March 18, 2020

Important notice from the Department of Developmental Services about

Extra Rule Changes for In-Person Meetings, Services, Response Times and Deadlines

What to know

Some rules are being changed to make it easier for you to get services while staying safe at home.

These changes will give regional center staff and providers the ability to provide the services you need from home.

What’s changing

Day programs

- Programs may take place by phone, video or in your home if you want.

How and where Individual Program Plan (IPP) services can take place

- You can request some of your services take place by phone or video, or at a different place than usual. Your regional center will confirm your request by mail.

Regional center public meeting formats

- Public meetings that cannot take place by phone or video will be delayed until the public can take part in person.
- Meetings about purchase of service (service equity) must be completed by August 31, 2020. Regional center reports will be due December 31, 2020.
- Board meetings will still take place, either in person, or by phone or video.
Response times to complaints about consumer rights

- Regional centers will respond to these complaints as soon as possible.
- You can expect a written response within 40 working days. This change allows regional centers to focus on other important concerns during the COVID-19 outbreak.

Deadlines for some reviews and trainings for regional center staff and providers
Some reviews and trainings that are not related to health and safety are being postponed. This will give staff and providers more time to focus on you.

Questions?
Please contact your local regional center. If they cannot help you, please email DDSC19@dds.ca.gov.

Learn more
See the Department’s website for Frequently Asked Questions about COVID-19 changes.