis Planning:** DSP submits test answers that are labeled with each question
5. **Documentation Skills:** DSP submits test answers that are labeled with each question. DSP should also submit a sample of their documentation regarding a shift they completed. Please ensure that no identifiable patient health information is included (no consumer name, consumer number, etc.) Each document can be completed for "Joe Consumer" with case number "012345)
6. **Emergency Preparedness:** DSP submits test answers that are labeled with each question
7. **Food Safety:** DSP submits test answers that are labeled with each question
8. **Human Relationships:** DSP submits test answers that are labeled with each question
9. **Nutrition:** DSP submits test answers that are labeled with each question
10. **Person Centered Planning/ Individual Plan of Services:** DSP submits test answers that are labeled with each question
11. **Philosophy & Current Trends in Providing Human Services:** DSP submits test answers that are labeled with each question
12. **Suicide Risk Assessment & Intervention:** DSP submits test answers that are labeled with each question
13. **Teaching New Skills/Life Skills:** DSP submits test answers that are labeled with each question
14. **Trauma Informed Services:** DSP submits test answers that are labeled with each question

15. **Health & Wellness:** DSP submits test answers that are labeled with each question
16. **Medications:** DSP submits test answers that are labeled with each question
17. **Skills Demonstrations for Health and Medications:** The DSP will show up for their scheduled (face to face) skills demonstrations for training content pertaining to general first aid for seizures, hard copy transcription demonstration, obtaining an individual's (blood pressure, pulse, and respiration count) and medication administration demonstration. Please ensure that all individuals have their issued state id. No individuals will be able to engage in the skills demonstration without presenting their issued state id.

Please have staff watch the videos on the MCCMH Training Youtube channel. This link to the playlist on the MCCMH will have all the relative video content for skills competency testing (seizure first aid, collecting vitals, transcribing medication orders to the medication administration record and administering various types of medications).

https://www.youtube.com/channel/UCDm20IIY0LJl8_H1v5xDA3g/playlists

Please be aware that the trainings identified above make up the training requirements that are normally delivered and fulfilled within the 2 week face-to-face Direct Support Professional training at the MCCMH Training Department. Contracted providers should ensure that their staff are completing the other required trainings as outlined within MCO Policy 3-015.

Please email training@mccmh.net to request the link to the training curricula required for Specialized Residential service Direct Support Professionals.

Interim Guidance on Extensions for AHA Instructor & Provider Cards during COVID-19 Outbreak



CPR & Emergency Cardiovascular Care

March 13, 2020

With precautionary measures being taken globally to control the spread of COVID-19, and many countries and regions delaying training, the AHA has received questions from our Training Network about extensions, or “grace periods” for expirations of AHA Instructor and Provider Course Completion Cards.

Please see the AHA’s recommendations below, and please disseminate to anyone who has a business need for this information (e.g., students, employers, medical or safety regulators, etc.).

For Instructor Cards:

- In cases where an AHA Instructor cannot conduct training due to COVID-19 (e.g., the Training Center is in an area with widespread COVID-19 cases), the AHA will allow an extension of the validity of the instructor card for 60 days.
- Management of this extension, and any record-keeping, will be the responsibility of the Training Center.
- This allowance may be extended based on the evolving COVID-19 public health threat.

For AHA Provider Cards:

- The AHA recommends that employers and regulatory bodies consider extending recognition of an AHA Provider Card beyond its renewal date, for up to 60 days. However, please know that it is ultimately up to the discretion of employers and regulatory bodies who require current AHA Provider Cards to consider allowing extensions during this time.
- The AHA recommends considering extensions of up to 60 days, but this recommendation could be extended based on the evolving COVID-19 public health threat.

AHA Policy on Expired Cards (included in AHA Instructor Manuals)

- *Excerpt from ACLS Instructor Manual:*
“Students who present an expired provider card...may be allowed to take an update course but will not be given the option of remediation. These students will need to complete the entire provider course if they cannot successfully meet the full course completion requirements when tested. If the student fails any skills test, he or she should be referred back to the full ACLS Course.”
- Over the next 60 days, for providers whose cards have expired due to inability to complete training during the COVID-19 outbreak, the AHA will allow the Instructor to provide remediation during update courses.

Interim Guidance on Extensions for AHA Instructor & Provider Cards during COVID-19 Outbreak



CPR & Emergency Cardiovascular Care

- This allowance may be extended based on the evolving COVID-19 public health threat.

General Guidance for CPR Training during COVID-19 Outbreak

As a reminder, the AHA advises all AHA Training Centers and Instructors to follow the existing recommendations outlined on the [World Health Organization \(WHO\) website](#), and in the U.S., refer to the [Centers for Disease Control and Prevention \(CDC\)](#) recommendations, as well as the guidance of national, state, and local public health authorities, which will have the most up-to-date facts and will provide information on basic protective measures against COVID-19.

For more information on COVID-19 guidance to the AHA Training Network, please visit the Training Updates section of the AHA Instructor Network. Please continue to check your email and notifications placed on the [AHA Instructor Network](#) or [CPRverify](#) regularly for possible updates to AHA training policies.