

June 20, 2025

D-2025-Case Management-009

TO: REGIONAL CENTER BOARD PRESIDENTS
REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: OPERATIONAL AND SERVICE PROVISION FLEXIBILITIES

Welfare and Institutions Code (WIC) 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.

This directive follows the Department's June 2025 [Message to the Community](#), and provides guidance for regional centers to continue services and protections for individuals and families affected by fear of family separation, including direction and flexibility for regional centers and service providers in supporting individuals when circumstances may result in individuals needing or choosing to remain at home. The Lanterman Act establishes an entitlement to developmental disability services for ALL eligible residents of the State who have intellectual or developmental disabilities.

When regional centers become aware that an individual or their family are impacted as described above, regional centers must:

- Contact the individual to ascertain whether there are urgent needs that can be addressed, and whether services can continue or be changed. Confidentiality of information should be reinforced during these contacts, based upon the [Privacy Fact Sheet](#).
- Prioritize any requests to address urgent needs with timely updates to an Individual Program Plan (IPP) and/or Individualized Family Service Plan (IFSP) or service authorization(s). IPP teams should consider whether an individual at home should receive additional or new services to replace services previously available at other locations such as a day program.
- Inform individuals that meetings, including an IPP and/or IFSP meeting, can be conducted remotely using mobile phones, telephones or computers, if requested by the individual or authorized representative. Having a meeting remotely does not remove the requirements in Government Code Section 95020 and WIC Section 4646(f) to meet an individual in-person at least once every six months

(for ages zero to three) or 12 months (for ages three and older), even if IFSP and IPP meetings normally are used to fulfill this requirement.

- If temporary housing, food, or transportation needs for an individual are identified by the planning team, regional centers should expedite assistance with those services. For example, an individual in the circumstances described in this letter may receive transportation services through regional center services if normal parental responsibility for transportation is disrupted.

Remote services provided during and after the COVID-19 pandemic have maintained service access and continuity and often have an important role in protecting an individual's welfare. Regional centers therefore are reminded that the Department's March 6, 2025 directive, [D-2025-Community Services Division-003](#), remains in effect through December 31, 2026, for the services listed below, and should be offered proactively when an individual chooses or needs to remain at home. Coordinated Family Support Services also may be provided remotely through December 31, 2026.

- Day programs
- Look-a-like day programs
- Independent living services
- Behavioral therapy services
- Clinical assessment activities for Lanterman Act eligibility

Lastly, regional centers should continue services to an individual if a parent, guardianship, conservatorship, or authorized representative is changed. Services are authorized for individuals based upon their needs, and the status of a parent or guardian or conservator or authorized representative, or lack thereof, should not be a barrier to starting or continuing services. The name of the parent or other authorized person and their contact information must remain in the client record and is protected from disclosure as explained in the [Privacy Fact Sheet](#).

The Department's June 2025 Message to the Community, linked on the previous page, offers a variety of information and resources to our community, from mental health support lines to legal document templates that can help individuals and their families prepare for events that may occur in the future. Regional centers are requested to share that message broadly within their communities and with other community-based organizations.

The Department acknowledges that there is significant fear and uncertainty in our community, from pending state and federal budget actions to uncertain immigration enforcement actions. We want to thank regional center employees, service providers and their employees, community-based organizations, and individuals and families themselves for hearing and supporting each other during their times of crisis and uncertainty.

Questions from individuals, family members, and service providers should be directed to their regional center. Questions from regional centers should be directed to oco@dds.ca.gov.

Sincerely,

Original Signed by:

PETE CERVINKA

Director

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