

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

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March 16, 2021

TO: REGIONAL CENTER EXECUTIVE DIRECTORS, ADMINISTRATORS,  
DIRECTORS OF CONSUMER SERVICES, AND COMMUNITY  
SERVICES DIRECTORS

SUBJECT: SANDIS CONTACT FIELDS CHANGES – CONSUMER CONTACT TYPE

The Department of Developmental Services (Department) has been working with regional centers to make enhancements to SANDIS that will assist regional centers and the Department in collecting more accurate and defined consumer contact information. The enhancements, now available, allow regional centers to delineate a consumer's primary, legal and emergency contacts.

SANDIS will provide training on use of the contact type fields in two ways:

- 1) For regional centers that use SANDIS as their case management system, SANDIS will provide training directly to regional centers.
- 2) For regional centers that use other case management systems, SANDIS will train the case management systems' administrators who will in turn provide training to regional centers.

When updating consumer information, please assign contact types to consumers' relations based on the following descriptions:

- **Primary Family Contacts:** The primary family contacts are the family members designated by the consumer, or identified by the service coordinator, to be the primary points of contact for the consumer. While more than one family member may be listed as primary contacts within SANDIS, only the contact with the "Use for NCI Survey" box checked will receive National Core Indicators (NCI) surveys. Please note, SANDIS does not allow for more than one contact to be checked for this purpose. If no family member has been identified as a primary family contact, please leave this field blank and complete the "Primary Legal Contact" field. The following additional information should be included for the primary family contacts:
  - A mailing address or post office box for each primary contact person.
  - The email address, cell phone number(s), and landline telephone number(s) for each primary contact person.
  - The primary language spoken by each primary contact person, and their relationship to the consumer.

**"Building Partnerships, Supporting Choices"**

- **Primary Legal Contact(s):** The primary legal contact(s) may be a conservator/co-conservators or someone who has legal responsibility for the consumer. If a family member is not identified in the “Primary Family Contact” field, or if a consumer does not have any family members, the first legal contact listed will serve as the primary point of contact and NCI surveys will be sent to this person. The following additional information should be included for legal contact(s):
  - A mailing address or post office box for the primary legal contact person.
  - The email address, cell phone number(s), and landline telephone number(s) for the primary legal contact person.
  - The primary language spoken by the legal contact person.
  
- **Emergency Contact:** An emergency contact is the person(s) who should be contacted if an emergency notice needs to be issued, such as notifications from regional centers through the Everbridge Emergency Notification System. Consumers may have more than one designated emergency contact person. Regional centers should document phone numbers with area codes for emergency contacts, as follows:
  - Cell phone number(s) should be entered only in the cell phone field.
  - Landline phone number(s) should be entered only in the phone number field.
  - Email address(es) should be entered only in the email address field.

In instances where a piece of contact information for one of these people is not available, or the person does not wish to provide the information, please leave the associated field blank.

Sincerely,

*Original Signed by:*

BRIAN WINFIELD  
Chief Deputy Director

cc: Carla Castaneda, DDS  
Pete Cervinka, DDS  
Erica Reimer Snell, DDS  
Ernie Cruz, DDS  
Leslie Morrison, DDS  
Tamara Rodriguez, DDS