

March 18, 2020

Important notice from the Department of Developmental Services about  
**Extra Rule Changes for In-Person Meetings, Services,  
Response Times and Deadlines**

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## **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](mailto:DDSC19@dds.ca.gov).

### **Learn more**

See the Department's website for [Frequently Asked Questions](#) about COVID-19 changes.