



April 20, 2020

All ServiceSource employees, participants, and families –

I have an urgent request to protect community-based services for persons with disabilities in Virginia. ***We need you to contact your Virginia state representatives, encouraging them to urge the Governor to approve retainer payments for community-based service providers.***

The ongoing COVID-19 pandemic has hit community-based service providers especially hard as most programs have had to close for the foreseeable future. Community-based providers continue to remain responsible for significant fixed costs despite bringing in no revenue for closed services. All providers – including ServiceSource – face financial difficulty as a result. For smaller community-based service providers, this financial strain could prove ruinous. Smaller providers could be forced to close, and community-based services for vulnerable individuals with disabilities will be more limited than ever when the lockdown is lifted. All providers will incur significant additional costs when services return associated with providing services in a long-term care setting prior to an approved vaccine.

The Commonwealth of Virginia could help providers by requesting retainer payments for community-based service providers in an Appendix K application to the federal Centers for Medicare and Medicaid services (CMS), as 27 states have already done. Inexplicably, Virginia submitted an Appendix K application to CMS that did NOT include retainer payments for community-based providers.

Please contact your state representatives and discuss with them the urgency of this issue. You can reach your representatives through email, phone, or social media. The following link is a useful resource to identify your State Delegate and State Senator and obtain their contact information: <https://whosmy.viriniageneralassembly.gov/>. First, make sure to request that they reach out to Governor Northam and encourage him to approve a new Appendix K that includes retainer payments for community-based disability services. In supporting our position, please refer to the following talking points:

- Without retainer payments, there is a significant risk of community-based services for persons with disabilities being scaled back even after the pandemic has run its course.
- Community-based services are an essential resource for persons with significant disabilities.
- 27 states submitted Appendix K proposals, and all of them provided some percentage of retainer funding. Many of these states submitted more than one Appendix K proposal to CMS.
- Virginia will receive billions in federal relief through Medicaid and other sources.

If you do not feel comfortable drafting an email on your own, feel free to use the following template when sending emails to your state representatives:

“Dear Delegate/Senator [insert name],

Please call Governor Northam and ask him to submit another Appendix K proposal to the Centers for Medicare and Medicaid Services that includes retainer payments for community-based service providers. The Appendix K already submitted to CMS by the Governor includes ZERO provision for community day providers or residential services for individuals who have

[www.servicesource.org](http://www.servicesource.org)

10467 White Granite Drive • Oakton, VA 22124 • 703-461-6000 • Toll Free: 800-244-0817



disabilities.

As a constituent of Virginia's [insert district here], I am stunned that no support was requested to help sustain the daily living and community programs that support people with the most significant disabilities. Many states all around us have received approval for retainer funding. Why has the Commonwealth omitted this request?

[Briefly talk about your experience with ServiceSource – either your experience as a staff member OR the value of the services that you or a family member receive.]

Without retainer payments for community-based providers, there is a significant risk of these services for persons with disabilities being significantly scaled back even after the pandemic has run its course. 27 states submitted Appendix K proposals, and all of them provided some percentage of retainer funding. Many of these states submitted more than one Appendix K proposal to CMS.

We need your help to ensure that community-based providers continue providing valuable support to Virginians with disabilities. Please contact Governor Northam and encourage him to adopt retainer payments for community-based services. Thank you for your time and consideration.”

If you have a Twitter account, you can tweet in support of retainer payments, tagging @GovernorVA and the accounts for your local representatives. Some possible tweets include:

- “Community-based services are essential for persons w/ disabilities. @GovernorVA should approve retainer payments so these services can survive #Covid\_19.”
- “27 states have approved retainer payments for community-based providers supporting persons with disabilities. Why has @GovernorVA not followed their example?”
- “#Covid\_19 has placed a huge burden on community-based providers for persons with disabilities. Without retainer payments, many providers may not survive the pandemic.”

Thank you for your help on this important issue. Working together, we can ensure that community-based day programs are able to weather this crisis and continue providing support to individuals with disabilities in the long- term.

Sincerely,

*Bruce Patterson*

Bruce Patterson  
Chief Executive Officer  
ServiceSource

[www.servicesource.org](http://www.servicesource.org)

10467 White Granite Drive • Oakton, VA 22124 • 703-461-6000 • Toll Free: 800-244-0817