

Enhanced Service Coordination

Enhanced Service Coordination (ESC) is a type of service delivery program offered by regional centers. The Service Delivery Tracking program in SANDIS is used to monitor client enrollment status for the Self Determination program and the Enhanced Service Coordination.

Clients that are enrolled in ESC will display a message at the top of the **Primary tab** of the **Primary Client Information** in SANDIS.

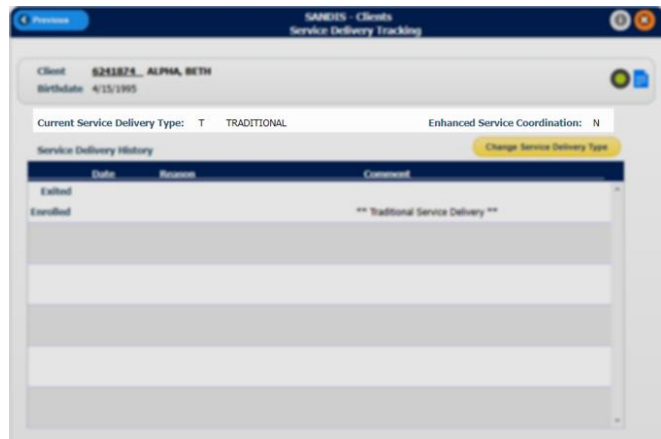


To work with the client's **Enhanced Service Coordination** status, Click on the **Financial** tab in the **Primary Client Information** screen. Click the **Service Delivery** icon to open the **Service Delivery Tracking** screen.



The tracking screen displays the Current Service Delivery Type (**Traditional or Self Determination**) and the Enhanced Service Coordination status of the client.

Enhanced Service Coordination will display the Y flag if the client is enrolled or the N flag if they are not.



The Service Delivery Tracking screen will display any changes to a client's enrollment status.


The **Date** column will display the Exit or Enrollment Date.

The **Reason** column will display the type of enrollment (**ESC or SDP**).

The **Comment** column will display any additional notes (if available).



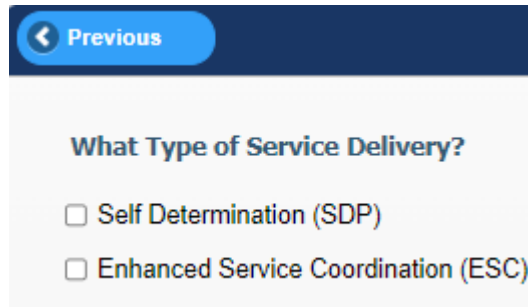
Enrolling a Client in ESC


To change the service delivery type of the client, click on the  button.




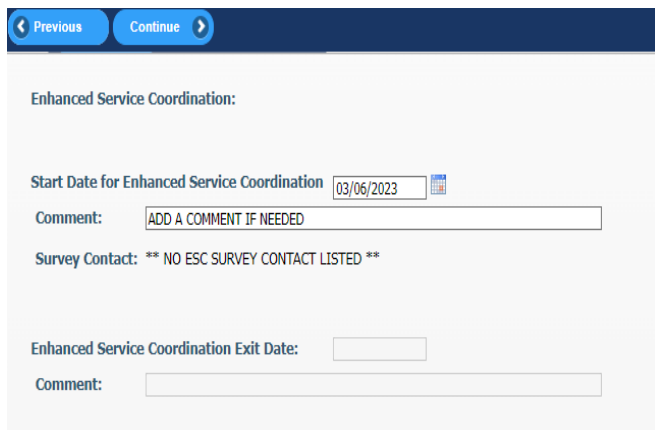
A prompt displays to select the **Type of Service Delivery** status to change.


Click the icon next to Enhanced Service Coordination (ESC) to proceed.



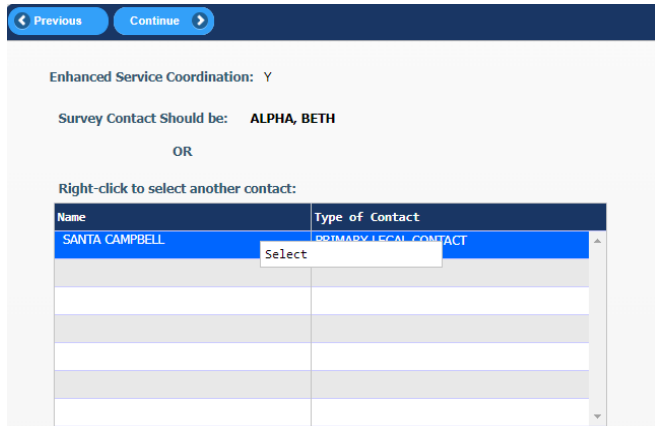
Select a **Start Date for Enhanced Service Coordination**. The date can be manually entered or selected by clicking the  icon. A comment can be added if needed.

Click on the  button to proceed to the next screen.



The default **ESC Survey Contact** is the client. Click the  button to keep the client as the **ESC Survey Contact**.

A different contact can be selected from the **Client Contacts** list by right clicking on the record and choosing **Select**.




Enhanced Service Coordination: Y

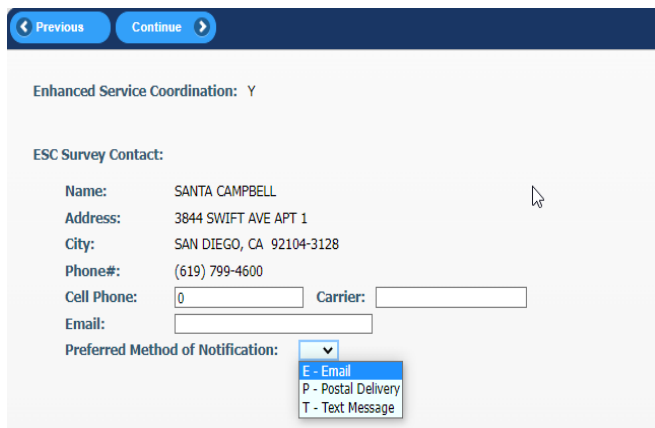
Survey Contact Should be: **ALPHA, BETH**

OR

Right-click to select another contact:

Name	Type of Contact
SANTA CAMPBELL	PRIMARY LEGAL CONTACT

The next screen displays the selected contact's address, phone and email. Missing or incorrect information can be manually added. Selected the **Preferred Method of Notification** for the ESC Survey Contact and click the  button to proceed.



Enhanced Service Coordination: Y

ESC Survey Contact:

Name: SANTA CAMPBELL

Address: 3844 SWIFT AVE APT 1

City: SAN DIEGO, CA 92104-3128

Phone#: (619) 799-4600

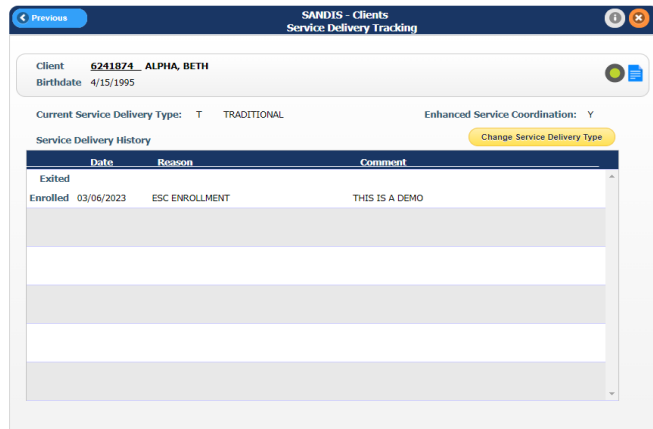
Cell Phone: Carrier:

Email:

Preferred Method of Notification:

- E - Email
- P - Postal Delivery
- T - Text Message

The new entry will display the client's ESC enrollment date and status indicator will be set to Y.

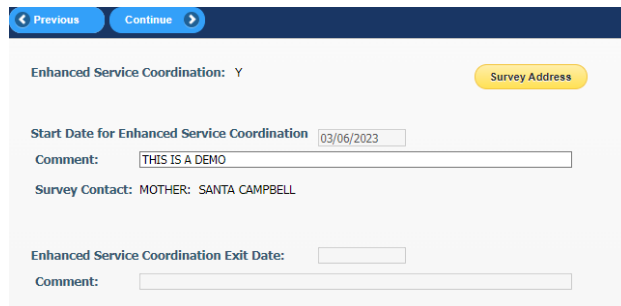


Changing an Existing Entry

To change the Comments or ESC Survey Contact, right click on the active record from the Service Delivery Tracking table and select **Work With**.



To change a comment, enter the new notes into the **Comment** field and click the **Continue** button to save.



To change the **ESC Survey Contact** or preferred method of notification for an existing contact, click the **Survey Address** button.

Make updates to the Cell Phone, Carrier, Email and/or Preferred Method of Notification fields as needed and press **Continue** to save the change.

To change the **ESC Survey Contact** to a different individual, click the **Change Contact** button.

Enhanced Service Coordination: Y

ESC Survey Contact:

Change Contact

Name: SANTA CAMPBELL
 Address: 3844 SWIFT AVE APT 1
 City: SAN DIEGO, CA 92104-3128
 Phone#: (619) 799-4600
 Cell Phone: Carrier:
 Email:
 Preferred Method of Notification: **p-** POSTAL DELIVERY

Select the new **ESC Survey Contact**.

If an individual is not present in the list, they must be added to the client's **Contact** record located in the Primary Client Information screen.

Enhanced Service Coordination: Y

Survey Contact Should be: **ALPHA, BETH**

OR

Right-click to select another contact:

Name	Type of Contact
SANTA CAMPBELL	PRIMARY LEGAL CONTACT (ESC)

Exiting from ESC

To exit a client from ESC, click the

Change Service Delivery Type

button.

SANDIS - Clients
Service Delivery Tracking

Client: 6241874 ALPHA, BETH
Birthdate: 4/15/1995

Current Service Delivery Type: T TRADITIONAL Enhanced Service Coordination: Y

Change Service Delivery Type

Date	Reason	Comment
03/06/2023	ESC ENROLLMENT	THIS IS A DEMO


Select **Enhanced Service Coordination (ESC)**.

Previous

What Type of Service Delivery?

Self Determination (SDP)

Enhanced Service Coordination (ESC)

Select the **Exit Date for ESC** by clicking the  button and selecting a date. Add a comment if necessary and press the **Continue** button to save the change.


Previous Continue

Enhanced Service Coordination: Y

Start Date for Enhanced Service Coordination: 03/06/2023

Comment: THIS IS A DEMO

Survey Contact: MOTHER: SANTA CAMPBELL

Enhanced Service Coordination Exit Date: 

Comment:

The Service Delivery History screen will display the client's Exit Date along with any comments entered.

