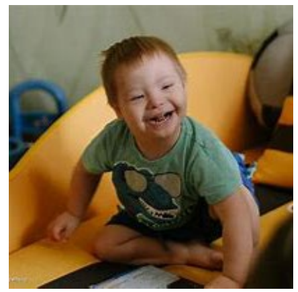
# New Consumers Orientation






# Welcome to the Regional Center




San Fernando Valley
(main office)



Santa Clarita Valley
(satellite office)




Antelope Valley
(satellite office)

# Agenda Overview

1. Regional Center History
2. Individual Program Plan (IPP) Process
3. Generic Resources
4. Behavior Services
5. Overview of Common Services
6. Role of the Consumer Services Coordinator (CSC)
7. Resources

# How did the Regional Center begin?






## 1966

**The only residential option for individuals with Developmental Disabilities was one of the four overcrowded state hospitals.**

Two pilot regional centers were established to provide community support resources.

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

## 1969

**The Lanterman Act expanded the network of Regional Centers throughout California.**

## 1974

**North Los Angeles County Regional Center was founded.**

## 1991

**The Medicaid Waiver Program was introduced.**

It provided federal funding for case management and reimbursement of Regional Center services.

Annual audits and monitoring are mandatory, with the upcoming changes in spending rules affecting the service availability.

## Now

**From Early Start to Adulthood, more than 38,000 individuals have been supported by NLACRC.**

# In 1992, two Senate Bills set new priorities and rules for the Regional Centers:

- People who use the services should be included on all regional center boards.
- Regional centers need to create performance contracts.
- There should be more options for where people can live.

- Services should help people integrate into the community and become self-sufficient.
- It's important for children to live with their families if possible.
- Services should be delivered in cost-effective ways.
- Regional centers should seek out other sources of funding.

# Service Coordination

Monitor



Develop

Coordinate

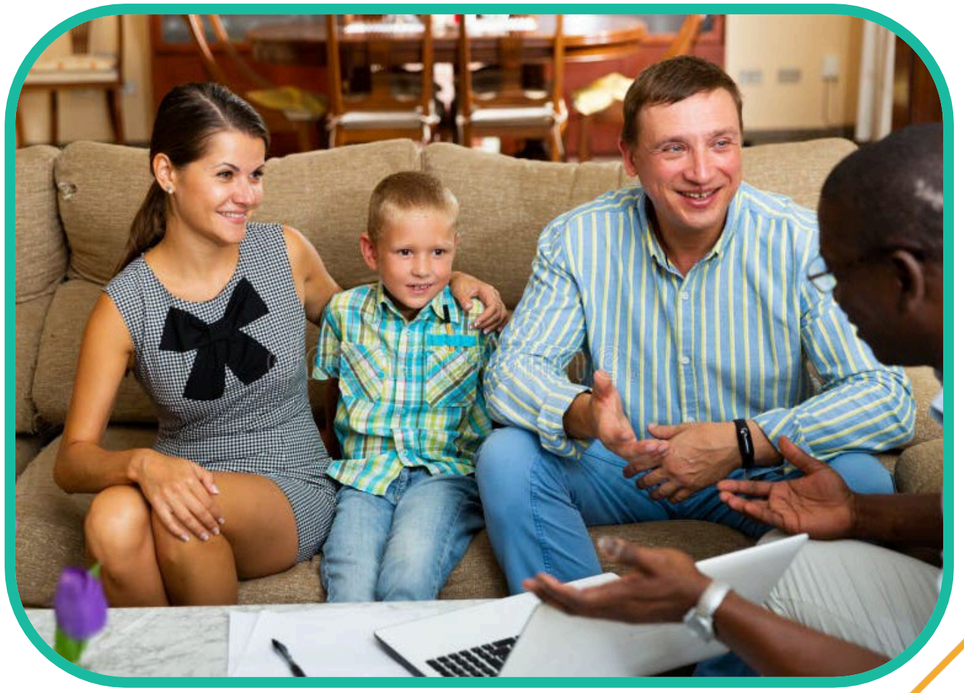
Advocate

# Individual Program Plan (IPP)

Must take place within 60 days from the date of determined eligibility under Lanterman Act

Must be followed up tri - annually to assess the needs, any changes, and as requested by the family.

Reports from the IPP and annual reviews are sent to the individual within 30 days after the meeting.



# What is included in the IPP meeting?

Determining the Right Services




Individual’s Likes and Dislikes

Observable, measurable, and time -limited outcomes

Individual’s Needs

Short and Long -Term Goals

Individual’s Strengths

# Individual Program Plan (IPP)

- We have 15 days to respond to service requests.
- Services must be a good use of public funds.
- Services should help achieve the goals set in the IPP.
- Service Standards explain what each regional center offers.
- For issues related to rights violations, you can use the 4731 Complaint Process.

# Generic Resources

A "generic" resource is any agency that gets public funds to provide services and is required to serve the public.

Even if the regional center isn't paying for a service, the Individualized Program Plan (IPP) may still include resources and support from these generic sources.

Per the Lanterman Act, the regional center is deemed the "payer of last resort," requiring it to exhaust all other funding options before utilizing its resources for services.

# Generic Resources

Medi-Cal

Social Security Income

IHSS
IN-HOME
SUPPORTIVE SERVICES

School Districts

DHCS
California Department
of Health Care Services
California Children's
Services

This list does not have every generic resource that you can receive; it is to inform you about the most common resources used by NLACRC consumers and families.

# Medicaid Waiver




The Medicaid Waiver Institutional Deeming (ID) provides full Medi -Cal coverage for developmentally disabled children under 18, ( but under the age of 21 are eligible so long as their parents are claiming the individual served as a dependent on their income taxes) with no out-of-pocket costs.

Family income and resources are assessed, but the child's situation is evaluated separately.

# Medicaid Waiver continued




**If the child has income or resources such as child support or a trust fund, they may qualify for Medi-Cal with a Share of Cost.**

Once approved for the Medicaid Waiver, the children can access Medi-Cal services such as:

- Medical
- Dental
- Early and Periodic Screening Diagnosis and Treatment (EPSDT)

Medi-Cal can help cover medication costs and co-payments for medical visits.

# Medicaid Waiver FAQ



## Who can use it?

Medicaid Waiver is for families with high incomes. Lower-income families should apply for Medi-Cal directly through DPSS.



## How to get it?

Regional Centers refer individuals for the Medicaid Waiver. Except for Medi-Cal eligibility, the consumer must meet the Home and Community-Based Services waiver eligibility criteria to get a referral.



## NLACRC's Role

NLACRC is the referring agency only, and Medi-Cal is the awarding agency. After a referral, Medi-Cal contacts the family, and they are responsible for following up.

# Medicaid Waiver Qualifications



## Minor living with Family

The individual must be under the age of 18 and permanently live at home with their family.



## Documented Disability Diagnosis

The individual must have a documented developmental disability diagnosis from a medical professional.




## Valid Social Security Number

The individual must have a valid Social Security number.



## Qualifying Conditions

The individual must have two or more qualifying conditions in self-help, motor skills, emotional functioning, special health, or extensive medical needs.



## Qualifying Regional Center Services

The individual must receive at least one qualifying service from the regional center and use it at least once yearly.

# Behavior Services



## Early Intensive Treatment for Autism (DTT)

This is a type of early, focused therapy for Autism.



## Intensive Behavior Services

These are for serious behavior issues.



## In-Home Parent Education

Training for parents will happen at home.

# Behavior Services



## What is required?

- Informed consent from parents or legal guardians
- 16-hour Parent Education Group (PEG)

## What is the process?

Parents need to be heavily involved in all behavior services.

All services must use evidence based proven methods.

## When will the service end?

- If goals were met successfully.
- If feedback indicates failure, we may revise the program or consider different providers.
- Missed appointments or low parental involvement suggest other priorities may impact participation.

## How is it funded?

SB946 and AB89: These laws allow the use of private insurance and Medi-Cal for diagnosing Autism.

# Respite




## What is it?

Respite services are designed to provide temporary relief for parents and/or guardians.

## What is the purpose?

For a guardian to:

- get some time to relax
- run some errands
- take care of their own needs

## Where is it provided?

Respite hours are provided in a home setting.

## How is it funded?

Respite needs are assessed individually, and the current natural and generic supports are considered.

# Day Care



## What is it?

Services offering non - medical care and supervision for children while parents work or pursue education for employment.

## Are there exceptions?

There is a process for temporarily requesting relief from the cost share in cases of catastrophic events or economic hardship.

## Where is it provided?

- Day Care Centers
- Family Home

## How is it funded?

The Regional Center covers daycare costs exceeding those for a child without a disability. Family costs are determined by income assessment, ranging from $1.00-$3.00 per hour.

# Personal Assistance



## What is it?

Services available to help individuals with their daily living tasks

## What type of tasks can they support?

- Bathing
- Dressing
- Cooking (simple meals)
- Toileting
- (Light) Housekeeping
- Protective Supervision

## Where is it provided?

- Home
- Public and community settings

## How is it funded?

The number of PA hours is determined based on the needs of the individual.

# Annual Family Program Fee (AFPF)
# and
# Family Cost Participation Program (FCPP)

As of July 1, 2024, both fees have been suspended and repealed. Regional Centers must not collect revenues for either program on or after July 1, 2024 .

# Participant Choice Options

People have several options when it comes to selecting family support services, such as Regional Center providers or the Self -Determination Program (SDP).

| Self Determination Program | Participant Directed Services |
| --- | --- |
| SDP is available to all eligible Regional Center consumers. | Provides consumers the option to exercise more direction over how, and by whom services are provided. |
| Allows participants to make their own decision, decide how their budget is spent, and choose their staff. | The consumer and/or family identifies the person who they want to provide the services. |
| Families interested in participating in SDP must first attend an orientation. Please contact your service coordinator for more details. | Applies to the following family support services: Respite, Daycare, and Personal Assistance. |

# Common Services (School Age to Transition)



## Adaptive Skills

Teaches clients and parents how to reinforce the learning of a daily living skill



## Behavior Intervention

Educates consumers and parents on techniques to manage challenging, socially inappropriate, or harmful behaviors



## Social Skills

Teaches social skills to help consumers have good relationships with family and friends

*This list does not include every service that you can receive or that NLACRC can fund; it is intended to inform you about the most common services used by NLACRC consumers and families.*

# Common Services (Adults)



## Supported Employment Program

Provides support for consumers to find jobs where people without disabilities are employed.

Placements can be either individual or group-based.

California Employment First Guideline Programs: Competitive Integrated Employment (CIE) and Workforce Innovation Opportunities Act (WIOA) and Department of Rehabilitation



## Adult Day Programs

Offer skill-building services for up to 30 hours per week, primarily for non-employed attendees. These programs assist in developing skills such as employment, self-advocacy, social interaction, community involvement, self-care, and behavior control.

Placements can be on-site or community-based.

# Living Options for Adults

## Residential Services



### Independent Living Services

Designed to teach adults the necessary skills to live independently, whether they are living with family or on their own.



### Supported Living Services

Assists independent adult consumers who live in their own home, whether they rent or own, and are responsible for paying rent and daily living expenses.

## Licensed Residential Care Facilities



### Intermediate Care Facilities

Offer 24-hour care and support for individuals who require assistance with self-care, behavioral challenges, or medical needs.



### Community Care Facilities

Provide 24-hour care, support, and supervision for facility residents and offer four different service levels.

# How to contact?

## 48 - 72 hours Callback Policy

CSCs often meet with other families. If you leave a detailed message, they will respond within 48 - 72 hours.

## On Duty (OD) Staff

For urgent or time - sensitive issues, please call:
SFV (818) 778-1900
SCV (661) 775-8450
AV (661) 945 - 6761
and ask to speak to the On Duty Staff.

## After Hours

An On-Call service is available after hours for emergencies that can't wait until the next workday.

# Who to contact?

## Service Coordinator

If you don't get a response within 3 business days or need immediate help, call the main line and ask for the On Duty staff at the appropriate office.

## Leadership

You can ask to speak to the assigned supervisor or any unit supervisor, who should respond within 3 business days.

## Parent & Family Support Specialists

They assist with community resources and regional center services.

pfsssupport@nlacrc.org
(661) 951-1220

1 for San Fernando & Santa Clarita Valley

2 for Antelope Valley

Monday - Friday from 8:30 am to 5:00 pm

# Family Focus Resource Center

CSUN | CALIFORNIA STATE UNIVERSITY NORTHRIDGE




Main Office (located at CSUN)
For Non-Regional Center consumers
18111 Nordhoff St, E-109
Northridge, CA 91330 -8265
818-677-6854
family.focus@csun.edu

San Fernando Valley Branch
Regional Center Consumers ONLY
9200 Oakdale Ave
Chatsworth, CA 91311
818-374-9107

Santa Clarita Valley Branch
25360 Magic Mountain Parkway, Suite 150
Santa Clarita, CA 91355
661-294-9715

Antelope Valley Branch
43850 10th St West
Lancaster, CA 93534
661-945-9598

# Getting You Connected











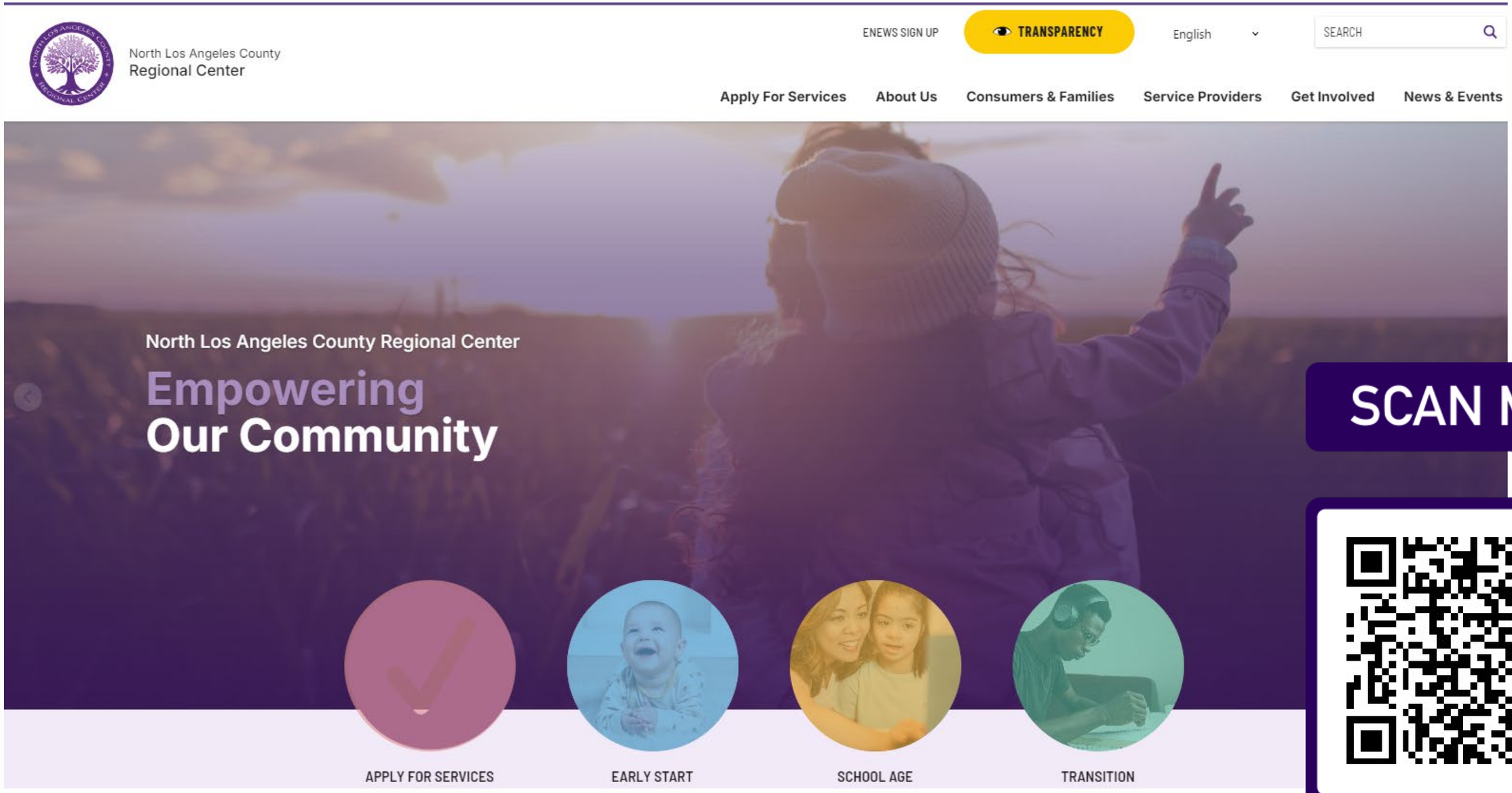





## Current Community Engagement Programs

Annual Festival  Educacional , NLACRC's Expo, Teatime Farsi Support Group, Filipino Support Group, Armenian Parent Circle of Support, AV  Circulo de Apoyo  Support Group, and Rainbow Connection Support Group.

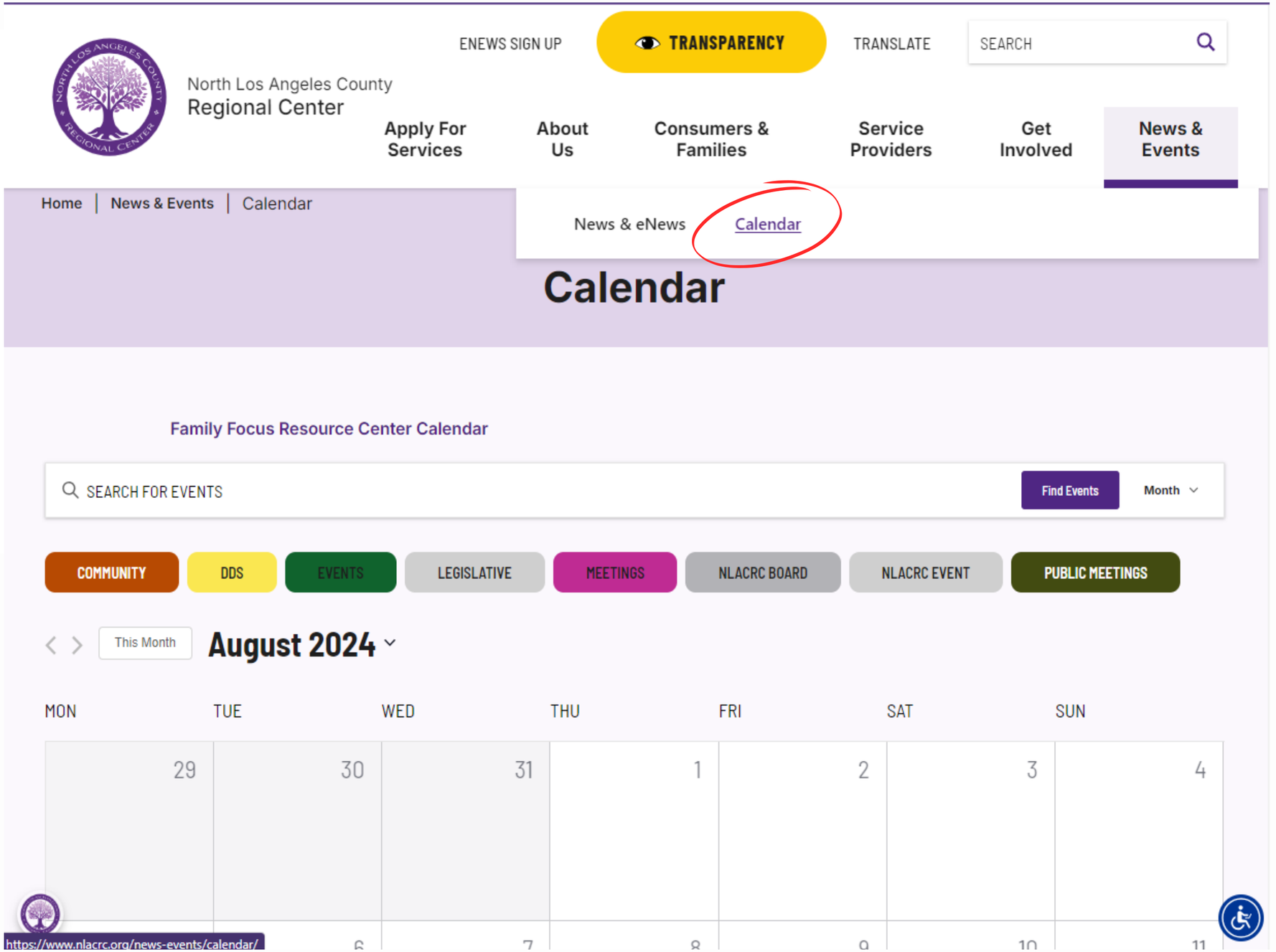
# Sign up for our E-Newsletter




SCAN ME

# Check out our Calendar of Events which is located on the NLACRC website:

SCAN ME



# I.D.E.A. Specialist

The I.D.E.A. Specialist supports students with disabilities, their parents, and Service Coordinators by providing specialized consultation on the rights and responsibilities to special education services and advocacy support if needed.



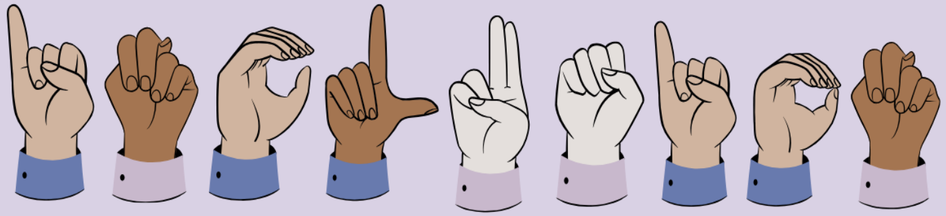
📚 The IDEA Specialist can help you understand your child's rights for their educational needs

🌟 The IDEA Specialist can provide information about IDEA, which is a law for children with disabilities to receive a free, appropriate, and public Education

🙌 The IDEA Specialist can guide you through the process for eligibility and to develop an individual plan for your child

💪 The IDEA Specialist can provide guidance on how to communicate with teachers and other professionals as well as have information on educational resources

*If you need help navigating the educational system for your child with a disability, please contact your Service Coordinator, to request a consultation with Mayra Loza, the I.D.E.A. Specialist for NLACRC.*



This is the American Sign Language for

Inclusion

# Deaf+ Services

All questions about resources for deaf and hard of hearing individuals with developmental disabilities, communicating effectively, and Deaf+ culture are welcome.


**For more information, contact:**

Ted Horton-Billard III

Deaf Services Specialist

thortonbillard@nlacrc.org

818-850-5109 (VP)

# Emergency Management Specialist

Roy Ortega
emergencymgmt@nlacrc.org
818-778-4407

The Emergency Management Specialist communicates emergency and disaster information to regional center consumers, service providers and center staff in preparation or during real-time incidents. In addition, technical assistance through presentations and workshops are provided for the NLACRC community in order to be emergency ready.

- If a disaster were to occur, is there an Emergency Communication Plan available?
- If you need to evacuate, are you prepared with an Emergency GO KIT?
- If a disaster were to occur and you need special assistance, are the local first responders aware of your medical needs?
- Do you need more education on Emergency Preparedness?

SCAN ME

## San Fernando Valley Office

9200 Oakdale Avenue, Suite 100
Chatsworth, CA, 91311
(818) 778-1900




## Santa Clarita Valley

25360 Magic Mountain Parkway,
Suite 150
Santa Clarita, California 91355
(661) 775-8450



## Antelope Valley Office

438 50 10th Street West
Lancaster, CA 93534
(661) 945 -6761




**Office Hours:** Monday - Friday, 8:30 am to 5 pm, closed on weekends and holidays.

# Web Resources

- **Department of Developmental Services**
  www.dds.ca.gov

- **Search Bills**
  www.leginfo.legislature.ca.gov

- **Association of Regional Center Agencies**
  www.arcanet.org

- **North Los Angeles County Regional Center**
  www.nlacrc.org

- **Disability Rights California**
  www.disabilityrightsca.org

The NLACRC Resource Library is available by appointment through your CSC or the Publications Dept.

# Any Questions?

# Thank you!