

March 6, 2025

D-2025-Community Services Division-003

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: REMOTE SERVICES – DAY PROGRAMS AND INDEPENDENT LIVING 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 individual 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 continued flexibility for regional centers and service providers to support individuals and their families. The Department recognizes that to protect individual health, welfare, safety and the right to access services of their choice, remote delivery (e.g., video or telephone visits) of specified services continues to be necessary. The Department finds that remote services provided during the COVID-19 pandemic, and post pandemic, have been useful in ensuring continuity of and access to services, and may remove some barriers for individuals and families to receiving services. Additionally, remote services, when chosen by individuals and families, have played an important role in protecting an individual's welfare.

This directive provides individuals the ability to continue to voluntarily choose remote delivery of the following services through December 31, 2026, as earlier 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

Providers must notify the regional center of the individual's preference and document the amount of remote services each individual receives on a monthly basis. This directive shall remain in effect through December 31, 2026. The Department establishes this deadline, and does not intend to further extend it, with the expectation that data and information (to be determined by the community including individuals and families, advocates, service providers, and regional centers) will be collected and shared to inform the establishment of statutory authorization for remote services, if any should continue, by the end of the current two-year legislative session.

Individuals, 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](mailto:oco@dds.ca.gov).

Sincerely,

*Original Signed by:*

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  
Pete Cervinka, Department of Developmental Services  
Carla Castañeda, Department of Developmental Services  
Michi Gates, Department of Developmental Services  
Jim Knight, Department of Developmental Services  
Tiffani Andrade, Department of Developmental Services