

Remote Services Informational Session

May 21, 2026



Photo by [Chona Kasinger](#),
from [Disabled and Here](#)

HOUSEKEEPING (Webinar)



Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."



ASL interpreters have been "Spotlighted" and Zoom's live closed captioning is active



This meeting is being recorded



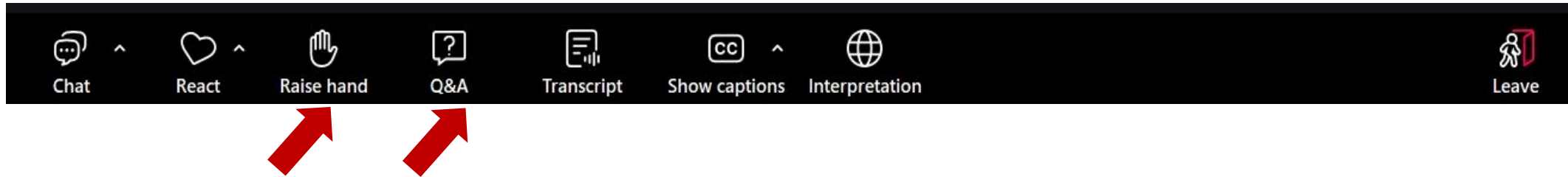
Materials will be available online at: [Events Archive - CA Department of Developmental Services](#)



Submit written comment via email to: COB@dds.ca.gov

PROVIDING COMMENTS – ATTENDEES (Zoom Webinar)

Attendees: Please use the “Q &A” or “Raise Hand” Zoom buttons to make a comment or ask a question



- **Attendees will be called on in the order you raise your hands**
 - You will be prompted by Zoom to unmute so everyone can hear you
- **Please say your name before you start your comment or question**
- **Speak slowly to assist the interpreters**

Agenda

- Background
- Key Directive Dates
- Remote Services is a Choice
- Remote Services Requirements
- Current Status of Remote Services
- Demonstration
- Questions & Closing Comments



Background

What are remote services?

- Can be provided to individuals and families through a computer, mobile phone, or tablet
- Can happen in places like the home, the workplace, outside, or somewhere else in the community

Services that can be remote include:

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

This is in addition to the allowed remote services for Early Start and Tailored Day Services.



COVID-19 Pandemic Measures

Executive Order N-25-20

- Address public health and safety needs while allowing state and local governments to adapt operations under emergency conditions

WIC Section 4639.6

- Authorizes the Department to issue directives that protect the rights, health, safety, or welfare of individuals
- The Department identified remote services as useful to:
 - Access services
 - Remove barriers for individuals and their families
 - Protect individuals' welfare
 - Provide choice to individuals and families



Key Directive Dates

November 23, 2022

- First directive authority of remote services for day programs, look-a-like day programs and independent living services through December 31, 2023

February 28, 2023

- Adds behavioral therapy services and clinical assessment activities for Lanterman Act eligibility to be delivered remotely

November 30, 2023

- Directive authority extended through June 30, 2026

March 6, 2025

- Directive authority extended through December 31, 2026

Remote Services is a Choice

- Individuals or families may choose to receive services remotely or in-person but the decision must be made by the individual or family.
- The regional center must meet with the individual or family to confirm the choice to receive remote services and determine whether remote delivery is effective in meeting the service need.
- The agreement to receive remote delivery of these services shall be documented in the individual program plan (IPP).
- The regional center must follow-up regularly with the individual or family on the effectiveness of remote services.

Remote Services Requirements

For Regional Centers

- Inform individuals of remote service options
- Meet with individuals to confirm remote service delivery within 90 days of provider notification
- Hold a planning team meeting to discuss supports needed

For Providers

- Inform regional centers of the individual's preference for remote services
- Document monthly the amount of remote services individual's receive

CMS Requirements and Waiver Application

1. Offer choice but decision to be made by individual or family
2. Must meet the individual's needs & included in the their IPP
3. Remote services can only be provided if it meets the need.
4. Must be delivered in a way that respects the privacy of the individual.
5. Must not replace services for individuals who need hands-on/physical assistance.
6. Must not prevent the facilitation of community integration. Can be provided to multiple individuals at one time.
7. Must provide support/training to the individual on using technology.
8. Service coordinators must follow-up regularly on services received by the individual.

Current Status of Remote Services

May 1, 2026

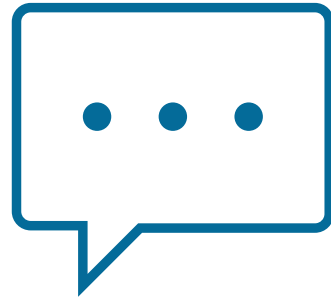
- New field in eBilling application to:
 - Track number of days vendor provided remote services
 - Monitor the provision of remote services across different services
- The new field includes vendors providing remote services for:
 - Early Start
 - Tailored Day Services
- Effective June 1, 2026

Demonstration



Q&A





CLOSING COMMENTS