



## ENHANCED SERVICE COORDINATION FAQS

### **Q1. What is Enhanced Service Coordination (ESC)?**

**A1.** ESC is a reduced regional center caseload of no more than 40 individuals. ESC provides increased coordination and support meant to reach the Individual Program Plan (IPP) goals and needs.

### **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. Who is eligible for ESC?**

**A3.** Individuals identified as having low or no (\$0-\$1,999) POS expenditures through the regional center.

### **Q4. Am I eligible for ESC?**

**A4.** To ask about eligibility, contact your service coordinator or regional center.

### **Q5. Am I required to enroll in ESC?**

**A5.** Participation in ESC is optional.

### **Q6. Will my current service coordinator be the one to provide ESC to me?**

**A6.** You will be assigned to a new service coordinator who specializes in ESC.

**Q7. How long will I receive ESC?**

**A7.** ESC is time limited. You will work with the ESC service coordinator to begin the three-month transition out of ESC.

**Q8. Will I be reassigned to my previous service coordinator when I am no longer receiving ESC?**

**A8.** You may request the regional center to have your case assigned to your previous service coordinator.

**Q9. If I transfer to another regional center, can I continue to receive ESC?**

**A9.** Discuss interest in continuing ESC with your service coordinator before transferring.

**Q10. What are generic services?**

**A10.** Generic services are provided by public agencies, not funded by regional centers. Generic services may be available to any member of the public. Examples of generic services include Medi-Cal, Social Security, and school programs like Head Start.

**Q11. What are the ESC Experience Questionnaires?**

**A11.** The ESC Experience Questionnaire is a tool to help measure the impact and outcomes of ESC. Questionnaires are sent to ESC participants or their parents, legal guardian, conservator, or authorized representative at entrance in ESC, 12 months after entrance, and within 60 days of exiting ESC. It is encouraged for ESC participants to fill out the ESC Experience Questionnaires to help improve ESC. Participation is optional. Responses will not impact services and will not be shared with the regional centers.

Contact your service coordinator or regional center for more information on  
Enhanced Service Coordination.  
Additional information can also be found on the [DDS website](#).