



# North Los Angeles County Regional Center

Main 818-778-1900 • Fax 818-756-6140 | 9200 Oakdale Avenue #100, Chatsworth, CA 91311 | [www.nlacrc.org](http://www.nlacrc.org)

December 21, 2020

Dear Consumers, Families, Service Providers, and Staff,

As 2020 comes to a close and I ponder the events of this past year, the first and foremost thoughts that come to mind are the challenges, the struggles, that come with the pandemic. I believe these are likely the thoughts of each of us, regardless of our status as essential or non-essential workers. And that said, I still marvel at how we found new ways of being, how we learned that, together, we could maneuver quickly, nimbly, to support staff and our community.

Our goals this past year were to continue to fully operate the Center, serve consumers and families while protecting employees' health and safety. Achieving this required adaptations for all of us; the majority of employees transitioned to remote work, nonresidential service providers developed alternative service delivery, and consumers and families adapted to significant lifestyle changes, including the closure of schools and service programs, as well as changes in employment and family support. Then there are those who have been affected either directly or indirectly by the virus; COVID has impacted the health and well-being of our nation more severely than any other event in our recent history.

While acknowledging the challenges, I also want to acknowledge the successes of both the Center and our system. We have accelerated our knowledge and use of technology; we are engaging in various forms of service delivery that visionaries only pondered in years past. We are collaborating toward a future that includes increased equity in accessing services and increasing participation in the design of service delivery. Further, we continue to expand upon our efforts for increased participation in Self Determination and Participant-Directed Services, amongst other areas of importance, such as early intervention and competitive employment.

Lastly, I want to acknowledge all of our ancillary operations with dedicated staff who work diligently to ensure our technology supports us, new services are vendored, and providers are supported, payments are made, recruitment and hiring continue, policies are updated, information is disseminated, and trainings are conducted. I am very proud of the accomplishments of this team, knowing that the work they do each day results in the continued delivery of services and supports to our community.

In the new year, and always, be assured that we will continue to support consumers, families, staff, and service providers in realizing the promise of the Lanterman Act each day.

In closing, I wish you and yours a warm and joyful holiday season!

Be safe, be well!

Very truly yours,

Ruth