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April 4, 2020

RE: MAAC Staff & Operations Impacts - COVID-19 Pandemic Update

Dear MAAC Familia,

As I write this message to you in the early days of April, I find myself reflecting on what we all lived through in March. To say it was a month filled with uncertainties is an understatement. We all experienced great pressures in our personal and work lives. The fast-paced evolution of public health guidelines, and the fears that ensued, made life feel unstable and at times even chaotic. Simple things changed in ways we could not have anticipated: how we shop for groceries, collaborate with our colleagues, and stay in touch with our friends and extended family. Many of the normal aspects of our lives – both big and small – were uprooted. And yet, in the midst of that, the strength of the MAAC team continued to shine in remarkable ways. We have been quick to develop new ways of working, access needed tools and resources, support one another, and find solutions to unexpected challenges. We have all stepped into our leadership roles in new and significant ways, always with the goal of continuing to respond to families, across San Diego, who are in greatest need. I am so proud of our team.

I want to assure you that MAAC is just as committed to our staff, as we are to the families we serve.

Our Board of Directors and Senior Leadership Team have been working diligently to ensure we can keep everyone fully employed. As such, **we are extending our commitment to pay ALL staff, through April 30, 2020.** Payroll will continue as usual, through direct deposit, and in accordance to how you have requested your paycheck be allocated. Please note that the child development program will be on spring break April 6 – 10; work requirements and payroll guidelines will be in accordance with the standards for this time in our program calendar.

In full transparency, many of our program budgets – and our overall organizational finances – will be negatively impacted by our commitment to continue fully paying our team. Still, we believe it is the right thing to do.

We are working hard to ensure that we can provide all of our members with their full paychecks beyond April. To do this, MAAC's leadership team continues communicating with each of our funding sources, is seeking additional grants, and is applying for local, state and federal funds that have been made available to address business' needs during this crisis. In some cases, our ability to keep staff paid through the end of April hinges on a variety of adjustments and modifications to staff's assignments and schedules. You may be asked to report to job locations on a limited basis and for partial hours, or even full time, as program and staffing needs are reassessed. Your work is important and your participation will be critical to make this possible.

Your supervisors will continue to communicate with you to provide information about your specific work responsibilities and how they may have changed. They will also familiarize you with new processes or systems we are using to engage our participants.

With few exceptions, MAAC offices remain closed until further notice. Yet our work continues. Nearly all of our programs are part of the critical infrastructure sectors. We will continue providing services – and in some cases, expand our program offerings – to the extent needed in our community.

Food Bank and diaper distributions, recovery homes (Casa de Milagros and Nosotros), emergency support services at our STEP Centers and other locations, property management, facilities teams and many of our child development program options and services continue. We intend to activate other programs, such as our DUI program and our energy assistance services, within the coming weeks. Most of our staff members who are essential to program operations are already working from home. As we make plans to bring other programs into operation, we are simultaneously developing systems and purchasing needed technology and equipment to support a greater number of our team members in working remotely. Our outcomes and service delivery expectations remain but they will be done while working from home.

Our top priority is keeping everyone safe. We will never knowingly place staff and/or participants in an unsafe environment. For those who must report to their worksites, either sporadically or daily, we are making every effort to meet social distancing requirements set by public health officials and the federal government. MAAC's leadership team is working to meet the required equipment needs, training and supplies mandated by the respective authorities for each type of work we conduct. Every evening we review the most recent recommendations, guidelines and mandates coming from our local, state and federal government. We adjust our policies and procedures and offer additional trainings accordingly. As an example of that, we have prepared a letter for essential staff to use in case you are questioned by authorities about your status; you will be able to present it as you travel to/from work and between worksites, if your role requires it.

Many of us have childcare needs, as most programs and schools are currently closed or unavailable. We ask you to coordinate your schedules to the extent possible with your supervisors during this time so that we can all get through this challenge with minimal impacts.

If you are unable to work due to a personal illness or as a result of having to care for a sick family member, please inform your supervisor. Through the Families First Coronavirus Response Act, you should have access to up to 80 hours of sick leave, before drawing on your personal allocation of sick time. Information about the FFCRA is forthcoming. MAAC's Human Resource team can help you navigate any leave-related questions you may have, including the FFCRA. Please note that we continue to waive the need for a doctor's note during this period, as your health, and that of those around you, are priority.

As a reminder, per CDC guidelines, if you are sick, please stay home. If you are positively diagnosed with COVID-19, or come into contact with anyone that has been positively diagnosed, please self-quarantine, follow guidance provided by your physician and/or public health officials and contact Human Resources immediately.



In the event our funding decreases, ceases and/or we are unable to continue paid leave, we may need to recall you to work, resort to unpaid leave and/or layoffs. We will work with MCCSEA and SEIU to discuss possible impacts should reduced operations continue and/or changes in staffing patterns be required. We will also stay in regular communication you about our operational requirements, as conditions continue to evolve.

In these times of added stress and pressures in our lives, I want to remind you that, through MAAC's benefit package, you have access to the Employee Assistance Program (EAP), which can assist with tools to support your emotional well-being and mental health. You can access EAP by calling (800) 342-8111. Our health benefits package also gives you access to counseling services through your medical provider. Our Human Resources department can provide further information about the mental health options available to you. I encourage you to take advantage of these important resources. We must all prioritize our health, so that we can continue being strong enough to care for our families, each other, and the communities we serve.

I want to close as I started: we have made incredible strides in the last month, with the goal of taking care of ourselves, each other, and the communities we serve. I am deeply inspired by and grateful for everything our team has done. I could not be more proud to work alongside you.

Sinceramente,

