



State of Louisiana

Louisiana Department of Health
Office for Citizens with Developmental Disabilities

MEMORANDUM

OCDD-SC-20-004

DATE: March 27, 2020

TO: Local Governing Entities, DD Directors and Waiver Managers
Support Coordination Agencies; Executive Directors and Program Managers

FROM: Julie Foster Hagan, Assistant Secretary, OCDD

SUBJECT COVID-19 Process Changes

I hope this memo finds you and your staff healthy and safe. I know this is a very trying time as we ask you to change the way you work, while you continue to support the individuals in our programs.

On Monday, **March 30, 2020 from 1:30pm-2:30pm**, I am scheduling a ZOOM call with the Local Governing Entities and the Support Coordination Agencies to talk through the process changes we are requesting as well as what we need each of you to do to support the process changes.

This meeting will be most effective if the LGE DD Directors and Waiver Managers, as well as the SCA Executive Directors and Program Managers, participate on the call. The ZOOM link is:

<https://ldhocddadmin.zoom.us/j/345997958>.

Please use the "call me" feature if joining by ZOOM and using a phone for listening. Once you have joined the conference **please mute your phone** while listening.

Please use the conference line if not participating by ZOOM. The conference number is (602) 333-0032 (Conference code: 224740).

Please follow these instructions when accessing the meeting. This is necessary in order to allow interactive discussions that can be heard by all parties.

You are a vital part of our success during this time. I look forward to our call on Monday.

ZOOM Instructions

1. If joining by phone only (no computer) please **mute your phone** upon entrance. DO NOT enter the call as the host.

2. If joining by computer only (no phone) **please mute your computer**. There should be a microphone in the bottom left corner of your screen.
3. If joining by computer and phone, **mute both the phone and the telephone symbol in the bottom left corner of your computer screen**.

Please limit any background noise if you unmute either your phone or your computer. Also, please keep cell phones away from the computer or the phone you are using to reduce any feedback noise.

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