

Date of Community Meeting	Questions From the Community	RCOC Response
1/6/2021	If my son gets the vaccine and I don't have access to it, would I still be able to visit him at his residence or take him for a visit?	There is a directive issued by the Department of Developmental Services that prohibits visitors inside residential facilities, regardless of whether residents have received the vaccine. The current stay at home order also prohibits gatherings with members of other households. We appreciate that this is very difficult for everyone, and we will keep our community updated if and when there are any changes to these requirements.

1/6/2021	As COVID cases have increased drastically, is there discussion regarding allowing for COVID billing again as there was during spring/summer?	We have not received any information from DDS that they plan to allow vendors to return to absence billing as was previously permitted. We will keep our vendor community updated if we receive further information.
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1/6/2021	Will RCOC be authorizing loss of generic resource contracts again as some schools that had returned to in-person learning have gone back to virtual schooling?	We remain committed to meeting the needs of the individuals we serve during this time. If there has been a return to distance learning and there is a need for additional support, families should contact their RCOC Service Coordinator for assistance.
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1/6/2021	Can RCOC assist service recipients living in assisted living facilities with getting basic needs met for mental and physical well-being, such as fresh air and contact with loved ones?	While there are restrictions on residential facilities, providers should still be meeting residents' needs and assisting with communication with loved ones. If you have concerns about your family member, please contact your RCOC Service Coordinator for assistance.
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Medical Person-Centered Descriptions

As hospitalizations continue to rise, we want to remind everyone that we created a Medical Person-Centered Description form aimed at providing medical staff with key details about a person in an easy to understand format. In the event someone we serve is hospitalized, we hope this will help ensure they are heard, understood by hospital staff, and their rights are respected. If you would like to use the form, please contact your Service Coordinator. It only takes a few minutes to complete with a Service Coordinator's help since many items can be auto-filled by our system.

Masks and Hand Sanitizer

We still have a supply of paper masks and hand sanitizer available for pick up. At this time, we are able to distribute 10 masks and one 8oz bottle of hand sanitizer per person served. If you have previously picked up masks and sanitizer and are in need of more, we are able to provide an additional 10 masks and one 8oz bottle of hand sanitizer. If you would like to arrange a time for pick up at either our Santa Ana or Cypress office, please contact your service coordinator. Our offices remain closed to the public, so please be sure to contact your service coordinator in advance.

At-Home Activities and Resources for Distance Learning

With the stay at home order still in place, we want to remind everyone that we are continuously updating the COVID-19 Resources page on our website at rcocdd.com. It includes online resources for parents to help their children succeed with distance learning, mental health resources, plus lots of ideas for fun, educational, and engaging at-home activities for children and adults of all ages. We encourage you to check out these helpful resources, and also to reach out to your RCOC Service Coordinator if you're experiencing any new needs since we last connected with you.

RCOC Intake Team Still Accepting Referrals

When a developmental delay is suspected, it is vital for a child to begin receiving early intervention services right away, so please help us spread the word that RCOC is still accepting referrals. Some families may assume that the closure of our physical offices would prevent us from taking new referrals; however, our Intake team – like all of RCOC – continues to be fully operational, with intake appointments and eligibility assessments being conducted via telehealth to keep everyone safe. Families do not need a pediatrician's referral, so if you know someone who might benefit from RCOC services, please urge them to check out the Early Start application on our website, call our Intake and Assessment Department directly at (714) 796-5354 or email intake@rcocdd.com.

12/16/2020	<p>As the Christmas holiday is approaching, we are receiving inquiries from our clients' loved ones about them being able to visit. Will that be an option at this time?</p>	<p>A visit home with family would not be consistent with the current stay at home order, which prohibits all gatherings with members of other households. We appreciate that this very difficult for everyone, especially during the holidays, but a resident returning back to a facility after a visit with family puts other residents and staff at risk. Homes simply cannot operate without healthy direct care professionals, so we can't emphasize enough the urgent need for all of us to remain diligent and comply with the stay at home order.</p>
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12/16/2020	<p>I am curious what the plan is for Intermediate Care Facilities (ICFs) if there is a positive person in the home. Does the home have N-95 masks and other proper PPE for staff?</p>	<p>If a resident in a home tests positive and does not require hospitalization, the ICF is able to care for that person in the home. The individual will be isolated from other residents, and staff working with them will utilize appropriate PPE. We have received a supply of N95 masks and other PPE from the State that we are able to deliver to our residential providers when needed.</p>
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12/16/2020	<p>When will residential homes be open for new residents?</p>	<p>There are some challenges, and some additional planning is required, but residential homes are currently able to accept new residents. Any new residents will be required to quarantine upon placement in order to reduce the risk of COVID being spread to others in the home.</p>
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12/16/2020	<p>Can RCOC help provide Hazard Pay which is time and a half for those employees working with covid positive residents? Can RCOC help provide extra funds for Temp agency costs?</p>	<p>If you are a residential provider facing challenges with staffing, please reach out to your assigned Quality Assurance coordinator or our Associate Director of Housing, Jack Stanton, for assistance.</p>
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<p><u>Medical Person-Centered Descriptions</u> We want to remind everyone that we created a Medical Person-Centered Description form aimed at providing medical staff with key details about a person in an easy to understand format. In the event someone we serve is hospitalized, we hope this will help ensure they are heard, understood by hospital staff, and their rights are respected. If you would like to use the form, please contact your Service Coordinator. It only takes a few minutes to complete with a Service Coordinator's help since many items can be auto-filled by our system.</p> <p><u>Masks and Hand Sanitizer</u> We still have a supply of paper masks and hand sanitizer available for pick up. At this time, we are able to distribute 10 masks and one 8oz bottle of hand sanitizer per person served. If you have previously picked up masks and sanitizer and are in need of more, we are able to provide an additional 10 masks and one 8oz bottle of hand sanitizer. If you would like to arrange a time for pick up at either our Santa Ana or Cypress office, please contact your service coordinator. Our offices remain closed to the public, so please be sure to contact your service coordinator in advance.</p> <p><u>At-Home Activities and Resources for Distance Learning</u> With the new stay at home order, we want to remind everyone that we are continuously updating the COVID-19 Resources page on our website at rcocdd.com. It includes online resources for parents to help their children succeed with distance learning, mental health resources, plus lots of ideas for fun, educational, and engaging at-home activities for children and adults of all ages. We encourage you to check out these helpful resources, and also to reach out to your RCOC Service Coordinator if you're experiencing any new needs since we last connected with you.</p> <p><u>RCOC Intake Team Still Accepting Referrals</u> When a developmental delay is suspected, it is vital for a child to begin receiving early intervention services right away, so please help us spread the word that RCOC is still accepting referrals. Some families may assume that the closure of our physical offices would prevent us from taking new referrals; however, our Intake team – like all of RCOC – continues to be fully operational, with intake appointments and eligibility assessments being conducted via telehealth to keep everyone safe. Families do not need a pediatrician's referral, so if you know someone who might benefit from RCOC services, please urge them to check out the Early Start application on our website, call our Intake and Assessment Department directly at (714) 796-5354 or email intake@rcocdd.com.</p>		
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12/2/2020	Will our clients be able to visit their loved ones over the Christmas Holiday? And what are the guidelines for that if so?	<p>We know that many families will want a chance to spend time with their adult children who may be residing in a group home setting. The Directive issued by the Department of Developmental Services prohibiting visitors inside licensed residential facilities is still in effect. Although there have been visits taking place over the past few months outside of the group home, many residents have not gone home to visit family. If anyone expresses a desire to spend time at their family home, RCOC would like to work with the person served, the family, and the service provider to develop a plan to help minimize the risk to the other residents and help to keep everyone healthy. This plan should be discussed with all parties.</p> <p>In order to limit exposure risks, individuals would be encouraged to remain quarantined/isolated from other residents for a 14 day period upon return to the group home. In the event multiple residents were to go home, they could return together and share a room during this period of time. Our hope would be that possible precautions are taken, including hanging a drape or other shield across the room, limiting exposure to staff, wearing masks and regularly cleaning and sanitizing of all areas in the home, and monitoring for any signs and symptoms of covid.</p>
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12/2/2020	When do you anticipate residential homes opening in 2021?	<p>With the recent rise in COVID cases across the state, we anticipate that the DDS Directive prohibiting visitors in residential homes will remain in place for some time to protect residents. We know that this has been challenging for families, and we encourage you to reach out to your service coordinator if you would like assistance coordinating a remote visit or outside visit with face coverings and social distancing.</p>
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12/2/2020	Has anything been said about including younger residents of group living and/or supported living and assisted living homes in Group 1b of the plan to receive Covid vaccines? This group includes those 65 and older living in group living and persons with 2 or more health issues. How can residents be verified as eligible?	<p>A plan for distribution and administration of the vaccine is still being discussed, and a definitive plan has not yet been released. California Regional Centers, through the Association of Regional Center Agencies, are advocating for persons served and direct care staff to have priority in receiving the vaccine. We will continue to share information with our community as we receive it.</p>
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Spotlight Awards

We know there are so many people who have worked tirelessly this year to care for our community. We want to remind everyone that nominations are currently open for our 2021 Spotlight Awards. Spotlight Awards are a way for us to honor some of the amazing people who give so much of themselves to serve people with developmental disabilities. If you know someone who deserves a Spotlight Award, please visit our website at rcocdd.com to submit a nomination before the January 15th deadline. Persons served can contact their Service Coordinator if they would like help completing the form. And be sure to check our website and social media for details on the awards presentation, which will take place in spring 2021.

11/18/2020	What options and plans are available so group home residents can visit their family during holidays?	<p>As the Holiday season approaches, we are aware that many families will want a chance to spend time with their adult children who may be residing in a group home setting. The Directive issued by the Department of Developmental Services prohibiting visitors inside licensed residential facilities is still in effect. Although there have been visits taking place over the past few months outside of the group home, many residents have not gone home to visit family. If anyone expresses a desire to spend time at their family home, RCOC would like to work with the person served, the family, and the service provider to develop a plan to help minimize the risk to the other residents and help to keep everyone healthy. This plan should be discussed with all parties.</p> <p>In order to limit exposure risks, individuals would be encouraged to remain quarantined/isolated from other residents for a 14 day period upon return to the group home. In the event multiple residents were to go home, they could return together and share a room during this period of time. Our hope would be that possible precautions are taken, including hanging a drape or other shield across the room, limiting exposure to staff, wearing masks and regularly cleaning and sanitizing of all areas in the home, and monitoring for any signs and symptoms of covid.</p>
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Tier 1

With Orange County moving back to Tier 1, we know some of you may have questions about what activities are permitted. We wanted to share that there is helpful information available on the State’s COVID-19 website at www.covid19.ca.gov.

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10/28/2020	Are COVID-19 rates going down among the special needs population?	We do not have data on the rate of new cases among individuals with developmental disabilities for California, but we have seen the rate of new cases among the individuals we serve in Orange County decrease over the past few months. We are keeping updated information available through the COVID-19 Tracker on our website at rcocdd.com.
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10/14/2020	What is the status on the group home lockdown?	The prohibition on visitors in licensed facilities is pursuant to a directive issued by the California Department of Developmental Services. The directive is still in effect and does not have an expiration date, so it is effective until revoked by DDS. We know that this has been difficult for many individuals we serve and their families, and we're actively working with families to arrange visits while complying with the directive. Each situation is different, but in many cases we're able to coordinate with service providers to arrange outdoor visits, with proper physical distancing and face coverings. Please be sure to reach out to your RCOC Service Coordinator if you would like to visit a family member who lives in a residential facility.
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10/14/2020	What plans are being considered so group home residents can visit their family during holidays?	As the Holiday season approaches, we are aware that many families will want a chance to spend time with their adult children who may be residing in a group home setting. Although there have been visits taking place over the past few months outside of the group home, many residents have not gone home to visit family. If anyone expresses a desire to spend time at their family home, RCOC would like to work with the person served, the family, and the service provider to develop a plan to help minimize the risk to the other residents and help to keep everyone healthy. This plan should be discussed with all parties. In order to limit exposure risks, individuals would be encouraged to remain quarantined/isolated from other residents for a 14 day period upon return to the group home. In the event multiple residents were to go home, they could return together and share a room during this period of time. Our hope would be that possible precautions are taken, including hanging a drape or other shield across the room, limiting exposure to staff, wearing masks and regularly cleaning and sanitizing of all areas in the home, and monitoring for any signs and symptoms of Covid-19.
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Day Program Services
We know that many families and individuals we serve have questions about the new DDS directive on non-residential services, including day programs. We wanted to share that DDS has some helpful resources available on their website, including a Family Member Engagement Guide and Frequently Asked Questions about Alternative Services. The DDS website is www.dds.ca.gov. Of course, you can always feel free to reach out to your Service Coordinator as well with any questions or concerns regarding your services.

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9/30/2020	<p><u>Technical Support for Those Receiving Remote Services</u></p> <p>With many services and supports now being delivered remotely through Zoom, WebEx, GoToMeetings, and other online platforms, we recognize that some people may experience technical challenges with their devices or software applications. If you are having difficulty connecting to remote services from any of your RCOC-funded service providers, please call or email your RCOC Service Coordinator. Through our new partnership with Goodwill of Orange County’s Assistive Technology Exchange Center (ATEC), those we serve can receive technical support by telephone to resolve common computer problems.</p> <p>In addition, ATEC has a free loan program that makes a limited number of tablets and computers available to people with disabilities for up to five weeks. If you could benefit from this program, please reach out to your RCOC Service Coordinator.</p>
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9/30/2020	Has RC lifted the “no entry into the home” for visitors?	<p>The prohibition on visitors in licensed facilities is pursuant to a directive issued by the California Department of Developmental Services. This is not something RCOC put in place or has any control over. The directive is still in effect and does not have an expiration date, so it is effective until revoked by DDS. We know that this has been difficult for many individuals we serve and their families, and we’re actively working with families to arrange visits while complying with the directive. Each situation is different, but in many cases we’re able to coordinate with service providers to arrange outdoor visits, with proper physical distancing and face coverings. Please be sure to reach out to your RCOC Service Coordinator if you would like to visit a family member who lives in a residential facility.</p>
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9/30/2020	<p>With the holidays coming up, facilities are going to be faced with how to handle families that want to take their resident out for a family celebration. We are advised per DDS and RCOC to isolate them as they re-enter the facility but we can really only do that one at a time for the 14 days since we need to provide a private bath and bedroom. Can RCOC provide some support on this topic? Also, if families do decide to take residents out of a CCF for a holiday and we slowly have to readmit people due to the 14 day isolation period with private room and bath, do you know of the absences due to Covid would continue to be paid during this time?</p>	<p>As the Holiday season approaches, we are aware that many families will want a chance to spend time with their adult children who may be residing in a group home setting. Although there have been visits taking place over the past few months outside of the group home, many residents have not gone home to visit family. If anyone expresses a desire to spend time at their family home, RCOC would like to work with the person served, the family, and the service provider to develop a plan to help minimize the risk to the other residents and help to keep everyone healthy. This plan should be discussed with all parties.</p> <p>In order to limit exposure risks, individuals would be encouraged to remain quarantined/isolated from other residents for a 14 day period upon return to the group home. In the event multiple residents were to go home, they could return together and share a room during this period of time. Our hope would be that possible precautions are taken, including hanging a drape or other shield across the room, limiting exposure to staff, wearing masks and regularly cleaning and sanitizing of all areas in the home, and monitoring for any signs and symptoms of covid.</p> <p>If a resident is unable to return due to covid or isolation concerns, RCOC will work with the residential home to secure a bed hold and maintain the individual’s home until they can return safely.</p>
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9/16/2020

Day Program Update

On August 31, 2020, the Dept. of Developmental Services provided a directive regarding policies and procedures for utilizing alternative nonresidential services during the COVID-19 State of Emergency. While the directive is intended to address various nonresidential services, the focus thus far has been on adult day services. However, the Dept. of Developmental Services is working on providing additional information that will focus on other service types, such as transportation, respite, and Early Start services. We will share additional information regarding additional service types, as further information is provided by the Dept. of Developmental Services. At this time, in accordance with the directive that was provided, adult day service providers should be engaging with program participants to determine if the program participants are interested in receiving alternative services, and if so, which of the alternative service options they are interested in receiving. This information will lead to the development of individualized service plans for each program participant, which will also include information about the amount of services that has been requested by the program participant. For further information and support with addressing alternative services, please contact your assigned Service Coordinator.

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At-Home Activities and Resources for Distance Learning

The team at RCOC's Comfort Connection Family Resource Center is continuously updating the COVID-19 Resources page on our website at rcocdd.com. It includes online resources for parents to help their children succeed with distance learning, plus lots of ideas for fun, educational, and engaging at-home activities for children and adults of all ages. We encourage you to check out these helpful resources, and also to reach out to your RCOC Service Coordinator if you're experiencing any new needs since we last connected with you.

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RCOC Service Coordinators Arranging Visits with Loved Ones

While the Department of Developmental Services (DDS) directive prohibiting visitors inside residential facilities is still in place, we're actively working with families to arrange visits while complying with the directive. Each situation is different, but in many cases we're able to coordinate with service providers to arrange outdoor visits, with proper physical distancing and face coverings. Please be sure to reach out to your RCOC Service Coordinator if you would like to visit a family member who lives in a residential facility.

9/2/2020	We received many questions about the reopening of day programs.	<p>The Dept. of Developmental Services has provided regional centers with a directive outlining the policies and procedures for implementing what is being referred to as the Alternative Service delivery model. While guidelines have been provided via this directive, this new service delivery model will allow for great flexibility with the delivery of adult day services to be provided in the most person-centered and participant-directed ways possible. During the month of September, persons served and family members should work with adult day programs and other involved service providers to creatively tailor services to be provided. As needed, Service Coordinators can also participate in the development of service plans. Given ongoing concerns related to COVID-19, if anyone is interested in including in-person services as an option, to protect the health and safety of persons served by RCOC, their families, and service providers, it is important to stay up-to-date and follow the most protective guidelines provided by state and local agencies. As participating in adult day services via remote electronic communication will be a significant component of the Alternative Service delivery model, RCOC is working with Goodwill of Orange County's ATEC program to address technology related issues which may create barriers to persons served participating in remote adult day services. Please contact your assigned Service Coordinator for assistance, as appropriate. We know there are a lot of questions about day programs, and we invite you to join us for a special community meeting devoted to providing additional information and answering all of your questions next Wednesday, September 9th at 10:00 a.m. We will be sending out a link to register and submit your questions in advance.</p>
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9/2/2020	Do you have suggestions on some activities I can do with my son with autism?	<p>We have some wonderful resources available on the COVID19 page of our website at rcocdd.com. There are virtual tours of national parks and museums, online videos for adaptive PE and dance, online story time, art projects and many more.</p>
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9/2/2020	Is there anything we can do if filing a conservatorship petition and the courts are closed due to COVID?	<p>While the courts are only open for limited in-person services, they are accepting online filings and appointments are available for counter services. We would encourage you to visit the court's website for the most up to date information at occourts.org. They have information specific to probate cases, and there is also a link where you can submit questions.</p>
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9/2/2020	Are all ABA service members required to wear a mask while in service?	<p>All regional center vendors are required to operate in accordance with applicable laws and regulations. If ABA providers are providing services in the family home, they should be wearing a face covering when unable to social distance in order to comply with the State order mandating face coverings at work.</p>
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9/2/2020	How can I make my toddler with autism wear a mask to public places like the grocery store?	If your child is under the age of 2, a mask should not be worn due to risk of suffocation. If your child is over 2 and is not tolerating a mask, you may want to try a different mask that may be more comfortable, or even a mask with fun colors or a character they like. It can also be helpful to normalize face masks through play by giving your child a mask for their doll or favorite stuffed animal. If your child still will not wear a mask, you may consider a face shield. They can be easily purchased online through Amazon and other sources, and are often tolerated better than a face covering since they fit on the head and nothing touches the face. If you don't have success with a face covering or face shield, there is an exemption to the face covering requirement for individuals with a disability that prevents them from wearing a face covering.
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9/2/2020	I am a parent and would like to know if RCOC can help me apply for conservatorship for my daughter.	Regional Center is unable to assist parents with petitioning for conservatorship. Establishing a conservatorship is a legal process, and we are unable to provide legal advice. We do have information and resources available that your service coordinator can share with you. We would also like to note that while some individuals we serve do benefit from conservatorship, it is not necessary or appropriate for everyone we serve. Many individuals are able to make their own decisions with the help and support of family and others in their circle of support.
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8/19/2020	If a person who is on SSDI or SSI applied for unemployment would the funds impact their SSI or SSD income?	Eligibility for SSI or SSDI is based on limited income and resources, so receipt of unemployment benefits could have an impact. Please follow up with your service coordinator if you have questions about your particular situation.
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8/19/2020	Please encourage residential care homes to take their residents out. There have been numerous stories of residents being kept inside all day.	At this time, residential care homes are encouraged to follow all safety guidance provided by their respective licensing agencies, medical professionals, regional center, and any local guidelines that may be in effect. While we encourage homes to remain active, they must do so with the understanding that individuals' health and safety must be a factor when going into the community. That being said, we are encouraging providers to take residents outdoors when possible and keep them active and engaged, and many have done an excellent job with this. We have seen providers purchase basketball hoops for their backyard, assist residents with participating in online exercise classes, and organize theme days with associated activities. If you have any concerns about the care your family member is receiving, please reach out to your service coordinator so that we may follow up and work with the provider on a solution.
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Intake
 We have seen a significant decline in intake referrals over the last 5 months as a direct result of the COVID-19 pandemic. We want to remind everyone that while our building is physically closed, we continue to process referrals and conduct intake meetings virtually. We also continue to serve all children and adults who are already eligible for RCOC services. To inquire about applying for services, please contact our intake team at (714)-796-5354 or intake@rcoodd.com.

Masks and Hand Sanitizer
 We still have a supply of paper masks and hand sanitizer available for pick up. At this time, we are able to distribute 10 masks and one 8oz bottle of hand sanitizer per person served. If you have previously picked up masks and sanitizer and are in need of more, we are able to provide an additional 10 masks and one 8oz bottle of hand sanitizer. If you would like to arrange a time for pick up at either our Santa Ana or Cypress office, please contact your service coordinator. Our offices remain closed to the public, so please be sure to contact your service coordinator in advance.

8/5/2020	<p>Why were we never given any other options for alternative day program services until just last week?</p>	<p>Individualized discussions regarding service and support options available while adult day programs are not operating as usual should be taking place with your RCOE Service Coordinator. Service Coordinators have been reaching out to families and persons served to discuss service and support options more frequently now than before COVID-19. Since March 12, 2020, when the first directive was issued by DDS, there have been several more directives which have provided for more options and/or more flexibility to the provision of service delivery. These directives issued by DDS are very important, as RCOE and its service providers must deliver services within the guidance allowed through these directives.</p>
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8/5/2020	<p>Why are persons served being denied community access?</p>	<p>RCOE does not have the ability or authority to prevent or prohibit persons served from accessing the community. In response to conditions affected by COVID-19 exposures, infections, hospitalizations, and deaths, appropriate state and local agencies provide guidance that applies to all persons. In some cases, there may be recommendations specific to persons with developmental disabilities, as well as to persons with other disabilities or medical conditions. In an effort to keep persons served (as well as those who serve them and those with whom they reside) safe and healthy during this unprecedented time, DDS has provided regional centers and service providers with directives that include guidance for the provision of services. To ensure that persons served still have access to services and supports, and to make sure the provision of services and supports is also consistent with guidance provided by other state and local agencies, one of the directives provided by DDS allows for greater flexibility in the provision of services. This directive allows for services and supports to be provided via remote electronic communication (such as FaceTime or Zoom), and for services and supports to be provided in an alternate location (such as in the home of a person served). Given guidance provided by another agency, the provision of services in a licensed residential facility may not be an option at this time. Several stakeholder groups have shared with DDS the benefits experienced through these more flexible service provision methods, and for that reason, DDS has included these as options in the forthcoming framework for the Alternative Services delivery model. This model may also include in-person services to be provided in the community. However, service provision must always be consistent with guidance provided by other state and local agencies, which may change along with local conditions related to COVID-19.</p>
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8/5/2020	<p>Do you have a date for schools to open for our children?</p>	<p>There is not a specific date set for when schools in Orange County will be able to reopen. Per the Governor's order, schools in counties on the monitoring list are to remain closed for in-person instruction. Schools can physically open when the county has been off the Monitoring List for 14 days and only if they follow strict health and safety requirements like masks and physical distancing. Counties are placed on the monitoring list based on certain COVID-19 numbers, including the testing positivity rate and hospitalizations.</p>
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8/5/2020	Can you please tell me specific guidelines for visiting my family member who lives in a CCF?	Service Coordinators are continuing to work with families to arrange visits with loved ones who live in residential facilities. Each person is different, so we're approaching every situation individually, but in many cases we're able to partner with service providers to organize outdoor visits, with proper physical distancing and face coverings. We know that keeping in touch with loved ones is so important for keeping spirits up during this difficult time, so please don't hesitate to reach out to your Service Coordinator for help.
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8/5/2020	I would like to know how to advocate and decide what is appropriate in an IEP for my child's needs in this time of pandemic?	RCOC is not responsible for educational services, but we want to support parents to be effective advocates for their children. While there may be differences in how it is implemented due to the pandemic, the Individuals with Disabilities Education Act (IDEA) is still in effect and school districts must continue to provide a free and appropriate public education to students with disabilities. If you have questions or concerns about how your school district is handling your child's education, we encourage you to contact them directly to work collaboratively on a solution. And of course your RCOC Service Coordinator is available to answer questions you may have about the IEP process, and can even participate in your IEP meeting if you'd like. We also know that having children learning from home can be challenging when parents have to work or have other responsibilities. RCOC may be able to fund for additional support, such as respite services, if needed. Please contact your RCOC Service Coordinator to discuss your specific situation.
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7/22/2020	I heard about the new construction for the RIO program in Santa Ana at my sister's IPP meeting. Can you share a little more about that?	Yes, RIO is in the process of developing their new Center for Health, Wellness and Lifelong Learning at Reimagine in Santa Ana. The program is intended to be a place where individuals with developmental disabilities can continue their education, learning, and growth in a 21st century environment customized to their needs- physically, emotionally, clinically, behaviorally and interpersonally. The structure will resemble a small community college, but in a specialized and customized environment to maximize learning and participation. Each participant will have an individualized schedule, based on their Person-Centered Plan and Individualized Program Plan goals, aspirations, and interests.
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7/22/2020	The OC Board of Education voted for children to return to school this school year. California's Governor said all counties in Southern California will not return to class. Which stance does Regional Center plan to take regarding this issue?	RCOC does not have authority or responsibility for education, and it is not our role to determine whether it is safe for schools to reopen. That being said, we want to support parents to be effective advocates for their children. While there may be differences in how it is implemented due to the pandemic, the Individuals with Disabilities Education Act (IDEA) is still in effect and school districts must continue to provide a free and appropriate public education to students with disabilities. If you have questions or concerns about how your school district is handling your child's education, we encourage you to contact them directly to work collaboratively on a solution. And of course your RCOC Service Coordinator is available to answer questions you may have about the IEP process, and can even participate in your IEP meeting if you'd like.
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7/22/2020	Are additional respite hours being offered?	As with all services, respite hours are authorized based on need. We know this has been a very challenging time, and we have been able to put additional respite hours in place for many families. Please reach out to your service coordinator to discuss your particular situation.
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7/22/2020	Alcoholism and abuse have increased based upon county hotlines. What checks does regional center have in place for group home residents?	Our Quality Assurance team has continued monitoring residential facilities since the start of the pandemic. They are conducting monitoring visits via videoconference when possible, but do have the ability to enter facilities if necessary. Service coordinators are also checking in regularly with the individuals on their caseload. If you have any concerns about a loved one, please contact your Service Coordinator so that we can follow up.
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7/22/2020	Are mental health supports being recommended or provided for group home caregivers who are providing 24-7 care?	We recognize that having residents home from day programs has increased the workload for our residential service providers. We are checking in regularly and have communicated to providers that we are willing to fund for additional support if needed. In terms of mental health supports, our service providers are separate businesses with their own policies and benefit plans for their employees. Counseling and therapeutic services are often covered under an employee's health insurance plan. Some employers also offer Employee Assistance programs that offer counseling options and support for employees who might need therapeutic care. We would also like to share that we have a list of mental health resources available on the Coronavirus page of our website at www.rcocdd.com .
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<p><u>Masks and Hand Sanitizer</u> We still have a supply of paper masks and hand sanitizer available for pick up. At this time, we are able to distribute 10 masks and one 8oz bottle of hand sanitizer per person served. If you have previously picked up masks and sanitizer and are in need of more, we are able to provide an additional 10 masks and one 8oz bottle of hand sanitizer. If you would like to arrange a time for pick up at either our Santa Ana or Cypress office, please contact your service coordinator. Our offices remain closed to the public, so please be sure to contact your service coordinator in advance.</p> <p><u>Change to Meeting Schedule</u> After today's meeting, we will be changing our meeting schedule to have meetings every other week. So please join us for our next meeting on Wednesday, August 5th at 10:00 a.m. Of course, you can still send us your questions anytime by using the email address askaquestion@rcocdd.com.</p> <p><u>Resources from Presentation on Promoting Well-Being and Self-Care During the Pandemic</u> – Great Good Science Center's Well-being Resources for Parents during Coronavirus: https://greatergood.berkeley.edu/article/item/greater_good_guide_to_well_being_during_coronavirus#parents – Parenting During Coronavirus: You Are Enough: https://www.pbs.org/parents/thrive/parenting-during-coronavirus-you-are-enough – Supporting Families during COVID-19: https://childmind.org/coping-during-covid-19-resources-for-parents/ – The Greater Good Science Center- Greater Good In Action: https://ggia.berkeley.edu/?_ga=2.262187980.1967270579.1590718214-944013573.1588288836 – Healthy Sleep Habits: http://sleepeducation.org/essentials-in-sleep/healthy-sleep-habits – NIMH Shareable Resources on Coping with COVID-19: https://www.nimh.nih.gov/health/education-awareness/shareable-resources-on-coping-with-covid-19.shtml – COVID19.CA.gov Resources for Emotional Support and Well-being: https://covid19.ca.gov/resources-for-emotional-support-and-well-being/</p>		
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7/15/2020	When will the day programs open up and how are they going to keep the clients safe?	At this time, RCOE is waiting for the Department of Developmental Services to provide the framework for adult day service providers to follow in the process of resuming services. This process will include the need for adult day service providers to develop protocols and plans focused on the health and safety of program participants while providing services. We understand the frustrations of people who want to get back to their normal lives and routines, and we will share the final framework as soon as it's available. Please remember, though, that programs will likely need some time to implement the DDS guidelines. We also want to assure you that health and safety continue to be our top priority and no one will be forced to return to a day program if they don't feel comfortable doing so.
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7/15/2020	I know it will always be case by case, but are any day programs actually serving people directly vs online, whether site based or community based?	At this time day programs are only able to serve individuals remotely. No site-based or community based programs are providing in-person services.
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7/15/2020	Due to the Covid-19 surge we are experiencing in CA and in light of Governor Newsom's order to cease indoor services again, has DDS provided guidance on whether absence billing will continue past July 31?	The DDS directive allowing regional centers to pay vendors for absences is currently set to expire on July 31 st . We have not received any information from DDS yet about whether that directive will be extended. DDS tends to renew directives at the last minute, so it is possible we will not hear for another couple of weeks.
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7/15/2020	What kind of assistance can we get in home for distance learning?	School districts remain responsible for providing educational services, even if students are not attending in-person. RCOC is not able to fund tutoring or other assistance with school work. However, RCOC may be able to fund for additional support, such as respite services, if needed. Please contact your RCOC Service Coordinator to discuss your specific situation.
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7/15/2020	Considering the pandemic, if one or two residents in assisted living develop a fever, is there an obligation to test them and keep them isolated until negative test results are obtained in order to protect the other residents?	If a resident in a facility develops symptoms, the residential provider will isolate the individual and contact their primary care physician for guidance and testing. If the individual tests positive and does not require hospitalization, they will be isolated for a minimum of 10 days and at least 72 hours after they have recovered, in accordance with the Orange County Health Officer's Orders.
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7/15/2020	I would like to know more information on how schools, particularly Capo District, are planning for safety of our special needs kids. Is it safe to send our children who are nonverbal and need extra supports? What are other families planning on doing as far as sending their child back to school in August? I know there is no easy answer and things are changing daily, so I appreciate any advice or suggestions or feedback. Also, I am interested in finding out that IF we decide to keep our kids home for online learning, those who do not handle online learning well, are there other resources out there for special ed kids such as a tutors to come to the home for a few hours a day to work with them?	Each school district is developing their own plan for educating students in the fall. We would encourage you to visit your school district's website or contact them directly for more information. Whether it is safe for a student to return to school is an individual determination parents will need to make based on the needs of their child. If parents decide to keep their child home for distance learning, RCOC cannot fund for tutoring, but school districts often have a list of tutors available to families who would like to obtain tutoring for their child. If you need additional respite support, please contact your RCOC Service Coordinator.
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7/8/2020	I am an In-Home Supportive Services (IHSS) worker. What if our client has vendor staff that has contracted COVID?	If the individual you serve has been exposed to COVID-19 by their vendor staff, they should be quarantined for 14 days in accordance with the Orange County Health Officer's current order. Their physician should also be contacted for further direction. If you are providing direct care to the individual, you should contact IHSS for support regarding precautions to be taken. Please contact the individual's RCOC service coordinator if you have any further questions or concerns.
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7/8/2020	When will individuals be able to meet with their Independent Living Services (ILS) workers again?	There is currently nothing that prohibits ILS workers from meeting the individuals they serve in person. Some ILS agencies are choosing to provide remote services when possible in order to protect everyone's safety. However, if a person served is requesting in-person supports, they should be provided to the extent possible. If the vendor is unable to accommodate that request, the individual should contact their RCOC service coordinator to explore other options.
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7/8/2020	Governor Newsom says that people with developmental disabilities are exempt from wearing a mask. Why can't RCOC do the documentation? What if a provider won't provide the documentation?	The face covering mandate was issued by the Department of Public Health. It sets forth the circumstances in which a face covering is required, and also outlines exemptions to the face covering requirement. The exemptions include "persons with a medical condition, mental health condition, or disability that prevents wearing a face covering." An individual is not exempt from the requirement simply because they have a developmental disability; the disability must prevent the person from wearing a face covering. If that is the case, the person does not have to wear a face covering; there is no requirement that the person obtain documentation from their doctor or another provider. However, if a person served by RCOC would still prefer to have documentation of their developmental disability, they can share a copy of their IPP which documents their eligible condition.
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7/8/2020	Upon day programs reopening, will staff and program participants be tested for COVID-19 and/or antibodies?	While we are still awaiting the reopening framework from the Department of Developmental Services, we do not anticipate that all staff and program participants will be tested. Testing can give a false sense of security, since an individual could contract the virus immediately after being tested. The focus will be on implementing practices and procedures to protect everyone's safety. Of course, if someone is exhibiting symptoms, they would be referred to their doctor for testing.
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Facility Visits
 While the Department of Developmental Services (DDS) directive prohibiting visitors inside residential facilities is still in place, RCOC's Service Coordinators are continuing to work with families to arrange visits with loved ones while complying with the directive. Each person is different, so we're approaching every situation individually, but in many cases we're able to partner with service providers to organize outdoor visits, with proper physical distancing and face coverings. We know keeping in touch with loved ones is so important during this time, so please don't hesitate to reach out to your RCOC Service Coordinator for help.

Day Programs

At the outset of the pandemic, DDS issued a series of directives telling regional centers and service providers how to operate. Among these was a directive prohibiting group gatherings, which effectively shut down day program sites. While we don't yet have anything specific to report about reopening day programs, progress is being made. RCOC has been actively working with service providers on ways to make day programs safer once they reopen, and DDS recently shared its draft framework for reopening guidelines.

Taking into account feedback from stakeholders, DDS is now working to finalize the framework and the specific guidelines and requirements that programs will need to follow to reopen. We understand the frustrations of people who want to get back to their normal lives and routines, and we will share the final framework as soon as it's available. Please remember, though, that programs will likely need some time to implement the DDS guidelines. We also want to assure you that health and safety continue to be our top priority and no one will be forced to return to a day program if they don't feel comfortable doing so.

7/1/2020	I do not want to have to choose between losing my son's perfect placement for both housing and day program by not sending him back if Regional Center opens before I believe it to be safe for my son. What criteria will the Regional Center use to determine if it is safe to reopen day programs? My son gets to his day program via Access bus, which seems VERY risky for COVID transmission especially with a population that cannot understand the need for masks and distancing.	At this time, RCOC is waiting for the Department of Developmental Services to provide the framework for adult day service providers to follow in the process of resuming services. This process will include the need for adult day service providers to develop protocols and plans focused on the health and safety of program participants while providing services. There will be several aspects of adult day program services that will need to be addressed in the development of these protocols and plans, including transportation services. As adult day programs develop their protocols and plans, individual discussions should be taking place for persons served (along with their family members and other support providers) to determine when it may be safe for them to re-engage with their adult day services. Please do not hesitate to contact your RCOC Service Coordinator to discuss your concerns.
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7/1/2020	My son just finished school. He lives in a medical group home and we're being told it will be at least 8 months before my son will attend a day program. What, if anything, does RCOC propose to help my son? I am worried about regression.	The date for adult day programs to reopen will not be determined by RCOC. There are several factors that will impact when each adult day program will be able to resume providing services. In the meantime, please follow-up with your son's assigned RCOC Service Coordinator to review and discuss potential options for support while adult day programs remain closed.
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7/1/2020	What data supports developmentally disabled persons having 4 times the chance of getting coronavirus? Is this due to failure to physically distance and wear a mask?	RCOC's Medical Director, Dr. Peter Himber, provided the following information – Regarding the high risk of complications for individuals with developmental disabilities, the data is limited, but this finding has been observed in every data set that has been reviewed. There is one peer reviewed study that found that people with developmental disabilities had a much higher risk of complications and death compared to the general population. In addition, in every state that reports statistics, the higher rate of complication and death in people with developmental disabilities has been found, although the exact numbers vary a bit. The reason for this increased risk appears primarily related to people with developmental disabilities who also have significant medical problems. An example would be a person with Down Syndrome who has seizures or significant heart problems. It is not clear if a person who has a developmental disability, such as autism, but is healthy is at any higher risk than the general population. It is also not clear if living in a group home adds additional risk. It is also not known if there are any environmental factors, such as an inability to wear a mask or follow other recommended guidelines that put people with developmental disabilities at higher risk.
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7/1/2020	With the rising numbers of cases in Orange County and the findings pertaining to the heightened vulnerability of the population we serve, do you foresee a different day program reopening plan?	We are still waiting for DDS to release the framework for day programs to reopen. We do not anticipate the rising numbers will necessarily change the framework, but it may change the timeframe for reopening.
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Budget Update
 We are very happy to report that Governor Newsom has signed the State budget, and it does not include the significant cuts to our system that he had previously proposed in his May Revise. Under the approved budget, the trigger cuts previously proposed to regional centers, IHSS, Medi-Cal, SSI, and education were all rejected. Also, temporary rate increases for Independent Living Services, Early Start specialized therapeutic services, and Infant development programs will not be cut as the Governor had previously proposed. For more information visit the budget page of our website at rcocdd.com.

Masks and Hand Sanitizer
 We still have a supply of paper masks and hand sanitizer available for pick up. At this time, we are able to distribute 10 masks and one 8oz bottle of hand sanitizer per person served. If you would like to arrange a time for pick up at either our Santa Ana or Cypress office, please contact your service coordinator. Our offices remain closed to the public, so please be sure to contact your service coordinator in advance.

6/24/2020	Can you please break down the stats you provide of those testing positive & let us know how many of the 35 persons served are children?	We currently have 35 persons served, 21 service provider staff, and 3 RCOC staff who have tested positive for COVID-19. Six people have passed away. Due to confidentiality concerns, we are unable to share further information about the individuals we serve who have tested positive. However, there are statewide regional center numbers broken down by age available on the Coronavirus page of the DDS website at www.dds.ca.gov .
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6/24/2020	When will the lockdown be abolished?	While there is no specific date set for when everything will be open again, we have seen many businesses be able to reopen with appropriate precautions in place, including restaurants, hair salons and gyms. Community and public pools were also permitted to reopen just in time for summer. We know that many individuals we serve are still impacted by day programs not being able to meet in person and restrictions on visits to residential facilities. We continue to work with DDS on these issues, and we will keep our community informed of any updates.
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6/24/2020	As an employee of day program services, how will the 6 feet rule apply if we are feeding and changing our participants? Also, what will we have to protect ourselves since most of our participants will not be able to wear a mask due to their safety needs?	Those are details that are being worked out with DDS right now, so we don't have answers yet, but we will continue to share updates as we receive them.
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Budget Update
 We are happy to report that the Governor and Legislative leaders have reached an agreement on the State budget, and the proposed budget does not include the significant cuts to our system that were included in the Governor's May Revise. This proposed budget still has to be approved by the Legislature and signed by the Governor, who can make changes, but we are optimistic. Under the proposed budget, the trigger cuts previously proposed to regional centers, IHSS, Medi-Cal, SSI, and education were all rejected. Also, temporary rate increases for Independent Living Services, Early Start specialized therapeutic services, and Infant development programs would not be cut as the Governor had previously proposed. For more information visit the budget page of our website at rcocdd.com. There is also a link on our website to the Arc of California where you can sign up to receive email updates.

Regarding the Face Covering Requirement

We know there are some in the community who are concerned with the requirement for face coverings, because we've heard from families about it. We want you to know that we understand these past weeks and months have been stressful for everyone, and all of the prevention efforts and slow processes are trying people's patience. We also know it can be frustrating trying to keep up with the various recommendations, guidance, and mandates coming from the federal, state, and local levels.

As of today, we can tell you that face coverings are required in most public places in California, though there is an exemption for those with a disability preventing them from wearing a face covering. We encourage you to review the document from the California Department of Public Health for the specific requirements. We will link it in the questions and answers from this meeting when we post them to our website. Much of the confusion about whether masks are actually required probably comes from the fact that the document is titled "Guidance," but while the title of the document may be unclear, the language within it is not. It clearly states that face coverings are mandated, so that is what Regional Center and our service providers are following.

Again, we know this is very disruptive to people's relationships with their family members, but we hope everyone will keep in mind that the risk for COVID-19 remains, people with developmental disabilities are at greater risk for serious illness than the typical population, and the increasing number of people who are leaving their homes for work and other needs increases the risk for exposure. So, we are asking everyone in the community to continue to partner with us on the prevention measures that can help keep the individuals we serve, family members and service provider staff safe and healthy.

Masks and Hand Sanitizer

We still have a supply of paper masks and hand sanitizer available for pick up. At this time, we are able to distribute 10 masks and one 8oz bottle of hand sanitizer per person served. If you would like to arrange a time for pick up at either our Santa Ana or Cypress office, please contact your service coordinator. Our offices remain closed to the public, so please be sure to contact your service coordinator in advance.

Residential Facilities

Service Coordinators are continuing to work with families to arrange visits with loved ones who live in residential facilities. Each person is different, so we're approaching every situation individually, but in many cases we're able to partner with service providers to organize outdoor visits, with proper physical distancing and face coverings. We know that keeping in touch with loved ones is so important for keeping spirits up during this difficult time, so please don't hesitate to reach out to your Service Coordinator for help.

Day Programs

At the outset of the pandemic, DDS issued a series of directives telling regional centers and service providers how to operate. Among these was a directive prohibiting group gatherings, which effectively shut down day program sites. While we don't yet have anything specific to report about reopening day programs, progress is being made. RCOG has been actively working with service providers on ways to make day programs safer once they reopen, and DDS recently shared its draft framework for reopening guidelines.

Taking into account feedback from stakeholders, DDS is now working to finalize the framework and the specific guidelines and requirements that programs will need to follow to reopen. We understand the frustrations of people who want to get back to their normal lives and routines, and we will share the final framework as soon as it's available. Please remember, though, that programs will likely need some time to implement the DDS guidelines. We also want to assure you that health and safety continue to be our top priority and no one will be forced to return to a day program if they don't feel comfortable doing so.

6/17/2020	My son resides in a group home. I would like to know when I will be able to visit and his aide take him out. I feel this group of young men are healthy and have no comorbidity.	First, we would like to note than just because an individual appears healthy does not mean they do not have an underlying health condition. Due to confidentiality requirements, residential providers are not able to share information about the medical conditions of other residents in the home, so there may be medical concerns you are unaware of. That being said, we are encouraging families to work with their service coordinators and residential providers to discuss the possibility of outdoor visits with masks and social distancing. Arrangements are made on an individual basis, considering the risks to the individual and others in the facility. The DDS Directive prohibiting visitors inside residential facilities remains in effect, so visits inside homes are not possible at this time.
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6/17/2020	Agencies are having a hard time in providing staff to clients because staff does not want to take on a new case at this time, which is resulting in current staff working overtime. Is there any way RCOC can pay the overtime rate to the agency in addition to the current billing for hours?	If the agency you are currently working with is not able to staff all of the hours authorized, please contact your service coordinator to explore other arrangements to make sure your needs are met.
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6/17/2020	Are recovered COVID19 employees working in the field with families or at the office around other coworkers? What is the protocol for recovered COVID19 employees?	<p>This week RCOC had our first employee test positive for COVID19. To our knowledge, this employee has been working from home and has not had recent contact with any families or other RCOC employees.</p> <p>There have been 21 service provider employees who have tested positive. When one of our vendors has a staff member test positive, they are directed to contact Orange County Health Care Agency and follow the direction provided. In general, service providers are very concerned about keeping their staff and the individuals they serve healthy, and are not going to take unnecessary risks by allowing staff to return to work before it is safe for them to do so.</p>
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6/17/2020	Why is COVID19 testing down in Orange County while hospitalizations continue to rise? Also, when individuals served by regional center test positive, are all contacts being tested as well?	<p>Testing is reported by the Orange County Health Care Agency and we do not have any information about why the number of tests has been down in recent days.</p> <p>When an individual served by RCOC tests positive, the vendor serving that individual is directed to contact the Orange County Health Care Agency, and they will determine who the individual has been in contact with and who needs to be tested.</p>
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6/17/2020	Do you think that my son's annual IPP meeting in July with my service coordinator will be able to be in person?	<p>We continue to encourage IPP meetings via videoconferencing for everyone's safety. If a family feels it is important to meet in person we are able to do so, but meetings may look a little different than they have in the past. We encourage everyone in attendance to wear masks, strict social distancing will be observed, and we may ask to conduct the meeting outside or in an alternate location to reduce the risk of transmission. Please work with your service coordinator on making those arrangements.</p>
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6/17/2020	What is the status of the State budget?	<p>On May 14, 2020, Governor Gavin Newsom proposed his May Revise budget which included more than \$500 million in cuts to services and supports for people with intellectual and developmental disabilities and their families. The State Assembly and State Senate then joined to develop a budget that rejects those cuts. Now the Governor and the Legislature are working to negotiate and finalize a state budget by the end of the month. For more information, please visit the budget page of our website at www.rcocdd.com. There is also a link on that page to the Arc of California, where you can sign up to receive email updates.</p>
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6/17/2020	Will you continue to provide virtual supports for people not comfortable with going to day programs in person?	<p>It will be up to the individual service providers, but we do anticipate some virtual supports will continue for those individuals not ready to return to a program in-person. Your service coordinator will work with you when the time comes.</p>
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6/17/2020	Why are we focusing on social distancing when day programs reopen if the masks are being worn?	Masks do not provide 100% protection. Per the Centers for Disease Control (CDC), social distancing is still very important to reduce the risk of transmission.
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6/17/2020	If a participant's job is reopening under CIE and they cannot get to work due to the location of their job, should the Job Coach hold off transporting the participant until a more definitive directive is provided by DDS/RCOC? The participant's job may be jeopardized if there are no other transportation resources for them.	A planning discussion including the person served, family (as appropriate), service provider(s), and RCOC Service Coordinator should take place to review all available transportation options. This may still include transportation services provided by the job coach given appropriate guidelines are followed to minimize health and safety risks, including but not limited to face coverings used, vehicle sanitized regularly, and appropriate social distancing. As needed, the service provider supporting the person served at their employment site may also assist with facilitating communication with the employer regarding transportation challenges being experienced. Given current circumstances related to COVID-19, which have impacted transportation services for many Orange County residents, many employers have been very flexible and understanding.
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6/17/2020	Do you think day programs will be open by the fall?	We cannot say for certain, but we do anticipate at least some day programs will be open by the fall.
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6/10/2020	For service providers that have received PPP Loan funds but do not yet know how much will be forgiven, please provide guidance regarding absence billing. For example, should we continue absence billing and notify RCOC once the forgiveness amount is known? Or should we defer absence billing, perhaps several months, until the forgiveness amount is known?	If your cash flow allows you to continue without regional center funding, then do not bill. If you do bill, then submit the recovery when you know how much was forgiven.
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6/10/2020	Is there a list anywhere of online activities, etc. to help our consumers pass the time? Due to health reasons, my son is no longer able to work and needs to continue his isolation even with OC opening up.	Yes, if you go onto our website at www.rcocdd.com , on the COVID-19 page there are a number of resources for persons served and families, such as virtual tours of national parks, adaptive PE and dance, and science. Our Family Resource Center also sends out emails with resources and activities, so if we don't have your email address we encourage you to provide it to your Service Coordinator.
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6/10/2020	When will RCOC have hand sanitizer available?	We shared last week that we have paper surgical masks available for individuals we serve. We currently have enough to distribute about 10 masks per person served. Last week we also received a limited supply of hand sanitizer. We will distribute one 8 oz. bottle per person served while supplies last. Please contact your service coordinator if you would like to arrange a time for pick up at either our Cypress or Santa Ana office. Our offices remain closed to the public, so please be sure to contact your service coordinator in advance.
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6/10/2020	What precautions for cleaning/disinfecting can be taken for clients in their own apartments with intermittent and varying staff?	There is helpful information available on the CDC website for cleaning and disinfecting your home - https://www.cdc.gov/coronavirus/2019-ncov/downloads/disinfecting-your-home.pdf .
6/10/2020	My son is a 20 year old regional center client with an intellectual disability. He gets agitated and refuses to wear a face mask. He has been in isolation for months. It will be important for him to resume normal activities for his physical and mental health. We live in Corona Del Mar. Is he required to wear a face mask by law or does he have an exemption because of his disability?	UPDATE: On June 11th, the Orange County Health Officer issued an updated order. Under this updated order, Face coverings are still strongly recommended, but no longer required, except for employees of certain businesses. Please review the updated order for more information - https://occovid19.ochealthinfo.com/article/oc-health-officers-orders-recommendations . The order requiring face coverings was issued by the Orange County Health Officer and is available on the Orange County Health Care Agency website. There is an exception to the face covering requirement for individuals with a developmental disability that prevents them from wearing a cloth face covering. We would encourage you to review the language of the order on the HCA website to determine whether it applies to your particular situation.
6/10/2020	We are wanting to know when are the special day ABA programs going to open up for the younger special needs children? The internet Zoom Program just does not benefit what is truly needed especially when the child is not interested in computers. Very energetic need more hands on direction.	We understand that each one of our persons served learn in different ways, and where some individuals have taken to the virtual/computer distance learning format, others have really struggled. If your ABA services are being provided by RCOC and you are finding that the tele-health or virtual options are not working as an adequate service, please contact your Service Coordinator so that we can facilitate a conversation with your provider to look at other options that may be available for your particular family. If your ABA services or special education services are being provided by the school district, we would encourage you to contact your school district for additional options.
6/10/2020	Without divulging information about specific residents or staff members, can you please tell us how many residents and staff have been diagnosed with COVID-19 and how they are now doing medically?	We have had 33 individuals served by RCOC and 21 vendor staff test positive for COVID-19. Five individuals we serve have passed away.
6/10/2020	For Dr. Himber, what is the most important metric to watch for rate of infection in Orange County?	Two important metrics are: (1) the number of people currently hospitalized and in the ICU; and (2) the number of new cases and how that number is trending over the previous 2 weeks.

Update on Residential Facilities

We continue to receive many questions about individuals residing in facilities being permitted to engage in activities in the community and visit with family. At this time, the directive from the Department of Developmental Services prohibiting visitors from entering residential facilities is still in effect. As we have shared previously, we are working with our residential providers regarding options for residents to visit with family outside the facility, either in the front or backyard, with social distancing and face coverings. Residents may also be able to access the community for certain activities as communities begin to ease restrictions. Arrangements will be made on an individual basis, considering the risks to the individual and others in the facility. Please contact your service coordinator if you have any questions or would like to request an outdoor visit.

Update on Day Programs

We know many are anxious for day programs to reopen. At this time we are still awaiting direction from the Department of Developmental Services. We know this is a priority to DDS and they are working on it, but we do not have an update at this time. We appreciate your continued patience and cooperation. In the meantime, we are thinking through some of the challenges of people being able to return to program, and brainstorming ways we may be able to meet those challenges. When programs do reopen, the health and safety of each person will be considered on an individual basis, and no one will be required to participate in a program until they are comfortable returning. Until programs can reopen, day programs should be providing services to the extent they are able. If you have questions or concerns, please contact your service coordinator.

Update on DDS Directives

We received notice on Monday that the Department of Developmental Services has extended the waivers and directives it put in place in response to COVID19 into July. This will continue to allow RCOC and our vendors flexibility in meeting the needs of the individuals we serve during this challenging time. For more information on these directives, please see the COVID-19 page of the DDS website at <https://www.dds.ca.gov/corona-virus-information-and-resources/>.

Budget Update

To quickly recap, we mentioned last week the state Legislature (both the Assembly and Senate) have provided their respective versions of responses to the Governor's May Revision to his proposed January budget for Fiscal Year 2020-21 which will begin on July 1 of this year. By law, the Legislature has until June 15 to pass a budget or they will not be paid per a voter-passed initiative from a few years ago. The Governor then has until June 30 to sign it or use a line-item veto to change certain provisions in the Legislature's version of the budget. We are days away from a final version and there is very little news on the state of negotiations between legislative leaders and the Governor. Technically, the deadline for the budget to be printed into a bill (which is the official mechanism or vehicle used to provide legal legislative language and framework on the budget) is legally required by no later than THIS Friday, June 12. Voters also approved an initiative a few years ago that requires all legislation to be in print for 72 hours allowing the public to review the details. It usually means this version of the bill would represent the best and final compromises that have resulted from negotiations between legislative leaders and the Governor.

As of today, there remain several key sticking points, such as whether or not the federal government will provide billions of dollars in additional economic stimulus funds to California to offset expenditures related to COVID-19. If the federal money does not come, the state will have very few options apart from significant cuts in just about every program in the state from education and transportation to health and human services. The Department of Developmental Services falls under the umbrella of the Health and Human Services Agency and has seen what proposed cuts to our system would look like. The Legislature is proposing to reject the cuts the Governor proposed and continue funding us fully with the assumption that federal funds will come later into the fiscal year. The Governor is proposing the cuts to be "triggered" on July 1 at the beginning of the new fiscal year if the federal money does not come in the next two and a half weeks. As you can see, the federal funds coming into California will keep not only our services safe but also protects many other areas we care about. We encourage you to visit the budget page of our website and find the link to the Arc of California's advocacy alert here - www.rcocdd.com/news-and-events/state-budget-information/. This link will allow you to, in two short steps, send a brief message to your state and congressional representatives letting them know how much the federal stimulus money would help support the developmental services system in our state.

6/3/2020	What are the COVID-19 protective guidelines for clients and staff for ILS? My son does not have ILS hours yet, but the Service Coordinator has discussed them with us for the future, and he has friends who are clients with ILS that call us.	Some ILS agencies have continued to provide in person support to those they serve. To provide continuity, other agencies have used forms of digital communication to work with people such as face time, Zoom meetings and phone calls during the period of shelter in place orders. As the community begins to re-open, referrals can be made to ILS agencies for new services to potentially begin. A plan for safe face-to-face interaction will be discussed between the agency and the circle of support. The plan will likely include facial coverings, social distancing as appropriate, and the practice of universal precautions. If all can agree to a plan of face to face interaction that will meet the needs of the person served, a contract can be written for services to start.
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6/3/2020	If we can't find Clorox wipes what can we substitute with?	There is a list of cleaning products effective against COVID19 on the EPA website here - https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19 .
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6/3/2020	How can we continue with Respite hours from an agency during COVID-19? Can we switch to family respite?	Respite hours can be provided by family members during this time of Covid-19 through Participant Directed Services. The family member will need to be connected with one of our agencies for payment. Rules on CPR and First Aid Certificate completion have been waived at this time. Please contact your Service Coordinator with this request and they will help you make the transition.
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6/3/2020	When are the RCOC clients in Adult Family Homes allowed to go into the community? The malls, salons and churches are now open. What is the delay in letting the clients out of their homes now?	People living in an Adult Family Home can go into the community provided they exercise social distancing and wear a facial covering as required for entrance to places of business. We encourage them to work with their care providers to make sure that all precautions are taken to keep household members safe upon the gradual re- opening of the community. People with medical conditions that increase their susceptibility to a severe case of the virus may wish to continue sheltering in place.
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Update on Residential Facilities
As businesses in Orange County continue to open, we have received many questions about people in residential placement being permitted to engage in activities such as visiting with family and going into the community. The directive from the Department of Developmental Services prohibiting visitors from entering residential facilities is still in effect. As we shared last week, we are working with our residential providers regarding options for residents to visit with family outside the facility, either in the front or backyard, with proper social distancing and face coverings. Residents may also be able to access the community for certain activities as communities begin to ease restrictions related to public areas. Arrangements will be made on an individual basis, considering the risks to the individual and others in the facility. Please contact your service coordinator if you have any questions or would like to request an outdoor visit.

Update on Day Programs
We continue to receive many questions about when day programs will resume. We have to follow direction from the Department of Developmental Services about when programs can reopen. We know this is a priority to DDS and we know they are working on it, but at this time we still do not have an update to share. Thank you for your continued patience and cooperation. When programs do reopen, the health and safety of each person will be considered on an individual basis, and no one will be required to participate in a program until they are comfortable returning. In the meantime, day programs should be providing services to the extent they are able. If you have any questions or concerns, please contact your service coordinator.

Information on Face Masks
We shared last week that we have received a supply of paper surgical masks from the State for the people we serve. We received enough to provide each person served with 5 masks. Please contact your service coordinator if you would like to arrange a time for pick up at either of Cypress or Santa Ana office. Our offices remain closed to the public, so please be sure to contact your service coordinator in advance. Unfortunately, we are unable to mail masks at this time.

Information on Medical One Page Description
Last week our Person Centered Thinking Coordinator Cristina Mercado shared about the medical one page description we created to support individuals we serve who may require hospitalization during the pandemic. If you are interested in having a medical one page description created for you or your family member, please feel free to contact your Service Coordinator. If you are a service provider and would like a copy of the form, please contact your Quality Assurance Coordinator or send an email to askaquestion@rcocdd.com.

During that discussion, we also mentioned that persons served may be required to enter the hospital alone due to restrictions imposed by hospitals. We did want to share that a support person may be permitted in certain circumstances at the hospital's discretion for individuals with developmental disabilities. There is a letter from the California Department of Public Health recommending that hospitals permit one support person to be present with an individual with a developmental disability when medically necessary. Information about hospital visitation and the letter from the Department of Public Health are available here - <https://www.disabilityrightsca.org/post/coronavirus-hospital-visitation>.

Budget
On May 14th, Governor Newsom released his May Revise budget, which is an update to his January budget for Fiscal Year 2020-21 (beginning July 1) that includes COVID-related expenditures from the past few months as well as updated revenue projections. The revision projects a massive budget deficit and included major cuts to state programs, including an approximate \$300 million cut to regional center services. This reduction would be layered on other proposed cuts to services utilized by our persons served such as the elimination of community-based adult day services (CBAS), reductions in In-Home Support Services (IHSS) hours as well as a reduction in SSI payments. The Governor's budget also included a provision that would remove (referred to as a "trigger") all of those cuts if the U.S. Congress passed a new stimulus package that provided at least \$14 billion in stimulus relief to the State of California by July 1.

Last Thursday, the State Senate's Budget Committee met and unveiled a separate budget plan to prevent "draconian cuts" to safety net programs, primarily in the areas of health and human services and education. The Senate's budget plan rejects all of the cuts to disability services proposed by Governor Newsom and instead relies more heavily on existing budget reserves to prevent deep cuts. The Senate also proposes to give an 8.2% increase to Early Start Specialized Therapeutic Services, Infant Development Programs and Independent Living services, which were not included in last year's 8.2% increase to most service providers. The Senate's version still assumes the state will receive \$14 billion from the federal government, otherwise significant budget pressures will continue to exist.

While the Legislature and the governor are required to reach consensus on a final plan for the state budget by June 15, the Senate's proposal builds in wiggle room through September for Congress to approve more money for states.

Last Tuesday, the Assembly held a very rare “committee of the whole” of its Budget Committee to include all 80 members of the Assembly — the last time was 25 years ago — to hear and question experts from the Governor’s Department of Finance and the Legislative Analyst’s Office about the state’s budget plight. Assembly Democrats remain reluctant to accept the Governor’s proposed reductions in many of the areas that would result service cuts for people who need them the most during these challenging times, but as of today the Assembly has not produced its own budget proposal.

Events related to the George Floyd protests have delayed some of the meetings at the State Capitol building and state departments but both houses of the Legislature are expected to continue negotiations to pass a balanced budget by June 15th that the Governor will sign and enact by June 30th.

With the ongoing, uncertain nature of COVID-19 with its unexpected expenditures and sudden, steep economic downturn, receiving federal support is critical to ensuring safety net programs and services aren’t cut to the state’s most vulnerable populations, including persons served by RCOC. Your advocacy in this space is vital to how the state will respond with its subsequent action on our state’s budget. You can contact your congressional representative and ask them to include the disability community in the HEROES Act and similar pandemic relief bills.

We will continue to keep you updated on legislative budget changes and congressional action on the federal stimulus funds on our website, Facebook, Twitter, and Instagram accounts. We have also added a link to the Arc of California on the Budget page of our website where you can sign up to receive email updates on the budget and other issues impacting our community.

5/27/2020	I have a daughter with Autism. Did adults with disabilities get any stimulus money, or do I need to call someone?	It is our understanding that all individuals who are eligible for SSI are eligible to receive a stimulus check. There was no action required of the SSI recipient needed to receive the stimulus money. If the SSI is received through direct deposit then the stimulus check would also have been received through direct deposit. There is helpful information available on the IRS website at https://www.irs.gov/coronavirus/economic-impact-payments .
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5/27/2020	Is there a readmission policy/protocol for residents that have gone home to families during this crisis but are needing to return to their facilities due to family request? In March DDS had advised to just screen for symptoms, temperature check and ask questions regarding exposure and travel.	Initially, regional centers were required to obtain DDS approval for anyone to return to a facility after they had left. DDS has since removed this requirement and left it up to the individual regional centers to determine whether someone will be permitted to return to a residential facility. This is a decision that will be made in collaboration with the provider, considering the individual circumstances in each case. In consultation with our nurse consultants, RCOC will be considering the individual’s level of risk, such as medical conditions, age, exposure, isolation in the current setting, and if others in the home were sick. The decision will also depend on whether the provider is willing to have the individual return to the facility – RCOC cannot force a provider to serve someone they are not willing to serve. If the individual is permitted to return home, a 14-day isolation plan will be in place. This will include the need for a single bedroom, limited use of staffing, isolating from other residents, checking temperatures and other symptoms, and enhanced cleaning protocols. Any requests to return to a facility should be directed to the individual’s service coordinator.
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5/27/2020	When residents at residential facilities return to their jobs, are there protocols you can share on how to protect residents and staff that are not working or going into the community for health and safety reasons?	We encourage you to reach out to your Quality Assurance Coordinator or Associate Director of Housing Jack Stanton with any questions. In general, we encourage facilities to develop a plan with residents who are working to reduce the risks of spreading illness to others in the home. Some precautions people are taking include leaving shoes and jackets or work uniforms outside or in the garage, going straight to the bathroom to shower when returning home, putting all dirty clothing directly into a separate hamper, and maintaining a separate bath and private room if possible. We also encourage temperature checks, frequent cleaning and handwashing.
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5/27/2020	Once day programs open, if a resident (or conservator) doesn't feel safe or comfortable with a person served returning right away or at all, what are their options? Could they choose to stay home another month or longer as a safety measure?	Returning to day program is a decision that will be addressed on an individual basis. If persons served or their conservators are not comfortable returning to day program, RCOC will not require that they do so. If you have questions about this, please contact your service coordinator.
5/27/2020	When will day programs reopen?	We have to follow direction from the Department of Developmental Services about when programs can reopen. At this time, we have not received any updates from DDS about when that may occur. We wish we had more specifics to share, but we ask for your continued patience and cooperation as we are all making the health and safety of your loved ones and those who care for them our top priority. In the meantime, day programs should be providing services to the extent they are able. If you have any questions or concerns, please contact your service coordinator.
5/27/2020	Should we resume with ABA therapy at our home for our child and is it safe?	Under the CDC and California Department of Health Guidelines, the provision of therapy to children can be done providing appropriate precautions are followed. We encourage parents to discuss with the ABA provider the steps they are taking to minimize COVID exposure as well as talk with the child's health care provider regarding a child's risk factors for complications from COVID and if they are in agreement that in person therapy can take place.
5/27/2020	How long will RCOC be allowing the teletherapy sessions?	The DDS Directive allowing telehealth services for Early Start currently expires on June 10th. The directive covering Lanterman services currently expires June 16th. We do not know if the directives will be extended. When DDS provides an update, RCOC will share it with the community.
5/27/2020	Can parents visit their loved one in a group home? Are there any regulations restricting them?	Now that Orange County has entered Stage 2, we are working with our residential providers regarding options for residents to visit with family. The DDS directive prohibiting visitors inside facilities is still in place, but some visits may be possible outside, either in the front or backyard, with proper social distancing and face coverings. Arrangements will be made on an individual basis. Please contact your Service Coordinator for assistance. Your SC will initiate a discussion with the residential service provider as to the possibility of a short and safe outdoor visit.
5/27/2020	I have questions about the PPE drive thru occurring this Friday, May 29th. Who should I contact?	That event is planned by the State Council on Developmental Disabilities and they should be contacted directly with questions. They can be reached via email at orangecounty@scdd.ca.gov . RCOC has also received a supply of paper surgical masks and has enough to distribute a few to each individual we serve. Please contact your service coordinator to arrange a time to pick up at one of our offices. Our offices are currently closed to the public, so please be sure to contact your service coordinator in advance.
5/27/2020	Where can I get a copy of the One Page Description for Hospitalizations?	Please contact your service coordinator. They will be happy to assist you with completing a One Page Description for Hospitalizations.

5/20/2020	When will the program reopen so my brother could back to school?	When schools reopen will be determined by the individual school districts. Regional Center does not have any involvement with that. If you have questions, we would encourage you to contact your school district.
5/20/2020	If my husband and I chose to bring our daughter home for a night from her group home, does that mean she wouldn't be allowed to return?	We appreciate that this is a very difficult situation for families, but a visit home with family would not be consistent with the current stay at home order. A resident returning back to the facility after a visit to the family home potentially puts other residents and staff at risk for contracting COVID-19. People in a family home or in the community can be asymptomatic and yet be a carrier for the virus. For the safety of all who live and work in the group home, residents choosing to go home with family are not likely to be permitted to return to the facility.
5/20/2020	How can I get an update on the number of group home residents in Orange County that have contracted Covid-19?	There are 8 individuals RCOC serves living in group homes who have tested positive. The statewide numbers are also available on the DDS website on the coronavirus page at www.dds.ca.gov .
5/20/2020	Have there been any announced cuts to Regional Center services due to budget shortfalls resulting from Covid-19?	The Governor released his May Revision to the budget last week and set forth plans for how the State will deal with the largest budget deficit in history. If the Federal Government does not provide additional funding to the State, cuts in funding to regional centers and providers are proposed. Additional information regarding the proposed budget is available on our website at www.rcocdd.com .
5/20/2020	Are there any volunteer opportunities at Regional Center to support families?	We appreciate your desire to support families. We are not utilizing volunteers at this time, but you may want to check your local community for volunteer opportunities with organizations that support the families we serve, such as Meals on Wheels (OC), Great Plates Delivered (Home Meals for Seniors), or Second Harvest Food Bank of Orange County.
5/20/2020	Is RCOC offering masks to consumers and/or to staff working for the consumer. It is very difficult to find the paper masks to purchase when the consumer will not wear a cloth mask?	RCOC and the State Council on Developmental Disabilities will be receiving an additional shipment of masks. We are currently working on plans for distribution to vendors and families. Information will be shared once plans are finalized.
5/20/2020	Will there be a recording of these meetings for families that can't attend this meeting?	The meetings are not recorded, but all of the questions and answers will be posted to our website.
5/20/2020	Since many of our population uses OCTA Access for transportation, has Access set any guidelines on how many passengers that they can have on the bus? Keeping passengers and drivers safe?	Orange County Transit Authority is an outside agency that will develop its own protocols for transportation on ACCESS due to COVID-19. Please contact OCTA directly to ask about their plan for keeping passengers and drivers safe.

5/20/2020	The DDS website does not have information about expiration dates of their quarantine orders. Where can we get this info?	Information on the DDS Directives is available on the DDS website at www.dds.ca.gov . There is currently no date identified for the stay at home order to be lifted in Orange County.
5/20/2020	Do you have any info as to why OC Health Care Agency does not include CLHF (congregate living health facilities) homes in their SNF data? Do RCOC weekly updates include CLHF homes in their data?	We do not have information regarding the Health Care Agency's reasoning for the way it reports data. RCOC's weekly updates cover all individuals served by RCOC, regardless of place of residence.
5/20/2020	Coupled with DDS recs will you work with local vendors on unique challenges / circumstances that may impact opening timelines? such as unique aspects of program that increase risk (e.g. community access) or staffing challenges (health risks they have that inhibit their ability to be in person).	RCOC will work with our partners in the vendor community to implement any direction received from DDS.
5/20/2020	How can residential providers support an individual whose workplace is reopening and continue to ensure the safety of the other residents?	Residential providers can contact their assigned Quality Assurance Coordinator or Jack Stanton, Associate Director of Housing, for support.
5/20/2020	For someone not familiar with all of the language used in the DDS directives, are you able to put in "simpler" terms what these waivers mean and what date is currently listed for the stay at home order to be lifted for OC?	There is helpful information for individuals and families available on the Coronavirus page of the DDS website at www.dds.ca.gov . There is currently no date identified for the stay at home order to be lifted for Orange County.
5/13/2020	Any projected date(s) as to when the ILS trainings will resume in the community. Also, when Get Safe trainings will resume in the community. Will the dates be dependent on the city of the services or the County of Orange timelines.	Services resuming will be dependent on direction we receive from DDS. Get Safe training typically takes place at day programs and schools, so we likely will not see those services resume until those programs reopen.
5/13/2020	When is day program will be able to open? Day program funding for May?	<p>A date for adult day services to re-open has not yet been determined. Community-based and center-based services will not resume prior to the current Stay at Home order being lifted. Also, in an effort to identify and minimize any health and safety risks for persons served, their families, and support staff, it is critical that appropriate plans be developed with adult day service providers and transportation service providers to prepare for services to be provided in the community and at programs' centers, as appropriate. In some cases, this may include modifications to a program's existing design. Some additional planning may also be needed with families and other home-based service providers. RCOC will work with all appropriate stakeholder groups to appropriately plan for adult day services to resume.</p> <p>In regards to the day program funding, on 5/8/2020, DDS provided a 30-day extension on the previous directive regarding State of Emergency funding for non-residential services, which includes adult day services. The expiration date for this extension is 6/10/2020.</p>

5/13/2020	Is the 30-day extension also for the residential facilities for the support services during the day, and if we are not getting the funding yet, what is the best approach to requesting this?	Yes, the 30-day extension includes the residential program support in lieu of day program. If you are not receiving the funding yet, you should contact the service coordinator.
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5/13/2020	Will it be an option to have the annual face-to-face IPP meeting via Zoom and not just by telephone?	Yes, these meetings can be conducted via videoconference such as Zoom if the family and person served have the capability to participate in this manner.
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5/13/2020	When will services go back into place son is with day program at Easter seals Anything offered to clients in house by day programs such as activities chats online services	DDS will issue a directive as to when the stay at home order will be lifted. Until then, please contact your Service Coordinator about any virtual activities being provided by day programs.
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5/13/2020	Information on status of day programs and facilities:	We know that as we hear news reports about states and communities beginning to reopen, people want to know when day programs and other community-based programs will begin to reopen, and when normal visits will be allowed at residential facilities. We've received many questions about this. We know the pandemic's disruptions to daily routines have been especially challenging for people with developmental disabilities. In terms of regional center services, we have to follow direction from the Department of Developmental Services about when programs can reopen. At this time, we have not received any updates from DDS about when that may occur. We wish we had more specifics to share, but we ask for your continued patience and cooperation as we are all making the health and safety of your loved ones and those who care for them our top priority. In the meantime, homes should be assisting with visits over the phone or through videoconferencing, and day programs should be providing services to the extent they are able. If you have specific questions or concerns about this, please connect with your Service Coordinator.
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5/6/2020	There has in the last couple of weeks, T.V. news that Fairview Development Center in Costa Mesa was going to open a limited number of beds for COVID-19 "overflow" patients. Have patients been admitted to the facility? How many? Are these patients ALL Regional Center consumers? or a mix of consumers and general public? Is RCOC monitoring the patients at Fairview. It is my understanding that a company named, Columbus, is looking to staff short-term physicians at Fairview. This is why I believe that Fairview is either open at this time or about to open. I'm concerned that if the RCOC consumer is only being offered Fairview as a hospital and the other hospitals in the area are not to capacity, are they being given a choice?	<p>UPDATE: Since the meeting we have learned that FDC is now being used to treat individuals who have tested positive for COVID-19. We are not aware of any individuals served by RCOC being treated at FDC, but at least 8 individuals served by other regional centers are being treated there.</p> <p>Fairview Developmental Center (FDC) has been identified as an emergency overflow hospital by the Governor. The beds at FDC are for patients who have conditions unrelated to COVID-19. Two hundred of the beds at FDC are designated for individuals with developmental disabilities. FDC is working to hire temporary staff. To our knowledge, no patients have been admitted to FDC at this time. It is our understanding that FDC will only be used in the event there is a surge and there is an inadequate number of beds available at local hospitals.</p>
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5/6/2020	Will the RCOC Service Coordinators be notifying family of consumers if there is a positive case within their living environment (of staff, other residents or outside provider for the facility)?	Yes, Service Coordinators will notify individuals served and families when another resident or staff member tests positive for COVID-19.
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5/6/2020	<p>Will it be up to RCOC or the day program to resume normal hours of support for our residents? What precautions will be set in place for Day Programs to control safety of our residents, especially out in the community?</p>	<p>We will follow direction from the State about when day programs are able to resume operations. We do not know yet when that will be, but we anticipate that even when they are able to reopen, things will look differently for a while given that most of our day programs are community based. We want everyone to be able to return to their programs, but we also have to consider the risks of having individuals back out in the community, especially those at increased risk due to age or underlying health conditions.</p>
5/6/2020	<p>Are RCOC or ARCA able to request a direct avenue for providers and the community we serve to be tested sooner than later? Or is RCOC pushing Orange County officials for rampant testing like LA county?</p>	<p>We have found that OC Public Health will give guidance and test when appropriate. They have been very good at testing our individuals served who may have been exposed and have symptoms.</p>
5/6/2020	<p>When do I get to see my son?</p>	<p>DDS issued the directive prohibiting visitors in residential facilities and we are required to follow it. We do not know when it will be lifted. We recognize this is difficult for families, but DDS is also considering the safety of residents in those homes. Homes should be facilitating visits over the phone or videoconferencing. Please contact your Service Coordinator if that is not happening.</p>
5/6/2020	<p>How will the decision be made as to when and how visits will be allowed to happen with folks living in CCL group homes?</p>	<p>We do not know when group homes will be able to reopen. We will continue to follow direction from the State and DDS to provide guidelines for how programs will move forward when they reopen.</p>
5/6/2020	<p>What changes will Special Needs Day programs will take place when they reopen and moving forward? Who will be setting these guidelines? (My son ages out of school May 15th, and we haven't found an appropriate day program for him as of yet). Thank you</p>	<p>DDS will provide regional centers with guidance as to when day programs are able to reopen.</p>
5/6/2020	<p>When will the programs that my son attend reopen? What stage of Governor Newsom's plan will that happen?</p>	<p>We are not sure as to what stage of the Governor's plan programs will be able to reopen. We will continue to follow direction from DDS about when day programs are able to resume operations.</p>
5/6/2020	<p>What are the homes doing in regards to continuing the education for the children who are in homes?</p>	<p>Residential homes are to be assisting residents with accessing their education during this time. If this is not the case, please contact your Service Coordinator for assistance.</p>
5/6/2020	<p>Thank you for the email telling all of us about residents having COVID-19 infections in certain homes. Is the information that was in that email still current? Have any staff been diagnosed with COVID-19? Thanks</p>	<p>RCOC continues to provide weekly updates that go out every Friday with the number of individuals served and vendor staff who have been diagnosed with COVID19.</p>

4/29/2020	Should we at day programs still continue doing our clients annual reviews via zoom?	Yes, Service Coordinators should be calling, scheduling and inviting day programs to the individual's annual reviews. These meetings can be conducted via videoconference such as Zoom if the family and person served have the capability to participate in this manner.
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4/29/2020	For day programs on hold, is funding still going to them, or are these all furloughed?	DDS has issued a directive allowing regional centers to fund for day program absences while program participants are unable to attend due to COVID-19.
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4/29/2020	Can you tell us what is in Phase 2?	Phase 2 of California's Reopening Plan will allow some lower risk business to reopen but with modifications to help prevent the spread of the coronavirus. Businesses deemed lower-risk include some clothing stores, sporting goods, florists and bookstores, but with curbside pickup. We have not yet received direction from DDS about any changes for regional center services in Phase 2.
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