

NH Department of Health and Human Services (DHHS)
Division of Long Term Supports and Services
Bureau of Elderly and Adult Services (BEAS)

105 Pleasant St.
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STATE OF NEW HAMPSHIRE BEAS GENERAL MEMORANDUM (GM)	
DATE:	March 23, 2020
TO:	Deborah Scheetz, Division Director, Division of Long Term Supports and Services (DLTSS); Wendi Aultman, Bureau Chief, Elderly and Adult Services; Kristina Ickes, CFI Program Administrator, Jayne Jackson, DLTSS Finance Director; Jennifer Doig, DLTSS Finance Administrator; Kerri King, IT Manager, Options Helpdesk; All BEAS Staff; BEAS contracted Nutrition and Transportation Providers
FROM:	Wendi Aultman, Bureau Chief, Elderly and Adult Services
SIGNATURE:	
SUBJECT:	BEAS COVID-19 Emergency Guidance for Title III and Title XX Nutrition and Transportation Providers #2
GM NUMBER:	GM 20-09
EFFECTIVE DATE:	March 23, 2020
REGULATORY GUIDANCE:	This memo is a communication tool circulated for informational purposes only. The goal is to provide information and guidance to the individuals to whom it is addressed. The contents of this memo and the information conveyed are subject to change. This communication is not intended to take the place of or alter written law, regulations or rule.

MEMORANDUM SUMMARY
The purpose of this memorandum is to provide guidance regarding the provision of nutrition and transportation services during the COVID-19 Emergency.

Nutrition and Transportation Services:

Question 1. Is there any flexibility regarding the requirement for criminal record and driver's record checks considering the DMV locations are closed and walk-ins are not being accepted at the State Police Departments?

- This is something that DHHS is looking into. Please know that the Department is looking at every flexibility to ensure that nutrition is maintained for those serviced by the program. The safety and wellbeing of individuals remains a priority throughout the COVID-19 emergency.

As a result the background checks are not to be waived. If you run into issues with delivery please advise Maureen Brown at BEAS, ASAP.

- In addition, the following has also been shared by ACL: (On the ACL state nutritionist list-serve) regarding potential community volunteers that would already be vetted.
 - Connect with Mail drivers, FedEx, etc. who already do deliveries
 - Fire/police department
 - School bus drivers who are delivering breakfast and lunch to students who participate in the free school meal programs
 - AmeriCorps may be able to help with a lot of the current jobs suspended
 - Teachers
 - Parks/Recreation

- The provider agency must complete a BEAS registry check.

Question 2: BEAS warehouse sent 2017 version of Form 3000 “Application for Social Services” instead of 2018 version. Should we dispose of them or can we use them? (Concern is for future site visits resulting in findings for using the wrong form).

- For right now, if the warehouse only has copies of the 2017 version that is fine for agencies to use. There weren’t major changes to the last update of the form – the major addition was the question about serving in the military. BEAS will put in an order for the 2018 version as soon as they can.

Question 3: Can BEAS provide guidance/approval of the following secondary to COVID19 social isolation and increased volume of applications?

A. Form 3000 not being signed

B. Requesting recertification flexibility on deadlines.

- A.** Form 3000 wouldn’t need to be completed for clients temporarily receiving HD meals, but per the guidance from ACL, agencies must capture information on who meals are provided to and when in order to be able to bill for them, especially if there is emergency federal funding made available.
- B.** The contract agencies should still do a 3502 service authorization form or enter that service authorization into Options (for those that have access). BEAS will still need to report on those clients even though it is only temporary. As long as they are tracking who they are serving, they can enter/send in that information when they are able. It wouldn’t be urgent that it’s entered right away.

Question 4: Can BEAS provide guidance regarding need to have participants who are currently switching from congregate to MOW (grab-n-go, drive-through) need to sign the application (agency forms) at this point, since this is on an emergency plan and will only be temporary?

- Attempts should be made/planned for to have temporary congregate to MOW participants sign the application, but if this is not feasible it should be fine as long as you keep a log or record.

Question 5: What informs decisions on program closures?

- It may be important to clarify that DHHS Bureau of Elderly and Adult Services encourages providers to consult resources provided by [CDC](#) and [NH Division of Public Health-Infectious Disease Control](#); the updates are daily and often several times a day. Also, it is important to stay informed on any [Governor Emergency Orders](#).

Question 6: The staff members who are preparing meals are each eating one of the meals for lunch at our sites, as always, and signing in as congregate. Is that going to be a billing issue when we submit those as congregate, now that congregate sites are closed down? Just wondering if BEAS wants us to report those in a different way.

- Continue to follow general procedure as usual (for tracking purposes).

Question 7: Under normal circumstances we are prohibited from requiring congregate meal guests to sign up in advance for a congregate meal. If we go to the grab and go concept, packaging will be a different concept for congregate meals. During this transition period, can we require that individuals sign up the day before so that staff can have things ready to go?"

- If signing up participants a day ahead of time will help you with preparedness then it is OK. The only added recommendations are to consider a verification process, for who called ahead, at the point of pick-up so that pre-assigned meals get to participants who are expecting them; and consideration of those who may be unaware they need to sign-up ahead.