



# North Los Angeles County Regional Center

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March 24, 2020

Dear Service Providers,

The Department of Developmental Services (“DDS”) has waived a number of requirements to allow regional centers and service providers flexibility in the delivery of services in an effort to continue services and supports to consumers and their families during the COVID-19 health emergency. While providing flexibility in service delivery, the Department’s Directive, dated March 18, 2020, it also requires accountability. As such, as NLACRC must send a follow-up letter to each of our consumers, parents, guardians, or other authorized legal representatives, in their preferred language, confirming that at their request, they have agreed to receive services in an alternate service location or through remote electronic communication. The DDS Directive to provide flexibility in the delivery of services is effective for thirty (30) days or for the period March 18, 2020 through April 16, 2020, unless directed otherwise by DDS.

Please know that Service Providers **are not** required to submit a temporary plan in order to deliver services in an alternate location or by remote electronic communications. However, Service Providers are required to notify the regional center that the individual requested and/or agrees to either receive services in an alternate location or through remote electronic communication in lieu of in-person services. Further, service providers must keep documentation of the services delivered using these alternate forms of service delivery.

Therefore, NLACRC requests service providers, who have implemented alternative service delivery, to please complete the attached one-page Self-Certification Form and to provide the names of all consumers who have agreed to alternative service delivery. The information should be emailed to NLACRC at the following email: [alternativeservicedelivery@nlacrc.org](mailto:alternativeservicedelivery@nlacrc.org). The Self-Certification Form can be found at the NLACRC hyperlink at <https://www.nlacrc.org/home/showdocument?id=9021>

We sincerely apologize for any confusion created by the March 20, 2020 post on the Center’s website directing providers to submit temporary plans for the implementation of alternative service delivery. Thank you for your efforts to continue services and supports to the people we serve.