

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

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November 23, 2022

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: REMOTE SERVICES – DAY PROGRAMS AND INDEPENDENT LIVING SERVICES

Welfare and Institutions Code section 4639.6 authorizes the Director of the Department of Developmental Services (Department) to issue directives to regional centers as the Director deems necessary to protect consumer rights, health, safety, or welfare. Regional centers must comply with any directive issued by the Director pursuant to this section.

The Department recognizes that to continue to protect consumer health, welfare, safety and the right to access services of their choice, remote delivery (e.g., video or telephone visits) of specified services may be necessary. With staffing shortages across sectors, the Department finds that remote services provided during the pandemic have been useful in ensuring continuity of and access to services, and may remove barriers for consumers and families to receive services. Additionally, remote services, when chosen by consumers and families, have played an important role in protecting consumer welfare. This Directive provides consumers the ability to voluntarily choose remote delivery of the following services through December 31, 2023:

- Day programs
- Look-a-like day programs
- Independent living services

Regional centers shall inform consumers of the option to voluntarily choose remote service delivery of the identified services. While providers may have been providing these services remotely throughout the pandemic, they shall engage or re-engage with consumers receiving services to consider options and determine if, and to what extent, each consumer prefers remote delivery of services. Providers must notify the regional center of the consumer's preference and document the amount of remote services each consumer receives on a monthly basis. Within 90 days of provider notification, regional centers shall meet with the consumer to confirm their choice of remote delivery and that remote delivery is effective to meet their needs. Planning teams should continue to discuss the supports needed to allow consumers to effectively participate in remote services. Future guidance will be issued on reporting requirements for providers and regional centers regarding consumers who choose to receive at least some of their services remotely.

**“Building Partnerships, Supporting Choices”**

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If you have any questions regarding this Directive, please contact the Office of Community Operations at [oco@dds.ca.gov](mailto:oco@dds.ca.gov).

Sincerely,



NANCY BARGMANN  
Director

cc: Regional Center Administrators  
Regional Center Directors of Consumer Services  
Regional Center Community Services Directors  
Association of Regional Center Agencies  
Brian Winfield, Department of Developmental Services  
Carla Castañeda, Department of Developmental Services  
Jim Knight, Department of Developmental Services  
Ernie Cruz, Department of Developmental Services  
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