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March 16, 2020

Dear ACRC Service Provider,

In response to questions about COVID-19, the respiratory disease caused by the novel coronavirus, ACRC is providing the following guidance to vendors providing day program and transportation services.

ACRC supports the decision of day program and transportation providers to voluntarily stop service provision due to health and safety concerns directly related to COVID-19. The Centers for Disease Control, California Department of Public Health, Community Care Licensing (CCL) and the Department of Developmental Services (DDS) have provided guidance on gatherings and social distancing. Meeting these guidelines may not be possible in many of our day program settings and transportation arrangements.

Many day program participants may be at higher risk of serious illness, due to age, compromised immune systems, or having a chronic medical condition such as heart disease, lung disease, or diabetes. Participants who do not fall into a high risk category may spend significant time in close contact with others who do, such as in a group home, day program, or group transportation.

DDS issued a [directive on 3/12/2020](#) to ensure that clients who have compromised immune systems or who are more susceptible to respiratory illness, and/or who reside in ARFPSHN, ICF DD/N, or ICF DD/CN homes remain home rather than attend day services outside the home.

DDS has authorized regional centers to pay nonresidential service providers for absences that are the direct result of the COVID-19 outbreak in California. Title 17, California Code of Regulations section 54326(a)(11) states, "the vendor shall bill only for absences in excess of the average number of absences experienced by the vendor during the 12-month period to the month in which the disaster occurred." Guidance regarding billing for absences related to COVID-19 is forthcoming.

Our client's health and safety is our main concern. Identifying innovative options for day program services is a priority. DDS intends to release another directive in the next day or two giving day programs options for providing services in alternative locations and/or remotely in an effort to continue to support our clients.

If any day program participants have tested positive for COVID-19, immediately notify ACRC's on-call manager, the assigned CSS Specialist, CCL (if at a licensed program), and the CA Department of Public Health, as well as the local county Health Department.

Please reach out to your Community Services Specialists if you have additional questions. We will continue to provide updates and guidance to this ever changing situation. Please accept my personal thanks for the tireless commitment you and your staff show to our mutual clients.

Best,

Phil Bonnet  
ACRC Executive Director