

SAN GABRIEL/POMONA REGIONAL CENTER

March 31, 2020

Re: Check-In Program During COVID-19 Outbreak

Dear San Gabriel/Pomona Regional Center (SG/PRC) Community:

Your health and safety are very important to us. Now more than ever, we want to connect with you frequently to assure that SG/PRC is meeting your needs and the needs of your family throughout this COVID-19 health crisis.

To achieve our goal of increasing our communication with you and your family, we have created a **COVID-19 Check-In** program.

Beginning on April 1, 2020, SG/PRC's Intake Coordinators and Department Clerks will check-in telephonically with all individuals served, their parents, legal guardians and/or legal representatives. These check-in conversations will complement contacts your Service Coordinator is currently making with you. Keep in mind, if you need help or assistance with securing an Individual Program Plan (IPP) service or support, please contact your Service Coordinator at their email or regular telephone number.

Telephonic check-ins with you will continually occur throughout the COVID-19 health crisis. Rest assured, we will follow your recommendations, should you decide that you do not want us to continue to check-in with you after we have made our first telephonic contact.

During our conversations with you, we will ask you whether your IPP service needs are being met, determine if you have new service needs, and confirm that we have your current physical address and email address to connect with you. If we discover that you have unmet IPP service needs, that information will be shared with your Service Coordinator and our Community Services Team for follow-up.

The SG/PRC's webpage @sgprc.org is an important communication resource that will keep you informed about SG/PRC's adjustments in its policies, practices, and ongoing resource development endeavors related to COVID-19.

We believe frequent contact with you helps us to continually assess your service needs that protect your health and safety. We are a united community. Together we will overcome this health crisis through demonstrating kindness, compassion and endless goodwill for one another. Please stay well and safe.

Kindest regards,



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Program of San Gabriel/Pomona Valleys Developmental Services, Inc.