

SAN GABRIEL/POMONA REGIONAL CENTER

May 8, 2020

Re: Meeting Your Needs During the COVID-19 Health Crisis

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

The COVID-19 health crisis has required that each of us transition from ways of living to which we have become accustomed to serving a greater purpose in supporting and sustaining everyone's health and safety for collective good. In doing this, we have become a united team for humanity with each of us doing our part as we manage the spread of COVID-19.

On March 19, 2020 Governor Newsom issued a **stay at home** order. San Gabriel/Pomona Regional Center (SG/PRC) is an essential service in accordance with Governor Newsom's classification of California's essential service business infrastructure. Anticipating Governor's Newsom's public health policy mandate, on March 18, 2020, SG/PRC transitioned 80% percent of its workforce to a remote working arrangement. SG/PRC's remote workforce is now at 93% percent with the remaining portion including its leadership personnel working with physical distancing on the SG/PRC campus. This means that SG/PRC is primarily conducting its business functions remotely and within community settings, as it had done so before Governor Newsom's **stay at home** order.

On March 24, 2020, in response to the Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA) guidance, SG/PRC temporarily closed its office to the public to protect SG/PRC employees' health and safety and yours, with external business requiring appointments. Our business hours remain unchanged, Monday through Friday 8 a.m. to 5 p.m. You can reach us at (909) 620-7722, during business hours, after business hours, weekends, and holidays. During the COVID-19 pandemic we recommend that you visit us at our webpage www.sgprc.org where you will find information about numerous COVID-19 resources, Department of Developmental Services (DDS) Directives, and other SG/PRC endeavors intended to protect your health and safety, and COVID-19 developments.

The SG/PRC office remains open for appointments. Full scope intake and eligibility services have continued at our offices. This essential service is delivered through implementing CDC and local public health authorities' health and safety protocols, use of personal protective equipment, use of large conference rooms for physical distancing, staggered appointment scheduling, stringent cleaning protocols between appointments, and reliance on remote technologies when applicable.

It is heartfelt, when we witness and feel the expression of relief and appreciation from service applicant's families, and seeing family, a child, their mother and father, or simply a child or their mother or father enter our lobby and being immediately greeted by a clinical professional to help them in their quest to do everything conceivable to encourage the growth and development of their child or loved one. This vibrant imagery is our essence and "life source" of the SG/PRC mission, particularly during this challenging time.

Since Governor Newsom's **stay at home** order, we have processed 62 Lanterman Act Intake Assessments, and completed 182 Lanterman Act eligibility reviews. In our Early Intervention Program, we have processed 116 referrals and 143 Early Intervention eligibility reviews. The number of overall intake appointments dipped initially after Governor Newsom's **stay at home** order, however recently, appointment attendance rates are trending upward.

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

Rest assured; critical business functions have not been interrupted during these challenging times. SG/PRC Service Coordinators, the “heart of our agency,” are responsive to your needs daily through conducting Individual Program Plan (IPP) meetings, attending Individual Education Plan (IEP) meetings, assessing COVID-19 related exceptional service needs, and securing funding to meet IPP objectives and long-range goals for the individuals we serve.

As expected, SG/PRC employees representing Human Resources, Fiscal/Accounting, Intake and Eligibility, Case Management, Community Services, Federal Revenues/Clinical Services, Compliance/Community Outreach, Office Service Supports, Indexing/Records, Information Technology, Facilities, and Leadership are supporting SG/PRC Service Coordinators and are promptly meeting the needs of the SG/PRC community.

We have created COVID-19 best practice instruments and assessment protocols; “innovative models” intended to protect the health and safety of individuals served. We have developed “surge capacity,” resources intended to manage a sudden influx of COVID-19 positive cases, where individuals served might require treatment and care, need a living option for self-quarantine or emergency placement. We have also distributed 14,000 pieces of personal protective equipment.

Throughout the COVID-19 health crisis, we have connected with you frequently through our multilayer **Check-In** programs. We have reached all 14,053 individuals served in SG/PRC either through phone contact, email, text messages or we have sent **Check-In** letters. We are making weekly contact with individuals that have high risk COVID-19 health conditions, those living with elderly parents, individuals receiving independent living or supported living services or those that have co-occurring mental health conditions. SG/PRC’s Board-Certified Behavior Analysts are delivering behavior support services for individuals served living with their family or at licensed residential settings. SG/PRC Nurse Advocates are delivering nursing assessments and are collaborating daily with external health care practitioners, Service Providers, and SG/PRC staff to protect the health and wellness of our individuals served.

Concurrently, we are having weekly Zoom meetings with our entire community, a separate weekly Zoom meeting with our Vendor Community, and bi-weekly Zoom meetings with SELPA Directors, Educational Program Specialists, and other Educational Representatives; and all Board meetings. We are also having daily and weekly conversations with our strategic partners; DDS, Disability Rights of California, State Council on Developmental Disability, School Districts, and Community Partners to assure that your needs are met.

Without a doubt, SG/PRC Service Providers are the “bedrock” of our system of care. Service Providers are frontline leaders, inspiring all of us constantly in their ability to put smiles on the faces of individuals served, through their delivery of necessities of life, every day, every minute, and every second. The SG/PRC mission is not attainable if not for our committed Service Providers, and their herculean efforts. Our Center’s Board of Directors are supporting you, supporting our community, and supporting SG/PRC’s efforts.

From a bird’s eye view, we are experiencing increased unity and relationship building. Now is the time for us to inspire one another and each other through our words of encouragement and kindness. We will continue to share goodwill and uplift others, always; a life force that fuels us with positive energy! We will overcome this together. Please stay well and remain safe.

With kindest regards,



Anthony Hill, M.A. Esq.
Executive Director