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April 19, 2020

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

Dear MAAC Familia,

I want to share that as a community based organization, MAAC's efforts continue to be geared towards the support and recovery of this pandemic by helping our community with short and long term solutions. The number of people filing for unemployment assistance keeps growing and the most vulnerable families, many of whom we provide services to, have been impacted the most. I will continue to express our focus and efforts to help those families most critically impacted. COVID-19 temporarily changed the way we provide our services and operate our programs, as well as the areas of each program we focus on, however, effective this week, we are now operating all of our 5 pathways of Housing, Education, Health & Wellbeing, Economic Development and Advocacy & Leadership Development.

We have been in communication with some of you regarding our next level of services and you have received new schedules and assignments. You may have been asked to report to job locations on a limited basis and for partial hours, or even full time, as we've had to adapt staffing patterns to meet the needs of our work. Your supervisors will continue to communicate with you to provide information about your roles and schedule. If there are specific needs or questions you have, please feel free to reach out to your supervisor. Even though all staff at MAAC continue to earn a salary, some of your own households may have been financially impacted through the loss of income of others in your household, you can reach out to [covidaid@maacproject.org](mailto:covidaid@maacproject.org) to see if there are other resources you may qualify for, if any, for you and/or your household.

I want to assure you we remain committed to our staff, whether you are considered essential, non-essential, full time, part-time, your salary and compensation continue as planned. While we have committed to full staffing and salaries for all staff through April 30, 2020, we have set a goal to continue with regular salaries and compensation for ALL STAFF through June 2020, with the ultimate goal to re-engage all of our services over the coming months back to original capacities and in accordance to all required health and safety guidelines and conditions.

We continue to "lean in" with all of our programs, although with limited capacity, to provide the much needed assistance, attention and support. Last week was the start of our MAAC Community Charter School session with 250 students enrolled and learning remotely; through MCCS, we were able to distribute 84 laptops and some data hotspots to our students. Enrollment continues through April 24.

Our MAAC Child Development Program initiated additional services and programs for enrolled children and their families; program aids and teaching staff have started our next level of efforts for creating virtual classrooms, education activities, online lessons, delivery of supplies and meals. I was able to visit our now fully operational North Campus office on Wednesday during our Diaper Bank distribution and to welcome back several of our staff members to their new offices in Vista. We anticipate providing

meals for approximately 1,200 children, families will be able to come to our centers for pick-up. In addition to the services provided to our enrolled participants, last week we were able to distribute diapers for 600 children through our Diaper Bank. We are currently exploring additional funding supports to continue these critical services through the summer break.

Our Economic Development team, including our STEP centers, are working with our housing residents and the community at large, engaging those 125 or so households who have lost their income and are unable to pay rent in April; we are committed to working with those residents who have provided their documented impacts from COVID-19 as required by the state. Collectively, 6,225 individuals received food from our centers in partnership with the San Diego Food Bank in March. We are providing individual hands-on assistance with filing taxes (deadline extended to July 15, 2020), unemployment applications, relief applications, job search, budgeting, and crisis management counseling. We have created an email address [covidaid@maacproject.org](mailto:covidaid@maacproject.org) for people to contact us for assistance related to COVID-19 impacts.

Casa de Milagros and Nosotros continue operations without any disruptions. We have started accepting new residents as openings come up, however, the incoming residents will need to come from places where they have been quarantined for at least 14 days. Our DUI Program will be starting this week via distant learning and at limited capacities, with plans to slowly grow. Our Energy Assistance program is up and running with the ability to help approximately 1,400 households through the end of the year; while this may feel like a large number, there is much higher demand for this assistance. We are anticipating a funding increase but have not received any updates yet. Weatherization staff are also initiating work this week on specific projects, however, we are not performing any weatherization work inside homes.

Our fund development team continues to identify and apply for grants and other funding opportunities to help those families who have lost their income sources and are in need of financial, nutrition and or employment services.

For those who must report to their worksites, either sporadically or daily, we have secured the necessary Personal Protective Equipment (PPE) for your specific duties and responsibilities. You will need to continue to meet social distancing requirements and wearing face coverings as set by public health officials. Additionally, we secured and deployed the required equipment, supplies and technology for each of your respective roles.

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. 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. Based on our organizational staffing, MAAC does not qualify for the Families First Coronavirus Response Act (FFCRA), if you should require sick leave, you will need to draw on your personal allocation of sick and/or annual leave time. Staff members who do not have sufficient leave, if it is needed, will be permitted to carry a negative balance up to 80 hours after using all sick and annual leave, which may be credited as you accrue sick and/or annual leave hours in the future. 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.

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 Human Resources department can provide further information about other mental health options available to you.

The updates we receive from news media, government officials, social media and friends can be daunting at times but the efforts and actions of many in our helping community are courageous, hopeful and heartening. You are all part of the courageous, hopeful and heartening and know that you are making a positive impact in the community at a time when it is needed the most.

Sinceramente,

A handwritten signature in blue ink, appearing to read "L. M. Lopez".