

FREQUENTLY ASKED QUESTIONS COVID-19

FOR INDIVIDUALS

1. I need my regional center services to continue remotely. How do I do that?

Talk to your provider or regional center service coordinator and they will work together to provide services in an alternate location or through remote electronic communication instead of in-person.

2. Where can I go to learn more about COVID-19?

The Center for Disease Control website has information on COVID-19 here: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

3. What is “social distancing”?

Social distancing means keeping space between yourself and other people outside of your home. It also means:

- Stay at least 6 feet away from other people
- Stay away from large groups
- Stay away from places where there are a lot of people

For more information, see the Center for Disease Control website here:

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>

4. What does a “shelter in place” or “stay at home” order mean?

Shelter in Place means to stay at home and only leave if you absolutely have to.

For more information, see California’s Shelter in Place Order explained here:

https://www.youtube.com/watch?v=brzmYqv12-Q&feature=emb_title

5. What can I do for fun at home?

Some fun things to do at home are playing games, talking to family or friends on the phone or video, or doing arts and crafts.

The State Council of Developmental Disabilities also has a list of fun things to do called “What Can I do for Fun and to Stay Busy at Home”. The list starts on page 7 here: <https://scdd.ca.gov/wp-content/uploads/sites/33/2020/03/SCDD-Covid-19-Resource-List-3-27-20-English.pdf>

6. How can I stay connected to my friends and community while I maintain social distancing?

You can stay connected to friends and community on the phone or by using video, like Zoom. See "How to use Zoom to stay connected with loved ones VIDEO" here: <https://blog.zoom.us/wordpress/2020/03/18/quick-info-how-to-zoom-new-videos/>.

7. I am feeling sad or anxious what can I do?

It is understandable that you are feeling anxious during this time. Stick to your normal routine as much as you can and if you can't do some things, find new things to do to keep you busy. Take time to enjoy your favorite things like exercising, enjoying the fresh air, participating in an art project, or preparing your favorite meal. Connect with the people who you trust, like a family member, support staff or service coordinator and make sure you have all the necessary items, like food or items that provide you comfort.

Please talk to your service coordinator and call your healthcare provider if stress gets in the way of your daily activities for several days in a row.

Some resources on managing your mental health during the COVID-19 may be found at [California State Council on Developmental Disabilities](https://scdd.ca.gov/wp-content/uploads/sites/33/2020/03/SCDD-Covid-19-Resource-List-3-27-20-English.pdf) in a document called *Online Resources Related to COVID-19*: <https://scdd.ca.gov/wp-content/uploads/sites/33/2020/03/SCDD-Covid-19-Resource-List-3-27-20-English.pdf>

For more information on managing anxiety and stress visit:

- The Center for Disease Control and Prevention's Information: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html>
- The National Alliance on Mental Illness: <https://www.nami.org/About-NAMI/NAMI-News/2020/NAMI-Updates-on-the-Coronavirus>
- Substance Abuse and Mental Health Services Administration: <https://www.samhsa.gov/sites/default/files/tips-social-distancing-quarantine-isolation-031620.pdf>

8. What are some things I can be doing while my paid internship or job is on hold?

If you have questions about what to do while your paid internship or job is on hold, talk to your regional center service coordinator. You can talk to your

service coordinator about:

- Department of Rehabilitation services
- Unemployment insurance
- Other pre-vocational work, like resume building and looking for employment
- Other community integrated service options

We also recommend you stay home to slow the spread of COVID-19. The State Council of Developmental Disabilities has a list of activities to do while sheltering in place. This list can be found here: <https://scdd.ca.gov/wp-content/uploads/sites/33/2020/03/ENG-FINAL-Activities-While-Sheltering-In-Place-3-18-2020-rev-2..pdf>

9. Can my Supported Employment Program or Work Activity Program be provided remotely?

Talk to your regional center service coordinator to see if you can receive remote services.

For more information about remote services, visit: https://www.dds.ca.gov/wp-content/uploads/2020/04/In-Person-Meetings-Services-and-Response-Times-Deadlines_03182020.pdf

10. What if I lose my job or am asked to not come to work due to the COVID-19 situation?

If your job changed:

1. If you have a job coach, let them know.
2. Contact your service coordinator to talk about other services and supports that may be available.
3. Tell Social Security that you are no longer working. If you need help with this, ask your service coordinator or a trusted person.
4. The Employment Development Department (EDD) can help with applying for unemployment benefits by calling (800) 300-5616.

Other resources for individuals who have lost their jobs can be found on the California Labor and Workforce Agency website at: <https://www.labor.ca.gov/coronavirus2019/>

Additional resources for getting health insurance can be found on the HealthCare.gov website located at: <https://www.healthcare.gov/get-coverage/>

11. Can I file a complaint with my regional center during the COVID-19 outbreak if I feel my rights have been violated or have a complaint about my regional center or service provider?

Yes. There are several ways to help you resolve a complaint against the regional center, developmental center or a service provider.

Consumer Rights Complaint

If you or your representative believe that any right has been wrongly or unfairly denied by your regional center, developmental center or a service provider, you may file a complaint (Welfare and Institution Code [Section 4731](#)).

- Send the completed Welfare and Institutions Code Section 4731 Complaint form (DS 255 [English](#) | [Spanish](#))
- Or, send a signed and dated letter to the regional center or [developmental center](#) director that you are filing a complaint against.

During the COVID-19 outbreak, regional centers and developmental centers will provide a written response to you within 40 working days.

More information can be found here:

<https://www.dds.ca.gov/general/appeals-complaints-comments/early-start-complaint-process/>

Whistleblower Complaint

You may file a Whistleblower complaint about improper regional center or vendor/contractor activity.

More information can be found here:

<https://www.dds.ca.gov/general/appeals-complaints-comments/regional-center-or-vendor-contractor-whistleblower-complaints/>

Citizen Complaint

To file a general complaint against the regional center or service provider, you may file a Citizen Complaint.

The form in English is here: https://www.dds.ca.gov/wp-content/uploads/2019/03/CCA_DS2007_20190312.pdf

The form in Spanish is here: https://www.dds.ca.gov/wp-content/uploads/2019/03/CCA_DS2007Esp_20190312.pdf

Fair Hearings

Disagreements about services, eligibility or any decision or action taken by the regional center or developmental center with which you disagree may be

appealed through the fair hearing process.

More information can be found here: [Fair Hearings Complaint Process: CA Department of Developmental Services](#).

If you have questions about filing any complaint or fair hearing, please contact:
Appeals, Complaints & Projects Section

Department of Developmental Services
1600 9th Street, Room 340 (MS 3-12)
Sacramento, CA 95814
Voice: (916) 651-6309
Fax (916) 654-3641

12. I am struggling to find and access food. Where can I get help?

If you need food, talk to the people who provide services to you or your regional center service coordinator. They can help you apply for CalFresh food benefits. If you are approved for CalFresh, you will get monthly benefits that you can use to buy most food from the grocery store.

More information about CalFresh is here: <https://www.cdss.ca.gov/food-nutrition/calfresh> or call the information line at: 1-877-847-3663.

For local food pantries, meal delivery services, and help with public benefits like CalFresh and WIC visit <http://211.org/> or call 211 on your phone to talk to an operator that can help you find information on local food options.

For additional questions and answers, please view the [Frequently Asked Questions for Individuals and Families](#).