

ACCESSING ASSISTIVE TECHNOLOGY

Chapter 4

Regional Centers

From a 17-Chapter Manual
Available by Chapter and in Manual Form

Third Edition, 2007

Written by:

DISABILITY RIGHTS CALIFORNIA

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Prepared with funding provided through State Grants for Protection and Advocacy Related to Assistive Technology Program supported by funds from the Rehabilitation Services Administration, U.S. Dept. of Education, Grant # H343A070005B.

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ACCESSING ASSISTIVE TECHNOLOGY

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Chapter 4

REGIONAL CENTERS

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Chapter 4

REGIONAL CENTERS

1. What are regional centers?

Regional centers are nonprofit corporations that contract with the Department of Developmental Services (DDS). They provide assessment and case management for people with developmental disabilities. They also buy necessary services and equipment based upon individual needs.

There are 21 regional centers throughout California. Each serves a specified geographical area. The law that established regional centers and authorizes services for people with developmental disabilities is called the Lanterman Act. You will find the law in the California Welfare and Institutions Code beginning with Section 4500. There is a list of all 21 regional centers in the attachments to this chapter.

2. What is a developmental disability?

Developmental disabilities, for purposes of regional center eligibility, include: mental retardation; cerebral palsy; epilepsy; autism; and “other disabling conditions” that are related to mental retardation or require treatment similar to treatment required for people with mental retardation. The condition must begin before the person is 18 years old, be likely to continue indefinitely, and constitute a substantial disability. Developmental disabilities do not include handicapping conditions that are “solely physical in nature.” Welf. & Inst. § 4512(a). Infants who have a high risk of developing a developmental disability are also eligible for regional center services. The Lanterman Act defines “high risk infant” as a child less than 36 months of age whose genetic, medical or environmental history predicts a much greater risk for developmental disability than the risk of the general population. Women who are at high risk of giving birth to a child with a developmental disability are also entitled to services through the regional center system. Welf. & Inst. § 4642.

3. Who is eligible for regional center services?

Regional centers must serve people with developmental disabilities, women at high risk of giving birth to a child with a developmental disability, and infants at high risk of becoming developmentally disabled.¹ Welf. & Inst. §§ 4512(a), 4642.

You do not need to be a U.S. citizen to receive regional center services, but you must live in California to qualify.

4. What is assistive technology under the Lanterman Act?

The Lanterman Act calls assistive technology *adaptive equipment and supplies*, and *transportation services*. Assistive technology is part of the services and supports offered by regional centers that can help in social, personal, physical, or economic habilitation or rehabilitation. Welf. & Inst. § 4512(b). The Lanterman Act also specifies "special adaptive equipment such as wheelchairs, hospital beds, communication devices, and other necessary appliances and supplies" as a support that must be available when necessary. Welf. & Inst. 4685(c)(1). But it does not give a complete list of assistive technology that you can ask your regional center to provide. Regional centers must make sure that you get the assistive technology that will help you meet the goals of the Lanterman Act and of your own individual program plans.

5. As a person with a developmental disability, do I have a right to receive needed assistive technology?

Yes. As a regional center consumer, you have the right to receive needed services and supports, such as assistive technology, in the least restrictive environment. You must show that the assistive technology is necessary to foster your developmental potential. The AT must help you achieve the most independent, productive, and normal life possible. Welf. & Inst. § 4502(a). You should be

¹Regional centers provide early intervention services to infants and toddlers (from birth through age two) with disabilities: (1) under the Lanterman Act; (2) under Part C of the Federal Special Education Law; and (3) under the Individuals with Disabilities Education Act (IDEA). This chapter does not cover Part C services. For information on Part C services, see Chapter 9 of this manual on Assistive Technology Through Special Education and Chapter 12 of Disability Rights California's *Special Education Rights and Responsibilities Manual*.

prepared to show that your need for the assistive technology is related to your developmental disability.

6. What kinds of services and supports can I get?

Under the Lanterman Act, the phrase “services and supports for persons with developmental disabilities” includes equipment, supplies, and transportation services to:

- (1) Alleviate developmental disabilities;
- (2) Habilitate or rehabilitate individuals; or
- (3) To help them achieve and maintain independent, productive, and normal lives.

See, generally, Welf. & Inst. § 4512(b). The Individual Program Plan (IPP) determines which equipment you need. The IPP must reflect your needs and preferences or (when appropriate) those of your family. It must also be cost-effective.² Welf. & Inst. § 4646. Any equipment should include training in using and caring for the device for you, your family, and your assistants.

7. How can I get assistive technology through the regional center?

If you are not a regional center consumer, you must apply for eligibility to the regional center. The regional center does assessments to determine the nature of your disability. Once you become a regional center consumer, you, your representative (where appropriate) and the regional center develop an Individual Program Plan (IPP). The IPP describes your goals and objectives, and the services and supports you need necessary to achieve them. The IPP should list any assistive technology you need.

²A regional center cannot use “cost effectiveness” to prevent you from receiving particular *types* of equipment based on your needs and preferences. “Cost effectiveness” only affects how the regional center provides services and supports. For example, if you need and choose a specific communication device, the regional center may not insist that you use another type just because it is cheaper. The regional center may choose a less expensive device if it meets your needs, is as effective as the device you chose, and will meet the goals and objectives of your IPP.

8. How do I apply for regional center services?

To start the process you, the individual with a disability (or an advocate or parent) may write to the regional center, telephone, or visit the center. Within **15 working days** after you request services, the regional center must complete an initial intake. During initial intake, the regional center will give you information and advice on its services and the services of other agencies. Welf. & Inst. Code § 4642.

9. What are the procedures for assessment?

A regional center staff person asks questions at the initial intake to determine the nature of your disability. Welf. & Inst. § 4642. The regional center will also conduct an assessment. In the assessment, qualified professionals collect information and evaluate you to find out about your disability. The staff person also decides whether or not assessments are necessary to determine the nature of the disability. A decision on whether or not assessments will be authorized is also made during initial intake. Welf. & Inst. § 4643 (b).

Ordinarily, assessments must take place within **60 days**. If unusual circumstances prevent completion of the assessment within 60 days, the regional center can extend the assessment time by one 30-day period. However, it must get advance written approval from DDS to extend the time. Welf. & Inst. § 4643.

After the assessment is finished, the regional center decides whether you are eligible for services. If the regional center finds that you are not eligible, you may request a fair hearing to challenge the decision. (See questions on hearing procedures starting at question 24.)

10. What happens after the regional center finds me eligible for regional center services?

If you are eligible for services, the regional center is responsible for developing an Individual Program Plan (IPP) within **60 days** after completing the assessment. Welf. & Inst. § 4646(c). The regional center must then make sure you get the services and supports listed in the IPP.

11. What is an Individual Program Plan (IPP)?

An IPP is a written document. It describes your goals and objectives, and the services and supports you need to meet them. For every eligible person, the

regional center must develop an IPP based on individual goals and objectives. Welf. & Inst. §§ 4646-4646.5.

12. Why is the IPP so important?

The IPP is like an agreement between you and the regional center. It is an agreement to provide services and supports. If there is a service you need, you *must* make sure it gets written in your IPP. Every service or support should be listed, including any you will get from a “generic agency.”³ If a service is in your IPP, the regional center must either provide it or help you get it from another agency. Welf. & Inst. § 4646.5(a)(4). If a service is not written in your IPP, you cannot count on getting it from the regional center. If the regional center includes a service or support in your IPP but does not provide it, or tries to end it or change it without your agreement, you can file a complaint or an appeal. See Questions 24 - 32 and 48.

13. What is the IPP assessment process?

The IPP process starts with gathering information and doing an assessment. Welf. & Inst. § 4646.5(a)(1). The assessment examines your life goals, capabilities, strengths, preferences, barriers, and any concerns or problems. It should consider any assistive technology needs you may have. The assessment process must reflect awareness of, and sensitivity to, your lifestyle and cultural background and when appropriate, it must include that of your family. For a child, the process should include a review of the child's strengths, preferences and needs, and those of the family as a whole.

14. Who is responsible for creating the IPP?

A team develops your IPP, but it is *your* plan and should reflect *your* preferences. The IPP Team may include your service coordinator⁴, you and, where appropriate,

³Generic agencies are agencies that serve the general public, such as school districts, Medi-Cal and California Children’s Services.

⁴A service coordinator (also called a program coordinator or case manager) is responsible for implementing, overseeing, and monitoring each IPP. The service coordinator is usually, but not always a regional center employee. The service coordinator can only continue to serve as long as you or your representative agrees to have that person as service coordinator. You, your family, advocate, legal guardian or conservator may perform some or all of the duties of service

your parents, legal guardian or conservator. Others may participate in developing the IPP if you or (when appropriate) your parent, legal guardian, or conservator invite them to do so. The IPP team must review your IPP as often as necessary, based on your progress or changing needs, but no less than once every three years. If you or your parent, legal guardian, or conservator ask for an IPP review, a review meeting must take place within **30 days**. Welf. & Inst. §4646.5(b).

Your IPP is developed by your planning team and should be done in a “person-centered” way, focusing on the needs and preferences of the consumer. Your planning team is made up of at least you, your authorized representative (if you have one); your parents, your conservator or guardian, if appropriate; anyone else you want to have at the meeting; and one or more representatives of the regional center, including your service coordinator or social worker. Welf. & Inst. § 4512(j). If you live in a developmental center, the developmental center staff will attend.

Decisions on services and supports and where you will get them must be made by an agreement between you, your authorized representative, your family (if appropriate), and the regional center. The planning team must make these decisions at the meeting. Welf. & Inst. § 4646(d).

15. How do regional centers secure the services and supports I need?

The regional center must get the services necessary to carry out the objectives stated in your IPP. It must give highest preference to services and supports that:

- Allow children to live with their families;
- Allow adults to live as independently as possible in the community; and
- Allow all people with developmental disabilities to positively and meaningfully interact with people who do not have disabilities.

Welf. & Inst. § 4648(a)(1).

The regional center may secure the services you need either by helping you get the services from another agency (such as a public school, California Children's Services, Medi-Cal, etc.) or by purchasing the services from providers. Welf. & Inst. § 4646.5(a)(4). A provider cannot continue to furnish services unless you (or

coordinator or as is appropriate, feasible, and if the regional center director agrees. Welf. & Inst. Code § 4747.

your parent, guardian, or conservator) agree that the provider is giving you the planned services and supports, and that you are making reasonable progress toward your stated objectives.

16. Where must the regional center provide assistive technology for its consumers?

A regional center may not deny you services or equipment based on where you live. For instance, a child who lives in a board and care facility is entitled to the same services as a child who lives with her family. The regional center must provide assistive technology as a service or support whether you live in the community in your own home, in a foster care home, in a health care facility, licensed community care facility, or in a residential facility. Welf. & Inst. § 4648(a)(9).

17. What types of assistive technology can the regional center provide to help children with developmental disabilities live at home?

The Lanterman Act gives priority to the services and supports needed to help a child with a developmental disability live at home when that is what the family prefers. Regional centers may provide wheelchairs, hospital beds, communication devices, and other necessary appliances and supplies that enable the child to live at home. Welf. & Inst. § 4685(c)(1). The child's IPP should include all necessary assistive technology. If the family is considering out-of-home placement, the regional center must meet with the family to find out what supports would allow the child to stay at home. Welf. & Inst. § 4685 (c) (2).

18. What types of assistive technology are available through the regional center as family supports for adults with developmental disabilities?

People with developmental disabilities have the right to have relationships, to marry, to be a part of a family, and to parent. If you are a parent with a developmental disability, the regional center can provide assistive technology to support your family. That could include adaptive equipment such as wheelchairs, hospital beds, communication devices, and other appliances and supplies that your family needs. Welf. & Inst. § 4687(f).

19. Can the regional center provide assistive technology to help me live in my own home?

Yes. If you prefer to live in a home that you own or lease, the Lanterman Act specifically requires that the regional center provide the services or supports that enable you to do so. Welf. & Inst. § 4648(a)(1). This includes the responsibility for securing and maintaining adaptive equipment and supplies necessary for independent living. You should include your preference to live in your own home and any assistive technology you need to do so in your IPP.

20. Who has the responsibility for providing and maintaining assistive technology?

The regional center has the primary responsibility to make sure that you get needed supports and services, including assistive technology. Welf. & Inst. § 4648(a). When possible, it can help you get the technology through other agencies, such as school districts and Medi-Cal. It can also contract with private agencies, organizations, or businesses for the appropriate services and supports. Welf. & Inst. § 4648(a)(3). The regional center has the responsibility of monitoring the supports provided to make sure that they meet your needs and that they are satisfactory. Welf. & Inst. § 4689(e). Regional Center staff may help in upgrading equipment when necessary. Welf. & Inst. § 4648(d)(1).

21. Who pays for the services and supports listed in my IPP?

The regional center is responsible for making sure that you get assistive technology listed in your IPP. It may pay for the service or support, or help you get all necessary services from other sources. It is important that you get all necessary services and supports, including those that may be the responsibility of another agency. If another public agency is legally responsible for providing a service or support (for example, a school district, California Children's Services, Medi-Cal, SSI), the regional center must help the consumer and family make sure the agency meets its responsibility. The regional center should also find out if a private entity (such as an insurance company) is responsible for any of the costs and help you and your family secure that funding.

The regional center should make sure that there are no gaps in needed services. If a public agency or private entity refuses to pay promptly for a service or support that you need (and it would otherwise be a regional center responsibility), the regional

center should pay for the service until the responsible party agrees to pay. Welf. & Inst. § 4648 (g).

22. Can a regional center refuse to provide equipment because it does not have enough money?

Funds are always limited, but a regional center must base its decisions about which services and supports to provide on your individual needs. The California Supreme Court has said that the Lanterman Act entitles all persons with developmental disabilities to the services and supports they need to lead more independent and productive lives. So long as it has any funds to buy services, the regional center must provide services and supports based on your individual needs and preferences, as determined through your IPP process.⁵ You can and should ask for a fair hearing if the regional center says it is denying or reducing services or supports because it does not have enough money.

23. Who owns the adaptive equipment the regional center buys?

If the regional center buys equipment for you, the regional center owns the equipment. You have exclusive use of the equipment until you move from the area, outgrow the equipment, or no longer need it. At that time you must return it to the regional center. If you are moving to an area covered by a different regional center, you should ask both regional centers to work out an arrangement so you can take the equipment with you.

24. What can I do if I disagree with a regional center decision?

If you disagree with any regional center or developmental center decision to deny technology (or any other service) that you believe you need, you can appeal. Welf. & Inst. § 4710.5(a). Because there are time limits for giving you notice, starting the appeal, and taking every step of the appeal process, we have included a “Time Line” chart in the attachments to this chapter.

⁵The California Supreme Court has ruled that, while regional centers have wide discretion in determining **how** to implement an IPP, they have no discretion at all in determining **whether** to implement it -- they must do so. *Assoc. for Retarded Citizens v. Dept. of Developmental Services*, 38 Cal.3d 384 (1985).

The process begins with you telling the regional center you disagree with a decision it made. At that point it must send you *written notice* within **five working days**. Welf. & Inst. 4710 (b).

You must appeal a decision to stop, change or cut back a service or support within **10 days** of being notified if you want that service or support to continue until the appeal process is over. Welf. & Inst. § 4715 (a). Otherwise you have **30 days** to file an appeal for a fair hearing. Welf. & Inst. § 4710.5 (a). If you wait that long, however, the regional center can stop, cut back or change the services or supports during the appeal process. This is true even if you win your right to those services or supports at the hearing.

25. When must I receive written notice?

You must receive written notice when:

- You apply for regional center services and the regional center says you are not eligible. Welf. & Inst. § 4710(e).
- The regional center says that you are no longer eligible. Welf. & Inst. § 4710(a)(2).
- The regional center says it will not provide a service that you request. Welf. & Inst. § 4710(b).
- The regional center wants to cut back, change or stop a service that is in your IPP, without your agreement. Welf. & Inst. § 4710(a)(1).
- The regional center says it does not have the money to provide services for you. Welf. & Inst. § 4710(c).

If the regional center decides that it will not provide a service or support you ask for, it must give you written notice by certified mail within **5 working days** (weekends and holidays not included). Welf. & Inst. § 4710(b). If you are already receiving the service and the regional center stops, reduces or changes it, you must receive notice at least **30 days** before the regional center changes anything. Welf. & Inst. § 4710(a)(1).

Sometimes regional centers do not send written notice when they decide to deny or change a service you want or need. That is illegal. You should ask for written

notice when you do not agree with a regional center decision. Then you can decide whether or not you want to appeal.

26. What must the regional center include in its written notice?

The notice must be clear and in a language you understand. It must include:

- Exactly what the regional center intends to do;
- The reasons for its action and the date of the action;
- The specific law, regulation or policy that the regional center believes allows it to take the action;
- Where and how to file an appeal, including telling you about any deadlines;
- A description of the appeal process and how you can review your regional center records to help prepare your case;
- Where you can get advocacy help; and
- Notice that your current services will continue if your request for a fair hearing is postmarked within **10 days** of the date you receive the notice. Welf. & Inst. § 4701.

Adequate notice is important so that:

- You will know what the regional center plans to do;
- You know the specific facts, laws, and policies on which the regional center bases its decision;
- You can make an informed decision about whether to appeal; and
- You can prepare adequately for an appeal.

27. I do not understand English. How will I understand what the regional center is telling me when it sends me a letter?

All notices that a regional center sends you must be in the language that you or your authorized representative understands. Welf. & Inst. § 4701(n). If you do not

understand English, or if you do not understand English well, you must make sure to tell your service coordinator. You should mail your service coordinator a letter, in your own language. Tell him that you need notices in your language. Have him put your letter into your regional center file.

If you ever receive a notice that is in a language that you do not understand, call your service coordinator immediately. Ask for a notice in your own language. Timelines will not begin running until you receive a notice that you understand.

28. What if the regional center makes a change in my services or supports in order to protect my health or safety? When does it have to give me notice?

If the regional center reduces, changes or stops a service for your health or safety, you do not have to get advance notice. You must get notice no more than **10 days** after the regional center takes action. Welf. & Inst. § 4710(f). Time for appealing the action begins running when you receive the notice, not when the action took place.

29. Can I keep my current services while I appeal a regional center decision?

The law says that you have a right to continue services that the regional center wants to change or stop if your request for a hearing is postmarked or received by the regional center within **10 days** of receiving the written notice. Welf. & Inst. § 4715. This very important right is often called “aid paid pending.”

30. What do I do if the regional center doesn’t send me a notice according to the timelines, or sends a notice but without the required information?

The regional center is supposed to follow the law and provide you with adequate notice. However, it is best not to depend on the regional center for timing your appeal. If you use the timelines in the chart at the end of this chapter, you will be sure not to miss a deadline.

If you do not get adequate notice, you should immediately contact the clients’ rights advocate (CRA) at the regional center. You should call and write. You should also contact the person who signed the notice (if it arrived later than the timelines indicate). Ask the regional center to cancel the decision and send you a new, proper notice that meets the requirements of the Lanterman Act. If the

regional center agrees to cancel the decision and send you a new notice, be sure to follow the timelines for appealing the decision.

If the regional center refuses to send a new notice, you can file a complaint. Notify your CRA that the regional center has violated your right to adequate notice. See question 49.

You should also file a request for a fair hearing about the issue that you disagree with, even if the regional center does not agree to send a new notice. *It is important to protect your appeal right (and your right to continue receiving services during the appeal process) by filing a request for a fair hearing as soon as you can. You should do this even if you believe the notice is inadequate.* You can note in your appeal request that you are also submitting a complaint about inadequate notice.

31. Who can appeal the regional center's decision?

The following people can request a hearing: The person applying for or receiving services and supports; that person's legal guardian, conservator or authorized representative (someone acting on his behalf); a minor's parent or other person with legal custody. Welf. & Inst. § 4703.

32. How do I file an appeal?

When the regional center gives you notice of its action or proposed action, it must also give you information about mediation, informal hearings and fair hearings. Welf. & Inst. § 4701. It must provide you with the correct forms to fill out to ask for a fair hearing. Welf. & Inst. § 4710.5(b). If you make the request to appeal verbally, the regional center worker must give you the form to make a fair hearing request. That person must ask you if you want help filling out the form and help you if you do. Welf. & Inst. § 4710.5(c).

The duty of the regional center to help you fill out the form to request a fair hearing is so important that any employee of the regional center who willfully fails to give you the form and help you fill it out would be guilty of a misdemeanor. Welf. & Inst. § 4710.5(c). If no one gives you the form, send a letter to the regional center asking for a hearing anyway.

33. What if my disagreement is with a developmental center?

The same process and time limits apply for the developmental center to give you notice of a proposed action and for you to appeal the developmental center's action. All of the rules for an appeal to a developmental center and a regional center are the same. We will refer only to regional centers to keep it simpler.

34. What are my rights in the fair hearing process?

The regional center must also inform you of your rights in writing. Those rights include:

- The right to be present at all proceedings and to give evidence in writing or by speaking;
- The right to have your own witnesses and to cross-examine the regional center's witnesses;
- The right to appear in person and the right to have a lawyer, advocate or someone else represent you;
- The right to have access to regional center records that relate to you and the issues in dispute; and
- The right to an interpreter who is acceptable to both you and the regional center.

Welf. & Inst. § 4701(f) (see also Welf. & Inst. §§ 4710.8(c), 4712(h).)

The regional center must also tell you about your right to receive information on advocacy help, including information on your area board and Disability Rights California. Welf. & Inst. § 4701(g).

35. Can someone be appointed to help me in my appeal?

The area board may appoint a person or agency to help you in the appeals procedure if anyone believes that, without a representative, your rights or interests will not be protected. The appointment must be in writing. Both the area board and your CRA must be notified of this concern. A copy of the appointment must be given to your authorized representative and the regional center. Welf. & Inst. § 4705(e).

36. What are area boards?

Area boards oversee the services provided to consumers. There are 13 area boards in California. A list of the area boards, with their addresses, telephone numbers, and the counties they serve are in the attachments to this chapter. The area boards encourage and help in setting up citizen advocacy organizations. Those advocacy organizations provide practical services to people with developmental disabilities and oversee the services other agencies provide. Welf. & Inst. §§ 4548.

The area boards also do public education and outreach. They seek advice from professionals in the field of developmental disabilities, from consumers and their families, and from representatives about services in the area. In 2003, the staff and offices of the area boards became part of the State Council on Developmental Disabilities. The area boards help the State Council prepare the state plan and may prepare an area-wide plan. Statewide, the area boards are a part of the State Council on Developmental Disabilities which provides advice to state agencies, the State Council, and the Legislature. Welf. & Inst. §§ 4548.

37. Do I have the right to look at my regional center records?

Yes. The regional center (or developmental center) must give you or your authorized representative access to your records within **3 three working days** after a written or oral request to see them. Welf. & Inst. §§ 4726 and 4728. You have a right to see any records in your regional center file, including records the regional center got from others. The regional center must also help you understand the records at your request. Welf. & Inst. § 4728. You will want to review your file and get copies of relevant records before the hearing.

38. What is the first step in the hearing process?

You have the right to an informal meeting with the regional center to try to resolve the dispute. You have the right to bring an authorized representative with you to this meeting. Welf. & Inst. § 4710.8. The regional center must offer this meeting to you, but you can decide to not have an informal meeting. We think mediation is more likely to result in an agreement. See question number 41. You can ask for an informal meeting and, if not satisfied with the result, can then ask for mediation. Welf. & Inst. § 4710.9(b). However, either you or the regional center can “waive” mediation (decide not to mediate). If that happens, you still have a right to a fair hearing, the last step in the process, without meeting with the regional center informally. It is your choice.

39. What happens at an informal meeting if I decide to have one?

An informal meeting is a meeting between you, your representative (if you have one), and the regional center's director or someone acting for the director. Welf. & Inst. § 4710.7. The purpose of the meeting is to see if you can resolve the dispute or, if that is not possible, to see if you can clarify or reduce the areas where you and the regional center disagree. It will be held at a time mutually agreeable to you and the regional center. Welf. & Inst. § 4710.6(a).

Within **5 working days** of an informal meeting, the regional center director or the person acting for the director must send you a written decision. Welf. & Inst. § 4710.7(b). The written decision must:

- (1) Identify each issue in the appeal;
- (2) Decide on each issue identified;
- (3) State the facts supporting each decision;
- (4) Set out the laws, regulations and policies upon which each ruling is based.

Welf. & Inst. § 4710.7(c).

If you agree with the regional center's decision following an informal meeting, you must withdraw your hearing request. The decision will go into effect **10 days** after receipt of your withdrawal. Welf. & Inst. § 4710.9(a). If you disagree with the informal decision, you should ask to continue to mediation or a state-level hearing within **10 days** of the date you receive it.

40. What if I don't speak English?

The informal meeting is conducted in English. However, if you (or your parent, guardian or conservator who attends the meeting) do not understand English, the regional center must provide an interpreter. The interpreter must be competent and acceptable to the person who needs the interpreter and to the regional center director (or the person acting for the director). The regional center must pay any cost of an interpreter. Welf. & Inst. § 4710.8(c).

41. What is mediation?

“Mediation” is an important part of the regional center appeal process. DDS contracts for independent, trained mediators to conduct mediations. Either you or

the regional center can say you do not want to mediate. In that case, you will go directly to a state-level hearing. Welf. & Inst. § 4711.5.

If you both agree to mediation, it must be scheduled within **30 days** of the request for an appeal. Welf. & Inst. § 4711.5(c)(2). A mediator will sit down informally with you and the regional center and try to resolve the disagreement you have. The mediator will meet with you and the regional center to try to find common ground and issues on which you can agree. Mediators are trained to help people look at new or different solutions. The mediator has no power to force you to agree anything, but tries to help you reach an agreement.

Many disputes are settled in mediation. It is in your best interest to be as prepared as possible for a mediation. You should know what all of the documents that relate to your case say. You should have spoken to potential witnesses and know what they are likely to say at a hearing. This will increase your ability to decide what you can or should agree to during mediation. Even if you don't settle in mediation, you will have done some of the preparation for a hearing.

42. What are the pros and cons of going through mediation?

We think that mediation is generally a good idea. It does take some time, but, other than that you have nothing to lose. Mediation gives both sides another chance to reach an agreement. The help of an independent mediator increases the possibility you will reach an agreement or resolution. Even if mediation is not successful, it will often give you more information about the regional center's point of view. Such information may be helpful if there is a fair hearing. On the negative side, mediation takes time and energy. If it seems that there is absolutely no hope for agreement, you can decide to waive mediation. We know of many instances, however, where the parties did settle in mediation even though they saw that there was no real hope for agreement before.

If you or the regional center does waive mediation, make sure that you are prepared to proceed to the fair hearing. Waiving mediation may result in the hearing being scheduled sooner than if you go to mediation.

43. What is the next step if mediation fails or we don't mediate?

If you disagree with the decision from the informal meeting, do not go to mediation, or do not reach agreement through mediation, the next step is a fair hearing. That hearing will be in front of an administrative law judge (also called a

hearing officer). The hearing must be held within **50 days** of filing the appeal. A delay can be allowed by the administrative law judge if either you or the regional center ask, and if there is a good reason – such as a witness is not available. Welf. & Inst. § 4712(a).

A further continuance (delay) is available for:

- The death of a spouse, parent, child, brother, sister or grandparent, or the death of your authorized representative, legal guardian or conservator. Welf. & Inst. § 4712(a)(1);
- You or your authorized representative is ill. Welf. & Inst. § 4712(a)(2);
- Sudden and unexpected emergencies, such as court appearances or scheduling conflicts beyond the control of your authorized representative. Welf. & Inst. § 4712(a)(3); or
- Unavailability of a witness or evidence if the absence would result in serious prejudice to your case. Welf. & Inst. § 4712(a)(4).

44. Do I have to tell the regional center what documents and witnesses I will use at the hearing?

Yes. At least **5 days** before the hearing, you and the regional center must trade lists of possible witnesses and copies of the documents you may use at the hearing. Welf. & Inst. § 4712(d). The list of witnesses must include a short statement telling what each witness will testify about. The judge can keep you from using any documents or testimony that you do not disclose. The same goes for the regional center.

45. What happens at the fair hearing?

The fair hearing is a formal proceeding. It is recorded (on tape) so the record is clear about what everyone says at the hearing. Welf. & Inst. § 4712(k). The judge takes testimony under oath. Administrative hearings are not as formal as a hearing in a court of law. The rules of evidence are relaxed, but it is much more formal than an informal hearing or mediation.

At a fair hearing you have the right to:

- Present evidence both in writing and orally;

- Call witnesses to present your side of the case. You can call “lay witnesses” (people who have knowledge of the facts) and “expert witnesses” (such as doctors, psychologists, behavior specialists, vocational therapists, etc.) who have special training and experience;
- Have a representative, attorney or advocate in the hearing with you, either to present your case or to help you present your case; and
- Have an interpreter if you or your witnesses do not speak English. Welf. & Inst. § 4701(f)(5).

At the beginning of the hearing, both you and the regional center will have a chance to present the documents you want to use as evidence. Welf. & Inst. § 4712(i). You should bring four sets of your documents - one set for the judge as exhibits, one for the regional center, one to show to witnesses when necessary, and one to use yourself.

The regional center is now expected to put on its witnesses first. Welf. & Inst. § 4712(j). You can ask to put on one of your witnesses earlier. However, since the regional center knows why it wants to deny or reduce a service, it is only fair that it present its reasons first. That way, you will be better able to put on evidence that supports your case.

You will have a chance to ask questions of the regional center’s witnesses. Then you will be able to put on your case by asking your own witness questions. The regional center also gets to ask your witnesses questions.

If you want to have someone appear as a witness, but do not believe the person will do so voluntarily, you can call the Office of Administrative Hearings (OAH) and ask for a *subpoena*. The OAH is the agency that conducts the hearings. If you want the person to bring certain documents to the hearing, you can get a subpoena *duces tecum* from OAH. On the back of the subpoena you will find instructions for serving it on the person who will testify or bring documents.

46. When will I get a decision by the hearing officer?

The judge should issue a written decision within **10 days** of the hearing, but no later than **80 days** from the date your initial appeal is postmarked (or received by the regional center if you hand delivered it). Welf. & Inst. § 4712.5(a). The judge’s decision should:

- Give a summary of the facts;
- Provide a statement of the evidence on which the judge relied;
- Decide each issue or question presented;
- Set out the laws, regulations and policies supporting the decision; and
- Be in ordinary and concise language. Welf. & Inst. § 4712.5(b).

47. Is this decision final?

The judge’s decision is sometimes the final administrative decision. Sometimes it is not. If the service at issue in the hearing is *not* a service paid for by the federal Medicaid Home and Community-Based Waiver, the hearing officer’s decision is the final administrative decision. Welf. & Inst. § 4712.5(c).

If the service at issue is a service paid for by the Home and Community-Based Waiver, and the initial notice must say if it is, the judge’s decision is only a proposed decision. Welf. & Inst. § 4712.5(c). The director of the Department of Health Services can then review the decision and may change it. In that event, the director writes a new decision. Sometimes the director will not review the decision. In any event, the director must issue a decision within **90 days** of the day you requested your appeal, or the judge’s decision becomes the final administrative decision.

48. Can I appeal a final administrative decision I don’t like?

Yes. You can appeal a final administrative decision to court. You must do this within **90 days** of receiving the decision. You will probably need a lawyer to do this for you. If you or the regional center does not want the decision to go into effect, the court can be asked to issue a “stay.” The regional center can implement a final administrative decision within **10 days**. If you don’t want a gap in services while you appeal to court, you need to ask the court for a stay within **10 days**. Welf. & Inst. § 4712.5. The regional center can also appeal a hearing decision.

49. How do I make a complaint that my rights have been violated?

You (or your representative acting on your behalf) have a right to make a complaint if you believe that any right to which you are entitled has been abused or kept from you, or has been improperly or unreasonably denied. You can complain

against the regional center, developmental center, or a service provider. A service provider might be a community care facility, a day program or transportation providers vendored by the regional center. Welf. & Inst. § 4731. You can complain on behalf of one person or more. Welf. & Inst. § 4731(a).

The complaint process is best used when the problem involves failure to provide a required process or failure to meet a time limit. It cannot not be used if the issue involves a question of the type or amount of services required by a particular consumer. Those issues are addressed through the fair hearing process. Welf. & Inst. § 4731(d). See question 50 for a discussion.

You should make the complaint to the director of the regional center or, if the consumer resides in a state developmental center, then to the director of the developmental center. Welf. & Inst. § 4731(b). You should make the complaint in writing but can make it verbally by calling or meeting with the director.

The director has **20 working days** to investigate the complaint and send you a written proposal for resolving it. If you are not satisfied with the proposed resolution, you have **15 working days** of receiving it to refer the complaint to the Director of DDS. The decision must give you the address to mail your further complaint to. This part of the complaint must be made in writing. You should tell the Director of DDS why you disagree with the regional center or state developmental center director's decision. The Director of DDS then has **45 days** to issue a written administrative decision. Welf. & Inst. § 4731(c).

DDS is required to compile the number of complaints filed, the subject of each complaint and a summary of each decision. This information must be available to you upon request. Welf. & Inst. § 4731(d).

50. How do I know whether to file a complaint or ask for a fair hearing?

You should not use the complaint process if there is a dispute about the nature, scope or amount of services and supports that should be in your IPP. Welf. & Inst. § 4731(f). You would use the fair hearing procedure for that kind of dispute.

Sometimes it is hard to tell which process to use. For example, what if the regional center is denying a service to you based on a policy that contains a limit on services? The policy says the regional center will not buy computers for consumers under any circumstances. The service is one you want in your IPP, but the regional center will not even consider whether you need it because of its own policy limits. We think you can both file a complaint and request a fair hearing in that case.

The two processes do different things.

The fair hearing will resolve a disagreement over whether *you* need a certain service. If you are getting the service, you get to keep the service while the hearing process continues if you file for a hearing within **10 days** of getting the notice.

A successful complaint will help you (and other people in the future) by stopping the regional center from using a practice or policy that is illegal. However, you would not necessarily get to keep your services during the process.

Every year DDS collects all of the complaints filed for each regional center and developmental center. The subject of each complaint and the decision will be published. DDS must make this information available to the public upon request. Welf. & Inst. § 4731(d).

Staff must give you or your parent, guardian, conservator or representative a written copy of the complaint procedure, in the language you understand, when you first apply for regional center services or enter a developmental center. You must also get a copy of the complaint procedure at every regularly scheduled planning meeting. Welf. & Inst. § 4731(f).

ATTACHMENTS TO CHAPTER 4

Regional Center List

There are 21 Regional Centers located throughout California. They may provide assessment, diagnosis, and counseling to people with developmental disabilities. For more information please call the regional centers that serve your area)

Alta California Regional Center

www.altaregional.org

Areas served: Alpine, Colusa, El Dorado, Nevada, Placer, Sacramento, Sierra, Sutter, Yolo, and Yuba counties.

Executive Director: Phil Bonnet

Main Office: 2135 Butano Drive, Sacramento, CA 95825

Phone: (916) 978-6400; Fax No.: (916) 929-1036; TDD: (916) 978-6286

Auburn Office: 560 Wall Street, Suite B Auburn, CA 95603

Telephone: (530) 885-8447 Fax: (530) 885-9148

Grass Valley Office: 150 Hughes Road, Suite 102 Grass Valley, CA 95945

Telephone: (530) 272-4231 Fax: (530) 272-4637

Placerville Office: 344 Placerville Drive, Suite 1 Placerville, CA 95667

Telephone: (530) 626-1353 Fax: (530) 626-0162

Roseville Office: 1620 Santa Clara Drive, #100 Roseville, CA 95661

Telephone: (916) 786-8110 Fax: (916) 786-0621

South Lake Tahoe Office: 2489 Lake Tahoe Blvd., Suite 1 S. Lake Tahoe, CA 96150

Telephone: (530) 542-0442 Fax: (530) 542-3436

Truckee Office: 10775 Pioneer Trail, Suite 212 Truckee, CA 96161

Telephone: (530) 550-2220 Fax: (530) 550-2217

Woodland Office: 250 West Main Street, Suite 100 Woodland, CA 95695

Telephone: (530) 666-3391 Fax: (530) 666-3831

Yuba City Office: 1506 Starr Drive, Suite A Yuba City, CA 95993

Telephone: (530) 674-3070 Fax: (530) 674-7228

Central Valley Regional Center

www.cvrc.org

Areas served: Fresno, Kings, Madera, Mariposa, Merced, and Tulare counties.

Executive Director: Robert Riddick

Main Office: 4615 N. Marty Ave., Fresno, CA 93722-4186

Phone: (559) 276-4300; Fax No.: (559) 276-4360

Merced Office: 530 West 16th Street Merced, CA 95340

Telephone: (209) 723-4245 Fax: (209) 723-2442

Visalia Office: 5441 West Cypress Avenue Visalia, CA 93277

Telephone: (559) 738-2200 Fax: (559) 738-2265

Eastern Los Angeles Regional Center

www.elarc.org

Areas served: Eastern Los Angeles County including the communities of Alhambra and Whittier.

Executive Director: Gloria Wong

Main Office: 1000 S. Fremont Ave Alhambra, CA 91802

Phone: (626) 299-4700; Fax No.: (626) 281-1163

Whittier Office: 13215 Penn Street, Suite 410 Whittier, CA 90602-1718

Telephone: (562) 698-0146 Fax: (562) 693-0158

Far Northern Regional Center

www.farnorthernrc.org

Areas served: Butte, Glenn, Lassen, Modoc, Plumas, Shasta, Siskiyou, Tehama, and Trinity counties.

Executive Director: Laura Larson

Main Office: 1900 Churn Creek Rd., Ste. 319, Redding, CA 96002

Phone; (530) 222-4791; Fax No.: (530) 222-8908

Chico Office: 1377 East Lassen Avenue Chico, CA 95926-1381

Telephone: (530) 895-8633 Fax: (530) 895-1501

Shasta Office: 421 Chestnut Street Mt. Shasta, CA 96067
Telephone: (530) 926-6496 Fax: (530) 926-6499

Susanville Office: 170 Russell Avenue, #H Susanville, CA 96130-4216
Telephone: (530) 257-5317 Fax: (530) 257-5526

Frank D. Lanterman Regional Center

www.lanterman.org

Areas served: Central Los Angeles County including Burbank, Glendale, Pasadena, La Canada, and La Crescenta.

Executive Director: Diane Campbell Anand

Main Office: 3303 Wilshire Blvd., Ste. 700, Los Angeles, CA 90010
Phone: (213) 383-1300; Fax No.: (213) 383-6526

Golden Gate Regional Center

www.ggrc.org

Areas served: Marin, San Francisco, and San Mateo counties

Executive Director: James Shorter

Main Office: 875 Stevenson Street, 6th Floor, San Francisco, CA 94103
Phone: (415) 546-9222; Fax No.: (415) 546-9203

San Mateo Office: 3130 La Selva Drive, Suite 202 San Mateo, CA 94403
Telephone: (650) 574-9232 Fax: (650) 522-8901

Marin Office: 5725 Paradise Drive Bldg A, Ste 100 Corte Madera, CA 94925
Telephone: (415) 945-1600 Fax: (415) 945-1630

Harbor Regional Center

www.harborrc.com

Areas served: Southern Los Angeles County including Bellflower, Harbor, Long Beach, and Torrance.

Executive Director: Patricia Del Monico

Main Office: 21231 Hawthorne Blvd., Torrance, CA 90503-5591

Phone: (310) 540-1711 Fax: (310) 540-9538

Inland Regional Center

www.inlandrc.org

Areas served: Riverside and San Bernardino counties

Executive Director: Mary Lynn Clark

Main Office: 674 Brier Dr. San Bernardino, CA 92408

Phone: (909) 890-3000; Fax No.: (909) 890-3001

Riverside Office: 4361 Latham Street Riverside, CA 92501

Telephone: (909) 826-2600 Fax: (951) 826-2609

San Bernardino Office: 1855 Business Center Drive San Bernardino, CA 92408

Telephone: (909) 890-4700 Fax: (909) 890-4709

Kern Regional Center

www.kernrc.org

Areas served: Inyo, Kern, and Mono counties

Executive Director: Michael C. Clark, Ph.D.

Regional Center: 3200 N. Sillect Ave., Bakersfield, CA 93308

Phone: (661) 327-8531; Fax No.: (661) 324-5060; TTY: (661) 327-1251

Bishop Office: 819 Barlow Lane Bishop, CA 93514

Telephone: (760) 873-7411 Fax: (760) 873-5435

Delano Office: 1224 Jefferson, Suite 2 ½ Delano, CA 93215

Telephone: (661) 725-2127 Fax: (661) 725-9796

Lamont Office: 7707 Panama Street Lamont, CA 93241

Telephone: (661) 845-2286 Fax: (661) 845-2287

Ridgecrest Office: 825 North Downs, Suite D Ridgecrest, CA 93555

Telephone: (760) 375-9512 Fax: (760) 375-1271

Shafter Office: 428 James Street, Suite 5 Shafter, CA 93263

Telephone: (661) 746-3918 Fax: (661) 746-1468

Taft Office: 29 Emmons Park Drive Taft, CA 93268

Telephone: (661) 765-7294 Fax: (661) 765-1468

Tehachapi Office: 21030 Mission Street, Suite A Tehachapi, CA 93561

Telephone: (661) 822-1288 Fax: (661) 822-1286

North Bay Regional Center

www.nbrc.net

Areas served: Napa, Solano, and Sonoma counties

Executive Director: Nancy Gardner

Regional Center: 10 Executive Court Napa, CA 94558

Phone: (707) 256-1100 Fax No.: (707) 256-1112 TDD (707) 257-0213

Santa Rosa Office: 2351 Mendocino Avenue Santa Rosa, CA 95403

Telephone: (707) 569-2000 Fax: (707) 542-9727

North Los Angeles County Regional Center

www.nlacrc.org

Areas served: Northern Los Angeles County including San Fernando and Antelope Valleys.

Executive Director: George Stevens

Regional Center: 15400 Sherman Way, Ste. 170, Van Nuys, CA 91406-4211

Phone: (818) 778-1900; Fax No.: (818) 756-6140

Antelope Valley Office: 43210 Gingham Avenue, Suite 6 Lancaster, CA 93535-4512 Telephone: (661) 945-6761 Fax: (661) 942-4050

Santa Clarita Valley Office: 28470 West Avenue Stanford, Suite 100 Santa Clarita, CA 91355-1121

Telephone: (661) 775-8450 Fax: (661) 775-8454

Redwood Coast Regional Center

www.redwoodcoastrc.org

Areas served: Del Norte, Humboldt, Mendocino, and Lake counties.

Executive Director: Clay Jones

Regional Center: 525 Second St., Ste. 300, Eureka, CA 95501

Phone: (707) 445-0893; Fax No.: (707) 444-3409

Crescent City Office: 1301-A Northcrest Drive Crescent City, CA 95531

Telephone: (707) 464-7488 Fax: (707) 465-4230

Fort Bragg Office: 270 Chestnut Street, Suite A Fort Bragg, CA 95437

Telephone: (707) 964-6387 Fax: (707) 964-0226

Lakeport Office: 845 11th Street Lakeport, CA 95453

Telephone: (707) 262-0470 or 888-909-0470 Fax: (707) 262-0475

Ukiah Office: 1116 Airport Park Boulevard Ukiah, CA 95482

Telephone: (707) 462-3832 or 800-281-3832 Fax: (707) 462-3314

Regional Center of the East Bay

www.rceb.org

Areas served: Alameda and Contra Costa counties

Executive Director: James M. Burton

Regional Center: 7677 Oakport St., Ste. 300, Oakland, CA 94621

Phone: (510) 383-1200; Fax No.: (510) 633-5020 TDD (510) 383-1200

Contra Costa County Office: 2151 Salvio Street, Suite 365 Concord, CA 94520

Telephone: (925) 798-3001 Fax: (925) 674-8001

Regional Center of Orange County

www.rcocdd.com

Area served: Orange County

Executive Director: William J. Bowman

Main Office: 801 Civic Center Dr. W., Ste. 300, Santa Ana, CA 92701

Mailing Address: P.O. Box 22010 Santa Ana, CA 92702-2010

Phone: (714) 796-5100

North Area Office: 3111 North Tustin Street, Suite 150 Orange, CA 92865-1752

Telephone: (714) 685-5555 Fax: (714) 282-7910

South Area Office: 26311 Junipero Serra Road, Ste. 180 San Juan Capistrano, CA

92675 Telephone: (949) 234-8800 Fax: (949) 488-3366

West Area Office: 13950 Milton, Suite 200 Westminster, CA 92683
Telephone: (714) 889-7200 (714) 889-7222

San Andreas Regional Center

www.sarc.org

Areas served: Monterey, San Benito, Santa Clara, and Santa Cruz counties.

Executive Director: Santi J. Rogers

Main Office: 300 Orchard City Dr., Ste. 170, Campbell, CA 95008

Mailing address: P.O. Box 50002 San Jose, CA 95150-0002

Phone: (408) 374-9960; Fax No.: (408) 376-0586

Gilroy Office: 7855 Wren Avenue, Suite A Gilroy, CA 95020

Telephone: (408) 846-8805 Fax: (408) 846-5140

Salinas Office: 344 Salinas Street, Ste. 207 Salinas, CA 93901

Telephone: (831) 759-7500 Fax: (831) 424-3007

Watsonville Office: 1110 Main Street Watsonville, CA 95076

Telephone: (831) 728-1781 Fax: (831) 728-5514

San Diego Regional Center

www.sdrc.org

Areas served: Imperial and San Diego counties

Executive Director: Carlos Flores

Main Office: 4355 Ruffin Rd., Ste. 200, San Diego, CA 92123-1648

Phone: (858) 576-2996; Fax No.: (858) 576-2873

East County Office: 8760 Cuyamaca Street, Suite 100 Santee, CA 92071

Telephone: (619) 596-1000 Fax: (619) 596-1098

Imperial Office: 512 W. Aten Road Imperial, CA 92251

Telephone: (760) 355-8383 Fax: (760) 355-0739

National City Office: 2602 Hoover Avenue National City, CA 91950

Telephone: (619) 336-6600 Fax: (619) 477-6248

San Marcos Office: 1370 W. San Marcos Blvd., Suite 100 San Marcos, CA 92069
Telephone: (760) 736-1200 Fax: (760) 736-1262

San Gabriel/Pomona Regional Center

www.sgprc.org

Areas served: Eastern Los Angeles County including El Monte, Monrovia, Pomona, and Glendora.

Executive Director: R. Keith Penman

Main Office: 761 Corporate Center Dr., Ponomo, CA 91768
Phone: (909) 620-7722; Fax No.: (909) 622-5123

South Central Los Angeles Regional Center

www.sclarc.org

Areas served: Southern Los Angeles County including the communities of Compton and Gardena.

Executive Director: Dexter Henderson

Main Office: 650 West Adams Blvd., Ste. 200, Los Angeles, CA 90007-2545
Phone: (213) 744-7000 Fax: (213) 744-7068

Tri-Counties Regional Center

www.tri-counties.org

Areas served: San Luis Obispo, Santa Barbara, and Ventura counties

Executive Director: Omar Noorzad

Main Office: 520 East Montecito St., Santa Barbara, CA 93103
Phone: (805) 962-7881; Fax No.: (805) 884-7229

Atascadero Office: 6005 Capistrano, Suite E Atascadero, CA 93422
Telephone: (805) 461-7402 Fax: (805) 461-9479

Oxnard Office: 2220 East Gonzales Road, Suite 210 Oxnard, CA 93030-2119
Telephone: (800) 664-3177 or (805) 485-3177 Fax: (805) 988-7157

San Luis Obispo Office: 3450 Broad Street, Suite 111 San Luis Obispo, CA
93401-7102 Telephone: (805) 543-2833 Fax: (805) 543-8725

Santa Maria Office: 1234 Fairway Dr., Suite A Santa Maria, CA 93455
Telephone: (805) 922-4640 Fax: (805) 922-4350

Simi Valley Office: 1900 E. Los Angeles Ave., Suite 200 Simi Valley, CA 93065
Telephone: (805) 522-8030 Fax: (805) 522-8142

Valley Mountain Regional Center

www.vmrc.net

Areas served: Amador, Calaveras, San Joaquin, Stanislaus, and Tuolumne counties

Executive Director: Richard W. Jacobs

Main Office: 702 N. Aurora St., Stockton, CA 95202

Mailing address: P.O. Box 692290 Stockton, CA 95269-2290
Phone: (209) 473-0951; Fax No.: (209) 473-0256

Modesto Office: 1620 Cummins Drive Modesto, CA 95358
Telephone: (209) 529-2626 Fax: (209) 529-5763

San Andreas Office: 52 North Main Street San Andreas, CA 95249
Telephone: (209) 754-1871 Fax: (209) 754-3211

Westside Regional Center

www.westsiderc.org

Areas served: Western Los Angeles County including the communities of Culver City, Inglewood, and Santa Monica.

Executive Director: Michael Danneker

Regional Center: 5901 Green Valley Circle, Ste. 320, Culver City, CA 90230
Phone: (310) 258-4000; Fax No.: (310) 649-1024

Area Board on Developmental Disabilities

<p>Area Board I P.O. Box 245 Ukiah, CA 95482 Tel: (707) 463-4700 Fax: (707) 462-4752</p>	<p>Area Board VIII 770 East Shaw Avenue, Suite 123 Fresno, CA 93710 Tel: (209) 222-2496 Fax: (209) 248-2886</p>
<p>Area Board II 1367 E. Lassen Avenue, #B3 Chico, CA 95296 Tel: (530) 895-4027 Fax: (530) 899-1562</p>	<p>Area Board IX 7127 Hollister Avenue, Suite 7 Goleta, CA 93117 Tel: (805) 685-8395 Fax: (805) 685-4896</p>
<p>Area Board III 1010 Hurley Way, Suite 195 Sacramento, CA 95825 Tel: (916) 263-1150 Fax: (916) 263 1155</p>	<p>Area Board X 411 North Central Ave., Suite 620 Glendale, CA 91203-2020 Tel: (818) 543-4631 Fax: (818) 543-4635</p>
<p>Area Board IV 236 Georgia Street, Suite 201 Vallejo, CA 94590 Tel: (707) 648-4073 Fax: (707) 648-4100</p>	<p>Area Board XI 2000 E. Fourth St., Ste. 115 Santa Ana, CA 92706 Tel: (714) 558-4404 Fax: (714) 558-4704</p>
<p>Area Board V 360 22nd Street, Suite 730 Oakland, CA 94612 Tel: (510) 286-0439 Fax: (510) 286-4397</p>	<p>Area Board XII 13800 Heacock St., Ste. C130 Moreno Valley, CA 92553 Tel: (909) 656-5078 Fax: (909) 656-3129</p>
<p>Area Board VI 2529 March Lane, Ste. 105 Stockton, CA 95207 Tel: (209) 473-6930 Fax: (209) 473-6932</p>	<p>Area Board XIII 9444 Balboa Ave., Ste. 285 San Diego, CA 92123 Tel: (858) 637-5563 Fax: (858) 637-5572</p>
<p>Area Board VII 2580 North First Street, Ste 240 San Jose, CA 95131 Tel: (408) 324-2106 Fax: (408) 324-2108</p>	<p>Organization of Area Boards 1750 Creekside Oaks, Ste. 210 Sacramento, CA 95833 Tel: (916) 263-5780 Fax: (916) 263-5799</p>

Appendix L Fair Hearing Flow Chart

Request a Fair Hearing if: 1) the regional center decides, without your agreement to cut, reduce or change a service or support in your IPP; 2) you request a service or support and the regional center denies your request; 3) you are notified that you are not eligible or no longer eligible for regional center services.



