



**North Los Angeles County
Regional Center (NLACRC)**

**GUIDE FOR
CONSUMERS
& FAMILIES**

Revised May 2023

About this guide

Who is this guide for?

This guide is for consumers and their families. It describes:

- What services and resources are offered.
- Who qualifies for services and resources.
- How, when, and where to access what you need.

Who is a consumer?

A consumer is any person with a developmental disability who has been deemed eligible to receive regional center services. The North Los Angeles County Regional Center (NLACRC) supports and connects consumers of all ages and their families to programs and services.



How do I find what I need?

The Contents section starts on the next page and lists all of the topics covered in this guide. Topics are arranged by section. Each section has its own color so you can quickly find what you are looking for.

What if I still have questions?

Contact your service coordinator or an NLACRC office near you. We have staff that speak Spanish and many other languages who can assist you.

Chatsworth (Main) Office

9200 Oakdale Avenue
Suite 100
Chatsworth, CA 91311
Phone: (818) 778-1900
Fax: (818) 756-6140

Santa Clarita Valley Office

25360 Magic Mountain Pkwy
Suite 150
Santa Clarita, CA 91355
Phone: (661) 775-8450
Fax: (661) 775-8454

Antelope Valley Office

43850 10th Street West
Lancaster, CA 93534
Phone: (661) 945-6761
Fax: (661) 942-4050

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Welcome to NLACRC

The North Los Angeles County Regional Center (NLACRC) coordinates and provides services to consumers with developmental disabilities of all ages. NLACRC serves the San Fernando, Santa Clarita, and Antelope Valleys.

► About Regional Centers

The California Department of Developmental Services (DDS) contracts with 21 regional centers like NLACRC throughout the state to make sure consumers have the access and support they need. NLACRC helps coordinate Early Start and Lanterman Act Services.

► The Lanterman Act

The “Lanterman Developmental Disabilities Services Act,” (known as the “Lanterman Act”) is a California law that says consumers with developmental disabilities and their families have a right to get the services and supports they need. The Lanterman Act is part of the California Welfare and Institutions Code.

The Lanterman Act outlines:

- The rights of consumers with developmental disabilities and their families.
- Supports that regional centers, like NLACRC, and service providers can offer.
- What services and supports consumers and families can obtain (called “Lanterman Act Services”).
- How to use the Individualized Program Plan (IPP) to get needed services.
- What to do when someone violates the Lanterman Act.
- How to improve the system.

To learn more, visit the Disability Rights California website disabilityrightsca.org and search “RULA” to access the Rights Under the Lanterman Act Manual.

► Regional Center Services

Early Start Program – for consumers from birth to age 3

Early Start is a federal program serving consumers from birth to age 3. Regional centers, like NLACRC, work with local education agencies to offer support, parent education, and early intervention services. Learn about Early Start in Section 3 of this guide.

Lanterman Act Services – for consumers age 3 and up

Lanterman Act Services are for consumers age 3 and up who have a developmental disability.

Provisional Lanterman Act Services

Starting July 2021, children ages 3 to 4 can be assessed by NLACRC to see if they qualify to receive provisional Lanterman services. To qualify:

- The child must be substantially disabled.
- The child does not need to be diagnosed with a developmental disability.

Children who qualify can receive provisional Lanterman services until about age 5. Just before age 5, NLACRC will reassess to check for a developmental disability.

Regional centers, like NLACRC, work with consumers and their families to create Individual Program Plans (IPPs). IPPs outline what services best match each person's goals and needs. Learn about Lanterman Act Services for each age group:

- **School Age Services** (ages 3 to 14) see [Section 4](#)
- **Transition Services** (ages 14 to 22) see [Section 5](#)
- **Adult Services** (age 22+) see [Section 6](#)



Regional Centers like NLACRC make sure that consumers have access to:

- Early Start services from birth to age 3
- Lanterman Act services for age 3 and older

Service Coordinators work at regional centers to help consumers of all ages, and their families:

1. Learn about choices
2. Plan, find, and obtain what they need
3. Advocate for consumer rights

Person-Centered Plans outline the services and supports consumers receive.

Individualized Family Service Plans (IFSP) address Early Start services.

Individual Program Plans (IPP) address Lanterman Act services.

► **Service Coordinators**

Regional center service coordinators help consumers and families plan, find, and access services and resources. They also advocate for consumer rights. Each consumer is assigned a service coordinator after becoming eligible for regional center services. Learn how to connect with an NLACRC service coordinator in Section 2 of this guide.

► **Person-Centered Plans**

An important part of the service coordinator's role is to partner with consumers and families to create person-centered plans. Plans vary depending on the consumer's age, needs, and preferences.

What is a person-centered plan?

A person-centered plan is based on the consumer's goals, needs, and preferences.

- The plan can serve as a road map for the future. It can help guide work, school, home, relationships, and community life.
- Strengths, skills, dreams, and goals will change over time. So will the person-centered plan.

Individualized Family Service Plan (IFSP)

An Individualized Family Service Plan (IFSP) is a person- and family-centered plan for consumers ages 0 to 3. It describes the services and supports received as part of the Early Start Program. The IFSP is based on:

- The child's strengths.
- The family's concerns, and what the family feels is most important for the child.

Learn more about Early Start and IFSPs in Section 3 of this guide.

Interpreter and Translation Services

Contact your NALCRC service coordinator for interpreter services.

- You can request to have an interpreter at the IFSP or IPP meeting.
- You can request a translated copy of the IFSP or IPP report.

Individual Program Plan (IPP)

An Individual Program Plan (IPP) is a person-centered plan for consumers over the age of 3. It describes the services and supports received under the Lanterman Act. The IPP must be complete within 60 days after the consumer is found eligible for services.

How does the IPP process start?

The IPP process starts with a meeting of the planning team. The team will discuss how to best support the consumer's needs. It will also take into account:

- What types and amounts of training and services are needed.
- How to measure and track progress over time.
- How services and supports will be paid for.

All services and supports must:

- Meet the cultural needs of the consumer and family.
- Help the consumer and family feel empowered.
- Help consumers be a part of their community.

The service coordinator has 15 days to respond to a request for services or supports.

Who is on the IPP planning team?

The planning team includes the consumer and their service coordinator. Others who support the consumer may also be on the planning team. This includes family, friends, caregivers, advocates, conservators, etc.

What does the IPP include?

At the time of the program planning meeting, your service coordinator will provide you with an IPP Agreement Form. The form details:

- Services and supports to be received.
- How often they will take place (timing) and how long they will last (length).
- Planned start date.
- Name of provider, if known.

What types of services might an IPP include?

Services can include resources that are available to the general public (“generic resources”), and resources that are paid for by NLACRC. Note that NLACRC does not pay for generic resources. Consumers must first try to meet their needs with generic resources, like those offered by your child’s school district. See Section 8 of this guide for a generic resource list. If a consumer’s needs cannot be met by a generic resource, or no generic resource is available, other services can be purchased for the consumer by NLACRC. These paid services must:

- meet the consumer’s needs in a way that is cost-effective, and
- be proven to be effective (evidence-based). This means that the service or treatment has been tested and researched by experts and the research shows that the service or treatment is effective.

Can IPPs be changed?

An IPP can be changed at any time to better fit the consumer’s needs. The Lanterman Act requires all regional centers to:

- Complete a new IPP for the consumer once every 3 years.
- Review a consumer’s IPP plan within 30 days of a request.
- Review a consumer’s IPP every year. This is the case no matter if the consumer lives independently, or lives in:
 - the family home,
 - a Community Care Facility (CCF),
 - a Family Home Agency (FHA),
 - an Intermediate Care Facility (ICF),
 - a Skilled Nursing Facility (SNF),
 - a Developmental Center (DC),
 - a jail or in a Youth Authority,
 - a foster home, or other type of home.

► The Self-Determination Program

The Self-Determination Program gives consumers and their families more choices over their service providers. All Lanterman-eligible consumers can enroll starting June 7, 2021.

Self-Determination Program principles

Freedom

You plan your own life and make your own decisions just like people without disabilities are able to do.

Authority

You decide how money is spent for your services and supports.

Support

You pick the people and supports that help you live, work, and play in your community.

Responsibility

You are responsible for how those decisions affect the plans you have made for your life.

Confirmation

You are the most important person when making plans for your life. You are the decision maker about your services.



Self-Determination Program eligibility

To be eligible for the Self-Determination Program:

- consumers must have a developmental disability, and
- consumers must be eligible for Lanterman Act services.

Consumers cannot be in the Self-Determination Program if they live in a licensed facility. If the consumer plans to move, they can transition into the Self-Determination Program. The move out of the licensed facility must take place within 90 days of being in the Self-Determination Program.

Steps to enroll in the Self-Determination Program

- Contact your service coordinator.
- Attend a Self-Determination orientation.
- Optional: complete a Person-Centered Plan.
- Complete a budget meeting and certify the budget.
- Develop an Individual Program Plan (IPP).
- Select your Financial Management Service (FMS) agency.
- Develop the spending plan and get it approved by NLACRC.

Self-Determination Program resources

- Search for “Self-Determination Program” at the NLACRC website: nlacrc.org
- Email NLACRC: selfdetermination@nlacrc.org
- Search for “Self-Determination” at the Department of Developmental Services website: dds.ca.gov

► Participant-Directed Services

Participant-Directed Services offer you more options to decide how and by whom services are provided. They are different than the Self-Determination Program and require use of Financial Management Services (FMS). With participant-directed services, you can:

- Choose the person you want to hire.
- Schedule when they work.
- Supervise their work.

Participant-Directed Services can apply to:

- respite services,
- day care services,
- transportation services,
- nursing services, or
- community-based training services for adults.

For more information on Participant Directed Services, please visit our website at nlacrc.org/consumers-families/participant-directed-services.

► Program Fees

This section explains the 3 types of fees you may be asked to pay. Fees are required under state law. The amount you pay depends on the services used, your income, and how services are delivered.

Annual Family Program Fee

The Annual Family Program Fee is sent to the California Department of Developmental Services. The fee is required by the Welfare and Institutions Code, Section 4785.

Who pays this fee?

Families with a child or children under age 18 who receive certain NLACRC services pay this fee. The fee is per family, not per child.

Who does not need to pay this fee?

Families do not pay this fee if:

- Their child or children only receive NLACRC evaluation services or case management.
- Their child or children receive NLACRC services through Medi-Cal.

Can the fee be reduced or waived?

Families with an adjusted gross income below 400% of the federal poverty level (FPL) may request a reduced fee of either \$150 or \$0. Income information must be provided. Talk with your service coordinator if the fee poses a hardship.

How often is the fee charged?

Families pay the Annual Family Program Fee once each year. The fee is billed by the Department of Developmental Services.

Family Cost Participation Program

Family Cost Participation Program (FCPP) fees go to the state.

Who pays this fee?

Families pay this fee if they have a child under age 17 who receives at least 1 of these NLACRC services:

- Daycare services
- Respite services
- Camping services

Who does not need to pay this fee?

Families do not pay this fee if:

- Their child does not live with the family.
- The child qualifies for Medi-Cal.
- The family income is below 400% of the federal poverty level.

Parental Fee Program

There are times when a parent makes the hard choice to place a minor child (under age 18) outside of the family home. The Parental Fee Program is a fee that the Department of Developmental Services charges when a family places a child in 24-hour out-of-home care.

How much is the fee?

The Department of Developmental Services uses a Parental Fee Schedule to set the fee. The Parental Fee Program is addressed in the Welfare and Institutions Code, Sections 4677, 4782, and 4784.

**Questions about fees?
Ask your NLACRC
service coordinator.**

**Contact your service coordinator if
you have questions or want to learn
more about the topics in this section.**

Getting Started

► Contact an NLACRC Service Coordinator

Service coordinators can help you plan, find, and access services and resources. Contact the office closest to you to get started.

Chatsworth (Main) Office

9200 Oakdale Avenue
Suite 100
Chatsworth, CA 91311
Phone: (818) 778-1900
Fax: (818) 756-6140
Park in the structure on Prairie Avenue

Santa Clarita Valley Office

25360 Magic Mountain Pkwy
Suite 150
Santa Clarita, CA 91355
Phone: (661) 775-8450
Fax: (661) 775-8454
Park in the lot in front of the building

Antelope Valley Office

43850 10th Street West
Lancaster, CA 93534
Phone: (661) 945-6761
Fax: (661) 942-4050
Park in the building parking lot or in front of the NLACRC office on 10th Street.

Business Hours

- Open Monday - Friday
8:30 a.m. to 5:00 p.m.
- Closed Saturday, Sunday, and major holidays
- After hours call (818) 778-1900

Use the space below to write the name of your service coordinator and their contact information



Name

Phone

Email

► Get connected

NLACRC offers many resources and ways to stay informed or get involved.

Get NLACRC's newsletter

Sign up for the “News You Can Use” email newsletter at our website: nlacrc.org

Visit an NLACRC office library

Each NLACRC office has a library. Consumers, families, and community members can check out books, DVDs, and other resources. Library computers have Internet access and may have software programs such as:

- Microsoft Office
- Dragon Naturally Speaking
- Kurzweil 3000
- Read&Write
- ZoomText
- Boardmaker

Call your local NLACRC office to schedule an appointment.

Serve on NLACRC's Board of Trustees

Each regional center is governed by a Board of Trustees. The board includes people with developmental disabilities, their family members, and others. You can become a volunteer member of NLACRC's Board of Trustees. As a member, you will learn more about NLACRC and serve your community.

To serve on the board, you must live or work in the area served by NLACRC. You can also be a family member of a consumer who lives in the NLACRC area.

To learn more or apply:

- Email: NLAemail@nlacrc.org
- Phone: (818) 778-1900

Attend board meetings

Anyone can attend NLACRC's board meetings. Find meeting dates on the calendar of events at nlacrc.org

Connect with NLACRC online

Facebook: English [facebook.com/NLACRC](https://www.facebook.com/NLACRC)

Spanish [facebook.com/NLACRCespanol](https://www.facebook.com/NLACRCespanol)

YouTube: Search “NLACRC” at [youtube.com](https://www.youtube.com)

Twitter: [@NLACRC](https://twitter.com/NLACRC)

Instagram: English [@nlacrcofficial](https://www.instagram.com/nlacrcofficial) Spanish [@nlacrcespanol](https://www.instagram.com/nlacrcespanol)

E-news: Sign up for e-mail news and updates at nlacrc.org/about-us/calendar-of-events/e-news-sign-up

► About the Early Start Program

Early Start is a federal program serving consumers from birth to age 3. It helps families partner with local early intervention providers to meet the needs of children to help their progress.

Early Start is run by the California Department of Developmental Services (DDS) and the California Department of Education (CDE). Regional centers, like NLACRC, work with local education agencies to offer support, family education, and early intervention services.

► Individualized Family Service Plan (IFSP)

After your child is eligible to receive Early Start services, your service coordinator will work with you to create an Individualized Family Service Plan (IFSP). An IFSP is a person- and family-centered plan for Early Start consumers. It describes the services and supports received as part of the program. The IFSP is based on:

- Your child's strengths.
- Your family's concerns.
- What you feel is most important for your child.

What is early intervention?

Early intervention is support received at a young age. When children with disabilities receive support early in life, it can help reduce delays.

Your Role in Early Start

You help with planning and getting information about your child's medical and developmental history. You also help move the IFSP into action by:

- Noting what your child prefers, does well, or needs support with.
- Working on daily routines with your child.

Early Start Services

The goal of Early Start services is to support your child's development from birth to age 3. Early intervention providers will work with you to make sure that your child's unique needs are met with services, community supports, and parent-to-parent resources.

Early Start services are provided by regional centers, like NLACRC, generic resources, and local education agencies throughout California. Services are given based on need and designed to be part of your child's daily life.

Early Start services include:

- Assistive technology devices and services
- Hearing (audiology) services
- Family training, counseling, home visits
- Medical services for diagnostic or evaluation purposes only
- Nursing
- Nutrition counseling
- Occupational therapy
- Physical therapy
- Psychological services
- Service coordination (case management)
- Social work services
- Special instruction
- Speech and language services
- Transportation services
- Vision services



Getting Ready for School

Children in the Early Start Program have a Transition Individualized Family Service Plan (IFSP) meeting when the child is 2.6 years old. The goal is to plan for the child's move from Early Start services into school-based services and other community based programs. The Transition IFSP meeting will help decide what other services the child may need, such as:

- Special education services through the school district.
- NLACRC services under the Lanterman Act.

Assessments are needed to see if your child is eligible for these other programs. If you prefer to close your child's case, you may apply for eligibility under the Lanterman Act at a later time. Just fill out an application when you are ready. Applications can be found at each NLACRC office and on our website. Search for "Lanterman Act application" at: nlacrc.org

► Resources

Visit the California Department of Developmental Services (DDS) website at dds.ca.gov to find online booklets:

- **"Parents' Rights: An Early Start Guide for Families"** (2003)
- **"Starting Out Together - An Early Intervention Guide for Families"** (2014)

Contact your service coordinator if you have questions or want to learn more about the topics in this section.

► About School Age Services

NLACRC will work with you to plan for meeting your child's needs during their school age years. Common options for ages 3 to 14 include:

1

Receive services from NLACRC, and through health insurance and the school district.

If your child is eligible to receive Lanterman Act services, they can also get special education services through their school district. In this case:

- **The school district** will meet your child's educational needs.
- **NLACRC** will assist your family in accessing generic resources and/or regional center services to meet home and community needs. An example of a common service obtained from a generic resource is behavior health treatment, also called behavior services.

2

Only receive services from the school district.

Even if your child is not eligible to receive Lanterman Act services because they do not have a developmental disability, they can still be eligible for certain services through their school district. In this case:

- **The school district** can offer services that target certain areas of development.
- **NLACRC** will no longer coordinate your child's services.
- Your service coordinator can help you find generic resources in your area that may be able to support your needs.

► Individualized Education Program (IEP)

An Individualized Education Program (IEP) is a written plan that describes the special education services your child will receive through their school district. The IEP includes the services that are needed and appropriate to help your child make progress in school.

What does the IEP include?

The IEP includes details about:

- Eligibility.
- Evaluation timeline.
- What progress your child has made.
- Yearly goals and short-term objectives.
- What type of classroom they are in.
- How the child is integrated into a general school program.
- Services to be received.
- Timing and length of services.

Who is on the IEP planning team?

The IEP planning team includes:

- The child's parent(s), guardian(s), or holder(s) of educational rights.
- The child.
- People invited by the parent such as family member(s), friend(s), advocate(s), or your service coordinator.

It will also include expert input from:

- Teachers – 1 general education (if needed), and 1 special education teacher.
- School district representative who can approve IEP resources.
- Someone who can explain assessment results.
- The child's service coordinator, school psychologist, and any specialists, such as their speech and language therapist, occupational therapist, physical therapist, or behavioral interventionist.

What if I do not agree with the IEP results?

If you have issues with the IEP process, try meeting again with the planning team, if you feel comfortable. You may be able to partner and reach a better solution. If you still do not agree, you may appeal to the Office of Administrative Hearings. Ask the school to explain the appeal process.

► School District Special Education Contacts

This section includes contact information for the Special Education Local Plan Areas (SELPA) and schools districts in the NLACRC service area.

If you live in, or your child will go to school in:	See page:
San Fernando Valley	24
Antelope Valley	25-26
Santa Clarita Valley	26

Los Angeles Unified School District (LAUSD) Special Education Local Plan Area (SELPA)

The LAUSD SELPA Support Services call center can help:

- Answer your questions about special education.
- Explain special education policies and procedures.
- Address questions and concerns about your child’s IEP.

333 S. Beaudry Ave., Los Angeles, CA 90017

Phone: (213) 241-6701

Fax: (877) 339-2684

TTY: (213) 241-2511

Website: achieve.lausd.net/sped

Los Angeles County Office of Education (LACOE) Special Education Local Plan Area (SELPA)

Serves LACOE Juvenile Court Schools and the Division of Alternative Education

9300 Imperial Highway, Downey, CA 90242-2890

Phone: (562) 922-6111

Website: Search for “SELPA” at lacoed.edu

Los Angeles Unified School District (LAUSD)

LAUSD is divided into 6 Local Districts. NLACRC's San Fernando Valley office serves students in these 2 Special Education Support Local Districts:

Local District Northwest

6605 Zelzah Ave.
Reseda, CA 91335
Phone: (818) 654-3600

Local District Northeast

13395 E. Kagel Canyon St.
Pacoima, CA 91331
Phone: (818) 686-4400

Local District offices offer special education support, such as:

- Special education policies
- Case management
- Advocacy
- IEP guidance

LAUSD Complaint Response Unit

Call the hotline if you would like to do any of these:

- Make a complaint about an IEP or special education program.
- Ask for information about your child's education.
- Ask for help with district policies and procedures.
- Request information about parent involvement.

- Request translation for a language other than Spanish.

Complaint Response Unit Contact Information:

Phone: (213) 241-6701

Fax: (877) 339-2684

TTY: (213) 241-2511

E-mail: spedsfss@lausd.net

LAUSD Division of Special Education

The Division of Special Education website includes these features:

- Guides that answer questions about special education.
- Lists of events and workshops offered throughout the district.
- Link to your child's IEP.

Website: achieve.lausd.net/sped

LAUSD Due Process and Dispute Resolution

Phone: (213) 241-6718

Search for "due process" or "dispute resolution" at: achieve.lausd.net/sped

LAUSD Alternative Dispute Resolution

LAUSD's Educational Equity Compliance Office offers Alternative Dispute Resolution (ADR). ADR works to quickly address complaints and solve issues in a manner that meets the needs of students.

Phone: (213) 241-7682

Fax: (213) 241-3312

E-mail: equitycompliance@lausd.net

Ventura County Special Education Local Plan Area (SELPA)

Serves the Las Virgenes Unified School District (LVUSD) in Los Angeles County

5100 Adolfo Rd. Camarillo, CA 93012

Phone: (805) 437-1560

Website: vcselpa.org

Las Virgenes Unified School District (LVUSD)

4111 North Las Virgenes Rd.

Calabasas, CA 91302

Phone: (818) 878-5216

Website: lvusd.org

Antelope Valley Special Education Local Plan Area (SELPA)

38345 30th St. East, Suite A-2, Palmdale, CA 93550

Phone: (661) 274-4136

Website: avspecialed.com

Acton-Agua Dulce Unified School District

32248 N. Crown Valley Rd.

Acton, CA 93510

Phone: (661) 269-5999

Website: aadusd.k12.ca.us

Gorman School District

49847 Gorman School Rd.

Gorman, CA 93243

Phone: (661) 248-6441

Website: gormanschool.com/District/Schools

Antelope Valley Union High School District

44811 N. Sierra Hwy.

Lancaster, CA 93534

Phone: (661) 948-7655

Website: avdistrict.org

Hughes-Elizabeth Lakes Union School District

16633 Elizabeth Lake Rd.

Lake Hughes, CA 93532

Phone: (661) 724-1231

Website: helus.org

Eastside Union School District

45006 N. 30th St. East

Lancaster, CA 93535

Phone: (661) 952-1224

Website: eastsideusd.org

Keppel Union School District

35118 82nd St.

Little Rock, CA 93543

Phone: (661) 944-2372

Website: keppelunion.org

Lancaster School District

44711 N. Cedar Ave.
Lancaster, CA 93534
Phone: (661) 948-4661
Website: lancsd.org

Palmdale School District

39139 10th St. East
Palmdale, CA 93550
Phone: (661) 947-7191
Website: palmdalesd.org

Westside Union School District

41914 50th St. West
Quartz Hill, CA 93536
Phone: (661) 722-0716
Website: westside.k12.ca.us

Wilsona School District

18050 E. Avenue O
Palmdale, CA 93591
Phone: (661) 264-1111
Website: wilsonasd.net

Santa Clarita Valley Special Education Local Plain Area (SELPA)

Website: scvselpa.org

Castaic Union School District

Phone: (661) 257-4500
Website: castaicusd.com

Newhall School District

Phone: (661) 291-4182
Website: newhallschooldistrict.com

Saugus Union School District

Phone: (661) 294-5309
Website: saugususd.org

Sulphur Springs Union School District

Phone: (661) 252-5131
Website: sssd.k12.ca.us

William S. Hart Union High School District

Phone: (661) 259-0033
Website: hartdistrict.org



► Resources

There are many helpful resources to support you in getting what you need from your child's school.

Community Resources

Family Focus Resource Center

The Family Focus Resource Center offers free Individualized Education Program (IEP) training, workshops, and support groups. See the Center's event calendar at: csun.edu/family-focus-resource-center

**California State University
Northridge (Main Office)**
(818) 677-6854

Chatsworth Office
(818) 374-9107

Santa Clarita Office
(661) 294-9715

Antelope Valley Office
(661) 945-9598

Contact your NLACRC service coordinator

Ask about your child's educational rights and referrals or speak with NLACRC's Clients' Rights Advocate.

Online Resources

Wrightslaw

Information about special education law and advocacy for children with disabilities. Offers a free, weekly Special Education Advocate email newsletter. Website: wrightslaw.com

Learning Rights Law Center

Offers free and low-cost legal representation, advice, advocacy, and training to those denied equal access to a public education as a result of a disability. Website: learningrights.org

Disability Rights California Special Education Rights and Responsibilities Manual

The Special Education Rights and Responsibilities (SERR) manual has 16 chapters and explains how to become eligible for special education, how to request and advocate for special education services, and what to do if you disagree with school districts. Be sure to look at:

- **Chapter 6** for information about appeal rights, due process, and compliance complaints.
- **Appendix** for template letters you can use to advocate for your student.

Website: serr.disabilityrightsca.org

Individuals with Disabilities Education Act

The Individuals with Disabilities Education Act (IDEA) is a law that makes sure eligible children receive special education and related services.

Website: idea.ed.gov

Need access to a computer?

Free computer access is offered at:

- Your local library.
- Your local NLACRC office library.

Call your local NLACRC office to schedule an appointment. Find contact information in Section 2 of this guide.

Contact your service coordinator if you have questions or want to learn more about the topics in this section.

► About Transition Services

Planning for life after school often starts at age 14. Transition planning helps students prepare for life after high school. This can include vocational (job skills) training programs, or preparing for work or to go to college. Both the schools and NLACRC provide transition planning services.

School-Based Transition Services

Schools must provide transition planning services under the Individuals with Disabilities Education Improvement Act (IDEA).

- The student's transition goals and activities become part of their Individualized Education Program (IEP).
- Some schools may create a separate Individual Transition Plan (ITP). School transition plans are updated yearly.

Attend an NLACRC Transition Fair

Transition fairs offer information about services and programs that are available to students after high school.

- NLACRC partners with local school districts to plan transition fairs.
- Fairs usually take place in the spring.
- To learn more, ask your service coordinator or check NLACRC's online event calendar at: nlacrc.org



NLACRC Transition Services

NLACRC service coordinators include transition planning in the consumer's Individual Program Plan (IPP).

What you can expect when taking part in NLACRC-funded programs.

- Activities based on the student's preferences, interests, and needs that can help move the student into a successful life after school.
- Services such as school/college instruction, community integration, planning and preparing for employment, and other post-school living objectives.
- A yearly Individualized Education Program (IEP) or Individual Transition Plan (ITP) meeting to develop a plan for the student. The student, parents, district staff, the NLACRC service coordinator, and agency representatives are all involved in the planning.

To learn more about the IPP and transition planning, contact your service coordinator and ask for the Life After High School Guide and Community Resources.

► College

College campuses offer programs and services designed to support students who are eligible for regional center services. Consumers who attend college may access the campuses with NLACRC support and may access disabled students programs and services. These services can include:

- General education
- Certified vocational (job skills) education
- Assistive technology
- Accommodations for classes
- Learning disability programs
- Notetaker services
- College class support through the Department of Rehabilitation

Learn More

The "Directory of Learning Opportunities" has information on the many ways to keep learning after high school. Ask your NLACRC service coordinator for a copy.

► Employment

People with developmental disabilities want to work, build skills, and earn wages that are similar to wages that other people working in the job would get. The state of California participates in the “Employment First” program. The Employment First law ensures that working-age people, regardless of the level of their disability, be paid wages the same as everyone else. NLACRC partners with the California Department of Developmental Services to assist people who are out of school to obtain competitive employment. NLACRC offers job development and job coaching support through certain types of employment options such as:

- Competitive Integrated Employment (CIE)
- Paid Internship Program (PIP)
- Supported Employment Program (SEP)

Competitive Integrated Employment

The Competitive Integrated Employment (CIE) program ensures that all people with disabilities are given the services and supports needed to achieve in the workplace. CIE is:

- full or part-time employment,
- employment that pays minimum wage or higher, and
- in a setting with others who do not have disabilities.

Supported Employment Program

Supported Employment Program (SEP) offers consumers support finding jobs where people without disabilities work. SEP offers a job coach that helps consumers learn the work skills or tasks needed to succeed while working in the

community. Job coaching services may be reduced as a consumer’s job skills improve. SEP placements can be:

- individual placements, or
- group placements.

Paid Internship Program

The Paid Internship Program (PIP) offers consumers the chance to build work experience and skills. These skills can lead to full- or part-time paid work within the community. A PIP can be part of the consumer’s Individual Program Plan (IPP). Consumers in the PIP can work up to 1,040 hours per year.

Workforce Innovation and Opportunity Act

The Workforce Innovation and Opportunity Act (WIOA) offers services to get consumers ready for Competitive Integrated Employment (CIE).

Consumers can take part with their school districts based on their Individualized Education Program (IEP) goals. The IEP goals may provide: teaching about jobs, work training, and education choices.

Learning about employment should begin with the Individual Transition Plan (ITP) around age 14. Employment can begin at age 16, based on the IEP and School District.

WIOA rules say:

- Employers cannot pay less than minimum wage.
- Regional centers cannot pay for a consumer under age 22 to attend a day program in place of working. The Individual Program Plan (IPP) team can make an exception.

Vocational Rehabilitation and Community-Based Activity Programs

The Department of Rehabilitation provides services to consumers that are no longer in school through Vocational Rehabilitation (VR).

VR services include:

- Paid work under the federal and state Fair Labor Standards.
- Work adjustment services such as safety practices training, how to handle money, and work habits.
- Supportive habilitation services such as training in building social skills, and what you need to develop skills needed for competitive employment opportunities.
- Community-Based Day Training Programs (formerly known as Day Program/Work Activity Program) that serve adult consumers who have some ability to interact with others, and the ability to respond to verbal instructions. Training is focused on building basic functional skills, such as: gross and fine motor (mobility), cognitive development (understanding and following directions), independent living, and vocational skills (job skills).

► Resources

Employment First Policies

NLACRC Employment First Policy

Search “Employment First Policy” at website: nlacrc.org

California Department of Education Special Education Division, Employment First Policy

Search “Employment First Policy” at website: cde.ca.gov

Los Angeles Unified School District (LAUSD) Department of Transition Services (DOTS) Northeast and Northwest Division of Special Education

Phone: (213) 241-8050

Search “DOTS” at website: achieve.lausd.net



Contact your service coordinator if you have questions or want to learn more about the topics in this section.

► About Adult Services

NLACRC supports adult consumers and their families with planning for adult living needs. There are options and support services for each level of consumer need.

► Adult Day Programs

Adult day programs teach a range of skills for up to 30 hours per week. In general, adult consumers who attend day programs are not employed.

Adult day program services help build the following skills:

- Employment
- Self-advocacy
- Self-help and self-care
- How to talk with people, express needs, and how to be social
- How to be part of community activities
- Behavior control
- How to interact with peers



Program Settings

Activity Centers

Activity Centers (ACs) focus on skills needed for self-advocacy, living in the community, and employment. ACs are designed for consumers who:

- have basic self-care skills,
- can interact with others,
- can voice their needs, and
- can follow instructions.

Adult Development Centers

Adult Development Centers (ADCs) focus on skills needed for self-care, self-advocacy, interacting in the community, and employment. ADCs are for consumers who need support and guidance to:

- Interact with others.
- Make their needs known.
- Follow instructions.

Community-Based Adult Services

Community-Based Adult Services (CBAS) is a licensed program paid for by Medi-Cal. CBAS offers health, therapy, and social services to consumers who are at risk of needing institutional care due to disabilities or chronic medical, cognitive, or mental health conditions.

Day care

Day care services are for adults who need to be supervised when their families are at work.

► Adult Living Options and Supports

For many adults, living on their own makes sense. Consumers who are at least age 18 and who want to move out of the family home, can work with their service coordinator to review options and learn about:

- How much income it will take and how to find other sources of income.
- Ways to find affordable housing.
- Ways to get and keep independence with the help of services for skills training, including:
 - How to set a budget for rent, utilities, and food.
 - How to keep a home clean, safe, and in good order.

Options and Supports

Family Home Agency

A Family Home Agency (FHA) is a community-based living option where a family opens their home to adults. With this option, the consumer:

- receives services,
- forms relationships,
- joins in family activities, and
- is an active community member.

Independent Living Services

Independent Living Services (ILS) can be for adults living in the family home, or adults living on their own. ILS teach adults the skills they need to live on their own. This can include money management, meal planning accessing community resources, and safety skills.

ILS may also help make sure that:

- Grocery shopping is done.
- Medical appointments are made.
- Basic living needs and bills are paid.

Supported Living Services

Supported Living Services (SLS) offer more support than can be given through independent living services (ILS). SLS assists adult consumers who live on their own in a home that they own or rent. Consumers need to pay rent and all of their daily living needs. Services are

based upon need, and include In Home Supportive Services as part of the plan to meet a consumer's daily care needs. SLS services are reviewed quarterly and are changed to meet a consumer's needs.

SLS include support with:

- Finding and moving into a home.
- Choosing staff and housemates.
- Connecting to community resources.
- Making medical appointments.
- Common daily living activities and emergency planning.
- Being an active community member.
- Managing finances and other needs.

Contact your service coordinator if you have questions or want to learn more about the topics in this section.

Supports for Families

► About Supports for Families

NLACRC consumers can need more care than peers who do not have developmental disabilities. Sources of care and support can include:

- Natural supports – non-paid family, friends or community members.
- Generic resources – services and supports that are also available to the general public. For a list of generic resources, see Section 8 of this guide.

When a family needs more support than can be met by natural supports and generic resources, NLACRC may pay for different types of support services.

► Respite Services

Respite services give families time away from the demands of caring for a person with a developmental disability. Respite can be planned or on an emergency basis and take place either:

- In the family’s home (“in-home respite”), or
- At a licensed residential facility (“out-of-home respite”).

Respite is also available through Participant Directed Services. See Section 1 for more information about Participant Directed Services.

“Respite” means a short period of rest or relief.

In-Home Respite

There are two main types of in-home respite services.

1

Family conversion respite

If your family has someone over age 18 in mind to be a respite worker, you can refer that person to be hired by a respite agency. If the person you refer is eligible to work and is hired, you can schedule directly with them.

2

Agency respite

If your family does not have someone in mind, you can hire a respite worker through an agency. You would work with the agency to choose the staff and schedule staff come to your home.

In-home respite can be provided at a nursing level or behavioral level. An assessment can help you know what level of care is needed so you can choose an agency qualified to provide that level of care.

Out-of-Home Respite

Out-of-home respite allows consumers to stay in a licensed home for up to 21-days.

► Day care

Day care is offered in the home to help parents who are working or going to school to prepare for a job. Day care is for consumers who:

- Are under age 18, live at home, and have needs that cannot be met in a community day care.
- Adult consumers who live with their parents and need supervision during the day.

Specialized day care is for consumers who need more care than someone their same age who does not have a developmental disability. The need for specialized day care is discussed during the Individual Program Plan (IPP) planning process. Parents who receive day care services for minors may have to pay for a share of the cost, as well as pay Family Cost Participation Program fees for a portion of the day care. See Section 1 of this guide to learn more about program fees.

Day care is also available through Participant Directed Services. See Section 1 for more information about Participant Directed Services.

► Personal Care Assistants

Personal care assistants offer consumers extra support, and assist with health and safety, daily care, and community needs. Personal care assistant services can include support with the tasks of daily living, such as:

- Bathing
- Grooming
- Dressing
- Toileting
- Making meals
- Feeding
- Protective supervision
- Going to appointments
- Community activities

► Other Services

Other family support services may include, but are not limited to:

- Adaptive equipment
- Advocacy
- Diapers
- Crisis intervention services
- Counseling
- Interpreter services



► Social Skills and Behavioral Services

NLACRC has several services for behavioral concerns in young children. Social skills training can help with:

- How to engage with other people
- Social and communication skills
- Play skills

Services may be purchased after all generic resources (like Medi-Cal, the local education agency, and private insurance options) have been used. Training is offered in 1-on-1 and group formats. The amount of training your child needs will be based on the service provider's assessment.

Contact your service coordinator if you have questions or want to learn more about the topics in this section.



Generic Resources

▶ About Generic Resources

A generic resource is any service or support that the general public can access. Generic resources receive public funds and are not paid for by NLACRC. Examples include city and county parks, Medi-Cal, and school districts.

Even though NLACRC does not pay for generic resources, they are part of the program planning process, and become part of the consumer’s Individual Program Plan (IPP), when appropriate.

Social Service Generic Resources

1degree

- Website: 1degree.org
- Text any keyword (like “food stamps” or “shelter”) to (844) 833-1334

1-degree is a nonprofit that helps low-income families access the resources they need to achieve social and economic mobility and improve their lives.

211 LA County

- Website: 211la.org
- Phone: Dial 2-1-1 within Los Angeles County

211 LA County is the hub for all types of health, human and social services in Los Angeles County. It provides callers with information and referrals to the services that best meet their needs.

CalFresh

- Website: getcalfresh.org
- Phone: (877) 847-3663

CalFresh provides debit cards that low-income families can use to buy groceries at many markets.

California Children's Services

- Website: dhcs.ca.gov
- Phone: (800) 288-4584

California Children's Services (CCS) coordinates and pays for medical care and therapy services for children up to age 21 who have certain health care needs and who require specialty medical care.

CalWORKs

- Website: cdss.ca.gov
- Phone: (916) 654-1322

CalWORKs is a public assistance program. It provides cash aid and services to eligible families that have a child in the home.

Cash Assistance Program for Immigrants

- Website: cdss.ca.gov
- Phone: (866) 613-3777

Cash Assistance Program for Immigrants (CAPI) provides monthly cash aid to certain people who do not qualify for Supplemental Social Security Income/State Supplemental Payment (SSI/SSP), due to immigration status.

Child and Family Guidance Center

- Website: childguidance.org
- Phone: (818) 993-9311

The Child and Family Guidance Center (CFGC) provides services in the San Fernando Valley, Santa Clarita Valley, and Antelope Valley, to low-income families with children who have significant emotional problems and need comprehensive mental health interventions.

Child Care Resource Center

- Website: ccrcca.org
 - Phone: (818) 717-1000
 - Phone: (661) 789-1200
-

Child Care Resource Center (CCRC) offers financial assistance or subsidy programs to qualifying families in need of child care.

Child Health and Disability Prevention

- Website: dhcs.ca.gov
 - Phone: (800) 993-2437
-

Provides health exams for children ages 0 to 19 who are not eligible for Medi-Cal.

Child Support Services

- Website: cssd.lacounty.gov
- Phone: (866) 901-3212

The Child Support Services Department provides free services to parents and guardians to help them:

- Establish paternity.
 - Obtain child and medical support orders.
 - Collect court-ordered child support.
-

Department of Consumer Affairs

- Website: dca.ca.gov
- Phone: (800) 952-5210

If you have a problem, question, or concern with any of the following issues, the Department of Consumer Affairs may be able to help:

- Landlord/tenant issues
- Credit disputes
- Internet purchases
- Retail sales and contracts
- Car purchases and repairs
- Senior financial fraud
- Disputes with friends or neighbors
- Identity theft
- Telemarketing
- Foreclosures
- Home buying
- Small claims court

Department of Rehabilitation

- Website: dor.ca.gov
- Phone: (800) 952-5544
- TTY: (844) 729-2800

Department of Rehabilitation (DOR) supports people with disabilities in getting and keeping employment and building the ability to live independently.

Early Periodic Screening, Diagnostic and Treatment Services

- Website: dhcs.ca.gov

Early and Periodic Screening, Diagnostic, and Treatment Services (EPSDT) are offered by the Department of Health Care Services (DHCS). DHCS is responsible for providing Medi-Cal beneficiaries under the age of 21 with a no-cost, comprehensive, high-quality array of preventive (such as screening), diagnostic, and treatment services.

Emergency Broadband Benefit Program

- Website: fcc.gov/broadbandbenefit

The Emergency Broadband Benefit is an FCC program to help families and households struggling to afford internet service during the COVID-19 pandemic. This benefit connects eligible households to jobs, critical healthcare services, virtual classrooms, and much more.

Head Start/Early Head Start

- Website: prekkid.org
- Phone: (877) 773-5543

Head Start/Early Head Start is a federally-funded child development program for:

- Very low-income children from birth to age 5 and their families.
- Pregnant women from families living below the federal poverty level.

Women, Infants, and Children

- Website: cdph.ca.gov
- Phone: (888) 942-9675

Women, Infants, and Children (WIC) provides food vouchers to women who are pregnant, breastfeeding, new mothers, and children of low-income families.

Mental Health Generic Resources

Department of Mental Health

- Website: dmh.lacounty.gov
- Phone: (800) 854-7771 for 24/7 help

Connect with a trained crisis counselor to get free crisis support via text message.

- Crisis Text Line: Text “LA” to 741741
- Crisis Website: crisistextline.org

The Department of Mental Health (DMH) provides mental health services. DMH can treat mental health issues to help people grow, keep healthy relationships, and achieve personal goals.

Disaster Distress Helpline

- Website: samhsa.gov
- Phone: (800) 985-5990

The Disaster Distress Helpline is run by the Substance Abuse and Mental Health Services Administration. It provides crisis counseling and support to people feeling emotional distress related to natural or human-caused disasters.

L.A. Found

- Website: LAFound.lacounty.gov
- Phone: (833) 569-7651

L.A. Found helps locate people who wander due to dementia, Alzheimer’s, autism, or other conditions.

National Suicide Prevention Line

- Website: suicidepreventionlifeline.org
- Phone: (800) 273-8255

National Suicide Prevention Lifeline calls are answered confidentially by a trained crisis worker. Callers are connected with a nearby crisis center.

Substance Abuse Service Helpline

- Website: publichealth.lacounty.gov
- Phone: (844) 804-7500

The Substance Abuse Service Helpline is operated by the LA County Department of Public Health. It provides screening, resources, and service referrals regarding substance use disorders.

Trevor Project Lifeline

- Website: thetrevorproject.org
- Phone: (866) 488-7386

The Trevor Project Lifeline provides support to LGBTQ youths and allies in crisis or in need of a safe and judgment-free place to talk.

Housing and In-Home Support Generic Resources

In-Home Supportive Services (IHSS) program

- Application Phone: (888) 944-4477 or (213) 744-IHSS
- Helpline: (888) 822-9622
- Website: cdss.ca.gov

Local IHSS Offices:

3307 North Glenoaks Blvd.
Burbank, CA 91504
(818) 557-4103

21415-21615 Plummer St.
Chatsworth, CA 91311
(818) 718-4362

Avenue K-6
Suite 335-C
Lancaster, CA 93535
(866) 514-9911

The In-Home Supportive Services (IHSS) program helps pay for services so people can remain safely in their own homes. Disabled adults and children who are eligible for Medi-Cal may be eligible for IHSS. Examples of IHSS services include:

- Housecleaning
- Laundry
- Meal preparation
- Grocery shopping
- Medical appointment assistance
- Personal care
- Supervision

Los Angeles County Development Authority

- Website: harp.lacda.org
- Phone: (800) 731-4663
- Phone for emergency homeless housing: (877) 428-8844

The Los Angeles County Development Authority (LACDA) provides helpful information about affordable housing programs. This includes:

- Access to the Los Angeles County Housing Resource Center to help users search for affordable rental housing.
- Loan programs for first time homebuyers, and low- and middle-income homeowners.
- Emergency housing for people who are homeless.

Los Angeles Homeless Outreach Portal

- Website: lahsa.org
- Phone: (213) 225-6581

Operated by the Los Angeles Homeless Services Authority (LAHSA), Los Angeles Homeless Outreach Portal (LA-HOP) has homeless outreach teams to assist people experiencing homelessness.



Medical Insurance Generic Resources

Private medical insurance is considered a generic resource.

Medi-Cal

To see if you qualify for Covered California or Medi-Cal coverage:

- Fill out an application online at coveredca.com
- Call Covered California: (800) 300-1506
- Apply online for General Relief, Cal WORKs, Medi-Cal or CalFresh at website: yourbenefits.laclrs.org

Medi-Cal offers free or low-cost health coverage for eligible children and adults. This can include:

- Low-income adults
- Families with children
- Seniors
- People with disabilities
- Children in foster care, as well as former foster youth up to age 26
- Pregnant women

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.

Both Medi-Cal and Covered California plans cover essential health benefits.

You can also call your local Department of Public Social Services office to apply in person:

East Valley

7555 Van Nuys Blvd.
Van Nuys, CA 91405

- Phone: (818) 701-8200
or (626) 569-1399
- Programs offered: CalWORKs, CalFresh, Medi-Cal

San Fernando Valley

9188 Glenoaks Blvd.
Sun Valley, CA 91352

- Phone: (818) 701-8200
or (626) 569-1399
- Programs offered: CalFresh, General Relief, Medi-Cal, GROW

Lancaster

East Ave. K-6
Suite 349-B
Lancaster, CA 93535

- Phone: (626) 569-1399
or (310) 258-7400
- Programs offered: CalWORKs, CalFresh, Medi-Cal

Santa Clarita Sub Office

27233 Camp Plenty Rd.
Canyon Country, CA 91351

- Phone: (818) 701-8200
or (626) 569-1399
- Programs offered: CalWORKs, CalFresh, Medi-Cal

Lancaster General Relief Sub Office

337 East Ave. K-10
Lancaster, CA 93535

- Phone: (626) 569-1399
or (310) 258-7400
- Programs offered: CalFresh, General Relief, Medi-Cal, GROW

West Valley

21415-21615 Plummer St.
Chatsworth, CA 91311

- Phone: (818) 701-8200
or (626) 569-1399
- Programs offered: Cal WORKs, CalFresh, Medi-Cal, Refugee

Medi-Cal coverage for children through institutional deeming

For more information or to apply, please contact your service coordinator.

Institutional deeming is a process that allows children ages 3 to 18 to receive full Medi-Cal who might not be eligible because their family income is too high. Under this program, only the child's income and resources determine eligibility. If the child has income or resources of their own, such as a trust fund, they may not qualify, or may qualify but have to pay a share of cost.

Legal Generic Resources

Bet Tzedek

- Website: bettzedek.org
- Phone: (323) 549-5863
- Email: cclinic@bettzedek.org

Bet Tzedek offers a self-help conservatorship clinic. The clinic gives basic help to people who want to file a probate conservatorship without a lawyer. This can include helping adults who need someone to make some important decisions for them. Learn more about conservatorships in Section 11 of this guide.

Neighborhood Legal Services of Los Angeles County

- Website: nlsla.org
- Phone: (800) 433-6251

Neighborhood Legal Services of Los Angeles County (NLSLA) provides free help with access to safe, affordable housing, health advocacy, and more.

Social Security Generic Resources

Supplemental Security Income

- Website: ssa.gov
- Phone: (800) 772-1213

Call to schedule an appointment at a local Social Security Office:

1420 W. Olive Ave.
Burbank, CA 91506

20439 Nordhoff St.
Chatsworth, CA 91311

14500 Roscoe Blvd., Suite 207
Panorama City, CA 91402

44451 N. 20th St. West
Lancaster, CA 93534

456 S. Mission Blvd.
San Fernando, CA 91340

27200 Tourney Rd.
3rd Floor, Suite 320
Valencia, CA 91355

Supplemental Security Income (SSI) is managed by the federal Social Security Administration. It helps the elderly, blind, and persons with disabilities meet the basic needs of food and shelter. To qualify for SSI, you must live in the U.S. and have little or no income. The parents' income is looked at when giving SSI to a child. This means parents cannot have:

- More than \$2,000 if single, or \$3,000 if married or living together.
- The value of a car or home does not count.

Non-U.S. citizens who live in the U.S. legally may still qualify. For more information, visit: socialsecurity.gov/pubs/EN-05-11051.pdf

Contact your service coordinator if you have questions or want to learn more about the topics in this section.

Transportation Resources

► About Transportation Resources

Your transportation needs depend on where you live, where you are going, and your physical needs. The generic resources below include Los Angeles County transportation options for:

- Public transportation
- Paratransit
- Accessible taxi services

Ask about a discount

Many of the options below offer discounts or a reduced fee for people with disabilities. Students with disabilities can get a free or reduced Transit Access Pass (“TAP card”) with a letter from their teacher. Adults can get a free or reduced TAP card with a form filled out by their doctor. Contact TAP to learn more at:

- Phone: (866) 827-8646
- Website: search for “reduced fares” at taptogo.net

NLACRC-Funded Transportation Services

Consumers who are unable to access public transportation due to severe and significant impairments maybe eligible for transportation services funded through NLACRC. These include:

- **Keolis Transportation** – serves San Fernando and the Santa Clarita Valley
- **Santa Barbara Transportation** – serves the Antelope Valley

Transportation is also available through Participant Directed Services. See Section 1 for more information about Participant Directed Services.

To learn more, ask your service coordinator.

Generic Transportation Resources

Access Services

- Website: [accessla.org](https://www.accessla.org)
- First time customers call:
(800) 827-0829
- Existing customers call:
(800) 883-1295

Access Services is the federally mandated ADA paratransit service provider for Los Angeles County. This service is offered to people whose disabilities prevent them from using regular bus or rail service on their own. It is a fixed-route service and offers curb-to-curb service during hours when local bus service is provided.

Antelope Valley Transit Authority Dial-A-Ride

- Website: [AVTA.com](https://www.avta.com)
- Phone: (661) 945-9445

The AVTA offers a number of services:

- Bus access
- Commuter services
- Trip planning
- Dial-a-ride



Access Services - Dial-A-Ride

- Phone: (800) 827-0829

Access Services Dial-A-Ride is a shared-ride service. Passengers must make an appointment ahead of time.

Metro

- Website: metro.net
- Phone: (800) 464-2111
- Reduced Fare Office:
(213) 680-0054

Metro offers many different services such as:

- Metro Rail lines
- Bus access
- Trip planning

MetroLink

- Website: metrolinktrains.com
- Phone: (800) 371-5465

MetroLink offers safe, comfortable rail service to all passengers with disabilities.

Santa Clarita Transit

- Website: santaclaritatransit.com
- Phone: (661) 294-1287

Santa Clarita Transit offers a range of transit services in the Santa Clarita Valley and beyond.

Southern California 511

- Website: go511.com
- Phone: 511
- Mobile App: Go511

Southern California 511 is a free service that can help you with transit planning and information.

Contact your service coordinator if you have questions or want to learn more about the topics in this section.

Licensed Residential Care Facilities

► About Licensed Residential Care Facilities

Consumers who want or need extra supports can live at a licensed residential care facility. The state oversees licensed facilities to make sure they meet certain standards. There are 2 types of community facilities: community care facilities, and intermediate care facilities.

NLACRC Supported Living Services (SLS) Orientations

NLACRC offers orientations for consumers and families who want to learn about SLS options. To learn more, ask your service coordinator or search for "SLS orientations" at: nlacrc.org

► Community Care Facilities

Community Care Facilities (CCFs) provide 24-hour care, support, and supervision for consumers who live at the facility. CCFs are licensed by the Community Care Licensing Division of the State Department of Social Services. CCFs offer 4 service levels.

Level 1

Limited care and supervision for persons with self-care skills and no behavior problems.

Level 2

Care, supervision, and minor training for persons with some self-care skills and no major behavior problems.

Level 3

Care, supervision, and ongoing training for persons with significant deficits in self-help skills, and/or some limitations in physical coordination and mobility, and/or disruptive or self-injurious behavior.

Level 4

Care, supervision, and professionally supervised training for persons with deficits in self-help skills, and/or severe impairment in physical coordination and mobility, and/or severely disruptive or self-injurious behavior. Service Level 4 is divided into Levels 4A-I and staffing levels vary based on the severity of disabilities served by the facility.

► Intermediate Care Facilities

Intermediate Care Facilities (ICFs) offer 24-hour care and nursing support. They are for consumers who need help with self-care, behavioral challenges, or medical needs. ICFs are licensed by the Licensing and Certification Division of the California Department of Public Health.

Contact your service coordinator if you have questions or want to learn more about the topics in this section.

Conservatorship

► About Conservatorship

A conservatorship is a legal decision in which a judge selects a person or organization (called the “conservator”) to make decisions for another adult person (called the “conservatee”). Conservators can make decisions about important areas of the conservatee’s life. This can include making medical decisions.

Conservatorship is not right for everyone, and it is not required. You can explore other options, such as: Powers of Attorney, supported decision making, and others. Talk with an attorney or legal clinic about all your options before making a decision.

► Conservatorship Types

In California, two common types of conservatorships are probate conservatorships and Lanterman-Petris-Short (LPS) conservatorships.

Probate conservatorships

Probate conservatorships are based on California probate laws. There are different types of probate conservatorships.

A limited conservatorship is the type that most often applies to regional center consumers. It is for adults with developmental disabilities who need someone to make some decisions for them.

Lanterman-Petris-Short (LPS) conservatorships

Lanterman-Petris-Short (LPS) conservatorships are used to care for adults with mental health illnesses who need special care, such as:

- Special living arrangements, like living in locked facilities.
- A lot of mental health treatment, like powerful drugs to control behavior.

The LPS conservatorship process needs to start with a local government agency.

Conservatorship and Estate Planning and Training

Family Focus Resource Centers (FFRCs) offer conservatorship and estate planning training. For schedule information, contact the FFRC office near you:

**California State University
Northridge Main Office**
(818) 677-6854

Santa Clarita Office
(661) 294-9715

Chatsworth Office
(818) 374-9107

Antelope Valley Office
(661) 945-959

Search for “conservatorship” at website:

csun.edu/family-focus-resource-center



► Conservatorship Resources

Bet Tzedek Self-Help Conservatorship Clinic

3250 Wilshire Blvd., 13th Floor
Los Angeles, CA 90010

- Phone: (323) 549-5863
- Email: cclinic@bettzedek.org
- Website: bettzedek.org

Disability Rights California Conservatorship Resources

350 South Bixel St., Suite 290
Los Angeles, CA 90017

- Phone: (800) 776-5746
- Website: disabilityrightsca.org

Office of Clients' Rights Advocacy

The Office of Clients' Rights Advocacy (OCRA) is part of Disability Rights California

350 S. Bixel St., Suite 290
Los Angeles, CA 90017

- Phone: (213) 213-8118
- Website: Search "OCRA" at disabilityrightsca.org

Contact your service coordinator for the Clients' Rights Advocate's name and contact information

Disability Rights Legal Center

Mailing address:

1541 Wilshire Blvd. Suite 400
Los Angeles, CA 90017

- Phone: (213) 736-1031
- Email: DRLC@drclcenter.org
- Website: thedrlc.org

Public Counsel

610 South Ardmore Ave.
Los Angeles, CA 90005

- Phone: (213) 385-2977
- Website: publiccounsel.org

Contact your service coordinator if you have questions or want to learn more about the topics in this section.

Your Rights and Making a Complaint

► About Your Rights and Making a Complaint

NLACRC makes every effort to find the right services for consumers and families. There may be times when a service is changed, ended, or not approved. When this happens, we will inform you in writing.

- NLACRC will give written notice **30 days** before any change to, or ending of current services.
- If a new service is not approved, NLACRC will provide written notice no more than **5 days** after the service has been denied.

Written notices explain:

- What action NLACRC took, such as: a service denial, proposed ending of services, or a change in services or service provider.
- The reason for the action.
- The date the action will begin.
- Information about how to file an appeal.
- How to receive help if you need more information about your rights.

► Fair Hearing Request

You can request a Fair Hearing to resolve a dispute with NLACRC about services. This includes disputes about a service eligibility, or the nature, scope, or amount of services and supports. Fair Hearings are not used to resolve a violation of consumer rights. See Consumer Rights Complaint later in this section.

How do I request a Fair Hearing?

Complete a Fair Hearing Request form and mail it to NLACRC.

- The form is enclosed with the service denial letter.
- You may also request a form from your service coordinator, or access the form on the Department of Developmental Services website. See Resources at the end of this section for contact details.

► **Complaints**

Language Access Complaint

If you are not satisfied with the interpreter or translation services received during your dealings with NLACRC, you can file a Language Access Complaint.

How do I file Language Access Complaint?

To learn more, or to file a complaint, contact the Department of Developmental Services. See Resources at the end of this section for contact details. The complaint form can also be found on the Department of Developmental Services website. Go to dds.ca.gov and search “appeals and complaints.”

Early Start Mediation, Due Process and Complaints

About Early Start Mediation and Due Process Requests

Early Start Mediation and Due Process Requests can help resolve disagreements about evaluations, assessments, or services for Early Start consumers.

How do I file an Early Start Mediation or Due Process Request?

To learn more, or to file a request, contact NLACRC or the Department of Developmental Services. See Resources at the end of this section for contact details.

About Early Start Complaints

A consumer, family member, or other person can file an Early Start Complaint with NLACRC or the Department of Developmental Services if they feel that NLACRC or a service provider has violated a consumer’s rights under the Early Start Program.

How do I file an Early Start Complaint?

To learn more, or to file a complaint, contact your service coordinator, the Department of Developmental Services, or the Office of Clients’ Rights Advocacy. See Resources at the end of this section for contact details.

What happens after I file an Early Start Complaint?

The Department of Developmental Services investigates all complaints and informs you of findings in writing. If a right is violated, a solution will be provided.

Whistleblower Complaint

There is a type of complaint called a Whistleblower Complaint. You can file a Whistleblower Complaint if you have concerns about an improper regional center or vendor/contractor activity, Contact NLACRC or search “Whistleblower Complaint” at nlacrc.org to learn more about who is covered under, and what is meant by:

- “Improper regional center activity”
- “Improper vendor/contractor activity”

When you file a Whistleblower Complaint, we will investigate the improper activity. No action can be taken against you.

- Complaints may be filed without giving your name.
- Complaints will be kept private as much as possible while we investigate.
- Complaints should include a true and accurate statement about the improper activity. Please include any evidence.

How do I file a Whistleblower Complaint?

To learn more, or to file a complaint, contact NLACRC or the Department of Developmental Services. See Resources at the end of this section for contact details.

Consumer Rights Complaint

A consumer, family member, or other person can file a Consumer Rights Complaint (known as a 4731 Complaint) with NLACRC or the Department of Developmental Services if they feel that NLACRC or a service provider has violated a consumer’s Lanterman Act rights.

How do I file a Consumer Rights Complaint?

To learn more, or to file a complaint, contact your service coordinator, the Department of Developmental Services, or the Office of Clients’ Rights Advocacy. See Resources at the end of this section for contact details.

What happens after I file a Consumer Rights Complaint?

NLACRC investigates all complaints and informs you of findings in writing. If a right is violated, NLACRC will provide a resolution.

What if I do not agree with NLACRC's resolutions?

If NLACRC finds a right was violated, and the resolutions are not acceptable, you can appeal to the Department of Developmental Services. Appeals must be sent within 15 working days.

► Resources

These NLACRC, state, and local agencies advocate for and offer support to NLACRC consumers and their families.

North Los Angeles County Regional Center

To file a Whistleblower Complaint through NLACRC, contact the Executive Director or Board President at 9200 Oakdale Ave., Suite 100, Chatsworth, CA 91311

- Phone: (818) 756-6206
- Email: Whistleblower@nlacrc.org

For other questions, contact your service coordinator.

Department of Developmental Services

The Department of Developmental Services (DDS) oversees services through regional centers and state facilities. DDS's Director also receives complaints and due process requests, such as Fair Hearing Requests. To file a complaint or due process request with DDS, go to dds.ca.gov and search "appeals and complaints." Since the appeals and complaints may need to be sent to different addresses depending on their type, check the DDS website for the correct address. If you have questions about which DDS address you should use, contact DDS at 1600 9th St., Room 340 (MS 3-12), Sacramento, CA 95814.

- Phone: (916) 651-6309
- Fax: (916) 654-3641
- Website: dds.ca.gov

Office of Clients' Rights Advocacy

The Office of Clients' Rights Advocacy (OCRA) sits within Disability Rights California. OCRA provides advocacy services to NLACRC consumers and their families. A Clients' Rights Advocate is assigned to each regional center to help with legal problems, denials of rights, and training. Reach the NLACRC Clients' Rights Advocate at 350 South Bixel St., Suite 290, Los Angeles, CA 90017

- Phone: (213) 213-8000
- Fax: (213) 213-8001
- Website: disabilityrightsca.org

State Council on Developmental Disabilities

The State Council advocates, promotes, and puts policies and practices into effect that support consumers with disabilities, and their families.

- 411 N. Central Ave., Suite 620
Glendale, CA 91203
- Phone: (818) 543-4631 or
toll free (833) 818-9886
- Fax: (818) 543-4635
- Email: losangeles@scdd.ca.gov
- Website: scdd.ca.gov

Family Focus Resource Centers

Family Focus Resource Centers (FFRCs) offer families free services such as education, advocacy, and family support services.

- Website: csun.edu/family-focus-resource-center

San Fernando Valley Main Office

Phone: (818) 677-6854

Santa Clarita Office

Phone: (661) 294-9715

Chatsworth Office

Phone: (818) 374-9107

Antelope Valley Office

Phone: (661) 945-9598

Contact your service coordinator if you have questions or want to learn more about the topics in this section.

Answers to Common Questions

This section includes resources and answers to common questions asked by consumers and families.

Intellectual and Developmental Disabilities

These resources answer common questions and can help you learn more about intellectual and developmental disabilities.

Facts about developmental disabilities	cdc.gov/ncbddd/developmentaldisabilities/facts.html
Facts about intellectual disability in children	cdc.gov/ncbddd/childdevelopment/facts-about-intellectual-disability.html
Links to other websites on developmental disabilities	cdc.gov/ncbddd/developmentaldisabilities/links.html
Facts about Down Syndrome	cdc.gov/ncbddd/birthdefects/downsyndrome.html
Autism Spectrum Disorder (ASD)	cdc.gov/ncbddd/autism/index.html
Cerebral Palsy (CP)	cdc.gov/ncbddd/cp/index.html
Epilepsy Foundation	epilepsy.com/learn
Epilepsy Foundation	cdc.gov/epilepsy/index.html

The Planning Process

Individualized Family Service Plan (IFSP) is for birth to age 3.

Individual Program Plan (IPP) is for ages 3 and older.

I am new to NLACRC. When should I expect my first meeting?

Your service coordinator will contact you to schedule the first meeting.

- The first IFSP meeting is held within 45 days of when your child was referred to NLACRC.
- The first IPP meeting is held within 60 days of when you are (or your child is) made eligible for NLACRC services.

TIP

Find information about IFSPs and IPPs in Section 1 of this guide.

Do planning meetings have to take place in person?

Planning meetings may take place by phone, video, or in person, or by other remote options, if available.

How often does NLACRC conduct IFSP or IPP meetings?

IFSPs are held 1 time each year. Plans are reviewed 2 times each year.

IPP meetings are held 1 time each year unless the planning team needs to meet more often. Most meetings can be held by phone or video. Every 3 years the meeting must take place in person.

May I request an IFSP or IPP meeting at any time?

Yes. You may request an IFSP or IPP meeting at any time. NLACRC will schedule the meeting to take place within 30 days of getting your request.

Can I ask to have meetings take place in my preferred language?

Yes. You may have an interpreter during planning meetings.

TIP

- During the intake process, NLACRC provides a language preference form for you to note which language you prefer.
 - Ask your service coordinator for an interpreter when you schedule your IFSP or IPP meeting.
-

When should I expect to receive my IFSP or IPP report?

You can expect to receive the report within 30 days of your IFSP or IPP meeting. The report will be mailed to you.

Will NLACRC translate the IFSP or IPP report into my preferred language?

You can request that NLACRC translate the IFSP or IPP report. The translated report will be sent to you within 45 days of the planning meeting.

What information will be in the IFSP or IPP report?

The IFSP or IPP report will include:

- Services and supports to be received.
- Timing and length of each (how often and how long).
- Planned start date.
- Name of provider, if known.

Will I receive a copy of an addendum/periodic review to my or my child’s IFSP or IPP?

Yes. A copy of the addendum/periodic review will be sent to you no more than 30 days after the meeting.

Will the addendum/periodic review be translated into my preferred language?

You can request that NLACRC translate the addendum/periodic review. The translated review will be sent to you within 45 days of the review meeting.

What happens if we do not agree during the IFSP or IPP meeting about what services will be provided?

If you do not agree on what services will be provided, a second IFSP or IPP meeting will be arranged.

- The second meeting must take place within 15 calendar days.
- If agreement is not reached, your service coordinator must provide a written notice of action to you within 5 working days.

If NLACRC plans to change or reduce hours for a current service, you will receive a written notice of action 30 days before any change takes place.

TIP

Find information about your rights in Section 12 of this guide.

Moving

If my minor or adult child moves into a residential facility (“group home”), when will their IPP meeting take place?

The Individual Program Plan (IPP) meeting will take place within 30 days after moving into the group home.

If my adult child moves into a group home, how often will my child’s service coordinator visit?

For children and adults living at a Community Care Facility (CCF), Foster Family Agency (FFA), or Family Home Agency (FHA), a service coordinator will review progress every 3 months. The service coordinator will review the status and progress of your child’s Individual Program Plan (IPP) goals.

For children in foster care with the Department of Children and Family Services (DCFS), we monitor once a year since the DCFS Certified Social Worker (CSW) meets with them weekly.

I just moved into NLACRC’s service area, and my child or adult family member is already eligible for regional center services. When will services begin?

When your child’s case is assigned to an NLACRC service coordinator, we will contact you. NLACRC will authorize the services in your child’s existing Individualized Family Service Plan (IFSP) or Individual Program Plan (IPP).

If those services are not offered in the NLACRC service area, the service coordinator will schedule an IFSP or IPP meeting to begin program planning. The meeting will take place within 30 days of when your child’s case is assigned to NLACRC.

I am a foster parent and I moved into NLACRC's service area. When will services begin for my foster child?

Services will begin within 30 days of when NLACRC receives your foster child's change of placement to our service area.

I am a foster parent and I plan to move to another area. How can I get services for my foster child?

Please inform your service coordinator about your moving plans so NLACRC can help you by:

- Contacting the California regional center near where you plan to live. If you move outside of California, we can give you contact information for other helpful agencies.
- Sharing what services your foster child is already approved to receive.

Service Coordinators

When can I expect my service coordinator to return my phone call or respond to my email?

Your service coordinator will return all phone calls or emails within 24 hours, or by the end of their next workday.

What do I do if my service coordinator is on vacation and I need help?

If your service coordinator is on vacation and you need help, call the NLACRC office near you and ask to speak to the On Duty Specialist.

TIP

Find NLACRC contact information in Section 2 of this guide.

May I request that my child's service coordinator attend the IEP meeting?

Yes. You may request that your child's service coordinator attend the Individual Education Plan (IEP) meeting. The service coordinator will discuss with you what support you need, and will attend in person, if this level of advocacy assistance is needed. Service coordinators can also help you prepare by reviewing your child's special education rights and responsibilities.

May I request that my child's service coordinator attend the (ITP) meeting?

Yes. With your permission, your child's service coordinator will take part in the Individualized Transition Plan (ITP) meeting.

Services

What services does the regional center provide?

The regional center provides case management services, such as helping consumers and their families:

- assess service and support needs,
- find providers, and
- find extra resources.

Other services are provided by third party service providers (vendors) that work with the regional center, not for the regional center.

When will services start?

The services start date is decided by the Individualized Family Service Plan (IFSP) or Individual Program Plan (IPP) planning team. It also depends on what services and providers are available. Services cannot start until the IFSP or IPP Agreement Form is signed by the:

- consumer, or
- parent of a minor, or
- conservator.

What happens if we need to change services or service providers?

Contact your service coordinator to talk about any changes. Changes will be added to the Individual Program Plan (IPP) in the form of an “addendum.” If your child has an Individualized Family Service Plan (IFSP), changes will require a Periodic Review.

Will I be required to apply for services from generic resources?

Yes. You will need to apply for services from generic resources when the planning team finds:

- A need can be met by a generic resource.
- A person is eligible to receive a generic resource and the generic resource is legally responsible to provide the service.

If a generic resource is not available and you have gone through the appeal process, NLACRC may approve funding a service to fill a need. This would be decided through the Individual Program Plan (IPP) process.

TIP

Learn about generic resources in Section 8 of this guide.

What do I do if I am not happy with the services being provided?

If you are not happy with the services being provided, contact your service coordinator. They can help address your concern with the service provider. If you continue to be dissatisfied, you may want to discuss a change in services with your service coordinator.

What is a Client Development Evaluation Report (CDER)?

Service coordinators complete the Client Development Evaluation Report (CDER) each year using information from the Individual Program Plan (IPP).

The CDER is used by:

- The Department of Developmental Services to know who is being served by California's regional centers.
- Regional centers to identify people who may be eligible for the Home and Community-Based Services (HCBS) Waiver, also known as the Medicaid Waiver.

Special Incidents

What is a special incident?

A special incident is an unusual event, such as: a missing person, reasonably suspected abuse, reasonably suspected neglect, certain unplanned hospitalizations, and serious injuries or accidents involving a consumer. Vendors are required to report these events to NLACRC if the incident took place while the consumer was under a vendor's care.

Incidents involving a victim of crime and death are also special incidents. Vendors are required to report these events to NLACRC even if the consumer was not under a vendor's care at the time the incident occurred.

Will I be told when a special incident takes place?

Parents of a minor consumer, and conservators, must be told about special incidents that take place under a vendor's care.

Contact your service coordinator if you have questions or want to learn more about the topics in this section.

Appendix

► Common Acronyms

ADL	Activities of Daily Living
AFPF	Annual Family Program Fee
APS	Adult Protected Services
ARCA	Association of Regional Center Agencies
CDER	Client Development Evaluation Report
CPS	Child Protective Services
CRA	Clients' Rights Advocate
CSC	Consumer Service Coordinator
DCFS	Department of Children and Family Services (County)
DDS	Department of Developmental Services (State)
DHCS	Department of Health Care Services
DMH	Department of Mental Health
ES	Early Start
FAPE	Free Appropriate Public Education
FCPP	Family Cost Participation Program
FFRC	Family Focus Resource Center

HCBS	Home and Community Based Services (Waiver)
IFSP	Individual Family Service Plan
IHSS	In-Home Supportive Services
IPP	Individual Program Plan
LEA	Local Education Agency
NLACRC	North Los Angeles County Regional Center
NOA/NOPA	Notice of Action/Notice of Proposed Action
OAH	Office of Administrative Hearings
OCRA	Office of Clients’ Rights Advocacy
QR	Quarterly Report
RC	Regional Center
SELPA	Special Education Local Plan Area
SSP	State Supplementary Program
UCI	Unique Client Identifier
W&I or WIC or Code	Welfare & Institutions Code



NLACRC Guide for Consumers and Families

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Frank D. Lanterman Regional Center

Harbor Regional Center

Family Focus Resource Center

The NLACRC consumers, families, friends, and other individuals who helped review this guide

The resources included in this guide are for informational purposes only. NLACRC does not guarantee or warrant the accuracy, relevance, timeliness, or completeness of the information contained. Any reference to a specific product, process, or service does not constitute or imply an endorsement by NLACRC of the product, service, or provider. The views and opinions expressed by any listed website or agency do not necessarily state or reflect those of NLACRC.

GUIDE FOR CONSUMERS & FAMILIES



NLACRC LOCATIONS

San Fernando Valley (Main Office)

9200 Oakdale Avenue, Suite 100
Chatsworth, CA 91311
Telephone: (818) 778-1900
Fax: (818) 756-6140

Santa Clarita Valley Office

25360 Magic Mountain Parkway, Suite 150
Santa Clarita, CA 91355
Telephone: (661) 775-8450
Fax: (661) 775-8454

Antelope Valley Office

43850 10th Street West
Lancaster, CA 93534
Telephone: (661) 945-6761
Fax: (661) 942-4050

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