

# New Consumer Orientation

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# Tonight's Topics

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Regional Center History

Individual Program Plan (IPP) process

Clarify legal issues involved in service delivery

Behavior services

Family Support services

Services for adult consumers

What to expect from your CSC

Web resources

# History

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**Prior to 1966 the only residential placement options for individuals with Developmental Disabilities was one of four overcrowded state hospitals.**

## **1966**

Two pilot regional centers established to provide resources for support in the community.

- 1.** Children's Hospital of Los Angeles.
- 2.** San Francisco Aid to Retarded Citizens

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1969 – Lanterman Act expanded the network of Regional Centers throughout the state of California.

North Los Angeles County Regional Center was founded in 1974.

# Federal Funding

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Prior to 1991, all of the services for consumers living in the community were funded by the state of California

In 1991, the Medicaid Waiver program was implemented. This provides federal funding for case management and reimbursement for most services.

With that money comes additional monitoring responsibilities.

Annual Audits

Recent changes in how that money can be used will be driving changes in how many services are provided in the near future.

## Two Senate Bills in 1992 set the following priorities and guidelines for Regional Centers:

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- ◆ Consumers on all regional center boards
- ◆ Regional center performance contracts
- ◆ Increased residential options and choices
- ◆ Services and supports should promote community integration and self-sufficiency
- ◆ High priority for children to live with family
- ◆ Cost-effective methods of service delivery
- ◆ Regional center shall maximize alternative funding sources

# Individualized Program Plan (IPP) Process

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Consumer Services Coordinator is assigned

The IPP is the time to review the Consumer's:

- ◆ Likes/Dislikes
- ◆ Needs (individualized needs assessment)
- ◆ Strengths
- ◆ Short and long term goals
- ◆ Develop measurable outcomes that drive service delivery
- ◆ Determine appropriate services to meet outcomes

# Individualized Program Plan (IPP) Process

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The IPP team consists of the consumer, his/her parents and/or family members (as applicable), conservator (if applicable), and any important people in the consumer's life.

The IPP is conducted every 3 years and an annual review is conducted each year to review the consumer's goals and progress towards meeting them. IPP/AR reports are mailed to consumers within 30 days from the meeting.



# Service Requests/Delivery

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15 day timeline to respond to service requests

Services must represent a cost effective use of public resources

Services must be effective in achieving IPP outcomes

Service Standards

The Regional Center is the “payer of last resort” and must pursue all possible sources of generic funding before expending its own monies.

Due Process for disagreements regarding service delivery

4731 Complaint Process for rights violations

# Behavior Services

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Behavior Services Orientation

Informed Consent

SB946 and AB89-Use of private insurance and MediCal for Autism and PDD

Group parent education (16 hours)

Early Intensive Treatment for Autism (DTT)

Intensive Behavior Services (serious behavioral concerns)

In-Home Parent Education

All behavior services require substantial parental involvement

All behavior services are required to use evidence based practices

# Behavior Services

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Behavioral Services are time limited and may end if:

The plan is effective and the goals and objectives have been reached

The plan has not been effective as shown by data collected by the parent, caregiver, or vendor. Prior to the discontinuation of service, NLACRC will consider the need for program revision, change in vendor, or a different type of service.

The plan is not implemented by parents, repeated appointments are missed, or parents lack sufficient time to participate in plan implementation, thus indicating that other competing priorities preclude full participation of all concerned.

# Family Support Services

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## Respite

Is defined as “regularly scheduled, in-home break from care”

Is assessed based on what supervision needs a similar aged person without a disability would require

# Family Support Services

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## Daycare

Regional Center can fund for the specialized cost associated with daycare when parents are working outside the home or in school that will lead to employment

Share of cost for minors ranging from \$1-\$3 per hour based on income

No share of cost for adult consumers

# FCPP

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Family Cost Participation Program

For consumers under 18 years old

Share of cost for respite and day care

Sliding scale based on income

Consumer's receiving MediCal are exempt

# Annual Family Program Fee

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Requires all families with a consumer under 18 years old and who do not have Medi-Cal, to pay \$200 per year for services other than respite or daycare

Can be lowered to either \$150 or \$0 based on income

Paid directly to DDS, not Regional Center

# Family Support Services

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## Personal Assistance

Is defined as parent plus assistant for medical purposes when a two person transfer/lift is required, when two people are required to ensure safety when completing activities of daily living, or when there are severe behaviors requiring two people to ensure safety/redirection

IHSS/Protective Supervision is typically used to meet this need and Regional Center will fund only while this service is being accessed or has been denied and appealed



# Additional Services

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Adaptive Skills Training

Social Skills Training

Educational Advocacy

Coming soon!

- Self Determination

# Services for Adults

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Day programs (Site & Community Based)

Work Activity Centers

Supported employment (Group & Ind.)

California Employment First Guidelines

- Competitive Integrated Employment
- Workforce Innovation Opportunities Act (WIOA) DOR

Transportation to day programs

Time-limited ILS training for consumers in the family home.

# Living Options for Adults

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Living options for adults [in addition to staying with parents and family members] include:

Group homes with different amounts of support.

Living in own apartment or home with Independent Living Skills training and support.

Living in own apartments with Supported Living Services.

# What to Expect from Your CSC

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Conduct IPP's/AR's every year or as needed

Make referrals to generic agencies

Monitor service delivery

Advocacy

CSC's are often visiting other families and they have a 24 hour call back policy. (Leave a detailed message.)

Regional Center has an Officer of the Day (with a cell phone) for each case management department for urgent or time sensitive issues.

After Hours On-Call for urgent situations that cannot wait until the following work day.

# Family Focus Resource Center

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Office at CSUN for non-RC clients;  
Offices for NLACRC Regional Center  
consumers at all of the branch  
offices.

# Family Focus Services

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Parent to parent mentoring

Workshops and parent education

Resources and Referral

IEP Training

Support Groups

Lending Library

# Getting Families Connected

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NLACRC is actively engaged in a variety of projects that are aimed to address disparities in the community. In other words, who are not accessing services that need the services.

The regional center system is complex and sometimes parents and families do not know how to navigate or understand what the concept of “generic resources”

Current Projects: Parent Mentor and Integrated Community Collaborative.

# Parent Mentors

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## For San Fernando and Santa Clarita Valleys

**Contact Victoria Girard:** Monday through Thursday, 9am – 2pm

**Parent Mentor Hotline:** (818) 534-5589

## For Antelope Valley

**Contact Selene Salceda:** Tuesday through Friday, 9am – 2pm

**Parent Mentor Hotline :** (661) 951-1220

**Email for all Valleys:** [parentmentor@nlacrc.org](mailto:parentmentor@nlacrc.org)

Ms. Girard and Ms. Salceda are available by telephone at our Parent Mentor Hotline, or by email during their office hours. **They are not available to meet in person at this time due to the stay-at-home order.**



# ICC Parent Collaborative

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Introduction of ICC and quick overview of project

# Web Resources

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Department of Developmental Services (Home Page):

[www.dds.ca.gov](http://www.dds.ca.gov)

Search Bills:

[www.leginfo.legislature.ca.gov](http://www.leginfo.legislature.ca.gov)

Association of Regional Center Agencies:

[www.arcanet.org](http://www.arcanet.org)

NLACRC Home Page:

[www.nlacrc.org](http://www.nlacrc.org)

Disability Rights California(formerly PAI)

<http://www.pai-ca.org/>

NLACRC Resource Library by appointment  
through your CSC or Publications Dept.

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# Questions and Feedback