



Memorandum

To: HRC Day Service Providers
From: Vincente B. Miles, Director of Community Services
Date: March 23, 2020
Subject: HRC COVID19 Update

We want you to know that HRC is here to support you and all of our service providers and that we have put structures into place to assist with communication to and from our service providers.

Teleservices—Our most important message to Day Service Providers is that we want to work with you to temporarily transition to home-based teleservices. We are asking you to continue to serve clients using digital technology so that we can do our part to minimize the spread of illness. Teleservices will allow Day Service Providers to meet with clients via Zoom, Skype, FaceTime, telephone, etc. We have confidence that you will be able to utilize technology to continue critical support for our mutual clients and we thank you in advance to your creativity and your patience during these most challenging times.

Billing - As you know, you may continue to bill for services in accordance with the recent DDS directives, and in doing so we expect that you will continue to pay your staff and provide services in creative, remote ways, to stay in contact on a daily basis with the clients you serve. **You can refer to our ENews regarding service provider billing [here](#).**

Survey—We are also taking this occasion to request your assistance in completing a survey which will help us identify the status of services currently being provided by our Day Services. **[Please complete the survey here](#).**

Communications—In addition, to facilitate on-going communication with HRC we have established an email address specifically for Day Services. Please keep in touch with us to let us know the creative ways in which you are continuing to serve our clients remotely, so that we can share with others. Of course you should keep in touch with individual service coordinators as information you might learn affects specific HRC clients...but, for providing general information to HRC or asking specific questions of HRC, you may email: hrcday@harborrc.org. We are checking this email address frequently.

COVID-19 Tracking - Regional centers are required to report to DDS every day all symptomatic and confirmed cases of COVID-19 for clients, RC staff and service provider staff. Symptomatic cases are those where medical attention was sought (typical signs and symptoms include: fever, cough, shortness of breath). We are reporting when an individual is being tested and the test results.

Conference Call - Finally, HRC is planning a conference call with day service providers in the next few days. A separate email will be sent inviting you to participate in this discussion.

HRC thanks you for your continued commitment to providing excellent support and service to the people we serve. If you wish to speak with me directly, I may be reached at (310) 543-0661.

For up to date information, please visit the HRC Service Provider page:
<http://www.harborrc.org/providers/corona>.