



# Family Service Guide

❖ For clients 3 years of age and older ❖



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**Service Coordinator:**

**Name:** \_\_\_\_\_

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**Phone:** \_\_\_\_\_

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**Email:** \_\_\_\_\_

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**Other:** \_\_\_\_\_

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**Notes:**

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**Consumer Rights Complaint**

If a client believes that FDLRC or a provider has violated or improperly withheld a right to which they are entitled to under the law, an SC should be contacted to negotiate a resolution. If the issue remains unresolved, the client may file a DDS *consumer rights complaint* (also known as a “4731” complaint). FDLRC investigates all complaints and provides written proposed solutions within **20 working days**. If the proposed resolution is unsatisfactory, the complaint may be referred to the *director of DDS* within **15 working days**. For more information or to file a complaint, please contact:

Frank D. Lanterman Regional Center (FDLRC):	Developmental Disabilities Services (DDS)	Office of Clients' Rights Advocacy (OCRA)
<b>Complaint Coordinator</b> 3303 Wilshire Boulevard, Suite 700 Los Angeles, CA 90010 Phone: (213) 383-1300	<b>Director of DDS</b> 1600 9th Street, Room 340 (MS 3-9) Sacramento, CA 95814 Phone: (916) 651-6309 Website: <a href="http://www.dds.ca.gov/complaints/complt_cr.cfm">www.dds.ca.gov/complaints/complt_cr.cfm</a>	<b>Client's Rights Advocate</b> 350 S. Bixel St., Suite 290 Los Angeles, CA 90017 Phone: (213) 213-8180

**Advocacy Assistance**

**Disability Rights of California (DRC)**

As part of *Disability Rights California (DRC)*, the *Office of Clients' Rights Advocacy (OCRA)* provides advocacy services to regional center clients and their families. OCRA designates a *Clients' Rights Advocate (CRA)* to each regional center to help with legal problems, denials of rights, and trainings.

**Disability Rights California**  
**Office of Clients' Rights Advocacy (OCRA)**

Address: 350 South Bixel Street, Suite 290 | Los Angeles, CA 90017  
Phone: (213) 213-8000 | Fax: (213) 213-8001  
Website: [www.disabilityrightsca.org](http://www.disabilityrightsca.org)

CRA: Hannah Liddell, CRA & Ada Hamer, Assistant CRA  
Address: 350 South Bixel Street, Suite 290 | Los Angeles, CA 90017  
Phone: (213) 213-8180 | Fax: (213) 213-8021  
Email: [Hannah.Liddell@disabilityrightsca.org](mailto:Hannah.Liddell@disabilityrightsca.org) | [Ada.Hamer@disabilityrightsca.org](mailto:Ada.Hamer@disabilityrightsca.org)

**State Council of Developmental Disabilities (SCDD)**

The *State Council on Developmental Disabilities (SCDD)* advises clients and their families on the appeal process if services are denied.

**State Council on Developmental Disabilities (SCDD)**

Address: 411 N. Central Ave. Suite 620 | Glendale, CA 91203  
Phone: (818) 543-4631 | Fax: (818) 543-4635  
Email: [losangeles@scdd.ca.gov](mailto:losangeles@scdd.ca.gov) | Website: [www.scdd.ca.gov/](http://www.scdd.ca.gov/)

## ●●● Appeals and Complaints

### Fair Hearings

FDLRC makes every effort to find the appropriate services to support a client. However, if service disputes arise over the nature, scope, or amount of services, an IPP meeting can be requested to negotiate the service terms. If an agreement is not reached at an IPP meeting, FDLRC provides a written notice **30 days** prior to any change or termination of *current services*. If a *new service* is denied, FDLRC provides written notice within **5 days** of the service denial. These notices include FDLRC’s intended action, (legal) reasoning, effective date, and information about appeals and advocacy assistance.

Once clients receive a written notice, they may appeal the action by requesting a *fair hearing*. A fair hearing can be requested by submitting a completed *Fair Hearing Request* form to FDLRC. A *Fair Hearing Request* form is included in the denial letter, but may also be obtained from an SC. To access the *Fair Hearing Request* form and/or obtain more information about the fair hearing process, please visit the DDS website.

❖ Website: [www.dds.ca.gov/complaints/complt\\_fh.cfm](http://www.dds.ca.gov/complaints/complt_fh.cfm)

### Whistleblower Complaint

FDLRC requires employees, vendors, and contractors to observe high standards of business and personal ethics. Should suspicions, concerns or evidence of illegal, unethical, improper activity arise, individuals may file a *whistleblower complaint* without fear of retaliation.

Whistleblower complaints must be filed in good faith. Complaints may be filed anonymously and are kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. Complaints contain a statement of the alleged improper activity and any supporting evidence. For more information or to file a complaint, please contact:

#### Frank D. Lanterman Regional Center

Director of Human Resources, Executive Director, or President of the Board

3303 Wilshire Boulevard, Suite 700 | Los Angeles, California 90010

Phone: (213) 383-1300

Website: [www.lanterman.org/transparency\\_accountability/documents/whistleblower-complaint-policies-dds-and-lanterman](http://www.lanterman.org/transparency_accountability/documents/whistleblower-complaint-policies-dds-and-lanterman)

#### Developmental Disabilities Services

Community Services Division

1600 9th Street, Room 340 (MS 3-9) | Sacramento, CA 95814

Phone: (916) 651-6309

Website: [www.dds.ca.gov/complaints/Complt\\_WB.cfm](http://www.dds.ca.gov/complaints/Complt_WB.cfm)

## ●●● Family Service Guide: Purpose & Content

The *Frank D. Lanterman Regional Center (FDLRC)* understands that meeting the needs of your family member may be challenging. With that in mind, we put together this *Family Service Guide* to help you make informed decisions about services and supports your family member may need.

This *Family Service Guide* provides an overview of the services available to clients. The hope is that the information contained in this guide will facilitate a better conversation between service coordinators and families. Topics covered in this guide include:

Koch-Young Resource Center (KYRC).....	4
Service Coordination.....	5
Individual Program Plan (IPP) .....	5-6
Generic Resources .....	7-11
Medi-Cal.....	7-8
Supplemental Security Income (SSI) .....	9
In-Home Supportive Services (IHSS) Program.....	9
Transportation .....	10
School District: Individualized Education Program (IEP).....	11-12
Post-Secondary Education .....	12
Employment Services.....	13
Respite .....	14
Behavioral Services .....	15
Floortime.....	15
Social Skills.....	15
Day Care.....	16
Adult Day Programs .....	16
Living Independently .....	17
Family Home Agency (FHA).....	18
Licensed Residential Services.....	18
Intermediate Care Facilities (ICFs) .....	18
Self-Determination Program (SDP) .....	19
Family Cost Participation Program (FCPP) .....	20
Annual Family Program Fee (AFPF).....	20
Parental Fee Program (PFP).....	20
Conservatorship.....	21
Appeals and Complaints .....	22-23
Fair Hearing.....	22
Whistleblower Complaint .....	22
Consumer Rights Complaint.....	23
Advocacy Assistance.....	23

## ●●● Koch-Young Resource Center (KYRC)

The **KYRC** provides information, education, and support for people with developmental disabilities, families with children who have special needs, FDLRC staff, professionals, and the general community. The KYRC is located on the first floor of the FDLRC.

### HelpLine

The **HelpLine** links people to community resources related to developmental disabilities by providing information, referrals, and tailored research.

Phone: (213) 252-5600  
(213) 383.1300 x5600  
(800) 546-3676

Email: [kyrc@lanterman.org](mailto:kyrc@lanterman.org)

### FDLRC Website

The **FDLRC Website** provides information about resources, programs, services, trainings, events, support groups, legislation, and more. Online resources include bilingual (English/Spanish) publications, such as the **Guide to Lanterman Regional Center**.

Website: [www.lanterman.org](http://www.lanterman.org)

### Library

The library contains a multimedia multilingual collection of approximately 8,000 disability-related searchable materials. It offers **Storytime** events for children that include a book reading and related kid-friendly activities.

Website: [www.library.lanterman.org](http://www.library.lanterman.org)

### Toy Loan Program

A collection of developmental toys available for loan to children receiving services from FDLRC.

### Network of Care (NOC)

The **Network of Care (NOC)** contains community resources as well as regional center service providers. Some resources integrate children and adults with developmental disabilities into regular programming and activities with their non-disabled peers, while other resources may be specialized programs serving only people with developmental disabilities.

Website: [www.lanterman.networkofcare.org](http://www.lanterman.networkofcare.org)

### Peer Support Partner (PSP)

The **Peer Support Partner (PSP) Program** is a one-on-one family support program that matches families with trained and experienced family members in a variety of areas of interest. For more information, please speak with your service coordinator or contact:

KYRC HelpLine: (800) 546-3676

Website: [www.lanterman.org/psm](http://www.lanterman.org/psm)

### Other KYRC Services

- ❖ Support Groups
- ❖ Education and Training
- ❖ Playgroups
- ❖ Assistive Technology

## ●●● Conservatorship

A **conservatorship** is a legal decision in which a judge appoints a responsible person or organization (called the “**conservator**”) to care for another adult (called the “**conservatee**”) who cannot care for himself/herself or manage his/her own finances. The 2 most common conservatorships in California are:

- 1 **Probate Conservatorships** and
- 2 **Lanterman-Petris Short (LPS) Conservatorships**.

### Probate Conservatorship: Limited Conservatorship

**Probate conservatorships** are based on the laws in the **California Probate Code**. The **Limited Conservatorship** is a type of **probate conservatorship** that is most applicable to regional center clients. Limited Conservatorships involve adults with developmental disabilities who cannot fully care for themselves or their finances.

### Lanterman-Petris-Short (LPS) Conservatorships

**Lanterman-Petris-Short (LPS)** conservatorships are used to care for adults with mental health illnesses that need special care. These conservatorships are for people who usually need restrictive living arrangements (e.g., living in locked facilities) and require extensive mental health treatment (e.g., very powerful drugs to control behavior). LPS conservatorships must be started by a local government agency.

### Conservatorship Assistance

#### ●●● Self-Help Conservatorship Clinic

Legal service provider **Bet Tzedek** operate a **Self-Help Conservatorship Clinic** at the **Los Angeles Superior Court** that provides basic assistance to individuals who want to file a probate conservatorship without a lawyer in order to help an adult who cannot care for himself/herself. The clinic does not provide legal advice or attorney representation; instead, it offers general information about the court process and help in preparing and filing documents to be appointed as a probate conservator.

For clinic hours and locations, please contact **Bet Tzedek** at:

- Address: 3250 Wilshire Blvd., 13<sup>th</sup> Floor | Los Angeles, CA 90010
- Phone: (323) 939-0506
- Website: [www.bettzedek.org/services/guardianships-and-conservatorships/self-help-conservatorship-clinic](http://www.bettzedek.org/services/guardianships-and-conservatorships/self-help-conservatorship-clinic)

#### ●●● Training

The KYRC offers quarterly Conservatorship and Estate Planning training. For schedule information, please contact KYRC at:

- ❖ Email: [kyrc@lanterman.org](mailto:kyrc@lanterman.org)
- ❖ Phone: (213) 252-5600 | (800) 546-3676

## ●●● Family Cost Participation Program (FCPP)

The *Family Cost Participation Program (FCPP)* is a state program that assesses cost participation to parents of minors who receive at least one of these regional center services: day care, respite, and/or camping. The FCPP applies to families who meet the following criteria:

- ❖ *The regional center client is **birth through 17 years old***
- ❖ *The child lives in the parents' home*
- ❖ *The child is not eligible for Medi-Cal*

\* Please contact your SC if you have questions regarding FCPP.

## ●●● Annual Family Program Fee (AFPF)

Parents with an adjusted gross family income at or above 400% of the *federal poverty level (FPL)* receiving qualifying regional center services for their children, ages **birth to 18**, are assessed an *Annual Family Program Fee (AFPF)*, as required by the *Welfare and Institutions Code, Section 4785*. Families are assessed an AFPF **yearly**, regardless of the number of children in the household receiving services. The following families are exempt:

- ❖ *Families receiving services through Medi-Cal*
- ❖ *Families that have been assessed a cost under the FCPP as described above.*

An assessment of the AFPF takes place at the time of development the IPP. Families send their AFPF payments directly to the *California Department of Developmental Services*. Parent may be exempt from AFPF if:

- ❖ *A catastrophic loss temporarily limits the ability to pay*
- ❖ *An extraordinary event impacts the ability to pay*
- ❖ *The care/supervision needs of the child impacts the ability to pay*
- ❖ *An exemption is necessary to maintain the child in the family home*

\* Please contact your SC if you have questions regarding AFPF.

## ●●● Parental Fee Program (PFP)

The *Parental Fee Program (PFP)* assesses a fee to parents of children **under the age of 18** who receive 24-hour out-of-home residential services purchased with State funds through a regional center. The fee is determined using a *Parental Fee Schedule* established by the *Department of Developmental Services*. The statutory authority for financial responsibility is in the *Welfare and Institutions Code, Sections 4677, 4782 and 4784*.

\* If you have questions regarding PFP, please contact your SC.

## ●●● Service Coordination

*Service coordination* is a service through which FDLRC ensures that clients and their families have the services and supports they need to maximize opportunities. Service coordination is carried out by a *service coordinator (SC)* assigned to each client and their family. A *client* refers to an individual with a developmental disability that receives FDLRC services.

### Service coordinators help clients and their families:

- Access information, services, & supports to enhance knowledge/skills
- Develop choices and design plans related to services and supports
- Coordinate services and supports
- Advocate for rights

## ●●● Individual Program Plan (IPP)

An *Individual Program Plan (IPP)* is a goal-oriented person-centered plan detailing the services and supports a client is to receive under the Lanterman Act. The IPP applies to clients **over the age of 3**. The Lanterman Act requires all regional centers to:

- ❖ Complete an initial IPP within **60 days** after eligibility is determined.
- ❖ Complete a new IPP for the client once **every three (3) years**.
- ❖ Review a client's IPP plan within **30 days** of a request; an IPP can be modified at any time to better suit the client's needs.
- ❖ Review the client's IPP **annually if** the client receives services through the Home and Community-Based Services (HCBS) Waiver or if the client lives in a licensed residential home.
- ❖ Convene an *IPP planning team* (also known as an *interdisciplinary team (IDT)*) meeting during the initial IPP and at least **once every 3 years** thereafter.

### The IPP planning team includes:

- At minimum, the client and his/her SC.
- It may also include anyone in the client's support network (e.g. family, friend, caregiver, conservator, etc.).

## IPP Process

The IPP process involves discussions about how to best address and support a client's needs. These discussions include:

- ❖ *Client rights, responsibilities, and issues*
- ❖ *Existing skills and abilities of the client*
- ❖ *Goals client would like to attain and skills needed to achieve them*
- ❖ *Trainings and services to refine existing skills & acquire new ones*
- ❖ *Specific type and amount of services and supports client is to receive*
- ❖ *Objectives that measure and monitor progress of service delivery*
- ❖ *Funding sources of all services and supports the client is to receive*
- ❖ *Roles and responsibilities of each planning team member*

### Parents of minors have special responsibilities:

- *Parents of minors receiving therapeutic interventions are expected to be actively involved in their child's treatment.*
- *Parents of minors in out-of-home placement are to meet their share of costs for the minor's care.*

## IPP Services and Supports

All services and supports are to be culturally appropriate, integrated with the mainstream community, and promote client/family empowerment. Regional centers are required by law to use community-based generic resources before purchasing the least costly, evidence-based services. Services and supports may only be purchased from providers authorized by the regional center. Continued funding may be authorized if progress towards the client's objectives is made.

## IPP Language Interpreter and Translation

When requested, FDLRC provides clients with a language interpreter at IPP meetings and/or a translated copy of an IPP. Examples of some of the most common languages requested include:

Arabic	Cambodian	Farsi	Russian	Tagalog
Armenian	Chinese	Korean	Spanish	Vietnamese

Contact your service coordinator if you need your IPP translated or if you will need an interpreter at your IPP meeting.

## Self-Determination Program (SDP)

*Self-Determination Program (SDP)* was signed into law in 2013. SDP provides clients and their families with more freedom, control, and responsibility in choosing services and supports to help them meet IPP objectives.

Once the *Home and Community-Based Services (HCBS) Waiver* application is approved, the *Department of Developmental Services (DDS)* will randomly select 2,500 enrollees to participate in the first 3 years of the SDP; **74 of the initial 2,500 enrollees will be FDLRC clients**. In order to be eligible to participate in the SDP, FDLRC clients are required to:

- ❖ Attend an informational meeting at FDLRC; and
- ❖ Ask to be added to an interest list at FDLRC.

### For more information, please contact your SC or:

- Visit the FDLRC website at: <http://lanterman.org/self-determination>
- Visit the SDP website at: [www.dds.ca.gov/SDP](http://www.dds.ca.gov/SDP)
- Send an email to: [selfdetermination@lanterman.org](mailto:selfdetermination@lanterman.org)



## ●●● Family Home Agency (FHA)

A *Family Home Agency (FHA)* is a living option where private citizens open their home to adult clients, allowing the client to receive services, form relationships, participate in everyday family activities, and be active members of their community. FHA services are a community-based alternative to more traditional residential homes.

## ●●● Licensed Residential Services

### Community Care Facilities (CCFs)

*Community Care Facilities (CCFs)* are licensed by the *Community Care Licensing Division of the State Department of Social Services* to provide 24-hour residential care to clients. Based upon the types of services provided and the clients served, each CCF vendored by a regional center is designated one of the following service levels:

**Service Level 1** Limited care and supervision for clients with self-care skills and no behavior problems.

**Service Level 2** Care, supervision, and incidental training for clients with some self-care skills and no major behavior problems. Typically this level has one staff person for six clients.

**Service Level 3** Care, supervision, and ongoing training for clients with significant deficits in self-help skills, and/or some limitations in physical coordination and mobility, and/or disruptive or self-injurious behavior. Typically there is a 1:3 staff/client ratio.

**Service Level 4** Care, supervision, and professionally supervised training for clients with deficits in self-help skills, and/or severe impairment in physical coordination and mobility, and/or severely disruptive or self-injurious behavior. Typically there is a 1:2 staff/client ratio.

## ●●● Intermediate Care Facilities (ICFs)

*Intermediate Care Facilities (ICFs)* are health facilities licensed by the *Licensing and Certification Division of the California Department of Public Health* to provide 24-hour nursing support to clients with self-care deficits, behavior challenges, or medical needs.

## ●●● Generic Resources

A *generic resource* is any agency which has the legal responsibility to serve all members of the general public and is receiving public funds for providing those services. What they offer may be helpful for you or your family member and does not require funding by the regional center. Some examples of generic resources or supports are:

- ❖ Family Resource Centers
- ❖ L.A. Parks & Recreation
- ❖ School Districts
- ❖ Medi-Cal
- ❖ Medicare
- ❖ County Medical Clinics
- ❖ County Mental Health
- ❖ Supplemental Security Income (SSI)
- ❖ In-Home Supportive Services (IHSS)
- ❖ California Children's Services (CCS)
- ❖ The Department of Rehabilitation (DOR)
- ❖ County Health and Human Services
- ❖ City, County, & State Housing Assistance
- ❖ Community Legal Services

While FDLRC does not provide funding for these resources or supports, they may be included in the IPP developed for a client.

### Medi-Cal

*Medi-Cal* offers free or low-cost health coverage for children and adults with limited income and resources who meet eligibility requirements. Medi-Cal covers low-income adults, families with children, seniors, persons with disabilities, children in foster care as well as former foster youth up to age 26, and pregnant women. Most applicants who apply through Covered California will receive Medi-Cal care through managed health plans.

#### ●●● The difference between Covered California and Medi-Cal

If you qualify for Medi-Cal, your health care will be free or at a lower cost to you and your family. Medi-Cal provides health benefits similar to the coverage options available through Covered California, but often at lower or no cost to you or your family. Medi-Cal plans and Covered California plans both offer a similar set of *essential health benefits*, these consist of:

- Hospitalization
- Emergency services
- Prescription drugs
- Laboratory services
- Maternity & newborn care
- Outpatient (ambulatory) services
- Preventive and wellness services and chronic disease management
- Mental health and substance use disorder services, including behavioral health treatment
- Programs such as physical and occupational therapy (known as *Rehabilitative & Habilitative Services*) & devices
- Children's (Pediatric) services, including oral and vision care

## ●● Medi-Cal Coverage for Children Through Institutional Deeming

*Institutional Deeming* enables children **ages 3 to 18** to receive full-scope Medi-Cal who would normally not be eligible because their family income is too high. Under the Institutional Deeming program, only the child's income and resources are considered when determining eligibility. If the child has income or resources of his/her own, such as a trust fund, he/she may not qualify or may qualify but be assessed with a share of cost.

\* For more information or to apply, please contact your SC.

## ●● Applying for Medi-Cal

To see if you qualify for Covered California or Medi-Cal coverage, you may:

- ❖ Fill out an application online: [www.CoveredCA.com](http://www.CoveredCA.com)
- ❖ Call Covered California: (800) 300-1506
- ❖ Apply in person at a *Department of Public Social Services (DPSS)* office:

### Wilshire, Department of Public Social Services (DPSS)

2415 W. 6th St.  
Los Angeles, CA 90057  
(310) 258-7400 or (626) 569-1399

### Metro North, Department of Public Social Services (DPSS)

2601 Wilshire Blvd.  
Los Angeles, CA 90057  
(866) 613-3777 or (626) 569-1399

### Glendale, Department of Public Social Services (DPSS)

4680 San Fernando Rd.  
Glendale, CA 91204  
(818) 701-8200 or (626) 569-1399

### Pasadena, Department of Public Social Services (DPSS)

955 N. Lake Ave.  
Pasadena, CA 91104  
(866) 613-3777 or (626) 569-1399

### Metro Special, Department of Public Social Services (DPSS)

2707 S. Grand Ave.  
Los Angeles, CA 90007  
(866) 613-3777 or (626) 569-1399

### Metro Family, Department of Public Social Services (DPSS)

2615 S. Grand Ave.  
Los Angeles, CA 90007  
(213) 744-6601 or (310) 258-7400 or (626) 569-1399

For a comprehensive list of the DPSS offices in Los Angeles County, please visit:  
<http://dpss.lacounty.gov/dpss/maps/maps.cfm?program=medical>

## ●● Living Independently

Clients, **at least 18 years old**, wishing to move out of the family home should discuss their options with their SC and consider the following:

- ❖ *What is the source of income?*
- ❖ *Are there any sources of financial support (e.g., SSI)?*
- ❖ *Are there affordable housing options?*
- ❖ *What is the budget for rent, utilities, food, entertainment, etc.?*
- ❖ *How will the home be maintained?*
- ❖ *What kind of staff will help maximize independence?*

Although living independently presents many challenges, for the many adults for whom living independently makes sense, such challenges signal the path to a satisfying life.

## Independent Living Services (ILS)

*Independent Living Services (ILS)* are services provided to adult clients who typically live alone or with roommates in a home/condo/apartment that they rent or own. Independent living services provide/coordinate support services that focus on functional skills training for adults who generally have acquired basic self-help skills or who employ and supervise aides to assist in meeting their personal needs. After clients receive training and support over a specified period of time, paid support is phased out.

## Supported Living Services (SLS)

*Supported Living Services (SLS)* provide support for IHSS eligible clients who live in an independent living setting and require more support than ILS. SLS are designed to: foster the clients' nurturing relationships, integrate clients into the community, and work toward the client's long-term personal goals. Since there might be lifelong concerns, SLS are offered for as long and as often as needed, with the flexibility required to meet a client's changing needs over time, and without regard solely to the level of disability. In some cases, clients supervise their own services to maximize a level of independence. SLS services include:

- ❖ *Assistance selecting and moving into a safe, stable home;*
- ❖ *Choosing personal attendants and housemates;*
- ❖ *Acquiring household furnishings;*
- ❖ *Common daily living activities and emergencies;*
- ❖ *Becoming a participating community member; and,*
- ❖ *Managing personal financial affairs, as well as other supports.*



## ●●● Day Care

*Day care* refers to the care, protection, and supervision of clients **under age 18** living in their parents' home, for periods of less than 24 hours/day.

*Specialized day care* involves care beyond that normally associated with the care of a child without developmental disabilities. Support level is determined by information provided. Parents receiving day care services may be assessed for the *Family Cost Participation Program*.

## ●●● Adult Day Programs

*Adult day programs* are community-based programs intended to provide clients who do not work with the opportunity to have a pattern of life similar to non-disabled individuals. Adult day programs provide clients with planned activities for up to **30 hours per week**.

Services available through a day program help develop and maintain:

- ❖ *Employment skills*
- ❖ *Self-advocacy*
- ❖ *Self-help and self-care skills*
- ❖ *Communication and interaction with others*
- ❖ *Community integration skills (e.g., accessing community services)*
- ❖ *Behavior management to help improve behaviors*
- ❖ *Social and recreational skills*

## Activity Centers (ACs)

*Activity Centers (ACs)* are designed for clients who have basic self-care skills, interact with others, communicate their needs, and respond to instructions. ACs focus on developing and maintaining skills required for self-advocacy, community integration, and employment.

## Adult Development Centers (ADCs)

Clients who attend *Adult Development Centers (ADCs)* generally need sustained support and direction to interact with others, make their needs known, and respond to instructions. ADCs focus on developing and maintaining skills required for self-care, self-advocacy, community integration, and employment.

## Adult Day Health Care (ADHC)

An *Adult Day Health Care (ADHC)* is a licensed program funded by Medi-Cal that provides a variety of health, therapeutic, and social services to clients at risk of being placed in a nursing home.

\* Please contact your SC for more information regarding all Adult Day Programs.

## Supplemental Security Income (SSI)

*Supplemental Security Income (SSI)* is administered by the federal government and it is designed to help the elderly, blind, and persons with disabilities that have little or no income. It provides cash to meet basic needs for food and shelter.

To qualify for SSI, you must have little or no income (parental income is considered when awarding SSI to a child) and resources not worth more than \$2,000 if you are single and \$3,000 if you are married and living together. Normally the value of your car and home (if you live in the home) is excluded.

To be eligible for SSI, you must live in the United States and apply for any other government benefits for which you may be eligible. If you are not a U.S. citizen, but you lawfully reside in the United States, you may still qualify. For more online information regarding SSI for noncitizens, please visit: [www.socialsecurity.gov/pubs/EN-05-11051.pdf](http://www.socialsecurity.gov/pubs/EN-05-11051.pdf)

To apply for benefits, you may visit your local SSI office. Your local office may be located online at: <https://secure.ssa.gov/ICON/main.jsp>

## In-Home Supportive Services (IHSS)

The *In-Home Supportive Services (IHSS)* program is considered an alternative to out-of-home care, such as nursing homes or licensed residential homes. To be eligible, individuals must be over 65 years of age, or disabled, or blind. Disabled children are also potentially eligible for IHSS. IHSS will help pay for services so that individuals can remain safely in their own home. Examples of IHSS authorized services include:

- ❖ *Housecleaning*
- ❖ *Meal preparation*
- ❖ *Medical appointment accompaniment*
- ❖ *Protective supervision for the mentally impaired*
- ❖ *Laundry*
- ❖ *Grocery shopping*
- ❖ *Personal care*

To be eligible for IHSS services, applicants must be California residents and Medi-Cal eligible. They must also live at home and complete the *Health Care Certification* form provided by an IHSS social worker.

### To apply for IHSS you may do one of the following:

- Call (888) 944-4477 or (213) 744-IHSS
- Submit a completed application to your local county IHSS office.  
*Application online:* <http://www.cdss.ca.gov/cdssweb/entres/forms/English/SOC295.pdf>  
*Locate IHSS offices online:* <http://dpss.lacounty.gov/dpss/maps/maps.cfm?program=ihss>

## Transportation

Transportation plays an important role in enabling people with disabilities to travel and live independently. Depending on where you live, your destination, and your physical needs, transportation choices might include public transportation, paratransit, and accessible taxi services. Some of the transportation options available in L.A. County are listed below.

### Access Services

*Access Services* is the federally mandated ADA paratransit service provider for L.A. County. This service is offered to individuals whose disabilities prevent them from independently using regular bus or rail service. It is comparable to fixed-route service and offers curb-to-curb service during hours when local bus service is provided. To learn more about their services and/or to register, please contact Access Services at:

- ❖ Website: [accessla.org](http://accessla.org)
- ❖ Phone for Non-Registered Customers: (800) 827-0829
- ❖ Phone for Registered Customers: (800) 883-1295

### Metro

*Metro* strives to ensure that its services are accessible to all customers with disabilities. For more information, please contact Metro at:

- ❖ Website: [www.metro.net/riding/riders-disabilities](http://www.metro.net/riding/riders-disabilities)
- ❖ Customer Service: (800) 464-2111
- ❖ Reduced Fare Office: (213) 680-0054

### MetroLink

*MetroLink* is committed to providing safe, comfortable commuter rail service to all passengers with disabilities. Please contact them for more information:

- ❖ Website: [www.metrolinktrains.com/howtoride/page/title/accessibility](http://www.metrolinktrains.com/howtoride/page/title/accessibility)
- ❖ Customer Service: (800) 371-5465

### Southern California 511

To learn more about other forms of public transportation available in your area, please contact *Southern California 511*, a free traveler service that provides transit planning and commuter information:

- ❖ Website: [www.go511.com/transit/accessible\\_services.aspx](http://www.go511.com/transit/accessible_services.aspx)
- ❖ Phone: 511
- ❖ Mobile App: Go511

## Behavioral Services

The regional center provides a range of services that address IPP behavioral concerns in young children. The center purchases *behavior services* after all applicable generic resources, such as Medi-Cal, the local education agency, *California Children Services*, and private insurance options have been pursued and exhausted.

The regional center offers an orientation to behavioral services as well as behavior workshops that take place in 6 session intervals. Please contact your service coordinator for details.

## Floortime

As its name suggests, *Floortime* encourages parents to engage children at their level by getting on the floor to play. With young children, these playful interactions may occur on the floor, but go on to include conversations and interactions in other places. Floortime emphasizes the critical role of parents and other family members because of the importance of their emotional relationships with the child.

The goal of these adult-child activities is to help the child master a series of 6 functional emotional developmental milestones. They are:

- ❖ *Self-regulation and interest in the world*
- ❖ *Emotional thinking*
- ❖ *Intimacy, or engagement in human relations*
- ❖ *Emotional ideas*
- ❖ *Two-way communication*
- ❖ *Complex communication*

If you are interested in Floortime, please contact your SC to discuss.

## Social Skills

*Social skills* therapy/training is structured programming in either an individual or group format that primarily addresses significant deficits in the following 4 areas:

- ❖ *Engagement & Awareness of Other People*
- ❖ *Play Skills*
- ❖ *Social Communication Skills*
- ❖ *Social Interaction Skills*

Social skills therapy/training is generally appropriate for **children ages 2 to 12**. The determination of the frequency and duration of the service will be assessed. Please contact your service coordination for more details.

## ●● Respite

*Respite* is a support service designed to provide family members with temporary relief from the constant care required by a person with a developmental disability. Respite provides temporary care for clients in their own home or in a licensed residential facility, on a planned or emergency basis.

Typically, families are expected to provide their own respite with the assistance of family members or friends or through the use of paid sitters. If, however, the client requires a degree of care beyond that normally required by an individual of the same age without a disability, and if all generic resources have been exhausted, regional center funded respite may be authorized.

A person may be considered for up to **16 hours per month** of purchased respite if specific criteria are met.

### In-Home Respite

There are 2 types of *In-Home Respite* which provide the appropriate care and supervision for clients in their own home while their family member(s) are absent.

#### 1 Family Conversion Respite:

Some families may have someone who can provide direct care. If so, this person is hired by a respite agency solely for the benefit of the person with the developmental disability. This way the family has identified the respite worker and coordinates the schedule directly with the respite worker.

#### 2 Agency Respite:

If the family does not know anyone to recommend, the respite agency has staff that can come into the home to care for the client. In this case, the family works directly with the agency to schedule when the workers come to the home to relieve the family.

### Out of Home Respite

*Out of Home Respite* is an option parents have that allows their loved one to reside temporarily in a licensed home for a limited period of time. The Lanterman Act limits this placement option to **21 days per year**.

## School District

Children who receive FDLRC services typically qualify for the *special education services* in their *school district*. Many of their service needs are often met through programming offered through their local school district.

### ●● Individualized Education Program (IEP)

Children who receive *special education services* through the school district have an *Individualized Education Program (IEP)*. The IEP is a written plan that guarantees children will receive services determined by a *multidisciplinary team* to be necessary and appropriate for their educational progress. The IEP includes:

- ❖ An eligibility statement and an evaluation/review timeline
- ❖ A child's present level of performance and functioning
- ❖ Annual goals and short-term objectives
- ❖ A description of the child's placement
- ❖ A description of the child's regular school program inclusion
- ❖ Related services that the child will receive

#### The IEP multidisciplinary team includes:

- The client's parent(s)/ guardian(s)
- 2 teachers: 1 general education and 1 special education
- School district representative with authority to commit IEP resources
- Someone qualified to explain assessment results
- It may also include the client, SC, psychologist, specialist, family member(s), friend(s), advocate(s), or other supportive individual(s)

### ●● IEP/ITP Transition Planning

*Disabilities Education Act (IDEA)* requires schools to provide transition planning for students with disabilities to help them prepare for post-school activities. Transition goals, objectives, and activities are included in the IEP or in an *Individual Transition Plan (ITP)* document. Generally, IEP/ITP transition planning begins at age **14** and occurs annually thereafter.

## ●●● Resolving IEP Disagreements

Parents who disagree with the terms of an IEP or are concerned about a school's handling of an IEP have the following options:

- Contact KYRC for workshop and support group information  
KYRC HelpLine: (800) 546-3676
- Work with the IEP multidisciplinary team to find a solution
- Speak to a Los Angeles Unified School District administrator by calling:  
Complaint Response Unit/Parent Resource Network Hotline: (800) 933-8133
- Ask your SC for information regarding rights and legal referrals
- Request a due process hearing by mailing a request to:  
Special Education Hearing Office | 3200 Fifth Avenue | Sacramento, CA 95817
- File a complaint against the school district. To learn more, visit:  
Disability Rights California: [www.disabilityrightsca.org](http://www.disabilityrightsca.org)
- For information about rights, dispute resolution, and complaint filing, visit:  
California Department of Education, Special Education Division,  
Procedural Safeguards Referral Service: [www.cde.ca.gov/spbranch/sed](http://www.cde.ca.gov/spbranch/sed)

## ●●● Post-Secondary Education

### Community College

Clients pursuing a *post-secondary education* at a *community college* may access a variety of services through the college's *Disabled Students Programs and Services (DSPS)*. DSPS services include:

- ❖ *General education*
- ❖ *Certified vocational education programs*
- ❖ *Assistive technology*
- ❖ *Accommodations for classes*
- ❖ *Learning disability programs*
- ❖ *Note taker*
- ❖ *Job placement through the Department of Rehabilitation (DR)*

### California State Universities

Clients pursuing an education at either a *California State University (CSU)* or a *University of California (UC)* may access a variety of services through the university's *Office for Students with Disabilities (OSD)*. OSD services include: accommodations for classes and job placement.

\* Please contact your SC for further post-secondary education information.

## ●●● Employment Services

The regional center actively has an "*Employment First*" policy to promote *employment* for clients that are out of school. Work opportunities for clients, in order of their level of integration, include:

- ❖ *Competitive Employment*
- ❖ *Individual Supported Employment*
- ❖ *Group Supported Employment*

### Workforce Innovation and Opportunity Act (WIOA)

The *Workforce Innovation and Opportunity Act (WIOA)* offers workforce services to prepare clients for competitive integrated employment. Discussions concerning the WIOA requirements should begin when the client is still in school, typically around 16 years of age. The school district services may include job exploration, workplace readiness training, and post-secondary education opportunities. This legislation also limits the use of sub-minimum wage and prohibits regional centers from purchasing day programs instead of work for clients up to the **age of 24**.

### Vocational Rehabilitation/Work Activity Program (VR/WAP)

The *Department of Rehabilitation (DR)* provides services to clients that are no longer in school through the *Vocational Rehabilitation (VR) and Work Activity Program (WAP)*. These services include:

- ❖ *Paid work* in accordance with Federal and State Fair Labor Standards.
- ❖ *Work adjustment services*, which may include training in safety practices, money management skills, and appropriate work habits.
- ❖ *Supportive habilitation services*, which may include training in social skills and community resources development.

### Supported Employment (SE)

*Supported Employment (SE)* services find competitive employment in a community integrated work setting for clients with severe disabilities. Supported Employment placements can be:

- ① *Individual placements,*
- ② *Group placements, or*
- ③ *Work crews.*

Support is usually provided by a job coach who helps clients learn the necessary skills to work independently. Job coaching services may be phased out as the client's job skills improve.