

July 3, 2025

Important notice from the Department of Developmental Services about:

Status Code “M” (Monitoring) in SANDIS

C-2025-Case Management-002

What to Know

There is a new status code “M” in the regional center case management system (SANDIS). This new code helps find people who are in places like jail, prison, or mental health hospitals. It can be hard for the regional center to reach them in these places. These people still have active cases, but the services they receive might be changed because of where they are. This new code is used to keep their cases open. The regional center still visits these people as needed and will help people move to and from these types of places. Regional centers must inform their staff about this new code.

What’s Changing

- Regional centers no longer close or inactivate cases for people who are in jail, prison, out-of-state (for adults), mental health hospitals or other hard-to-reach places.
- Code “M” cases will stay open, even if the person is hard to contact.
- People will not need to re-activate their case when they need regional center services again.
- This change helps the regional center keep supporting and checking on these people.

Questions?

If you have questions about this directive, you can ask your service coordinator for more information.

Learn More

A full list of Status Codes is available here:

[https://www.dds.ca.gov/wp-content/uploads/2024/07/Enclosure E Status Codes.pdf](https://www.dds.ca.gov/wp-content/uploads/2024/07/Enclosure_E_Status_Codes.pdf)