



PICS Takes Precautions on Coronavirus (COVID-19)

Dear PICS community,

We appreciate the trust you have placed in us as your Support Planning Services provider. As we continue to monitor the spread of COVID-19 (coronavirus), we wanted to share with you the steps we've taken to help minimize the impact of COVID-19 to our participants, their families and workers and our staff.

PICS staff is on the job. Our employees are equipped to work remotely, and staff members will maintain regular business hours, during which time they will continue to be available via phone and email. Our staff will attend external meetings via remote access when feasible but will not be available for in-person meetings at this time.

Our Support Planning services will continue to provide the support you need for CDCS-Community Support Plan development for annual waiver renewals, revisions or addendums, and new enrollments.

For current annual renewal plans, your PICS Support Planner is proactively reaching out to people to make arrangements to complete requirements via phone, email, and U.S. mail to ensure the health and safety of those we serve.

Service Continuity and Preparedness Planning

PICS Leadership is meeting daily and continues to collaborate with our State Medicaid and Agency partners, as well as the Minnesota Department of Health and the Department of Human Services as we work to minimize the impact of this pandemic.

What's next?

While the next few weeks will feel unfamiliar, we have the utmost confidence in our staff to successfully guide our families through this period. Rest assured that all of our staff are already well-versed in remote working and ready to assist you as we always have.

As of now, PICS will prepare to resume regular in-person business operations on **4/01/2020**. In the event we need to extend the period of remote business operations, we will notify the PICS community using various means of communication, including email, mailings, our website, and Facebook.

Our goal is to make sure PICS is doing our part to flatten the curve of this pandemic by following all the guidelines that we can. First and foremost, we have the hearts and safety of the people and families we serve in mind and are committed to maintaining a safe and healthy environment. We appreciate your patience and flexibility with how this will look in the coming days and perhaps weeks to come.

PICS' main phone line (651-967-5060) will continue to be available during regular business hours. Our helpful staff is also available via email at info@picsmn.org.

As always, thank you for making PICS your provider of choice. We look forward to being in the community with you again soon.

Sincerely,

PICS - Partners in Community Supports