



SDP Issue Resolution and Support Steps

Please use the options below to determine the next appropriate step for resolving an issue or obtaining additional support.

Step 1: Contact CSC

You should contact your Service Coordinator whenever you need assistance or if there are any changes in the participant's life. This ensures that NLACRC can provide appropriate support and adjust program planning as needed.

Service Coordinators are expected to respond to voicemails or emails within 72 hours and no later than the following business day.

To reach your CSC, please call the main line for the office that serves you and or the participant and ask to be transferred to your CSC:

- * San Fernando Valley Office: (818) 778-1900
- * Antelope Valley Office: (661) 945-6761
- * Santa Clarita Valley Office: (661) 775-8450

Step 2: Contact the On-Duty Staff (OD) (Use if Health and Safety issue)

If you do not receive a response from your Service Coordinator within 72 hours or by the end of the next business day for matters needing immediate attention, please contact the Officer of the Day (OD). The OD will collect your information and assist you with your concern.

To reach the On Duty (OD) staff, call the main line for the office that serves you and or the participant and ask to be transferred to the On Duty (OD) staff:

- San Fernando Valley Office: (818) 778-1900
- Antelope Valley Office: (661) 945-6761
- Santa Clarita Valley Office: (661) 775-8450

Step 3: NLACRC SDP Case Management Escalation Process

Utilize the North Los Angeles County Regional Center (NLACRC) Self-Determination Program Escalation Process when additional assistance or escalation is needed.

CSC ➡ Consumer Services Supervisor ➡ Consumer Services Program Manager

Contact Your Case Management Team: call the main line for the office that serves you and or the participant and ask to be transferred your Case Management Team

- San Fernando Valley Office: (818) 778-1900
- Antelope Valley Office: (661) 945-6761
- Santa Clarita Valley Office: (661) 775-8450

Step 4: Reach out to SDP Team

SDP Email: selfdetermination@nlacrc.org

SDP Hotline: (818) 756-6454

Information to Provide:

Caller Name: _____

Participant Name: _____

UCI: _____

SDP Issue You Are Trying to Resolve:

CSC: _____

Date Submitted/Contacted: _____

The information listed above is necessary for SDP to assist with moving the issue forward.