



## Contacting NLACRC

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### Office Hours

North Los Angeles County Regional Center ("NLACRC") is open Monday-Friday, 8:30AM- 5:00PM. NLACRC is closed on Saturday, Sunday, and observed holidays. You can call NLACRC when the office is closed if you have an urgent matter. If you have a medical emergency, please call 9-1-1.

For all other matters you should call the main phone number where you are served:

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

### Contacting Your Program Planning Team

Our value at NLACRC is to give timely responses and communications between you and our staff. We use phone, text and email to communicate.

Steps you should take to make sure your needs are met at NLACRC:

#### **STEP 1: Contact your Service Coordinator by phone or email.**

- You should contact your Service Coordinator anytime you need assistance and/or if something has changed in your life. This way, NLACRC can support you with program planning. Service Coordinators are to respond to voicemails or emails within *2 to 3 business days*.
- If you do not get a response after 3 business days on a non urgent matter, **or** if the matter needs immediate attention, please call the main line and ask to be transferred to the On Duty (OD) staff. The OD staff will take your information and provide further assistance.
- **If you need to get your Service Coordinator's name or contact information, or if you are in the process of being assigned to a new Service Coordinator, you may call the OD staff.**

Please call the main line for the office you are served and ask to be transferred to the On Duty staff:

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

## **STEP 2: Contacting Leadership**

You may ask to speak to the assigned supervisor or any unit supervisor if you have not received a response after 3 business days for a non urgent matter or need further assistance:

- The assigned supervisor is to respond to voicemails or emails within *3 business days*
- If you require immediate assistance, you can speak to OD staff.
- If the supervisor and OD staff are all unavailable the receptionist taking your call can transfer your call to the Manager.

## **STEP 3: Contacting Parent & Family Support Specialists**

The parent and family support specialists (PFSS) can assist consumers and families regarding information on community resources and understanding regional center services. To contact a specialist please send an email to [pfsssupport@nlacrc.org](mailto:pfsssupport@nlacrc.org) or contact the PFSS hotline Monday through Friday from 8:30 a.m. to 5:00 p.m. at:

- For San Fernando Valley & Santa Clarita Valley  
(661) 951-1220 – Press 1
- For Antelope Valley  
(661) 951-1220 – Press 2

NLACRC strives to be responsive and provide great service to the community we serve. On weekends, holidays, and afterhours all calls requiring an urgent call back are routed to our phone services where a live person will assist you.