

DEPARTMENT OF DEVELOPMENTAL SERVICES

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March 29, 2023

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: ENHANCED SERVICE COORDINATION UPDATES

Beginning April 10, 2023, the Department of Developmental Services (Department) will use the Regional Center Portal, a secure collaborative web-based workspace, to facilitate the sharing of files associated with Enhanced Service Coordination (ESC) with Regional Centers (RC). Each ESC point of contact will be given access to the ESC folder within the RC Portal.

Authorization to Access DDS RC Portal

On April 3, 2023, ESC points of contact will receive an email from invites@microsoft.com. The subject of the email will be *"CA Department of Developmental Services (CDDS) invited you to access applications within their organization."* This email will contain an invitation and instructions to register for the RC Portal. The invitation will contain a link that will expire 24 hours from the time it is sent. If the invitee fails to accept the invitation within 24 hours, they must be re-invited. To request a new invitation or if you have any questions and require technical assistance, please send an email to ESC@dds.ca.gov.

The Department will be holding virtual Office Hours on the following dates and times to provide technical assistance and answer questions related to the RC Portal. Office hours are only for RCs and not for members of the public.

- **April 3, 2023, 4 p.m. - 5 p.m.**
Meeting Registration Link:
<https://cal-dds.zoom.us/meeting/register/tJYtcuappzstG9SDVD4CJKUeTo7DY9zrobD6>
- **April 4, 2023, 9 a.m. - 10 a.m.**
Meeting Registration Link:
https://cal-dds.zoom.us/meeting/register/tJMofu6tqTovHdcGFRdUQ_c0RLE1saVOoJ7D
- **April 5, 2023, 11 a.m. - 12 p.m.**
Meeting Registration Link:
<https://cal-dds.zoom.us/meeting/register/tJlrd-CrpjorGNEjSau0khuEPbbKLPWSPzxb>

"Building Partnerships, Supporting Choices"

Quarterly Low or No POS Data Reports

To assist RCs with identifying and prioritizing eligible ESC participants, the Department will provide Quarterly Low or No POS Data Reports. ESC points of contact will access the data reports through the RC Portal. The first quarterly report will be uploaded on April 10, 2023.

RCs are expected to select consumers listed on the data reports. RCs who elect to add consumers not included in the approved list shall submit a list of UCIs and provide confirmation the consumers meet the low to no POS eligibility criteria. RCs requesting to add a consumer(s) who does not meet the low to no POS eligibility criteria, must submit an explanation or rationale for the Department's consideration. All requests must be sent to ESC@dds.ca.gov prior to adding the consumer(s) to the ESC caseload.

ESC Reports

ESC points of contact may access the following reports via the RC Portal on the third business day of each month, beginning May 3, 2023.

ESC Questionnaire – Monthly Report: This report will identify consumers who are scheduled to receive questionnaires for the corresponding month. SCs shall review the monthly report before the 10th of each month and contact the consumers or, if appropriate, the consumer's parent, legal guardian, or authorized representative to inform them that they will be receiving an ESC Experience Questionnaire on the 15th of that month via their preferred method of notification. Additionally, SCs shall verify the preferred method of notification and contact information is correct in SANDIS.

ESC Questionnaire – No Responses: This report will identify consumers who were issued questionnaires the previous month but did not respond. Additionally, it will list consumers whose questionnaires were returned because of delivery errors. SCs shall review the monthly report before the 10th of each month and contact the consumers or, if appropriate, the consumer's parent, legal guardian, or authorized representative to inform them that their response to the ESC Questionnaire was not received by the Department. SCs shall verify the preferred method of notification and contact information is correct in SANDIS.

Consumers whose preferred language is one other than English, Spanish and Traditional Chinese will receive the questionnaire in their preferred language through regular mail. They do not currently have the option of receiving questionnaires through electronic methods. Once additional languages have been added to the Department's system, the Department will notify the RCs.

Regional Center Executive Directors
March 29, 2023
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If you have additional questions about this correspondence, please email
ESC@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 Services Division

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