



---

In light of the COVID-19 pandemic and Governor Lamont's directive that Connecticut residents "Stay Safe, Stay Home" and that all non-essential workers work from home, and social and recreational gathering of more than five are prohibited, the Department of Mental Health and Addiction Services have enacted the following waivers regarding the supportive housing and Projects for the Assistance in Transition from Homelessness (PATH) case management guidelines. These waivers can be applied retro-actively to the start of the "Stay Safe, Stay Home" directive of March 23, 2020.

Please send an email to [Alice.minervino@ct.gov](mailto:Alice.minervino@ct.gov) stating which waivers your agency will be enacting. A copy of that notification will need to be retained by your agency for future monitoring visits.

Please note that DMHAS may re-visit use of these waivers at a later date.

## **AVAILABLE WAIVERS**

### **1. Monthly in home case management can be conducted remotely until 8.31.2020.**

Rather than conducting in home case management visits, providers may conduct such visits using video streaming technology, telephonic communications, including phone calls and/or texting, electronic communication, such as email and/or written communication, including letters, cards, and informational notices. If in the event the case manager cannot reach the tenant using any of the various methods noted above, s/he may reach out to the tenant's emergency contact, landlord, property manager and/or the local police to request a wellness check.

When face-to-face case management is determined by the program to be necessary, staff should follow Center for Disease Control (CDC) and local/state public health authorities' instructions to prevent the spread of the novel Coronavirus.

Case managers are required to update all tenant files/records with the contacts or attempts to contact the tenant within seven (7) days of the intervention.

### **2. Monthly in home maintenance, health and safety checks can be conducted remotely until 8.31.2020.**

Rather than conducting in home maintenance and safety checks, providers may conduct such visits using video streaming technology, telephonic communications, including phone calls and/or texting, and/or electronic communication, such as email. If there are health and safety issues, within the home, the case manager will work with the tenant to contact the landlord and/or housing provider to notify them of the issues and determine the recourse to address the issues. If in the event the case manager cannot reach the tenant using any of the various methods noted above, s/he may reach out to the tenant's emergency contact, landlord, property manager and/or the local police to request a wellness check.

When face-to-face case management is determined by the program to be necessary, staff should follow Center for Disease Control (CDC) and local/state public health authorities' instructions to prevent the spread of the novel Coronavirus.



---

Case managers are required to update all tenant files/records with the pertinent information related to the maintenance, health and safety checks within seven (7) days of the intervention.

**3. In-person ink signatures on required documents are waived until 8.31.2020.**

When feasible, the case manager should work with the tenant to use technology to electronically sign all required documentation. In the event, it is not possible for the tenant and/or the case manager to sign documentation electronically, the documents can be signed in person, with ink, once the Governor's "Stay Safe, Stay Home" order has been lifted. All documents requiring a signature should be manually signed by August 31, 2020. The documents included in the waiver include:

- Assessment and Acuity Index
- Service Plans
- PATH Monthly Contact Form