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March 17, 2020

Dear ACRC Service Provider,

In response to growing questions about COVID-19, the respiratory disease caused by the novel coronavirus, ACRC is providing the following guidance to vendors providing day program, independent living services, and supported living services:

Community Based Day Programs

- Provision of programming in a client homes is authorized.
- Check-ins with clients via telephone and videoconferencing, if necessary due to quarantine, are encouraged.

Independent Living Services

- Transportation of clients is authorized.
- Use of telephone and videoconferencing to monitor clients is authorized.
 - ACRC would ask ILS providers to submit an immediate report on the status of the clients they’re serving to the assigned Service Coordinator. Please provide answers to the following questions:
 - How is the client’s health?
 - Do they have enough food, supplies, and toiletries?
 - Any additional assistance the clients may need?

Supported Living Services and Site-based Day Programs

ACRC is very concerned regarding the impact of COVID-19 on the provision of Supported Living Services (SLS). ACRC is requesting SLS service providers reach out to the regional center at providers@altaregional.org and give the following information:

Name of Agency	# of staff needed	Shifts needing coverage	Location of need (by county)
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ACRC would request that this information be provided to the regional center by Thursday, March 19, 2020.

On Friday, March 20, 2020 a list of SLS service provider staffing needs will be forwarded to the site based day programs that have already announced their closures. It is ACRC’s hope that staff from these day programs can become available to provide relief to SLS agencies with staff shortages.

One additional important note, we recognize your staff are concerned about their own health and safety. ACRC will continue to follow the guidance of the county health departments to provide notifications if a client served by a vendor tests positive for COVID-19.

For questions regarding this guidance please reach out to your Community Services Specialist.

Best,

Phil Bonnet
ACRC Executive Director