



North Los Angeles County Regional Center

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April 8, 2020

Dear Consumers, Families, Service Providers, and Staff,

We are entering our fourth week of alternative life, as we continue to work to support our community and our healthcare professionals by staying safer at home, unless essential activities are needed. It's been both a demanding and an amazing three weeks as the majority of the Center's staff and service delivery system has transitioned to working alternatively and remotely! At the Center, staff continue to contact our consumers and families, conduct program planning, answer calls at reception, deliver mail, authorize funding for services, and untangle billing issues. Further, our service providers continue to serve consumers and families by calling, connecting with Zoom, FaceTime, Skype, and continue to directly serve consumers and families in their homes. The collaboration and solidarity of staff and service providers to continue to serve and support individuals and families is inspiring!

And that said, there are still challenges ahead. Schools, colleges, and universities are closed, with graduations and proms postponed or cancelled. Important religious events are upon us, during a time when family and friends often meet to worship and celebrate. Yet this year these events, as well as other valued events, cannot be celebrated in the same manner as we have in the past. This year, we will celebrate together differently, in new and creative ways. The key here is that *we will celebrate*. Whether we call one another to extend our best wishes through words and the warmth of our voices or use technology to see one another as we share our beliefs, sentiments, stories, and laughter.

Each day and week that passes brings new challenges and new opportunities, as we are tasked with thinking differently and creatively while we move forward. Wonderful examples of our creativity are found in our service delivery, as day service programs hold online classes, groups and activities! Early intervention, adaptive skills training, parent education, behavior intervention, independent living skills training and more, are continuing to teach, consult, train and connect with individuals and parents through FaceTime, Skype, and other electronic methods. Conference calls and Zoom meetings are becoming all of our new normal as we all continue to operate and support the people we serve. We are adapting and we are succeeding! I hope you will take a moment to reflect on how far we have come in just three weeks, and know we are at each other's

side. I've said this to my children for years and will share it with you, when we go out into the world, let's hold hands (so to speak). No better time than the present!

Genuinely,

Ruth