

CTAA Best Practices: Communicating Service Reductions



CTAA members across the country are changing the way they provide and offer service during this pandemic. Before deciding or formally announcing service reductions, systems should collaborate with local health officials who can help determine the level of transmission in the community.

Below are CTAA's recommendations on best practices for effectively communicating service reductions with your community, provided with information directly from the [CDC](#).

1

Coordinate with local health officials to communicate closure decisions and alterations to services.

2

Identify multiple methods, such as a hotline, automated text messaging, a website, email, posts at/near bus stops or other common community areas, and/or physical mail to help disseminate information to those you provide service to, as well as local partners. Additionally, develop a backup method. This is important in case services are interrupted, such as when internet access is down.

3

Consult with local health officials to ensure dissemination of accurate and timely information.

4

Information on service reductions should include alternative solutions that will ensure continuity for the people you serve, especially vulnerable populations such as older adults, persons with underlying health conditions, and persons with disabilities.

5

Test communication methods periodically to make sure you are effectively reaching staff, volunteers, members, and the people you serve.