

Service Provider Communication Guide: Community Services and Supports

1. What is the purpose of a “Community Services and Supports (CSS) Specialist”?
Specialists play multiple important roles in the regional center system. They act as a liaison between service providers and the case management team to provide monitoring and troubleshooting assistance as needed. They are responsible for completing needs assessments and supporting resource development to meet identified needs. Finally, they support Service Coordinators and service recipients to identify which services are most likely to provide successful outcomes for the client. The Specialist supports a shared goal of successful, quality services for clients.

2. When should a Service Provider engage with their Specialist as opposed to a Service Coordinator (SC) or Supervisor?
Problems or questions related to service utilization, referrals, service design or program design, and trends in Service Coordinator actions or communication should be taken to the Specialist. Additionally, if Alta is not meeting the needs of the service provider, consult with your Specialist for assistance. Here is a bit more guidance on what to take to whom:

I have a question about:	Contact:
A specific client	Service Coordinator (SC)
Purchase of Service (POS)	SC
Vendorization	Community Services Specialist (CSS)
Adding a new service to my vendorization	CSS
Who the assigned SC is for a client	Alta's main number: (916) 978-6400
Updating my vendor contact information	CSS

If you are unable to get in contact with the Service Coordinator, please contact their Client Services Manager.

If you are unable to get in contact with your Community Services Specialist, please contact their Community Services and Supports Manager.

3. Where does the Specialist and CSS department fall in the Alta organizational structure:
CSS is its own department within Alta. The CSS Director reports to the Executive Director. The full organizational chart for Alta is [linked here](#).

4. What should I do if I am dissatisfied with information given to me by my Specialist or with an interaction with my Specialist?
Please elevate any concerns of this nature to the CSS supervisor. The Specialist should support providers to successfully deliver quality services.

5. Who is my assigned CSS Specialist?
Please reach out to Christine Hobbs (chobbs@altaregional.org) for guidance.