



# North Los Angeles County Regional Center

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January 29, 2021

Re: DDS Directive - Contacting Consumers and Planning for COVID-19 Activities

Dear Consumers, Families, and Service Providers,

North Los Angeles County Regional Center (“NLACRC”) and the Department of Developmental Services (“DDS”) acknowledges the extraordinary and crucial work of regional center employees, service providers, and family members in response to COVID-19. The actions that our service system have taken every day to protect consumers and families to mitigate the risk of COVID-19 has saved lives. The efforts and hypervigilance continues as we navigate this pandemic to ensure the health and safety of the individuals we serve. Due to the impact and fluidity of the current circumstances, NLACRC has been proactive in our efforts for making contact with our consumers and families and providing information on the COVID-19 vaccination.

## **Consumer & Family Contacts**

DDS has issued a new Directive on January 29, 2021, that requires regional centers to make contact with consumers and families within the next 30 days, unless contact has been made since January 1, 2021. The purpose of these contact calls are to inquire about the health, safety and well-being of consumers and family members, and to inquire if information is needed regarding testing and vaccinations and if there are any outstanding needs, such as services and supports, along with assessing any PPE/EPG support needs.

NLACRC is also seeking supports from our community to provide updated contact information so we can reach all consumers and families. For more information, please click [here](#) to see the message from Dr. Jesse Weller, Chief of Program Services.

## **Hospital Contacts**

In this Directive, Regional Centers are required to have contact with hospitals, families, residential service providers, or other caregivers about the status of any consumer who is in a hospital due to COVID-19. The purpose is to get information to assist the regional center in discharge planning. Regional centers must report to the Department as soon as possible any consumer who may need to be discharged to the Fairview Developmental Center or Porterville Developmental Center surge sites.

NLACRC established a Placement Review Team in March 2020 that establishes this process. Please click [here](#) for more information.

### **Testing and Vaccination Plan**

Regional Centers are required to develop or include in an existing plan, the regional center's plan for COVID-19 testing and vaccinations. The plan must address how the regional center will work with consumers, families, service providers, and local entities, with a focus on how the plan will be shared with the community.

### **Regional Center Relief**

The Department is working with regional centers to prioritize workload and relief that may be granted to allow regional centers more time to focus on consumer health and safety. The Department may issue more directives as needed. Individual regional centers may propose or request items to provide relief to that regional center to assist in available resources to comply with this Directive.

To learn more about this DDS Directive, click [here](#), or visit the DDS [website](#).