INFORMATION AND RESOURCES

Developed by the 2018 Equity Project’s Enhanced Case Management team with the contribution of Westside Regional Center’s community to address cultural disparities and improve equitable access to services.

The purpose of this guide is to present a basic description of the regional center to help families navigate our system. For more detailed information, please refer to Lanterman Developmental Disabilities Services Act (AB 846).
It is Westside Regional Center’s mission to empower people with developmental disabilities and their families to choose and access community services that facilitate a quality of life comparable to persons without disabilities.

Westside Regional Center (WRC) is one of 21 regional centers in California that serves individuals with developmental disabilities. WRC is a private, non-profit corporation funded by a contract with the State Department of Developmental Services (DDS). DDS monitors the regional centers to ensure compliance with state and federal guidelines. WRC has a Board of Directors that includes individuals we serve, parents, caregivers, community members and professionals.

Westside Regional Center is dedicated to support individuals with developmental disabilities and their families across various stages of life through case management services and supports, training opportunities conferences, public meetings, and support groups. Our hope is that this booklet will equip you with information on how to best navigate our regional center system and community (generic) resources.

Working Together

Westside Regional Center is just one out of many organizations you will work with. We will help you build a strong support network by linking you to generic resources such as Medi-Cal, California Children’s Services (CCS), In-Home Supportive Services (IHSS), Supplemental Security Income (SSI), Department of Mental Health (DMH), Department of Rehabilitation (DOR), Disabled Student Centers, Office of Clients’ Rights Advocacy (OCRA), local school districts, and natural supports.
Westside Regional Center is With you Every Step of the Way

WRC Commits to:

Offering lifelong supports and services that are in compliance with the Lanterman Developmental Disabilities Services Act (The Lanterman Act for short). This California state law outlines the rights of individuals with developmental disabilities, sets rules on how the regional center can support you through the Individual Program Plan (IPP), explains which services and supports can be explored, outlines under what circumstances we can fund them, and how disagreements with the regional center should be processed.

Facilitating equal access to services to all eligible individuals from birth to the end of life regardless of race, ethnicity, language, income level, living situation, or immigration status. WRC promotes equity by identifying and empowering the underserved. We promote transparency of information through dissemination of “Inside Westside” (a list of possible services) and other informational materials, as well as facilitation of community meetings and training opportunities.

Responding to the growing needs of a multilingual and multicultural community by offering written translation and interpretation for regional center business such as Individual Program Plans (IPPs), psychological evaluations, and public meetings.

Providing initial intake and assessment services free of charge to determine eligibility for Early Start services (birth through 3 years old) or ongoing Client Services (3 years old through adulthood).

Supporting infants at risk of a developmental disability from birth to three through California’s Early Start program. We coordinate early intervention services and ensure little ones are referred to local school districts (at 3 years old) for continued support. After the age of 3, districts may take on a more prominent role due to federal funding requirements. If therapeutic services such as speech, occupational and physical therapies were coordinated and funded by WRC before the age of 3 years, these should be explored (after the age of 3 years) through health insurance and/or the local school district. If a child continues to have a regional center eligible diagnosis after the age of 3 years, please know that you can count on us for continued support (through other types of funded services) and case management.

Preparing you for changes in services that typically occur at the age of 3 when transitioning out of federally-funded Early Start services to pre-school services and again at the age of 18 to 22 when individuals exit the public school district.

Maintaining contracts with various vendors to deliver quality services.

Collaborating with doctors, psychologists, and other specialists to provide consultation, access to intervention and help with coordinated care.

Improving our policies and processes to best serve you and move towards Person Centered Planning and the option of Self-Determination. We welcome community involvement and encourage you to be active partners with WRC as we continue to grow.
Role of the Service Coordinator

To Listen by fostering communication with you through phone calls, email, and face to face meetings such as Individual Family Service Plan (IFSP), Individual Program Plan (IPP), and Annual Reviews.

Service Coordinators:
- Respond to calls and emails within 2 business days
- Provide opportunity for you to express your preferences, with patience, respect and cultural sensitivity
- Gather information to inform IPPs, service requests, referrals, or appeals
- Respect your privacy by following HIPAA (Health Insurance Portability and Accountability Act) regulations, which ensure your health information is protected
- Brainstorm and research possible recommendations based on your preferences
- Establish trust and confidence through positive, open, and timely communication

To Inform by providing clear information regarding regional center and community (generic) resources and connecting you to these resources.

Service Coordinators:
- Provide oral, written, online materials to increase understanding of individual rights, services, and how to navigate regional center, special education, and social service systems
- Answer questions, clarify doubts, address concerns regarding regional center services, generic resources, diagnoses and special education
- Communicate and consult with managers, specialists, vendors to get you accurate information
- Point you in the right direction when SCs don’t have the answer (for example: referrals to specialists such as doctors, outside organizations and training opportunities.)

To Support by participating in planning meetings that will impact your supports and services such as IPPs, IEPs (Individualized Education Plan) or meetings with service providers and vendors.

Service Coordinators:
- Develop the IPP with you and your planning team
- Coordinate appropriate WRC-funded services such as respite, specialized supervision, social skills, day programs, and supported living services
- Submit referral documents to vendors
- Advocate on your behalf and give you tools so you can advocate for yourself
- Facilitate consultations with vendors, school administrators, and WRC staff to discuss goals and implement plans
- Monitor progress, problem solve, and advise if requested

A change in assigned SC may occur several times throughout the years depending on the client’s age, administrative decisions, and/or your request.

Your assigned Service Coordinator (SC) is your primary contact with the regional center. They help you understand rules, processes, and services, so that you can advocate for your family member or yourself. They help you learn how to access services and supports.
Expect your SC to:
- Explain information clearly
- Keep you informed of events and training opportunities
- Connect you to services that are appropriate for your unique needs and circumstances
- Provide you a copy of your IPP or Annual Review every year
- Be approachable and reachable via phone and email

Your SC expects you to:
- Report important changes, updates, and concerns that relate to the individual’s life
- Leave detailed voicemails whenever possible including names, phone numbers and reason for the call (so we can start working on your request/concern as quickly as possible)
- Consider each recommendation with an open mind
- Report concerns with the quality of services
- Keep important documents organized and accessible in case they are needed

Expect each other to:
- Meet in person at least once per year during IPP meetings
- Communicate with respect
- Ask questions if something is not clear
- Keep appointments or cancel in a timely manner
- Follow through with tasks and to-dos
- Actively work as a team towards set goals
What you Need to Know About the Individual Program Plan (IPP) Process

What is an Individual Program Plan (IPP)? Why is it important?

The IPP is a legal agreement between the individual with a disability and the Regional Center. IPPs are developed collaboratively by the individual, family, Service Coordinator (SC) and any other appropriate member of the planning team. The actual report is written by the SC after the IPP meeting.

This person-centered plan documents the individual’s current progress, sets goals, and identifies services and supports necessary to help meet those goals. This report can also be provided to others when seeking community (generic) resources or services with outside agencies.

The individual/family should receive a copy of the IPP document from the SC. If you do not receive a copy, follow up with your SC. Also, contact your SC if you are not in agreement with the IPP or if you find mistakes that need to be corrected. Remember, the IPP can be updated through an addendum.
IPPs are developed through an ongoing process—not just one meeting!

An IPP meeting is typically held within 60 days of eligibility determination and on a yearly basis during the individual’s birth month. One can also be requested throughout the year if there are concerns regarding services or if there are significant changes in the areas of health, living situation, or school/work environment.

WRC requires that SCs hold either a full IPP (every 3 years) or a yearly progress review. However, if an individual lives in a residential facility or independently (without family members), they can expect to have quarterly meetings (every 3 months).

The SC will typically call you to schedule a meeting in person either at the family home, WRC or a location that is convenient for you. The individual/family can also initiate contact.

Who Participates in the IPP?

Individuals with disabilities and their families play a primary role in choosing services that can help support their needs and goals.

Individuals can invite family members, friends, caregivers, and service providers to participate in the IPP meeting.

The purpose of the IPP meeting is for all participants to collaborate to support the needs and wants of the individual so that he/she can reach his/her individual goals.

Before and/or during the IPP meeting, the SC may ask you for documents and information such as the Individualized Education Program (IEP), medical insurance information, progress reports, and evaluations to be better informed of current progress and services at school, at home, and in the community.

Please offer details and information that will help the SC better understand your current circumstances, resources, needs, and aspirations so that the SC can support you in your choices regarding services and areas of need.
### What is Discussed in the IPP Meeting and What is Documented in the IPP Report?

The IPP documents the following areas that should be discussed during the IPP meeting:

<table>
<thead>
<tr>
<th>Area</th>
<th>Documented Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact information</td>
<td>Current social-emotional abilities, behavioral concerns, and progress including access to recreational and community outlets</td>
</tr>
<tr>
<td>Living arrangements and support network</td>
<td>Health and wellbeing (including weight, height, medications, last medical/dental/specialist appointments, equipment and any special needs)</td>
</tr>
<tr>
<td>Strengths and areas of need</td>
<td>Financial circumstances including private-pay therapies, co-payments, and access to generic resources like Supplemental Security Income (SSI amount), In-Home Supportive Services (IHSS hours), California Children’s Services (CCS-provided services and equipment), Medi-Cal, Medicare, and Access Paratransit</td>
</tr>
<tr>
<td>The individual’s/family’s visions for the future</td>
<td>Legal topics such as conservatorship and custody agreements</td>
</tr>
<tr>
<td>Current abilities including mobility, communication skills, self-care needs, supervision needs, and diet/feeding abilities</td>
<td>Goals and outcomes identified within these four main areas: Living Arrangements, School/Work/Day Activity, Socio-Emotional/Recreational/Leisure/Plan Community, and Health and Wellbeing.</td>
</tr>
<tr>
<td>Diagnosis information</td>
<td>WRC-funded services with details on who will provide services and dates of authorization</td>
</tr>
<tr>
<td>School/work updates including needs and current services</td>
<td>Signature Page and Other Forms</td>
</tr>
<tr>
<td>Transition plan for work or supported/independent living</td>
<td>WRC-funded services cannot start until you sign the IPP agreement sheet and necessary consent forms.</td>
</tr>
</tbody>
</table>

If you are in disagreement with any part of the IPP, you can note that on the signature page. Your SC should inform you of your fair hearing rights.

Your SC should send you a copy of the written IPP report within 30 days of the meeting. Follow up with your SC to request a copy, make corrections, complete an addendum, or appeal a decision.
Communication is key!

Maintain communication to ensure your Service Coordinator (SC) is aware of any changes, progress on to-dos, barriers, or concerns you may have.

Documentation helps support your request

Make sure you have a copy of your most recent IPP. If you don’t have one, ask your SC to provide one for you.

You and your SC should be partners in creating and implementing the IPP

If you feel this partnership is not working, please express your concerns to the SC and provide an opportunity to make adjustments.

If there is no progress in resolving your concerns, you have the right to request a change of Service Coordinator. Please contact the SCs program manager to explore the possibility of a change in SC.

You have a right to disagree with WRC decisions

Inform your SC that you disagree and that you would like to appeal the decision.

It is especially beneficial to put your disagreement in writing because it creates a record. If you need help deciding what to do, ask your SC, someone you trust, and/or a Client’s Rights Advocate for help.

Common acronyms you should know!

- WRC: Westside Regional Center
- SC: Service Coordinator
- IPP: Individual Program Plan
- IEP: Individualized Education Program
- IHSS: In-Home Supportive Services
- SSI: Supplemental Security Income
## How to Request Services Through Westside Regional Center

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>Contact your Service Coordinator (SC) and specify request as related to individual’s disability</td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td>SC may ask for detailed information, documentation, or time to discuss with their program manager</td>
</tr>
<tr>
<td><strong>Step 3</strong></td>
<td>SC will submit the request electronically</td>
</tr>
<tr>
<td><strong>Step 4</strong></td>
<td>SC may need to present your request in front of the Purchase of Service Committee (POS) if request is not routine or typical</td>
</tr>
<tr>
<td><strong>Step 5</strong></td>
<td>POS team may request more information before making a final decision based on your family’s individual circumstances</td>
</tr>
<tr>
<td><strong>Step 6</strong></td>
<td>The request will be either approved or denied. Note: SC has 15 days to submit and respond to requests</td>
</tr>
</tbody>
</table>
If Approved for Services

The request will be processed by our accounting department within a week or so

The vendor/provider will receive an authorization to start the service

Service will be documented in IPP or added through what is called an IPP addendum (an addition to the IPP)

Services will start! Feel free to call your Service Coordinator (SC) to confirm dates/volume of service or if there’s a delay in services

If Denied

Your SC will explain how you can appeal the decision if you are not in agreement

You will be presented with a letter and Notice of Action (NOA) stating which service is being denied and why

You will receive forms to complete if you wish to proceed with the appeal process
Things to Remember

Communication is key!

Call/email your Service Coordinator (SC) to discuss your questions, concerns, or specific requests for services.

Make sure to discuss initial requests for services, current services received, and any changes to services during the IPP meeting so that it can be documented within the IPP.

It helps to give your SC a written request for services.

Follow up with any to do’s by calling or emailing your SC.

If more than a week goes by, please call your SC to get a status update on anything that is still pending.

Documentation helps support your requests

For some requests, your SC may ask for supporting documentation such as medical records, letters of denial, recommendations from therapists or other providers, etc.

You can do your own documentation by making sure you keep a call log to document communication with your SC, program managers, providers, specialists, etc.

All funded services will be documented in the IPP, IPP addendum, or annual review by the SC.

Exploring vendors/providers

Sometimes you’ll want to visit different sites to explore providers in your area. Call to make an appointment to visit the site. Have your questions/concerns prepared so that you find out all the information you need.

Don’t let too much time pass by! Call and follow up with providers even if they tell you you’re on a wait list.

Please call your SC to let them know what the situation is. Maybe they can follow up with the provider of service or direct you to explore another provider.
Fair Hearing Requests and the Appeal Process

There are three different scenarios in which you can disagree with the regional center regarding funded services.

**New Requests**
Example: You have never had respite services in the past. Your request is denied, and you are in disagreement.

**Existing Service is Terminated or Changed by WRC**
Example: Your existing respite service has been reduced according to the current respite assessment tool, and you are in disagreement.

**Client/Family Request Change to Existing Service**
Example: You request an increase of your existing respite hours. Your request is denied, and you are in disagreement with the hours authorized.

If you need help with completing the appeal packet, contact your Service Coordinator or Clients’ Rights Advocate (CRA): (310) 846-4949. Written notices can be translated and interpretation services are available when requested.
New Requests

Fair Hearing Requests and the Appeal Process

If the request is denied and you disagree with the decision, your SC will discuss how to appeal the decision.

No later than 5 working days from date of denial, you will receive the following by certified mail:

1. A written letter stating why your request was denied
2. Forms: DS1803 “Notice of Proposed Action,”
   DS1804 “Notice of Proposed Resolution,”
   DS1805 “Fair Hearing Request”
3. Information regarding your rights, the appeal process, and how to fill out the forms

SC submits a new service request to the Purchase of Service Committee and response is provided.

Approved!

WRC must receive your completed appeal forms within 30 days in order to proceed with the appeal process and file a Fair Hearing Request.

If you need help with completing the appeal packet, contact your Service Coordinator or Clients’ Rights Advocate (CRA): (310) 846-4949. Written notices can be translated and interpretation services are available when requested.
Existing Service is Terminated or Changed by WRC

Step 1
Within 30 days of any change, you will receive the following by certified mail:

1. A written letter stating why your service is being changed or terminated


3. Information regarding your rights, the appeal process, and how to fill out the forms

Step 2
WRC must receive your completed appeal forms postmarked within 10 days with your written request for continued funding through “Aid Paid Pending” (guarantee that funding for the appealed service will remain unchanged during appeal process). Otherwise, services will be changed/terminated as previously notified.

WRC must receive your completed appeal forms within 30 days in order to proceed with appeal process and file a Fair Hearing Request.

If you need help with completing the appeal packet, contact your Service Coordinator or Clients’ Rights Advocate (CRA): (310) 846-4949. Written notices can be translated and interpretation services are available when requested.
If the request is denied and you disagree with the decision, your SC will discuss how to appeal the decision.

Within 5 days of the date of the denial, you will receive the following by certified mail:

1. A written letter stating why your request was denied


3. Information regarding your rights, the appeal process, and how to fill out the forms

WRC must receive your completed appeal forms within 30 days in order to proceed with the appeal process and file a Fair Hearing Request. Existing services will continue as previously authorized.

If you need help with completing the appeal packet, contact your Service Coordinator or Clients’ Rights Advocate (CRA): (310) 846-4949. Written notices can be translated and interpretation services are available when requested.
Meeting to Appeal a Decision

“You have to be willing to do the hard work it takes to prepare. Take it as an opportunity to learn the process, let go of the fear, and be empowered!” – WRC Parent

Here are three different ways clients or legal representatives can meet to appeal a regional center decision after filing a Fair Hearing Request

### Voluntary Informal Meeting

**Setting up the Meeting**

You will be contacted to set a date, time, and place for the meeting within 10 days of the date the Fair Hearing Request was received by WRC. You have the right to decline the meeting or agree and invite a friend, family member, advocate or legal representative to help you in the process. You can request an interpreter if needed.

**During the Meeting**

The Fair Hearing Specialist will conduct the meeting. You / your representative can present written and verbal evidence and discuss or review records to support your request. This is an opportunity to introduce information that may not have been previously considered.

**After the Meeting**

Within 5 working days of the meeting, WRC will provide a written decision based on the meeting. If you / your representative are satisfied with the decision, complete the Notification of Resolution (NOR) and return to WRC to withdraw the Request for State Hearing. The decision will go into effect 10 days after receipt of NOR.

If in disagreement, you can request mediation and/or proceed to Fair Hearing. Timeline for Fair Hearing meeting within 50 days remains unchanged unless you or WRC requests more time.
Mediation

Setting up the Meeting
WRC will respond to written request for mediation and can accept or decline the request within 5 working days. If accepted, the Office of Administrative Hearings will notify you within 5 calendar days of a date/time/place for mediation as well as advocacy assistance (referral of list of advocates). Meeting must be held within 30 days of the date the Request for Fair Hearing was received by WRC. You may request postponement to reschedule the date. You can also request an interpreter if needed. Mediation may be declined by either party.

State Level Fair Hearing

Setting up the Meeting
The Office of Administrative Hearings will notify you of a date/time/place for the Fair Hearing. The hearing must be held within 50 days of the date the Request for Fair Hearing was received by WRC. You can request an interpreter. You or WRC can request a hearing be postponed for good cause. However, a final administrative decision must be issued within 90 days of the date the Request for Fair Hearing was received by WRC.

During the Meeting
A Fair Hearing is formal and similar to a court hearing with witnesses and evidence. You can represent yourself or ask a friend, family member, advocate or attorney to do so (you are responsible for costs). An Administrative Law Judge listens to information about your disagreement and makes an independent decision.

After the Meeting
Written notice of the decision will be sent within 90 days of date the Request for Fair Hearing was received by WRC. Decision will be implemented 10 days after you are notified. You or WRC can further appeal the decision within 90 days.

Meeting to Appeal a Decision

For more information visit: www.dgs.ca.gov/oah/DDSHearings/DDSFAQs.aspx
Generic and Community Resources

Generic Resources
are services that are available to the general public and typically funded by the government or local community such as local school districts or Medi-Cal.

There may be eligibility requirements that need to be met in order to access these services. Westside Regional Center (WRC) wants you to increase awareness of these opportunities as they may support you and your family’s needs in ways that WRC may be unable to do. Moreover, we expect families to explore generic resources in the community. WRC is considered the payer of last resort which means that some services may be funded by WRC after we have explored and exhausted all other possible sources.

Note:
This is not an exhaustive resource list. Resources were selected in consideration of WRC’s catchment area.

For up-to-date links visit: westsiderc.org/resources-3/
Clients under age 21 who have any regional center diagnosis (Cerebral Palsy, Autism, Intellectual Disability, Epilepsy, other similar condition) AND have a Medi-Cal Managed Care Plan must access services through their plan. Clients under age 26 with a diagnosis of Autism who have private insurance and no Medi-Cal managed care plan must access their insurance for services. Clients who have “straight” or “fee for service” Medi-Cal may seek funding through WRC. Talk to your Service Coordinator for more information.

<table>
<thead>
<tr>
<th>Managed Care Plan</th>
<th>Email</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Net/Molina Healthcare</td>
<td><a href="mailto:Blanca.Martinez@MolinaHealthcare.com">Blanca.Martinez@MolinaHealthcare.com</a></td>
<td>(888) 562-5442 ext.127353</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Melanie.Freeman@MolinaHealthcare.com">Melanie.Freeman@MolinaHealthcare.com</a></td>
<td>(888) 562-5442 ext.120120</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Heather.Giordano@MolinaHealthcare.com">Heather.Giordano@MolinaHealthcare.com</a></td>
<td>(888) 562-5442 ext.120135</td>
</tr>
<tr>
<td>Health Net</td>
<td></td>
<td>(800) 675-6110 or (800) 535-4985</td>
</tr>
<tr>
<td>LA Care</td>
<td><a href="mailto:ASDBenefit@lacare.org">ASDBenefit@lacare.org</a></td>
<td>(888) 347-2264</td>
</tr>
<tr>
<td></td>
<td>Mahsa Hesari (Manager): <a href="mailto:mhesari@lacare.org">mhesari@lacare.org</a></td>
<td>Fax: (213) 438-5054</td>
</tr>
<tr>
<td>LA Care /Anthem Blue Cross</td>
<td><a href="mailto:Medi-calbhum@anthem.com">Medi-calbhum@anthem.com</a></td>
<td>(888) 831-2246</td>
</tr>
<tr>
<td>LA Care/Blue Shield Promise</td>
<td><a href="mailto:BHTProgram@blueshieldca.com">BHTProgram@blueshieldca.com</a></td>
<td>(888) 297-1325</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: (844) 283-3298</td>
</tr>
<tr>
<td>LA Care/Kaiser Permanente</td>
<td><a href="mailto:ASDConcerns@kp.org">ASDConcerns@kp.org</a></td>
<td>(626) 405-5765 ext.335</td>
</tr>
</tbody>
</table>
The CCS program provides diagnostic and treatment services, medical case management, physical and occupational therapy services and adaptive equipment to children under age 21 with CCS-eligible medical conditions. CCS also provides medical therapy services that are delivered at public schools. Some examples of CCS eligible conditions include: cerebral palsy, chronic medical conditions such as cystic fibrosis, heart disease, cancer and uncontrolled seizures. Refer to the website below for additional specific eligible medical conditions that are covered and the eligibility requirements.

Call (800) 288-4584 or visit: www.dhcs.ca.gov/services/ccs/Pages/default.aspx

The California Department of Rehabilitation (DOR) is an employment and independent living resource for people with disabilities. DOR provides Vocational Rehabilitation services to Californians with disabilities who want to work. Services include employment counseling, training and education, mobility and transportation aids, job search and placement assistance.

Visit Local Offices:
6125 Washington Blvd., #200, Culver City CA 90232
5120 Goldleaf Circle, #360, Los Angeles, CA 90056

Apply Online: www.dor.ca.gov/Online/DR-222/Online-V-R-Services-Application.html
### Local Districts Special Education Phone List

<table>
<thead>
<tr>
<th>District</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Los Angeles Unified School District</td>
<td>(213) 241-6701 (800) 933-8133</td>
</tr>
<tr>
<td>Centinela Valley Union High School</td>
<td>(310) 263-3200</td>
</tr>
<tr>
<td>Inglewood Unified School District</td>
<td>(310) 419-2775</td>
</tr>
<tr>
<td>Hawthorne Unified School District</td>
<td>(310) 676-2276 ext. 3996</td>
</tr>
<tr>
<td>Lawndale Unified School District</td>
<td>(310) 973-1300 ext. 50124</td>
</tr>
<tr>
<td>Lennox Unified School District</td>
<td>(310) 695-4033</td>
</tr>
<tr>
<td>Culver City Unified School District</td>
<td>(310) 842-4220 ext. 4245</td>
</tr>
<tr>
<td>El Segundo Unified School District</td>
<td>(310) 615-2650 ext. 1720</td>
</tr>
<tr>
<td>Beverly Hills Unified School District</td>
<td>(310) 551-5100 ext. 2226</td>
</tr>
<tr>
<td>Santa Monica/Malibu Unified School District</td>
<td>(310) 450-8338</td>
</tr>
<tr>
<td>Wiseburn Unified School District</td>
<td>(310) 725-2101 ext. 5301</td>
</tr>
</tbody>
</table>

**Los Angeles County Head Start Programs**: prekkid.org

Westside Regional Center offers an IEP Support Group that meets every 1st Thursday of the month at WRC. Call (310) 258-4263 for more information.

*Also, check out the Special Education Rights and Responsibilities (SERR) Manual to review a comprehensive resource on special education:*
  - http://www.disabilityrightsca.org/pubs/PublicationsSERREnglish.htm
  - http://www.disabilityrightsca.org/pubs/PublicationsSERRSpanish.htm (Español)
Housing Assistance

California Department of Housing and Community Development
Mobile home info. & more:
www.hcd.ca.gov

Housing Authority of the City of LA
www.hacla.org

Housing Rights Center
Supports fair housing through advocacy
www.housingrightscenter.org

Community Corporation of Santa Monica
Application once per year:
www.communitycorp.org

Home Ownership Made Easy (HOME):
(310) 988-4000

TAY Winter Shelter Program
Provides temporary housing for young adults ages 18-24 in Los Angeles areas.
(800) 548-6047 or (323) 750-7177

In-Home Supportive Services (IHSS)

The In-Home Supportive Services (IHSS) program provides in-home assistance to eligible aged, blind and disabled individuals as an alternative to out-of-home care and enables recipients to remain safely in their own homes. Services covered by the IHSS program include domestic and related services, non-medical personal care, transportation and protective supervision. Through a series of evaluations performed by county social workers, IHSS recipients can be authorized for a maximum amount of hours.

WRC’s Family Resource Center offers a workshop you can attend prior to applying. Call (310) 258-4063 for more information. You can also call Personal Assistance Services Council (PASC), the public authority for IHSS in LA County at 1 (877) 565-4477 or visit www.pascla.org. Always feel free to ask your SC for support through this sometimes lengthy process.

To apply, call (888) 944-4477 or (213) 744-IHSS. Submit a completed application to your local county IHSS office.

Application online: www.cdss.ca.gov/cdssweb/entres/forms/English/SOC295.pdf
Locate IHSS offices online: www.ladpss.org/dpss/maps/maps.cfm?program=ihss
Generic and Community Resources

Legal / Advocacy Resources

Disability Rights California
350 South Bixel Street, Ste. 290
Los Angeles, CA 90017
www.disabilityrightsca.org
(213) 213-8000

Office of Clients’ Rights Advocacy (OCRA)
Debra Marcia, Clients’ Rights Advocate
(CRA) Luisa Delgadillo, Assistant CRA
5901 Green Valley Circle, Ste. 150
Culver City, CA 90230
(310) 846-4949

Conservatorship Clinics at Bet Tzedek
3250 Wilshire Blvd, 13th Floor
Los Angeles, CA 90010
(323) 939-0506

State Council on Developmental Disabilities (SCDD)
411 N. Central Avenue, Ste. 620
Glendale, CA 91203
https://scdd.ca.gov
(818) 543-4631

Learning Rights Law Center
205 S Broadway #808
Los Angeles, CA 90012
www.learningrights.org
(213) 489-4030

The Alliance for Children’s Rights
www.kids-alliance.org
(213) 368-6010
Medi-Cal is the state of California’s Medicaid health program. This public health insurance program pays for medical services for people with limited income. Members may include families with children, single adults without children, seniors, individuals with disabilities, those in foster care and pregnant women. Apply in person at a local county office:

Southwest Special – 08  
1819 Charlie Sifford Dr.  
Los Angeles, CA 90047  
(626) 569-1399  
(310) 258-7400

Rancho Park – 60  
11110 W. Pico Blvd.  
Los Angeles, CA 90064  
(310) 258-7400  
(626) 569-1399

Southwest Family – 83  
8300 S. Vermont Ave.  
Los Angeles, CA 90044  
(866) 613-3777  
(310) 258-7400

If income exceeds the maximum threshold for Medi-cal eligibility, please refer to your service coordinator to learn more about the Institutional Deeming process through the regional center.

Medical, Dental and Vision Resources

Achievable Clinic  
Community health center that focuses on serving individuals with developmental disabilities and their families.  
Clinic is located on 4th floor in the same building as WRC.  
https://achievable.org  
(424) 266-7474

USC School of Dentistry  
The Norris Dental Science Center charge significantly less than private practice dentists, both for routine care and in specialty clinics. Denti-Cal is accepted.  
(213) 740-2805

Hawthorne Dental and Braces  
Provides low and no cost orthodontic services. Medi-Cal, Healthy Families and Healthy Kids are explored to cover cost of braces.  
(310) 973-6428

Low-cost or free eye exams and glasses providers

Lens Crafters  
www.lenscrafters.com/eyeglasses/7/about/onesight-charitable-giving

The Lion’s in Sight Foundation of California and Nevada  
www.lionsclubs.org

Vision USA  
www.aoa.org/visionusa  
(800) 766-4466
Mental Health

For Free, Immediate and Emergency Assistance 24/7 contact the LA County Department of Mental Health (LACDMH) Access/Hotline: 1-800-854-7771

Exodus Recovery, Inc
Westside Urgent Care Center
11444 W. Washington Blvd. Ste. D
LA, CA 90066
(310) 253-9494

MLK Urgent Care Center
24/7 Walk-In Psychiatric Crisis Center is open all day, every day.
12021 S. Wilmington Ave. Bldg. 10
LA, CA 90059
(562) 295-4617
Intake: (800) 829-3923

Edelman Mental Health Center
Adult Outpatient Services:
11080 W. Olympic Blvd., 4th Fl.
LA, CA 90064
(310) 966-6500

Children Outpatient Services:
11303 W. Washington Blvd., 1st Fl.
LA, CA 90064
(310) 482-3200
Both accept Medi-Cal, walk-ins M-F

Augustus Hawkins Mental Health Center
Accepts Medi-Cal, walk-ins M-F
24/7 inpatient support is available
1720 E. 120th St. LA, CA 90059
(310) 668-4272

Didi Hirsch Mental Health Services
4760 S. Sepulveda Blvd.
Culver City, CA 90230
(310) 390-6612
Didi Hirsch hosts
NAMI Support Group on Mondays 6:30-8pm

South Bay Mental Health Center
2311 W. El Segundo Blvd.
Hawthorne CA 90250
(323) 241-6730

Vista Del Mar Child & Family Services
3200 Motor Ave. LA, CA 90064
(310) 836-1223 (M-F, 8-5pm)

Family Services of Santa Monica
1533 Euclid St.
Santa Monica CA 90404
(310) 451-9747
M-Th: 9-8pm, F: 9-3pm, Spanish

Insights Program
(SCAN Community Service)
In-Home services for aging adults 55+ and caregivers. No insurance or Medi-Cal necessary.
3800 Kilroy Airport Way, Ste. 100
Long Beach CA 90806
(866) 421-1964

Tessie Cleveland Community Services Corporation
8019 Compton Ave. LA, CA 90001
(323) 586-7333
Intakes Tuesdays & Fridays 8:30-3pm

Children’s Institute, Inc.
10221 S. Compton Ave. Ste. 203 LA, CA 90002
(310) 783-4677 (M-F, 8-5pm, Spanish, Mandarin, Japanese, Korean, French)

Exceptional Children’s Foundation
Alma Guerrero, Intake Coordinator:
(310) 773-9412
5350 Machado Rd. Culver City, CA 90230
(310) 737-9393 (M-F, 8-5pm, Spanish)
www.ecf.net/therapeutic-services/mental-health-services

The Help Group Child & Family Center
12099 Washington Blvd., Ste. 200 LA, CA 90066
(310) 751-1171 (M-F, 9-6pm, Spanish)
www.thehelpgroup.org/program/outpatient-services/

Pacific Asian Counseling Services
8616 La Tijera Blvd., Ste. 200 LA, CA 90045
(310) 337-1550 (M-F, 9-6pm, Spanish, Mandarin, Cantonese, Japanese, Korean, Cambodian)
www.pacsla.org

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www.pacsla.org

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Mental Health Continued

Providence St. John’s
1339 20th St. Santa Monica, CA 90404
Reputation for serving individuals with Intellectual and Developmental Disabilities
Referral can be generated internally to Mayra Mendez, PhD. LMFT
(310) 829-8588 (Spanish)

St. Joseph’s Center
404 Lincoln Blvd. Venice, CA 90291
(310) 399-6878 (M-F, 8-5pm, Spanish)
www.stjosephctr.org
Stop Bullying:
Learn how to identify and prevent bullying, visit www.stopbullying.gov

USC Telehealth
12 free counseling sessions via computer and webcam
(866) 740-6502
www.usctelehealth.com

Parent Advocacy Groups

Autism Society of Los Angeles (ASLA)
(562) 804-5556
www.autismla.org

Parent Empowerment Project (PEP)
Project under ASLA that provides parent-to-parent hands-on support in navigating regional center systems and accessing services, supports and generic resources.
PEPreferrals@autismla.us
(424) 299-6921

Special Needs Network of Los Angeles (SNNLA)
Host conferences, training opportunities, and a free summer inclusion camp for special needs children and their siblings.
(323) 291-7100
www.snnla.org

Fiesta Educativa
Provides culturally sensitive parent to parent support and hosts conferences, an autism education program for parents, and special education advocacy training.
(323) 221-6696
www.fiestereducativa.org

Supplemental Security Income (SSI)
The Supplemental Security Income (SSI) makes monthly payments to people who have low income and few resources who are: age 65 or older, blind or disabled.
For more information call 1-800-772-1213, for your nearest office: https://secure.ssa.gov/ICON/main.jsp
**Support Groups**

**Club 21**
Learning & Resource Center for individuals with Down Syndrome
539 N Lake Ave Pasadena, CA 91101
(626) 844-1821 / clubtwentyone.org

**Fathers Regional Support Network**
For fathers of individuals with special needs
3060 San Fernando Road, LA, CA 90065
Every 2nd Monday of the month 7–9pm
(213) 252-4986

**Grandparents as Parents Support Group**
400 W. Beach Street, Inglewood, CA 90302
Every Monday 10:30am – 12:30pm
(818) 264-0880 ext. 506

**LGBT Support Group**
Los Angeles LGBT Center
#135, 1125 N. McCadden Place, LA, CA 90038
Every 2nd Wednesday of the month 6–8pm

**The Help Group’s ASD Parent Support Network**
4160 Grand View Blvd., Culver City, CA 90066
Every 1st Tuesday, 6:30 – 8pm (Eng)
Every 3rd Tuesday, 6:30 – 8pm (Span)

**Monthly Support Groups**

**Westside Family Resource & Empowerment Center (Previously FRC)**
5901 Green Valley Circle #320, (Same as WRC) Culver City, CA 90230. Call to confirm details: (310) 258-4063

- **Informed Education Partners (IEP)**
  1st Thursday, 6:30–8:30pm
  (Eng & Span)

- **IHSS Workshops**
  1st Tuesday (Span)
  2nd Tuesday (Eng)
  Must RSVP!

- **Alianza Familias Especiales (AFE) (Spanish)**
  2nd Wednesday, 7–9pm
  (310) 695-6941

- **Siempre Amigas (Spanish)**
  3rd Monday, 10:30am – 1:00pm

- **Westside TIGERS**
  3rd Friday (Eng & Span)
  (310) 674-2690

- **Parents of Ethiopian Children with Special Needs**
  3rd Friday, 6:30 – 8:30pm
  (310) 447-5111

- **African American/Black Families Support Group**
  3rd Thursday, 6:30–8:30pm

- **West LA CHADD**
  3rd Tuesday, 6:30–9pm
  (310) 995-7953

- **Sibshops**
  2nd Saturday, 9am – 1pm
  October through June
  (Signups Required)

- **LA Asperger Syndrome Parents’ Support Group**
  Off-site, 2nd Wednesday, 7–9pm
  (310) 636-0101
**Transportation**

ACCESS Services  
(800) 827-0829  
www.accessla.org  

Metro Customer Service: (800) 464-2111  
Reduced Fare Office: (213) 680-0054  
www.metro.net/riding/riders-disabilities  

| LADOT/City Ride | Inglewood, Hawthorne and Lennox Para-Transit: (310) 412-4378  
Lawndale Special Transit: (310) 970-2100  
Gardena Special Transit: (310) 715-6646  
RIDE INFO – Referral service: (800) 431-7882 |
|-----------------|-------------------------------------------------|
| Call (213), (310), (323), (818) followed by 808-7433 or TDD (800) 559-1950  
Culver City Transportation: (310) 253-6729  
El-Segundo Dial-A-Ride: (310) 322-1211 |

**Utility Assistance**

California Public Utilities Commission Information for Low Income Programs: www.cpuc.ca.gov/iqap  
California Lifeline Program: www.californialifeline.com/es/eligibility_requirements  

**Other Resources**

**WIC**  
Provides free, supplemental foods, nutrition education, breastfeeding support and education and other support services.  
(888) 942-9675  
www.wicworks.ca.gov  

**2-1-1**  
Provides referrals for help with food, housing, employment, healthcare, counseling and more.  
Dial: 2-1-1  
www.211.org  

**First 5 LA**  
An early childhood organization that promotes the health and wellbeing of children under 5 years of age. Parenting resources and early developmental information is also provided.  
www.first5la.org  

**Christian Food Center**  
Non-profit that provides food at low costs. Receive over 200 pounds of foods per visit (enough food to feed four adults) for a whole week, for only 12.5 cents for each pound of food.  
(213) 741-0213  

**Child Support**  
Call to inquire about child support payments for children at  
(866) 901-3212.  

**Child Protection Hotline:**  
(800) 540-4000  

**Domestic Violence/Safety Plan Hotline:**  
(800) 978-3600  

**1736 Family Crisis Support Center**  
Supports the needs of victims of domestic violence, runaway and homeless youth, homeless families, homeless and at-risk Veterans, unemployed adults and youth, and other low-income community members in need of assistance through shelters, community centers, and hotlines.  
www.1736familycrisiscenter.org or call the local offices below.  

**Los Angeles:**  
2116 Arlington Ave. LA, CA 90018  
(323) 737-3900  

**Torrance:**  
21707 Hawthorne Blvd.  
Torrance CA 90503  
(310) 543-9900