



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

Factsheet

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What to Know:

Enhanced Service Coordination (ESC) is a person-centered service that provides extensive support and coordination for a wide array of services. ESC is intended to improve access to regional center services. This could include services like in-home/out of home respite and adult day programs. ESC is also intended to improve access to generic services offered by public agencies and organizations that serve the general public. This could include services like CalFresh, a child's Individualized Education Plans (IEP), Medi-Cal and Medicare.

Highlights:

- ESC was designed for individuals who are receiving low or no Purchase of Service (POS) expenditures through the regional center. To improve service access and delivery for individuals from diverse communities who face barriers to regional center services, such as those who are non-white, non-English speaking, and hearing impaired. Regional centers can request DDS approval to also include other populations based on POS expenditures and identified needs.
- ESC is intended to improve individual and family satisfaction, trust and understanding of the developmental disability service delivery system.
- ESC service coordinators have reduced caseloads. This allows them to increase their engagement with the individual/family that chooses to participate in ESC.
- Specially trained Service Coordinators provide guidance to help individuals/families that participate in ESC to navigate California's developmental disabilities services system, including services and supports through their own regional center and other programs that offer assistance.
- ESC is voluntary. Individuals/families can choose to exit ESC at any time.
- Individuals/families who participate in ESC will be asked to complete questionnaires that will track their changing understanding and trust of the developmental disabilities system.

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