

**1. Has UCP received any funding or grants for COVID hardship? If so, how is it being used?**

UCP has received funding from the Office of Developmental Programs and the Office of Long Term Living for COVID related expenses for residential, home care, CPS, employment, and home and community services. The state is still working on guidance for how we can use this funding.

We applied for the Hazard Pay Grant through the Department of Community and Economic Development. This is the grant for essential workers that Governor Wolf announced on July 16, 2020. This is a highly competitive grant—and there is only \$50 million to be distributed among many industries (i.e. grocery chains, hospitals and health care entities, and non-profit human service entities like UCP). If we are awarded this grant, we will send a communication to let staff know who is eligible and what this means for them—as this will only apply to select staff as determined eligible by the grant.

We are in the process of applying for CARES Act Provider Relief Fund Payments which are available for Medicaid/CHIP Providers through the United States Department of Health and Human Services.

Some of our COVID related expenses include:

- Cleaning and sanitizing supplies
- Personal protective equipment
- Technology to facilitate remote work and service provision
- Extra licenses for our remote meeting software

**2. Are we still having a Staff Retreat in October?**

Our staff retreat moved to the spring. Our April 2020 retreat had to be cancelled. The last two years we had a staff picnic in the fall. Unfortunately, we do not anticipate being able to have a staff picnic this fall.

## **Benefits/Compensation**

**3. Are we going to be receiving Hazardous pay for working thru this pandemic?**

Note response to question 1.

**4. The additional \$600 from unemployment is ending the end of this month which will create a financial hardship for employees that have been furloughed this entire time. Will the furloughed employees be called back to their original position/shift by the end of the month? If not, what is UCP's plan to keep these employees?**

We are in the process of recalling staff as we execute our rolling reopening. We cannot guarantee that prior to the extra \$600 from unemployment ending, we will be able to recall all staff back to their original position/shift. However, for employees who are flexible in their work location and/or shift, we will do our best to work together with you to identify options. For employees who find themselves in this situation, please send an email to [HRhelpdesk@ucpcentralpa.org](mailto:HRhelpdesk@ucpcentralpa.org).

**5. Will our compensation be impacted? (I know several companies who have cut salaries/pay)"**

We do not have any plans to cut salaries or pay related to the impact that COVID has had on our organization.

**6. *As a part time employee who has banked EIB, if I contract COVID and am out of work for over two weeks, may I use the hours I have banked after my PTO is gone?***

Employees are eligible to use their EIB if they are on a qualified Family Medical Leave for themselves. This does not apply to leave for family members.

**7. *What is the process we go through to select our health insurance? From an employee's perspective, the process is complex and can take a long time to receive reimbursements.***

UCP uses a broker, currently Conrad Seigel, to negotiate our insurance benefit with the various insurance companies. The utilization of UCP's insurance is high. Therefore, our insurance continues to increase exponentially year over year. We have a contract for our insurance to lock in the rate increases for the next few years to minimize the financial impact on UCP. We completed the benefit and wellness survey to determine what is important to employees, and we will use that as a guide when we are making adjustment to our benefit plans. UCP has a stacked Health Savings Account and Health Reimbursement Account, which may cause additional complexities for staff. We understand that an increase in educational opportunities is needed to help our staff negotiate and get the most out of our plan, and we will do much better in this area in the coming months. This includes a better understanding of the process of HRA and/or HSA reimbursements. If you are currently experiencing a longer than expected wait time for reimbursements, please send an email to [hrhelpdesk@ucpcentralpa.org](mailto:hrhelpdesk@ucpcentralpa.org) for assistance.

**8. *Could you talk briefly about the new wellness requirements? They are a little difficult to understand.***

UCP is preparing additional information to help employees understand the wellness requirements. The most important steps are to be sure you create your online account with Capital Blue Cross, Activate Healthy Rewards, and complete your Health Assessment.

- **Capital BlueCross Account:** Register (if you haven't already done so) for your online Capital BlueCross Account – go to <https://www.capbluecross.com>. Enter the requested plan information as it appears on your CBC insurance card and be sure your phone number is properly formatted per the instructions.
- **Healthy Blue Rewards:** Login to your CBC online account and go to Wellness > Healthy Blue Rewards. Complete the Program Activation (Online Step 1) by following the prompts.
- **CBC Health Assessment:** Login to your CBC online account Wellness > Healthy Blue Rewards, scroll down and click on Health Assessment. Click Go to Health Assessment, and complete.

**9. *I am being charge for telehealth appointments, I thought they were free.***

Many private health care providers are offering telehealth. If you need to see your current providers, you may have to pay visit fees and/or copays. However, if you are willing to see a Capital Blue Cross, Virtual Care provider, and you have UCP's insurance, you may be able to see a medical doctor or psychologist for free through October 23, 2020. To sign up for Virtual Care from your smartphone you can download the Virtual Care App, be sure to enter your insurance information in the "My Insurance" section of the settings. Then you will be able to initiate health care appointments with little to no out of pocket expense.

To sign up for Virtual Care from a computer: You can do this from within your registered CBC account (you must be logged in) at Wellness Virtual Care, or by going to the site directly at <https://virtualcarecbc.com/landing.htm>. Once you register be sure to enter your insurance information (Account>Health Insurance), and you may want to also enter a payment method (Account>Payment Info) so that you are ready to go if and when you need the service.

For more information visit:

<https://www.capbluecross.com/wps/portal/cap/home/explore/resource/virtual-care>

If you are not a current Capital Blue Cross subscriber, check out your insurance carrier—and no doubt you may have access to a similar service. This allows you to take care of yourself from the comfort of your home.

*10. I was recalled to work in remote CPS at the end of May. I only work 1.5 hours/week. I thought I would continue to be eligible for partial unemployment, but I have not received any payments. I have notified Trevor, and I have called and sent emails to Unemployment Compensation.*

If you were only recalled to a part-time status, you should continue to be eligible for some or all of your normal unemployment payments due to a feature of the unemployment system referred to as the partial benefit credit. If you continue to have obstacles, please reach out to the HR Helpdesk at [hrhelpdesk@ucpcentralpa.org](mailto:hrhelpdesk@ucpcentralpa.org) as we may be able to assist you further.

## Operations

*11. There is so much talk about facilities closing in other companies and "rumors" about UCP CPS closing as well. I understand that this is currently not the case, however, are there any back up plans or thinking in progress on how CPS may continue to operate without an actual facility? Could it continue as a community/habilitation service? Would people lose jobs?*

UCP is providing CPS currently in a home CPS model and a remote CPS model. We will be adding facility-based back to the mix Monday, July 27, with two locations opening their facilities (Camp Hill East and Shippensburg). We will be opening other facilities as the interest increases for facility-based opportunities provided the Office of Developmental Programs does not ask us to cease operation of facility based programs again. We anticipate that we will continue to offer blended options (remote, home, facility) for families and participants based on what makes the most sense for them. This blended option requires more staff given the 1:1 nature of the home CPS service, whereas in the facility only a few individuals receive 1:1 support. Therefore, we anticipate needing more staff, not less staff with a blended model.

*12. In taking a recent UCP survey it was brought to my attention how flexible the job position is. It seems CPS supervisors have less flexibility with not being able to take off or leave the program. There are not many options for them to get coverage if they need a day off. Also, the DSP's are working without direct supervision in the homes and in the community. Just a thought on how there could be more options for this.*

It is true that we have flexibility and some positions naturally have more flexibility than others. If CPS Supervisors (Residential Supervisors too) need time off, they should work with their manager and/or peer supervisors to ensure there is adequate supervisory coverage for the program. We need to ensure that staff know who to contact in the event something comes up. We encourage use of PTO, and encourage staff to take a break, but naturally in some positions this requires more coordination to ensure the health and safety of the people we support.

**13. *Could I wear a face shield in day program? I work CPS Home and my individual does not like seeing me with a mask. She prefers the face shield. This is how I have been able to get her to wear her face shield since she does not like the mask.***

Unfortunately, the Office of Developmental Programs released guidance on July 7 that prohibits DSPs from using face shields only. The reason is that the droplets can escape from the bottom of the shield, whereas a mask, worn appropriately, reduces the spread of droplets. At this time, accommodations are being made by the Office of Developmental Programs to allow face shields for participants.

**14. *Can you explain how UCP is choosing which CPS locations to re-open first?***

We evaluated the participants and their interest and ability to attend through team meetings and use of the Individual Transition Guide from Office of Developmental Programs. We also conducted a cost benefit analysis that includes looking at the participants who are interested in returning, their capabilities to follow the recommended precautions, the staff available to support the needs, and the overall cost to open vs. the revenue we will generate. For programs that had enough participants interested in returning that could handle the recommended precautions, we put together a reopening plan that included extensive training and physical site modifications that help to mitigate risk to participants and staff.

**15. *I saw a post on Facebook from a teacher that was advocating for wearing scrubs to work. I started thinking this might be a good idea for DSPs to wear them. I understand the reasoning for not using them before, but I am thinking it might be a good idea now, during this pandemic. Our DSPs are providing personal care to our individuals with many opportunities for saliva and other bodily fluids to come in contact with. It makes sense to me to have a separate load of laundry just for work clothes.... clothes that will need to be washed often and only worn at work.***

UCP's position is that where possible staff do not wear scrubs when providing support to individuals in early intervention, residential, CPS, home and community, and employment services. In the community, the use of scrubs calls added attention to our individuals, and in a person's home this implies a medical model. The concept of segregating your clothes is a good one, but we believe that this can also be accomplished by having regular street clothes classified as clothes you wear while working, as opposed to clothes you wear while not working.

**16. *Some of my staff have raised concerns about the activities of individuals throughout the weekend when staff is not at their houses. What is the best way to approach these concerns so staff feel safe?***

We continue to educate staff on taking precautions while they are away from work. We also have been asking staff to communicate when they are taking vacations, and/or are participating in activities where they may have increased risk. This allows us to make decisions as an organization to help minimize the risk to other staff and/or participants. If anyone has concerns at their workplace, they should seek the assistance of their supervisor and/or Division Director.

**17. *What about ssp's/participants who go on vacation to the hot spots knowing the risk, but get to collect unemployment?***

This is an unfortunate reality. UCP cannot make determinations about unemployment, or rules related to unemployment—but we must continue to take steps to help keep staff and participants safe.

**18. *My daughter tested positive for COVID, I tested negative. I am being asked to quarantine by my part-time employer, but UCP is allowing me to return to work. Is that OK?***

We are returning staff to work when they test negative. If a staff member who tested negative begin to experience symptoms, they must notify their supervisor, stay home, and get tested again. We will follow the direction of the PA Department of Health and the CDC.

**19. *If a family member goes on vacation to another state and returns to the same house will the employee have to quarantine?***

We are handling quarantine requirements on a case by case basis so that we can take into account all of the factors that drive a need to quarantine.

**20. *If a child in school gets COVID and the class has to quarantine, does the parent (employee) need to quarantine?***

If the child is the employee's child, they will need to quarantine. If not the employee's child, a quarantine is not necessary.

**21. *With working at home, it has become therapeutic especially in dealing with all the stress and changes of the world. Work gets completed while being in an environment that is also best to help cope with mental health. Is UCP taking into the considering the tremendous increase in mental health concerns and seeing how they can best support their employees? Is each division director also taking this into consideration?***

Throughout our journey with this modified work arrangement with COVID, we have been pushing information out to staff related to taking care of yourself. This is very important to us. We are working on an expanded resource for staff who are looking for additional resources to help them get through this uncertain time. We encourage staff who have UCP's insurance to participate in free virtual care, and all staff to access the employee assistance program when necessary. We understand the need to be flexible as we transition back to work. Our Directors are able to establish work arrangements that best meet both the business needs and the individual needs of the employees.

**22. *I work in home and community services, and I know that carry-out and drive thrus are not preferred, I am wondering if during COVID this can be reevaluated.***

It has typically been our practice to refrain from using carry-out or drive thru services for participants and staff. This is because we believe participants should be engaging in the process of ordering their meals and eating their meals at a table or booth. This is also for safety reasons so individuals are not eating in cars which will increase their chances of choking. During COVID we are also concerned about the potential spread or transmission of the virus as it can live on boxes, bags and hard services. We also have not permitted employees to submit reimbursements for takeout meals as this has been questioned by auditors in the past. If you have questions regarding if allowances can be made to our current practices, please consult with your immediate supervisor.