June 20, 2025

Important notice from the Department of Developmental Services about:

OPERATIONAL AND SERVICE PROVISION FLEXIBILITIES

D-2025-Case Management-009

What to Know

California law allows the Department to issue directives to regional centers to protect individuals' rights, health, safety, or wellbeing. Regional centers should continue supporting individuals and their families who:

- Fear being separated from their family
- Need or choose to stay at home

What's Changing

Regional centers must:

- Find out if there are urgent needs
- Find out if services can continue or need to be changed
- Prioritize planning team meetings
- Tell individuals that meetings can be conducted remotely, if asked
- Quickly help with temporary housing, food, or transportation, if needed
- Continue services even if a parent or other representative changes

Individuals can choose to get the following services remotely until December 31, 2026:

- Day programs and look-a-like day programs
- Independent living services
- Behavioral therapy services
- Assessment activities for regional center eligibility
- Coordinated Family Support services

Questions?

Individuals, families, and vendors can contact their regional centers for more information. Regional centers can email their questions to cob@dds.ca.gov.

Learn More

Please visit the Department's webpage to read the following information:

- Message to the Community at https://www.dds.ca.gov/newsletter/message-to-the-community-protecting-access-to-services-and-supports-for-all-californians-2/
- Privacy Fact Sheet at https://www.dds.ca.gov/wp-content/uploads/2025/01/Fact-Sheet-on-Privacy-Protection-Jan-2025-FINAL.pdf
- D-2025-Community Services Division-003 directive at https://www.dds.ca.gov/wp-content/uploads/2025/03/D-2025-CommunityServicesDivision-003_RemoteServices-DayPrograms_and_IndependentLivingServices.pdf
- D-2025-Case Management-009 directive at https://www.dds.ca.gov/wp-content/uploads/2025/06/D-2025-CaseManagement-009_OperationalServiceProvisionFlexibilities.pdf