



# North Los Angeles County Regional Center

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March 20, 2020

Dear Consumers, Families and Service Providers,

In an effort to continue service delivery and do our part in slowing the rate of transmission of COVID-19, the Department of Developmental Services (DDS) has issued a directive allowing regional center's to make adjustments in the manner in which we conduct business, including alternate locations and remote electronic communication for service delivery, and waiving requirement to hold in-person public meetings with the exception of board meetings. Additionally, since my last communication, we have received an order from the Governor seeking to protect Californians and slow the rate of transmission of COVID-19.

## **Alternate Service Delivery**

DDS has waived the in-person requirement for service delivery for specific service types and is allowing services to be delivered in alternate locations or through remote electronic communications. If you request or agree to the delivery of the service through remote electronic communications or in an alternate location, your service provider will implement this alternative method for service delivery and notify the regional center within 7 days. Your Consumer Services Coordinator will send a follow-up letter confirming your agreement with the alternative service delivery.

## **Public Meetings**

The in-person requirement for public meetings has been waived with the exception of board meetings. Attempts should be made to hold public meetings through remote electronic communications, if feasible, and if not, the meeting will be delayed to allow public participation. The statutory requirement to hold a public meeting regarding purchase of service expenditure data and the contractual requirement to provide a report to DDS by May 31, 2020 has been waived; meetings must be held by August 31, 2020 and reports are due to DDS by December 31, 2020.

Please visit our website for information regarding the Center's board and committee meetings.

## **4731 Complaints**

DDS has extended the amount of time a regional center has to investigate, respond and propose resolutions to a 4731 Complaint from 20 working days to 40 working days in order to allow regional centers to prioritize work related to the COVID-19 response.

## **Governor's Stay at Home order**

As you likely know, the Governor has issued a “stay-at-home” order for all Californians in an effort to slow the rate of transmission of COVID-19. This order expects Californians to stay at home with the exception of leaving to do essential errands such as buy groceries and medicine, get some exercise and conduct business transactions. While in the public, it is expected to practice social distancing. This order does not prevent individuals with essential types of work, such as healthcare professionals and regional centers, from working.

Please be assured that the North Los Angeles County Regional Center is here to support you during this challenging time. If you need services and supports, please contact your service coordinator by telephone or email. If you are unable to reach your service coordinator, please ask for the Officer of the Day in the office nearest you.

COVID-19 has created a significant change in our lives. It's changed daily schedules and routines, is limiting our in-person visits with friends and families, and that said, change can provide opportunity. Get reacquainted with a good book or try Skype or Facetime to connect with friends and families!

Stay healthy!

Sincerely,

Ruth Janka  
Executive Director