



NANCY BARGMANN
DIRECTOR

State of California—Health and Human Services Agency
Department of Developmental Services
1215 O Street, Sacramento, CA 95814
www.dds.ca.gov



GAVIN NEWSOM
GOVERNOR

November 30, 2023

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: REMOTE 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 intent of this Directive is to provide regional centers and service providers flexibility to support consumers and their families. 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 continue to be necessary. With staffing shortages across sectors, the Department finds that remote services provided during the pandemic, and post 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 continue to voluntarily choose remote delivery of the following services through June 30, 2025, as described in the Department's [November 23, 2022](#) and [February 28, 2023](#) directives.

- Day programs
- Look-a-like day programs
- Independent living services
- Behavioral therapy services
- Clinical assessment activities for Lanterman Act eligibility

This shall remain in effect until June 30, 2025, unless extended by the Director of the Department. Consumers, family members or service providers should contact their local regional center with any questions regarding this Directive. Questions from regional centers should be directed to OCO@dds.ca.gov.

Sincerely,

Original Signed by:

NANCY BARGMANN
Director

cc: See next page.

Regional Center Executive Directors
November 30, 2023
Page two

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
Aaron Christian, Department of Developmental Services