



March 24, 2020

**SANTA CLARA AND
SAN BENITO COUNTIES**

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Member of the Association
of Regional Center Agencies



STAY CONNECTED

Dear Service Provider,

As the COVID-19 outbreak continues and with the recent directive from the Department of Developmental Services, San Andreas is determined to mitigate the spread of illness while also continuing programs and supports to meet the needs of the individuals we serve.

San Andreas Regional Center is asking eligible service providers to transition to home-based, teleservices models to the greatest extent possible. Enclosed is a list of the services that DDS has approved for remote service delivery.

A home-based service model utilizes digital technology to provide services to individuals in lieu of face-to-face interactions. Instead of meeting in person, individuals may meet with ABA therapists, independent living services trainers, day program instructors, and other support professionals online or over the phone.

As programs prepare to transition, service providers must consider:

1. Program hours
2. Staffing ratios
3. Technology needs, including internet and computers/tablets for individuals
4. Staff communication
5. Supplies needed in the home for program activities
6. Incident reporting requirements
7. Location needs, such as space to participate in an exercise program or privacy for a specific activity
8. Support needs from family members or residential providers

Before a change in service delivery is offered to the individual or their family, service providers must submit their proposed remote delivery model to SARC. This proposal shall include, but is not limited to, the items listed above. All proposals must be sent to soe@sarc.org. Once the proposal is agreed to by SARC, you may begin to offer the program to the individual.

"Consumers First Through Service, Advocacy, Respect and Choice"

Serving Persons with Developmental Disabilities

Prior to, or no later than three days after, the delivery of a service by remote electronic communications, the service provider must notify SARC that the individual requested and/or agrees to either receive services in an alternate location or through remote electronic communication in lieu of in-person services. Service providers should communicate directly with the individual's Service Coordinator to inform them of this agreement.

It is our expectation that service providers maximize technology to maintain connection with the individuals they serve and their support teams. We appreciate your collaboration as we continue to adapt to these changes in our service delivery system.

Thank you for your continued dedication to our community.

Sincerely,


Javier Zaldivar
Executive Director