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CALIFORNIA HEALTH & HUMAN SERVICES AGENCY  
**DEPARTMENT OF DEVELOPMENTAL SERVICES**

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GAVIN NEWSOM  
GOVERNOR

February 3, 2026

D-2026-Reporting Requirements-001

TO: REGIONAL CENTER EXECUTIVE DIRECTORS  
SUBJECT: 2026 SURVEY ON SERVICE COORDINATOR CASELOAD RATIOS

Welfare and Institutions Code (WIC) Section 4640.6(e) requires that regional centers provide service coordinator-to-client caseload ratio data to the Department of Developmental Services (Department) annually and that regional centers maintain specific service coordinator-to-client ratios (WIC Section 4640.6(c)).

### **Caseload Ratio Surveys**

The Service Coordinator Caseload Survey Instructions and Definitions (Attachment A) describes the survey regional centers will use to report current caseload ratio data and provides definitions of who should be included in the survey.

An automated survey will continue to be used to collect the caseload ratio data. Attachment B provides the instructions for extracting the survey data and importing the data into the survey worksheet (Attachment C). The automated survey must reflect caseload ratio data as of March 1, 2026.

The survey will automatically capture caseload ratio data for the 1-to-40 low or no purchase of service (WIC Section 4640.6(c)(5)) and 1-to-25 complex needs (WIC Section 4640.6(c)(6)) caseloads. Regional centers are required to list individuals who are in the 1-to-40 low or no purchase of service and in the 1-to-25 complex needs categories on Attachment D and E, respectively.

### **Office Hours**

The Department is offering two technical assistance sessions to aid with the completion of the Caseload Ratio surveys on:

- February 25, 2026, 11:00 am-12:00 pm  
Meeting registration link:  
<https://cal-dds.zoom.us/meeting/register/MUiIajEwSy2xdwF7oaYygA>
- March 4, 2026, 1:30 pm-2:30 pm  
Meeting registration link:  
<https://cal-dds.zoom.us/meeting/register/CB70L0-XQpyVf7niRj7p4g>

### **Submission of the Caseload Ratio Survey**

The survey must be submitted to the Department by March 10, 2026. A timely and complete response to the survey is important. The Department is required to summarize the data and make it available to the public within 30 days of receipt. For

auditing purposes, regional centers must maintain supporting documentation for a minimum of three years and have the data readily available, as the Department may request this documentation.

Please email the completed survey to:

Community Operations Branch  
Department of Developmental Services  
[COB@dds.ca.gov](mailto:COB@dds.ca.gov)

If you have questions about this letter, please contact your primary regional center liaison.

Sincerely,

*Original Signed by:*

ERNIE CRUZ  
Deputy Director  
Community Services Division

Attachments

cc:    Regional Center Administrators  
      Regional Center Directors of Consumer Services  
      Regional Center Community Services Directors  
      Association of Regional Center Agencies