

DEPARTMENT OF DEVELOPMENTAL SERVICES

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March 13, 2023

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: UPDATE ON ENHANCED SERVICE COORDINATION

On April 26, 2022, the Department of Developmental Services (Department) issued guidance that contained instructions for regional centers to begin implementation of Enhanced Service Coordination (ESC). This letter provides additional information on the following components of ESC:

- Quarterly Low or No Purchase of Service (POS) Data Reports
- ESC Experience Questionnaire
- Changes within SANDIS' case management system

Quarterly Low or No POS Data Reports

To assist regional centers with identifying and prioritizing potential ESC participants, the Department will provide each regional center with Quarterly Low or No POS Data Reports. The reports will include the following data elements, which will be pulled from the Client Master File:

- UCI
- Consumer first and last name
- Consumer birthdate
- Caseload number
- Total POS amount
- POS group – Low POS (\$1-\$1,999) or No POS (\$0)
- Language
- Ethnicity
- Zip code
- Residence

The Department will issue the first Quarterly Low or No POS Data Report beginning April 10, 2023, and every three months thereafter. Regional centers should use the most current report to identify potential ESC participants.

“Building Partnerships, Supporting Choices”

ESC Experience Questionnaire

The Department, in consultation with the Association of Regional Center Agencies, has developed the ESC Experience Questionnaire to measure the impact and outcomes of ESC. Consumers or, if appropriate, the consumer's parents, legal guardian, conservator, or authorized representative will be asked to complete the questionnaire when they begin receiving ESC, every 12 months, and within 60 days of exiting ESC. Beginning April 15, 2023, questionnaires will be sent from the Department to ESC participants or their authorized representatives via text, email or U.S. postal service, whichever is identified in SANDIS as the preferred method of notification. Responses to the questionnaires will be submitted directly to the Department. The Department will maintain the confidentiality of responses. The enclosure captures questions included in the ESC Experience Questionnaire.

The Department will issue monthly reports associated with the ESC Experience Questionnaire by the fifth business day of the month. These reports will list consumers who will receive the ESC Experience Questionnaire on the 15th of each month. Service coordinators shall contact the consumers or their authorized representative to inform them that they will receive an ESC Experience Questionnaire. Service coordinators should also verify the preferred language and method of notification is correct and update the information in SANDIS.

The Department will provide all reports associated with ESC via the Regional Center (RC) Portal, a web-based collaborative platform that allows designated regional center staff to download and upload documents. Each regional center's ESC point of contact will be granted access to the RC Portal. Separate correspondence related to the RC Portal will be provided directly to the ESC points of contact.

Changes in SANDIS' Case Management System

Changes have been made in SANDIS that will facilitate tracking the ESC caseload and automate the ESC Experience Questionnaires. Service coordinators will be required to maintain specified data (i.e., ESC entrance and exit dates) related to ESC participants, as described in the SANDIS' "Knowledge" area. Service coordinators can begin inputting this data in SANDIS beginning March 13, 2023. By close of business on March 31, 2023, service coordinators must input specified information for active ESC participants into SANDIS. Meeting this deadline will enable the Department to issue questionnaires beginning on April 15, 2023.

Regional Center Executive Directors
March 13, 2023
Page two

If you have any questions, please contact Adriana Alonso, Community Program Specialist II, Office of Community Operations, at (951) 381-6943 or at adriana.alonso@dds.ca.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Ernie Cruz", with a long horizontal flourish extending to the right.

ERNIE CRUZ
Deputy Director
Community Service Division

Enclosure

cc: Regional Center Administrators
Regional Center Directors of Consumer Services
Regional Center Community Services Directors
Association of Regional Center Agencies
Nancy Bargmann, Department of Developmental Services
Brian Winfield, Department of Developmental Services
Carla Castañeda, Department of Developmental Services