



Administrative Offices

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June 30, 2020

Dear MAAC Familia,

It has been more than three months since I first communicated with you about the impacts COVID-19 has created for our organization and our own personal lives. In the weeks and months that have elapsed, we have been proactive and adapted swiftly to implement health and safety measures, accessed resources and adapted operational changes to our programs and services. We have also witnessed the health, economic and social crises that our nation is experiencing, creating additional devastating losses for the communities we serve.

In every past message I sent, I communicated that our work in providing programs and services to the most vulnerable and impacted families had increased and we could not stop; everyone stepped up. Today, all of MAAC's core programs are in operation and we have expanded our service offerings to include new efforts that will aid with economic relief directly to families: We distributed thousands of pounds of food, many hundred pallets of diapers and have been granted nearly \$300,000 in financial aid that goes directly into the hands of the families that need it most. Additionally, we expanded mental health resources for our participants, grew our workforce training opportunities, graduated over 100 high school students and secured new funding for the construction of much-needed affordable housing. I am so proud of all that we have accomplished. And I am even more proud that we have been able to do all of this, while at the same time, keeping everyone on our payroll and giving great care to the creation of a safe working environment for all our MAAC Familia.

Our organization committed to full staffing and salaries, based on program year schedules, for all staff through June 2020. I am very happy to be able to extend that commitment through July 2020.

While most of our programs have been operating in a reduced or remote format, many of our team members have been reporting to their work sites daily since the pandemic began. Others have begun doing so at different points over the last three months. Staff members that aren't already reporting to their work sites will be asked to begin doing so, in a phased approach, during July and moving forward. *Casa de Milagros* and *Nosotros* have been operating onsite since day one, as well as our Fiscal, Human Resources and Property Management staff. DUIP, Energy and Weatherization have started onsite activities and other programs will follow. Our Child Development Program opened a handful of centers yesterday to 71 children (and growing) in 11 classrooms, creating the opportunities for those families to start going back to work and ensuring those children will be ready for kindergarten.

By the end of July, most, if not all, staff members will be physically present at a designated MAAC site, two – five days per week. Being mindful of social distancing measures, department leaders may stagger the start and end times of work shifts and/or assign varied days for reporting to work sites. If you haven't already received information about your schedule for July, your supervisor will provide you with specific details about your schedule by July 15 and will give you no less than a one-week notice before asking that you report to your worksite.

To ensure we provide a safe work environment, our Human Resources and Operations teams have updated our workplace protocols and operational procedures, in accordance with all federal, state, and local public health and safety guidelines. Please see the [MAAC COVID-19 Workplace Safety & Health Guide](#) for further information. Many departments have created supplemental operational guidelines for safety standards associated with specific program needs. Your supervisor will inform you if there are additional requirements you should be aware of.

Starting July 6, employees will undergo daily temperature scans and will be required to answer questions regarding COVID-19 symptoms before entering a MAAC worksite. Additionally, staff members are required to wear face coverings while in a shared/common space with a colleague or member of the public, in accordance to guidelines provided by the California Division of Public Health. Other safety measures include: Changes to workspace layouts, where necessary, to allow for social distancing. Hand sanitizing stations will be available at all MAAC worksites. Common areas and frequently touched surfaces will be cleaned daily. For further details, please see the [MAAC COVID-19 Workplace Safety & Health Guide](#).

Those who have an underlying health condition and/or are over 65 years old, may continue to be exempt from having to report to their work sites through July 2020. Please be aware that, should you be in one of the above categories, you may be asked to work from home, if your role and job responsibilities lend themselves to remote work. Additionally, Human Resources will require medical documentation of an underlying condition to continue exempting you from returning to your worksite. 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; you will need to draw on your personal allocation of sick and/or annual leave time. Staff with childcare issues may be able to use accrued leave or request leave without pay. Contact Human Resources for information related to leave options based on your specific circumstances.

As a reminder, 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, follow guidance provided by your physician and contact Human Resources immediately.

This has been a challenging time for all of us, personally and professionally. Some of us have been impacted directly or indirectly by COVID-19 and some of us have lost loved ones in these past months. The MAAC Familia is here for us. 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.

As a mission-driven organization, our top goal is to serve San Diego's most vulnerable communities. Tens of thousands of families depend on our programs to assure their physical and mental health, as well as their economic well-being. Whether we are responsible for direct service delivery or in an administrative role, the success of our programs – and the quality of the experience our participants receive – depends on every single member of the MAAC Familia, and our ability to perform our jobs effectively. As we bring our programs back to full capacity in the coming months, we will need to reestablish our staffing resources at each worksite. We are most effective, when we are in the office, with access to each other and all of our tools and resources.

We have taken many steps to assure that we could bring you into the office in a safe way. Your health and wellbeing remains of utmost importance to us. The Executive Team and I will continue to monitor guidance provided by local government and health experts and will make necessary adjustments as needed, with the ultimate goal of being present and available to the children and family we serve.

Sinceramente,

