



ENHANCED SERVICE COORDINATION FOR INDIVIDUALS WITH LOW OR NO PURCHASE OF SERVICE

Frequently Asked Questions (FAQs)

Last Updated: 12/14/2022

Q1: How is Enhanced Service Coordination (ESC) different from my current service coordination?

A1: ESC is a person-centered service that provides extensive support and coordination for individuals with low or no Purchase of Service (POS) expenditures. Service Coordinators will carry a reduced caseload of no more than 40 individuals. The reduced caseload is intended to provide focused support and increased service coordination to individuals/families.

Q2: What is Purchase of Service (POS)?

A2: Purchase of Service means services funded by regional centers. This includes services like respite, adult day program and more.

Q3: What are generic services?

A3: Generic services are services that are not funded by regional centers. Generic services may be available to anyone, including people with and without an I/DD. They are provided by local, State and/or Federal agencies. Examples of generic services include Medi-Cal, Social Security, and school programs like Head Start.

Q4: How would I know if I am eligible to participate in ESC?

A4: Contact your Service Coordinator or regional center to inquire about participation in ESC.

Q5: Will my current Service Coordinator be the one to provide ESC to me?

A5: ESC cases will be transferred to specially trained Service Coordinators, so it is possible you will be assigned a new Service Coordinator. However, if your current Service Coordinator is selected by the regional center to provide ESC, you would probably keep your Service Coordinator.

Q6: Will I be able to request my previous Service Coordinator if I am no longer receiving ESC?

A6: You may request to the regional center to have your case reassigned to your previous Service Coordinator.



ESC provides increased coordination and focused support designed to assist individuals/families to reach their identified goals and needs in the Individual Program Plan (IPP). Individuals/families wanting to remain in ESC should work with their Service Coordinator to determine if their identified goals and needs were successfully met. If so, the individual/family will begin the three-month transition out of ESC.

Contact your Service Coordinator or regional center for more information on Enhanced Service Coordination.

