

July 2, 2026

D-2026-Case Management-004

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: POST-INTAKE SURVEY

This letter provides direction to regional centers about their responsibilities for informing individuals and families about the new online post-intake survey. The survey is intended to obtain feedback about individuals' experience with the current intake process for Lanterman or Early Start services, following a decision about their eligibility. Information gathered from the survey will support the development of standardized intake procedures.

The intake process begins when an individual contacts the regional center and is completed when the regional center determines whether the individual is eligible for regional center services. When a decision has been made about the individual's eligibility for Lanterman or Early Start services, the regional center is responsible for timely written notification of its decision.

Beginning August 1, 2026, regional centers must include the attached flyer, in each individual's preferred language, with that written notification. The flyer invites an individual to complete an intake survey. The survey is anonymous. The individual will have an option to provide contact information if they would like someone from the Department of Developmental Services (Department) to follow up with them.

By July 31, 2026, each regional center must submit a description of how it operationalized the distribution of the flyer as directed. The submission should be emailed to intake@dds.ca.gov.

Beginning October 1, 2026, the Department will provide quarterly counts of survey responses on its website.

Regional center questions about this directive should be addressed to intake@dds.ca.gov.

Sincerely,

Original Signed by:

MICHI A. GATES, Ph.D.
Chief Deputy Director, Program Services

Attachments

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