



Family Service Guide

❖ For clients 3 years of age and older ❖



● ● ● Contact Information:

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Phone: 213-383-1300

E-mail: kyrc@lanterman.org

Website: www.lanterman.org

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● ● ● Service Coordinator:

Name:

Phone:

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Other:

● ● ● Notes:

Four horizontal lines for writing notes, enclosed in a dashed orange border.

●●● 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:

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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, x. 5600

E-mail: kyrc@lanterman.org

FDLRC Website

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

Website: 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: lanterman.org/kyrc_library

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: lanterman.ca.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: 213-252-5600
Website: www.lanterman.org/psm

Other KYRC Services

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

●●● Service Coordination

Service coordination is a service through which FDLRC assists clients and their families to access 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 and 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 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.
- ❖ 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.
- ❖ Convene an *IPP planning team* (also known as *circle of support*) 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 and 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 children receiving services and supports:

Parents of children receiving services and supports are expected to be actively involved in their child's progress.

Parents of children in out-of-home placement are to meet their share of costs for the child'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, but are not limited to:

Arabic	Khmer	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.

●●● 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
- ❖ Private Insurance
- ❖ 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 and 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.

CalABLE

CalABLE is a savings and investment plan offered by the state of California to individuals with a disability. Eligible individuals, family, friends and employers can contribute up to \$15,000 a year without affecting the beneficiary’s public disability benefits. Beneficiaries who work can contribute even more to their accounts. In addition, earnings on qualified withdrawals from a CalABLE account are Federal and California State tax-free.

- ❖ *Website: CalABLE.ca.gov*
- ❖ *Contact: 833-Cal-ABLE (225-2253)*

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
- Outpatient (ambulatory) services
- Emergency services
- Preventive and wellness services and chronic disease management
- Prescription drugs
- Mental health and substance use disorder services, including behavioral health treatment
- Laboratory services
- Programs such as physical, occupational and speech therapy (known as Rehabilitative and Habilitative Services) and devices
- Maternity and newborn care
- 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
- ❖ Call Covered California: **800-300-1506**
- ❖ Apply in person at a *Department of Public Social Services (DPSS)* office: <https://my.dpss.lacounty.gov/dpss/maps/office/locator.cfm>

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 financial assistance 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 a car and home (if living 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

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

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 meet one or more of the following criteria: over 65 years of age, disabled or blind. A child with a disability may also be eligible for IHSS. Examples of IHSS authorized services include:

- ❖ *Housecleaning*
- ❖ *Meal preparation*
- ❖ *Medical appointment accompaniment*
- ❖ *Protective supervision*
- ❖ *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-IHSS(4477)** or **213-744-IHSS(4477)**

Submit a completed application online:

Application online: <https://dpss.lacounty.gov/en/senior-and-disabled/ihss.html>

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), other supportive individual(s), and/or DOR representative(s).

●●● IEP/ITP Transition Planning

Individuals with 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: [213-252-5600](tel:213-252-5600)
- Work with the IEP multidisciplinary team to find a solution
- Speak to your Unified School District administrator by calling:
Complaint Response Unit/Parent Resource Network Hotline: [800-933-8133](tel: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
- 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

●● 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*
- ❖ *Notetaker*
- ❖ *Job placement through the Department of Rehabilitation (DoR)*

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 state of California has an “*Employment First*” policy to promote *employment* for clients that are out of school. Work opportunities for clients include *Competitive Employment, Individual Supported Employment, and Group Supported Employment*

Competitive Integrated Employment (CIE) is the preferred outcome for all of our employment services. Service providers are receiving incentives for assisting individuals in securing employment.

Workforce Innovation and Opportunity Act (WIOA)

The *Workforce Innovation and Opportunity Act (WIOA)* offers workforce services to prepare for competitive integrated employment. Discussions concerning the WIOA should begin when the client is still in school, typically around age 16. Services include job exploration, workplace readiness, and post-secondary education opportunities. This legislation limits the use of sub-minimum wage and prohibits regional centers from purchasing day programs instead of work for clients between the **ages of 14 and 24**.

Vocational Rehabilitation (VR)

The *Department of Rehabilitation (DOR)* provides services to clients that are no longer in school through the *Vocational Rehabilitation (VR)*.

- ❖ *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.

●●● DOR Student Services (DSS)

DOR Student Services (DSS) are activities that support students in exploring and preparing for the world of work. The services are based on the student’s interest. DOR helps students explore employment and get ready for work. Activities include: job exploration, post-secondary education counseling, skills for work, self-advocacy, and work experiences. To qualify for DOR Student Services, you must be a student enrolled in school; between the ages of 16 and 21; and have either an IEP or 504 Plan. To get started, you must complete form DR 203 Student Services Request and take it to your local DOR office.

- ❖ DOR Website: www.rehab.cahwnet.gov

Supported Employment (SE)

Supported Employment (SE) services find competitive employment in a community integrated work setting for clients. Placements can be:

-  **Individual placements**,  **Group placements**

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.

●●● 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 LA 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: www.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
- ❖ 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.metroinktrains.com
- ❖ 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 information service that provides transit planning and commuter service information:

- ❖ Website: www.go511.com
- ❖ Phone: **511**
- ❖ Mobile App: **Go511**

●●● 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.

Per the Lanterman Act, families are expected to utilize natural resources, such as family members or friends. 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 explored.

The number of respite hours will be determined based on the individual's needs.

In-Home Respite

There are two 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.



Family Conversion Respite (Participant Directed Services):

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.



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**.

*Service availability based on service provider capacity.

Behavioral Services

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

Behavioral Services

Behavioral Services utilize the principles of Applied Behavior Analysis (ABA) to address a wide variety of behavioral concerns. Funding for Behavioral Services may be considered when at least one of the following criteria is met:

- ❖ The client engages in behavior that may be a barrier to his/her remaining in the least restrictive environment or participating fully in community life;
- ❖ The client displays behaviors that may be a threat to his/her health or safety or the health or safety of others; or
- ❖ The client has failed to acquire developmentally-appropriate adaptive or functional skills, such as toileting, dressing and feeding that are fundamental to the attainment of social inclusion and increased independence.

Behavioral Services require participation of the parent or primary caregiver at all levels throughout the period of implementation. The regional center offers an online orientation to behavioral services as well as online behavior course that take place in 6 session intervals. Please go to fdlrc.arcalearn.org to sign up.

DIR/Floortime

DIR/Floortime encourages parents to engage children at their developmental level. With young children, these playful interactions may occur on the floor, but may include conversations and interactions in other places. DIR/Floortime emphasizes the critical role of parents and other family members because of the importance of their emotional relationships with the child. If you are interested in DIR/Floortime, please contact your SC to discuss.

Social Skills Services

Social skills training is generally recommended for children and young adults. Social Skills training provides structured programming to address significant deficits in the following areas:

- ❖ *Engagement and Awareness of Others*
- ❖ *Social Interaction*
- ❖ *Play/Recreation*
- ❖ *Social Communication*
- ❖ *Conflict Resolution*

Social skills training services is based on an initial assessment. Evidence-based based services are typically offered over a limited number of sessions based on the provider's recommendations.

When appropriate, parents provide support by participating in structured parent sessions as well as assistance with completing homework activities between sessions to strengthen the learned strategies in a natural setting.

●●● 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 Services

Adult Day Services 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**.

Day Services 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*

Community Based Adult Services (CBAS)

A *Community Based Adult Services (CBAS)* 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 available Adult Day Services.*

●● Living Options

FDLRC believes that the people we serve should participate in family life and in the community where they live. A high priority is placed on supporting children living with their families and an equally high priority is for adults living as independently as possible in their communities. Living options are as follows:

Living Independently

When an adult chooses to live in his or her own apartment, applying for subsidized housing or Section 8 housing may be appropriate. Both Section 8 Housing and subsidized housing options typically have a long wait list (an application should be made well in advance).

●● Independent Living Services (ILS)

Independent Living Services (ILS) may be options for some adults who chose to live independently and need some support to develop skills such as money or household management. Training focuses on areas identified through the IPP and Assessment process for each individual. Training needs may be identified in areas of daily living, such as budgeting, shopping, healthcare, meal preparation, and use of public transportation.

●● Supported Living Services (SLS)

Supported Living Services (SLS) services are intended to complement generic and natural supports such as IHSS. This service is customized for each individual to meet the needs identified in their Individual Program Plan. An individual may need ongoing support or in some situations, while another individual may only require training and habilitation services. The goal of training and habilitation services is to increase a person's ability to meet his/her needs without support.

Living in a Licensed Residential Home

Living in a *licensed residential home* located in neighborhoods allowing for independent access to community resources. The goal for all residential services is to maintain the highest level of independence possible while offering the person a safe place to live and 24-hour support.

- ❖ *Licensed residential homes located in community settings, such as Intermediate Care Facilities, Community Care Facilities or Children's Group Homes with varying levels of support and can be an option for either adults or children.*
- ❖ *Adult Family Home Agencies and Foster Family Agencies can provide similar home-like settings as well.*

All living arrangements should provide an atmosphere of respect for the individual's preferences, values, cultural choices and beliefs, while maximizing individual growth and self-sufficiency. Persons served by the regional center who are eligible for Supplemental Security Income use this income or Medi-Cal benefits to pay in part for residential services. Parents whose children are in residential programs may be charged a parental fee (based on family income) by DDS.

●●● 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.

In order to become eligible in SDP, all interested FDLRC participants are required to:

- ❖ Inform their service coordinator of their interest in the Self-Determination Program.
- ❖ Attend a virtual mandatory orientation through Lanterman's training forum, ARCALearn, available at: lanterman.org/selfdetermination

For more information, please contact your SC or:

- Visit the FDLRC website at: <http://lanterman.org/selfdetermination>
- Visit the SDP website at: www.dds.ca.gov/SDP
- Send an e-mail to: selfdetermination@lanterman.org
- ❖ Participate in Self Determination Meetings. Find more information on: <https://lanterman.org/selfdetermination>

●●● 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 camp services. 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, and respite is the only service received. (*Families can be assessed the FCPP and the AFPF if they received services in addition to respite.)*

An assessment of the AFPF takes place at the time of development of 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.*

●●● Conservatorship

As a child with special needs approaches the age of 18, the family may consider whether a *conservatorship* is necessary for their family member.

It is an important decision and *conservatorship* is not for everyone. Families need to be informed prior to making choices. The KYRC offers quarterly conservatorship and estate planning training. For schedule information, please contact the KYRC at: kyrc@lanterman.org or 213-252-560 0.

Generally, conservatorship for adults with developmental disabilities is achieved through a court proceeding where a judge will appoint 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 two 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* operates 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., 13th Floor | Los Angeles, CA 90010
Phone: 323-939-0506
Email: intake@bettzedek.org

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.

❖ www.dds.ca.gov/general/appeals-complaints-comments/fair-hearings-complaint-process

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

Department of Developmental Services

Community Services Division

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

Phone: 916-651-6309

Website: <https://www.dds.ca.gov/general/appeals-complaints-comments/regional-center-or-vendor-contractor-whistleblower-complaints>

Clients' 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)	Department of Developmental Services (DDS)	Office of Clients' Rights Advocacy (OCRA)
Complaint Coordinator 3303 Wilshire Boulevard, Suite 700 Los Angeles, CA 90010 Phone: 213-383-1300 Website: lanterman.org	Director of DDS 1600 9th Street, Room 340 (MS 3-9) Sacramento, CA 95814 Phone: 916-651-6309 Website: www.dds.ca.gov/general/appeals-complaints-comments/consumer-rights-complaint	Clients' Rights Advocate 350 S. Bixel St., Suite 290 Los Angeles, CA 90017 Phone: 213-213-8180 Website: www.disabilityrightscsca.org/what-we-do/programs/office-of-clients-rights-advocacy-ocra

Advocacy Assistance

Disability Rights 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.disabilityrightscsca.org

CRA: Phone: 213-213-8180 | Fax: 213-213-8021

State Council on 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
E-mail: losangeles@scdd.ca.gov | Website: www.scdd.ca.gov



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