



Why Early Start

Because all babies are different, they rarely do the same thing at exactly the same age. As a result, it's not unusual for families to have questions or concerns about their child's development. You may wonder:

- Why isn't my baby crawling?
- Why doesn't my child like being held?
- Why can't anyone understand what my child is saying?
- Why doesn't my toddler want to play with other kids?
- What about my child's hearing/vision?

You know your child's abilities and frustrations. Yet, you may not have the information you need to effectively assist your child's growth and development. With the very first phone call to Early Start, you can begin to get information and resources to answer your questions.

The earlier children who may have a developmental delay or disability receive special services, and the sooner their families receive support regarding their child's development, the farther they will go in life.

Contact your local regional center to find out if Early Start services are right for your child and family. See below or visit:

www.dds.ca.gov/rc/lookup-rccs-by-county



SCAN ME



SCAN ME

For more information and support as you explore Early Start, contact your local Early Start Family Resource Center. See below, or visit: <https://frcnca.org/get-connected>

For more information about California's Early Start program, call 800-515-BABY (2229) or visit www.dds.ca.gov/services/early-start email: earlystart@dds.ca.gov



SCAN ME



California Early Start is a state and federally funded system of coordinated early intervention services provided through Part C of the Individuals with Disabilities Education Act. Early Start is administered by the Department of Developmental Services in collaboration with the California Department of Education.

Rev. 10/21

A Family Introduction to California Early Start for Infants and Toddlers with Special Developmental Needs and Their Families

When you have questions about your young child's development.



Department of Developmental Services

California Early Start

Together...We Make a Difference

The first three years of life are a significant period of growth for all children. As infants become aware of their world, they begin to explore, reach out to others, and communicate. During this time, children under the age of three who may have a developmental delay or disability need special help to reach their full potential.

Services and supports that can help your child are called early intervention services. Research shows that these services, which are based on the individual needs of your child and family, can make a profound difference in a child's future. In California, early intervention services are provided through a program called Early Start.



1

Take the First Step

If you are concerned about your child's development, the first step is to have your child referred to the local regional center to determine if your child is eligible for Early Start. You can refer your child or you can have your child's primary health care provider or another professional make the referral for you. A staff person at the regional center will be assigned to help you through the process.

The process for determining your child's eligibility for Early Start is known as evaluation. There is no cost for having your child evaluated for eligibility. During this process, your child's motor skills, communication development, learning skills, social interaction, and emotional development will be evaluated.

2

Set a Course of Action

Once the evaluation process is completed and your child is determined eligible for Early Start services, you, as the parent, work together with professionals to decide which early intervention services may be best for your child. An Individualized Family Service Plan (IFSP) is developed for your child and family. By working closely with you, early intervention professionals ensure that services, community supports, and parent-to-parent resources, are brought together to meet your child's unique needs and the needs of your family to support your child's development.

3

Access Services

Early intervention services under Early Start are provided by regional centers and local educational agencies throughout California. Services are provided based on assessed need and delivered within your child's everyday routines, activities, and places. These include:

- assistive technology devices/services
- audiology (hearing) services
- family training, counseling, and home visits
- some health services
- medical services for diagnostic or evaluative 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





FAQ's – California's Early Start Services

What is Early Start?

Early Start is California's system of early intervention services provided to infants and toddlers (0 to 36 months) with developmental delays, high risk factors or developmental disabilities and their families. It is a multiagency effort by the Department of Developmental Services and the California Department of Education that encourages partnerships and coordination between professionals in order to help families' access early intervention services and other family support(s). The statewide system of early intervention services is available throughout California and can be accessed through regional centers for developmental disabilities, county offices of education, local school districts, health or social service agencies, and family resource centers/networks in your community.

Federal Law

Individuals with Disabilities Education Improvement Act, Part C

California's Early Start system of early intervention services was enhanced in response to federal legislation authorizing states to maintain and implement statewide interagency systems of early intervention services for infants and toddlers with disabilities and their families. The Early Intervention Program for Infants and Toddlers with Disabilities was enacted in 1986 and reauthorized in 2004 and 2011 under Part C of the Individuals with Disabilities Education Improvement Act (IDEIA; 20 U.S.C., §1431 et seq.). Federal regulations are found in 34 CFR, Part 303.1-303.654.

State Law

California Early Intervention Services Act

After six years of state and local interagency planning and coordination, the State Legislature passed the California Early Intervention Services Act in 1993 (CEISA; 14 G.C., §95000 et seq.). CEISA established state authority to expand California's early intervention service system to meet federal requirements. The California Department of Developmental Services (DDS), as the Part C lead agency, plans, develops, implements, and monitors the statewide early intervention service system in collaboration with the California Department of Education (CDE) and with advice and assistance from the State Interagency Coordinating Council (ICC) on Early Intervention. The Departments of Health Care, Public Health, Social Services, Mental Health, and Alcohol and Drug Programs cooperate and coordinate with DDS and CDE in the delivery of services to children under the age of 3 and their families.

What happens once an infant or toddler is referred to Early Start?

Within 45 days of receipt of referral, the regional center will complete evaluations and assessments, including receipt and review of other records to determine eligibility. Regional centers may not extend the 45-day-timeline unless there are exceptional circumstances and the family is requesting to extend the timeline and/or written consent to evaluate and assess has not been provided.

Who is eligible for Early Start?

After evaluations and assessments, including review or other records the Early Start Eligibility Staffing Team will recommend eligibility based on one of the following criteria:

25% Developmental Delay in at least ONE or more area of development:

- Physical - large and small movements, including vision and hearing.
- Communication - pre-speech and language
- Cognitive - thinking and problem-solving
- Social-Emotional - emotions, interacting with others
- Adaptive - daily activities, ie, eating and getting dressed

High Risk Condition:

Two or more medical factors that place them at risk for a development disability such as:

- Prematurity of < 32 weeks gestation and/or low birth weight
- Assisted ventilation of >48 hours during the first 28 days of life.
- Prenatal substance exposure
- Or an infant or toddler born to a parent with a developmental disability

Established Risk Condition:

Children born with a condition with a known probability of causing a disability or delay such as:

Down syndrome or cerebral palsy

What is an IFSP?

If a infant or toddler is determined to be eligible for services, the Early Start program meets and collaborates with the family to develop a written **Individualized Family Service Plan (IFSP)**. The IFSP meeting is held in the family home. The IFSP is developed to address the developmental strengths and needs of the infant or toddler, review parental concerns, priorities and resources. Additionally, developmental outcomes (goals) and early intervention services will be identified to help the child and parent attain the desired developmental outcomes (goals).

Who provides services and supports?

Early intervention services are individually determined for each eligible infant or toddler and are provided, purchased, or arranged by a regional center or local education agency. Local education agencies are primarily responsible for services for infants with vision, hearing, and severe orthopedic impairments, including any combination of these solely low incidence disabilities. Regional centers are responsible for services for all other children eligible for Early Start. Family resource centers that receive Early Start funding provide parent-to-parent support, information, and referral for all families.

How much does it cost?

Early Start services are provided at no cost to eligible families. Early Start is funded by state and federal funds. Other publicly funded services may also be used. Private insurance is another resource that is used to fund early intervention services. Use of private insurance is required for medical therapies that include occupational, physical, and speech therapies and behavioral services.

What are early intervention services?

Early intervention services are provided based on the developmental needs of the child, the concerns and priorities of the family, and the resources available to them. Services are provided within the context of the child's and family's daily activities and routines. Eligible children and families may receive a variety of early intervention services based on the individualized and assessed need; some children may need only one or two early intervention services. Early intervention services may include:

- occupational therapy
- physical therapy
- psychological services
- social work services
- child development services
- speech and language services
- vision services
- audiology or hearing services
- family training and counseling
- nursing services
- nutrition services
- service coordination (case management)
- medical services for diagnosis and evaluation only
- assistive technology, including devices or services

What is the Family Focus Resource Centers (FFRC)?

California's Early Start Family Focus Resource Centers (FFRCs) are staffed by parents who have children with special needs and provide information and parent to parent support. Each FRC is unique, reflecting the needs of their community. They may operate as independent sites or be based in regional centers, local education agencies, public health facilities, hospitals, or homes. Services are available in many languages and are culturally responsive to the needs of the individual family.

Are other services available?

Yes. The California Departments of Education, Health Care Services, Public Health, Mental Health, Social Services, and Alcohol and Drug Programs are state agencies that provide services and resources that may be of benefit to children and their families. Each agency determines eligibility for the services that it provides.

Does early intervention make a difference?

Years of research on the effectiveness of intervention has shown conclusively that early intervention is effective (Wolery & Bailey, 2003; Guralnick, 1997). Specialized services and supports, such as physical therapy, speech and language therapy, child development services, home visits, family support, and service coordination, increase the chances a child will develop to his or her full potential (*Zero to Three Policy Brief*, February 2003).

How do I get more information?

Visit DDS' Early Start website at www.dds.ca.gov/earlystart or call 800.515.BABY for resource information and referral to local regional centers, education agencies, and family resource centers.



Towards a brighter future for all children

NLACRC LOCATIONS

9200 Oakdale Avenue, Suite 100

Chatsworth, CA 91311

Telephone: (818) 778-1900

TRS line (phone or text line for the hearing impaired)

Fax: (818) 756-6140

43850 10th Street West

Lancaster, CA 93534

Telephone: (661) 945-6761

TRS line (phone or text line for the hearing impaired)

Fax: (661) 942-4050

25360 Magic Mountain Parkway, Suite 150

Santa Clarita, CA 91355

Telephone: (661) 775-8450

TRS line (phone or text line for the hearing impaired)

Fax: (661) 775-8454



Visit our website at:
www.nlacrc.org

Facebook page:
www.facebook.com/NLACRC

Spanish Facebook page:
www.facebook.com/NLACRCespanol

Instagram page:
<https://www.instagram.com/nlacrcofficial>

Spanish Instagram page:
<https://www.instagram.com/nlacrcespanol>

Twitter:
<https://twitter.com/NLACRC>



EARLY START

Common Services

This brochure includes commonly requested services for children ages 0 to 3

Early Start is a statewide program coordinating early intervention services for infants and toddlers from 0 to 3 years of age with or at risk for disabilities or developmental delay and their families.

The first years of a child's life are very important and the earlier any concerns are identified the sooner a child and family can receive specialized services to support growth and development. NLACRC can help in identifying and getting the help your child and family may need.

Your child may be eligible for early intervention services if they:

- Show a 25% or greater delay in one or more developmental areas;
- Has an established risk condition of known etiology, with a high probability of resulting in delayed development; or
- Is considered at high risk of having a substantial developmental disability due to a combination of biomedical risk factors.

All services funded by NLACRC must be decided through the Individual Family Service Planning (IFSP) process. Parent(s) and NLACRC must agree about the services in the IFSP and are based on assessed need. NLACRC cannot pay for services that a child is able to receive from a generic resource.

Private insurance is another resource that is used to fund early intervention services. Use of private insurance is required for medical therapies that include occupational, physical, and speech therapies and behavioral services.



Below are the most common services for a child age 0 to 3: *

Early Intervention services include:

- occupational therapy
- physical therapy
- psychological services
- child development services
- speech and language services
- vision services
- audiology or hearing services
- family training and counseling
- nursing services
- nutrition services
- service coordination (case management)
- medical services for diagnosis and evaluation only
- assistive technology, including devices or services

This list does not have every service that you can receive or that can be funded for by NLACRC; it is to inform you about the most common services used by NLACRC consumers and families.

*NLACRC does not pay for services that are not evidence based effective.

There may be other services (generic resources) that can help your family and your child. These may include Medi-Cal, Childcare Resource Centers, and Local Education Agencies.

NLACRC also has a library with resources and information managed by the Family Focus Resource Center (FFRC).

Please see the NLACRC Consumer and Family Guide to learn more about generic resources.

You may be asked for a payment called the Annual Family Program Fee (AFPF).



NLACRC is interested in any feedback or suggestions you have about your services. Please share them with your Service Coordinator.





FAQ's - Use of Private Insurance

Copays, Coinsurance and Deductibles

Why am I being asked to utilize my child's health insurance?

California Early Intervention Services Act (CEISA) Section 95004 indicates that direct services shall be provided pursuant to the existing regional center system under the Lanterman Developmental Disabilities Services Act, contained within the Welfare and Institutions Code (WIC) and 95004(b)(1) private health insurance for medical services identified in the Individual Family Service Plan (IFSP), other than for evaluation and assessment, shall be used. Many required early intervention services are considered medically necessary by various private health insurances. Welfare and Institutions Code Section 4659(c) states that regional centers shall not purchase any service that would otherwise be available from private insurance.

When should I begin to access health services for my child?

Immediately. You will need to inquire and access health services while the regional center is completing evaluations and assessments to determine eligibility for Early Start. There may be duplication of assessments between the regional center and your health plan in order to determine your child's developmental needs. If your child is eligible for Early Start, your service coordinator will review your health plan benefits and coverage limitations at your initial Individual Family Service Plan (IFSP). The primary funding agency for each required service will be determined and included in your IFSP.

Does the regional center assist with co-payments, co-insurance and deductibles?

Yes, as of July 1, 2019, regardless of income, a family is eligible for co-payments, co-insurance and deductible reimbursement. For Behavioral Services after age 3 under the Lanterman Act, income requirements below must be met in order to qualify for reimbursement.

Prior to July 1, 2019 for Early Start Service OR for ongoing Behavioral Health Service after age 3 under the Lanterman Act, families whose yearly gross income is below 400% of the federal poverty level (FPL) are eligible to receive reimbursement for co-payments/co-insurance and deductibles when the service is provided by an in network provider. Families whose yearly income is above 400% of FPL may be eligible for reimbursement if criteria for exceptional circumstances are met: 1-The existence of an extraordinary event that impacts the ability of the parent to meet the care and supervision needs of the child to help maintain the child at home or in the least restrictive setting or impacts the ability of parent with a health care service plan or health insurance policy, to pay the copay or coinsurance. 2-The existence of catastrophic loss that temporarily limits the parent ability to pay the health care service plan or health insurance policy and creates a direct economic impact on the family. Catastrophic loss may include, but not limited to, natural disasters and accidents involving major injuries to an immediate family member. 3-Significant unreimbursed medical costs associated with the care of the consumer or another child who is also a regional center consumer.

What information do I need to provide to my service coordinator?

- 1) Explanation of Coverage (EOC): This is required if your child has private insurance and will be receiving ongoing Occupational Therapy (OT), Physical Therapy (PT), or Speech Therapy (Speech). You can obtain

this from most insurance companies by calling your insurance company or by downloading it from their website. AKA: Summary of Benefits, Summary of Plan

- 2) Income information (Federal Tax form 1040) if applicable: The first page of your federal tax form is only needed if you are asking the regional center for deductible and/or copay/coinsurance funding or reimbursement. It is critical that you provide information as soon as possible to limit your costs. This document declares the number of dependents as well as the gross annual income, which is used to determine whether you meet eligible criteria. There may be circumstances when additional information is required.
- 3) Family Letter: Only needed if your family's income is over 400% of FPL and you feel that you meet one of the three exceptions in law. There is no financial hardship policy. There are only three exceptions in statute, when the regional center may pay for copays, coinsurance and deductibles.

What if I don't want to submit my health insurance documentation?

Your health insurance information is required. Regional center may fund for early intervention services (OT, PT and/or Speech) to offer your family the opportunity to provide the required information and access health services. A Notice of Action (NOA) will be sent within 30 days of service end date if family chooses to not pursue insurance coverage.

What is the difference between an Explanation of Coverage (EOC) and Explanation of Benefits (EOB)?

Explanation of Coverage (EOC) is a summary of all the benefits that are covered by your insurance company. It documents the deductible amounts, copay/coinsurance, categories of coverage, and what is not covered and it will show you the limits of coverage. This summary document will also show you what the family vs. individual deductible is (you only need to meet the individual deductible for the early start eligible child). This is not related to an actual visit to a doctor.

Explanation of Benefit (EOB) is a summary of the charges that have occurred from a visit to a doctor/health care provider. It states the cost of the visit and the patient responsibility for the visit. A copy is mailed to you and a copy to your doctor/health care provider. It may also be referred to as a Schedule of Benefits under some health plans.

TAKE A MINUTE...

Relationships **MATTER!**

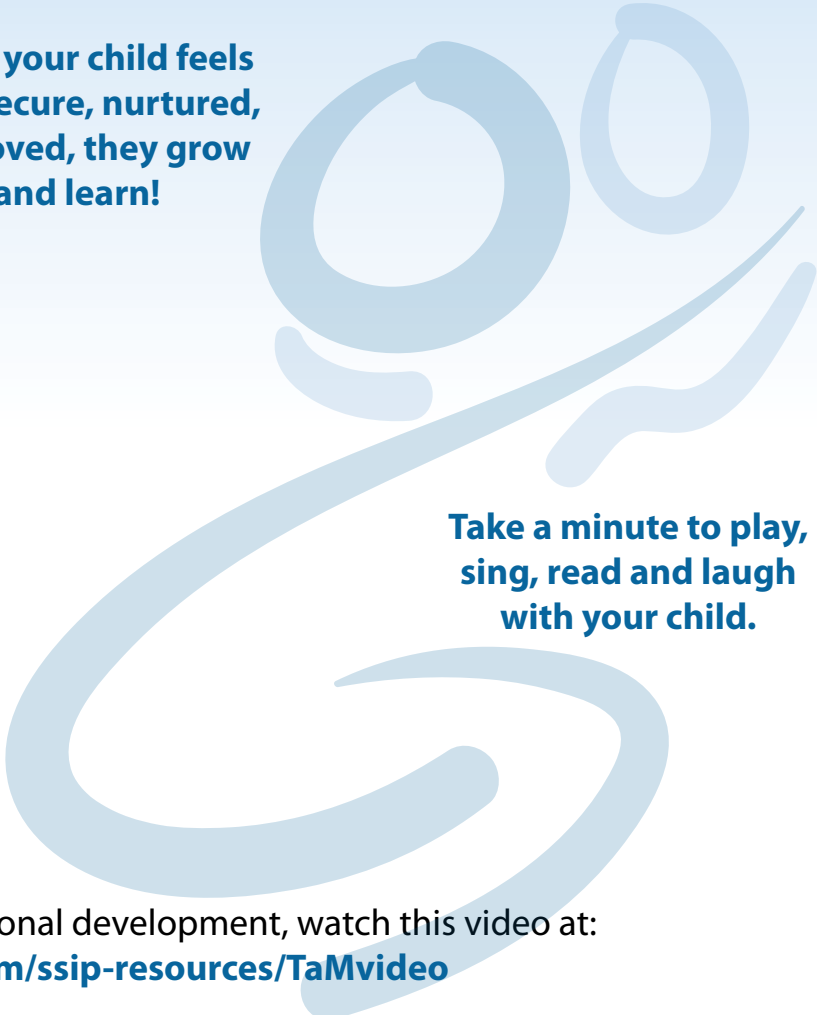
YOU are the most important person in your child's life! That is why the relationship between you and your child is an important focus of early intervention. Early Start services are designed to empower **YOU** so that you can better address your child's unique needs. Your service providers will provide ideas and support so that you can help your child learn the skills that **YOU** think are most important!

Social and emotional development describes the ability to experience and express feelings, form relationships, and explore the world. Social and emotional development is the foundation for all other learning and development throughout life. This is true for all children, including those with disabilities and delays. All families, with support, can help their child learn how to make friends, show strong emotions in healthy ways, and handle conflicts peacefully. These are examples of social and emotional skills. Your relationship with your child matters because positive relationships change your child's brain for the better. Every single day, everywhere you are, positive parent/child interactions help strengthen your bond, giving your child what they need to learn and grow.

When your child feels safe, secure, nurtured, and loved, they grow and learn!

We understand that parenting is not always easy! Parents with young children who have delays or disabilities may need extra support. Behavior, communication and physical challenges can make parenting especially difficult. Your Early Start Team is here to help you! You can strengthen the bond and connection you have with your child every day, during your daily routines. We will help you learn how!

For more information on social and emotional development, watch this video at:
<http://earlystartneighborhood.ning.com/ssip-resources/TaMvideo>



Take a minute to play, sing, read and laugh with your child.

You and your child...



Ideas and tips...

How do you know when your child is happy, sad, frustrated, scared, or mad?

Watch your child so that you can start to recognize their cues. They may use body movements, facial expressions, and sounds to show you how they feel. Imagine how your child experiences things.

How do you respond to your child's feelings?

Validate your child's feelings, and label them with simple words. For example, "I can see that you are frustrated because you cannot reach your toy."
If your child is happy, keep doing what you're doing. If your child is upset, take a moment to comfort them.

How do you help your baby or young child learn to calm down?

Remember to stay calm yourself. Try different ways to calm your child, such as holding them, rocking them, getting them a special toy or blanket, singing, or playing soothing music.
Think of healthy ways to handle feelings: take deep breaths, count to four, blow bubbles, sing a song, or do a silly dance with your child. Ask if your child wants a hug.

How do you show your child that they are important and loved?

Take time to connect with your child: smile, talk and listen to them, read, sing, and play with them, enjoy a meal together.
Turn off electronics more often so that you can focus on your relationship with your child.

How do you encourage the behavior you want to see from your child?

Keep in mind that if your child is tired, thirsty, hungry, or uncomfortable, they will not be on their best behavior. Take care of them before you try to teach them a new behavior.

Do you have any concerns or questions about your child?

Talk to your Early Start Team. We are here to help!

Remember

You are your child's first teacher! Children learn the most from what other people do... especially you! Give yourself a break when you are having a hard time remaining calm. Be sure your child is safe and give yourself a minute to calm down. You might say "I need some time to think about how I can help you." Take care of your own emotional wellness. If you have stress, depression, or anxiety, it affects your child. Get the help and support you need.



Was this resource helpful? Tell us here: www.surveymonkey.com/r/TaMFlyer

Developed with the support of the California Interagency Coordinating Council (ICC) on Early Intervention and the Early Start Comprehensive System of Personnel Development. Early Start is implemented by the Department of Developmental Services



FAMILY FOCUS RESOURCE CENTER

Educación · Abogacía · Apoyo Familiar

¿Está usted
preocupado
por el
desarrollo
de su hijo?



Asistencia gratuita para familias con niños con necesidades especiales

- Apoyo para padres
- Talleres de Educación para padres
- Recursos & referencias
- Entrenamiento en IEP
- Grupos de apoyo
- Biblioteca

Comuníquese con nosotros a una de nuestras 4 oficinas

San Fernando Valley

CSUN - **los no consumidores del Centro Regional**
18111 Nordhoff St E-109 • Northridge • CA 91330-8265
Tel 818-677-6854

Chatsworth - **consumidores del Centro Regional**
9200 Oakdale Ave Suite 100 • Chatsworth • CA 91311
Tel 818-374-9107

Santa Clarita Valley (Santa Clarita Branch)
25360 Magic Mountain Pkwy Suite 150
Santa Clarita • CA 91355
Tel 661-294-9715

Antelope Valley (Lancaster Branch)
43850 10th Street West
Lancaster • CA 93534 (661) 945-9598

www.csun.edu/family-focus-resource-center

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FAMILY FOCUS RESOURCE CENTER

Education · Advocacy · Family Support

Are you
concerned
about your
child's
development?



Free assistance for families of children with special needs

- Parent to parent mentoring
- Workshops and parent education
- Resources & referrals
- IEP training
- Support groups
- Lending library

Contact us at one of our 4 locations

San Fernando Valley

CSUN - **non Regional Center consumers**
18111 Nordhoff St E-109 • Northridge • CA 91330-8265
Tel 818-677-6854

Chatsworth - **Regional Center consumers only**
9200 Oakdale Ave Suite 100 • Chatsworth • CA 91311
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NORTH LOS ANGELES COUNTY REGIONAL CENTER

Parents Rights and Responsibilities in the Early Start Program

Initial and Annual Notice

EVALUATION AND INITIAL ASSESSMENT

Eligibility for the Early Start Program is determined by a review of pertinent records, information obtained from parental observation and report, and an evaluation administered by qualified personnel. If your child is determined to be eligible, you have the right to appropriate early intervention services. You have the right to provide information throughout the process and are encouraged to make decisions about your child's early intervention services. Procedural safeguards make certain that children and their parents or guardians are provided their rights under the law.

As a parent or guardian, you have the right to:

1. Be given the opportunity to begin the evaluation and initial assessment process.
2. Within 45 days after the referral of your child to a Regional Center or a local education agency, the evaluation and assessment activities must be completed and an Individual Family Service Plan (IFSP) meeting must take place to develop the IFSP.
3. Review the procedures and tests used in the assessment and evaluation.
4. Provide written permission before any evaluations or assessments are administered and refuse any evaluations, assessments and early intervention services.

5. Be fully informed of the results of evaluations and assessments.
6. Have access to records, including the right to examine and obtain copies of records relating to your child, and the right to request an amendment of records of any participating agency relation to your child.
7. Have an advocate assist you in dealing with the early intervention system, including Regional Center and local education agencies.
8. Obtain independent assessments and evaluations.
9. Have personally identifiable information maintained in a confidential manner.
10. Request a due process hearing to challenge the findings of any evaluations or assessments.
11. Attend a meeting to develop an IFSP within 45 days from referral.

Evaluation means the procedures used by appropriate, qualified personnel to determine your child's initial and continuing eligibility for early intervention services under the Early Start Program. These procedures require that:

1. Evaluation and assessment materials are administered in the native language of a child's parent/family or other mode of communication, unless it is clearly not feasible to do so.
2. Evaluation and assessment procedures and materials

are selected and administered so as not to be discriminatory by race, sex, culture, or disabling condition.

3. Evaluation and assessment materials shall be appropriate for the specific purposes for which they are being used.
4. Evaluations and assessments are conducted by qualified personnel.
5. Evaluations or assessments administered to individuals with known visual, hearing, or communication impairments shall be selected to accurately reflect the individual's aptitude or achievement level, whichever factor is the subject of measurement.
6. Evaluation and assessment materials shall be designed to assess the specific areas of development and/or educational needs and not be designed to provide solely intelligence quotient measurement.
7. Assessments and evaluations are administered in the five developmental areas, including, where appropriate, health and development, vision, hearing, motor abilities, language functions, and social and emotional status.



NORTH LOS ANGELES COUNTY REGIONAL CENTER

Parents Rights and Responsibilities in the Early Start Program

Initial and Annual Notice

PARENTS RIGHTS AND RESPONSIBILITIES (CONTINUED)

INDIVIDUALIZED FAMILY SERVICE PLAN (IFSP)

If your child is determined to be eligible for early intervention, a meeting to develop your IFSP must take place within 45 days of your referral to a Regional Center or a local education agency. You have the following rights in developing and implementing the IFSP.

The right to:

1. Attend the meeting and participate in determining eligibility and developing the IFSP.
2. Request the attendance of other family members.
3. Request the attendance and participation of an advocate at the IFSP meeting.
4. Have the contents of the IFSP fully explained in your native language.
5. Give specific consent to each service listed on the IFSP. If you do not give consent to a service, it will not be provided. You may withdraw consent after initially receiving a service.
6. Provide concurrence to an assessment of your resources, priorities, and concerns regarding enhancing the development of your child.
7. Be notified in your native language and in advance, before an agency or service provider proposes or refuses to initiate or change the identification, evaluation, assessment, or educational placement of your child, or the provision of appropriate early intervention services to your child or your family.

8. Consent to the transmission of information about your child to the local education agency during transition to services under Part B of IDEA.

ADMINISTRATIVE PROCEEDINGS

Parents may file written complaints regarding evaluation, assessment, placement, or service provision issues described above. Any parents involved in an administrative resolution of a complaint have the right to:

1. Be accompanied and advised by counsel and by individuals with special training with respect to early intervention services for children under age three.
2. Present evidence and confront, cross-examine, and compel the attendance of witnesses.
3. Prohibit the introduction of any evidence at the proceeding that has not been disclosed to you at least five days before the proceeding begins.
4. Obtain a written or electronic verbatim transcription of the proceeding.
5. Obtain written findings of facts and decisions within 30 days from the date the complaint is filed.
6. Have all personally identifiable information maintained in a confidential manner.
7. Require that the proceeding is carried out at a time and in a location which is reasonably convenient for you.
8. Bring civil action upon the other party in the complaint following completion of the proceedings.

EARLY START COMPLAINTS

If a Regional Center, local education agency or private service provider violates a federal or state law or regulation governing the provision of early intervention services, you have the right to file a complaint directly to the Department of Developmental Services at the following address:

DEPARTMENT OF DEVELOPMENTAL SERVICES

Office of Human Rights
Attention: Early Start Complaint Unit
1600 9th Street, Room 240, MS2-15
Sacramento, California 95814

The complaint should be in writing and include the following information:

- Name, address, and phone number of the complainant
- A statement that a Regional Center, local education agency or service provider has violated a federal or state law governing the provision of early intervention services
- A statement of facts upon which the allegation is based
- The allegedly responsible party
- A description of the voluntary steps taken at a local level to resolve the complaint, if any

NORTH LOS ANGELES COUNTY REGIONAL CENTER

9200 Oakdale Avenue, Suite 100
Chatsworth, CA 91331
(818) 778-1900

43210 Gingham Avenue, Suite 6
Lancaster, CA 93535
(661) 945-6761

25360 Magic Mountain Parkway #150
Santa Clarita, CA 91355
(661) 775-8450

www.nlacrc.org



NORTH LOS ANGELES COUNTY REGIONAL CENTER

Protecting your Child's Confidentiality: What You need to Know

Initial and Annual Notice

Before a child is evaluated for services in the Early Start program and at least once every year thereafter, we are required to tell you in writing what information we collect about your family and your child and what we do to ensure that this information is kept confidential. The following information is very important to your family.

What information do we keep on file that could be used to identify your child?

We keep on file "personally identifiable" information such as a child's full name, parent's names, child's address, Social Security number or other personal identifiers, and information related to the child's diagnosis, gender, ethnicity, etc.

Where do we obtain information about your child?

Information is gathered from persons or agencies that have referred your child for Early Start services and from you, the parent. With your written consent, information also is gathered from other persons/agencies who know your child. These persons may include doctors, teachers, social workers and specialists from hospitals, Regional Centers, schools, etc.

How do we use the information we have about your child?

We use the information to determine if your child *is* eligible for Early Start services. If your child *is* eligible, we use the information to help plan services. If your child *is not* eligible now, the information will be stored for possible future need for re-referral for services before your child is three.

What information do we use to assess your child and to develop the Individual Family Services Plan (IFSP)?

A team of professionals from several disciplines and you, the parent, use information from many resources to assess your child and to develop the IFSP. Medical records and health status reports, information obtained from developmental observations of your child, parent report and interviews, standardized tests or instruments may be used.

Where do we keep information about your child?

The information about your child will be kept *in* the work station of your child's service coordinator or a centralized file room. All personally identifiable information is maintained in cabinets, file rooms or computer files overseen by personnel trained in the maintenance of confidential information.

How long do we keep information about your child and when might we destroy it?

Public agencies must inform the parent when personally identifiable information is no longer needed to provide education services to the child. Personally identifiable information on a child with a disability may be retained permanently unless the parent requests that it be destroyed. If parents request that information be destroyed, the education agency may retain information such as your child's name, address, phone number and years in program. Parents should be aware that the records might be needed by the child or the parents for Social Security benefits or other purposes.

When do we give the information to others?

Information is not released to a third party without your written consent. We must keep a written record specifying with whom information about your child was shared (other than to you or to employees of the education agency or Regional Center).

What rights do parents have to view the information about their child?

Records about your child or your family must be made available for you to inspect no later than 5 working days after you have made the request (unless there is a court order or other document that specifically revokes your rights). Explanations and interpretations of the records must be provided if you request.

Where can I get more information about my rights?

You may always ask your service coordinator for more information. Additional information was provided to you on the Parent's Rights in Early Start form. Primary sources include: Title 34 Code of Federal Regulations Family Education Rights & Privacy Act of 1974, Title 20 of the United States Code, and California Early Start regulations.

If you have any questions about your child's records, please ask your service coordinator.