

JANUARY 2025

Important notice from the Department of Developmental Services about:

# ENHANCED SERVICE COORDINATION

## FACTSHEET

### What to Know

Enhanced Service Coordination (ESC) is a person-centered service. Established for individuals from underserved communities who have utilized low to no (\$0-\$1,999) Purchase of Service (POS) through the regional center. Each regional center was provided funding to establish a set amount of ESC caseloads within their regional center.

### Highlights

- Specially trained service coordinators (SCs) have a reduced ESC caseload of 1:40.
- Reduced caseloads will allow SCs to increase their contact with individuals/families in ESC.
- ESC provides increased coordination and focuses to improve access to regional center services. This could include services like in-home/out of home respite and adult day programs.
- SCs provide guidance to help individuals/families navigate California's developmental disabilities services system, including generic services and supports through public agencies and organizations. This could include services like CalFresh, a child's Individualized Education Plans (IEP), Medi-Cal and Medicare.
- The Department of Developmental Services will send questionnaires to gather feedback from individuals/families in ESC.
- ESC is optional. Individuals/families can choose to exit ESC at any time.

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

Additional information can also be found on the [DDS website](#).