

Vocational Rehabilitation Services



California's Protection & Advocacy System

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2. Department of Rehabilitation Services

1. Who is eligible for services under the Vocational Rehabilitation program?

There are two eligibility requirements for services. The applicant must be:

- An “individual with a disability” and
- Need the vocational rehabilitation services to obtain employment.

CCR tit. 9 § 7062.ⁱ

The term “individual with a disability” means that the applicant has a physical or mental impairment that constitutes a substantial impediment to employment and the applicant would benefit from vocational rehabilitation services. 29 U.S.C. § 705(20)ⁱⁱ, CAL. WELF. & INST. CODE § 19151ⁱⁱⁱ; and CCR tit. 9 § 7017.

If you are an SSI recipient or a beneficiary of SSDI, you are presumed eligible for services. 29 U.S.C. § 722. However, if your disability is so severe that the Department of Rehabilitation’s (DOR) services would not be helpful to you, you may be denied services. In order to deny you services, DOR must “demonstrate by clear and convincing evidence that such individual is incapable of benefiting in terms of an employment outcome from vocational rehabilitation services due to the severity of the disability of the individual.” 29 U.S.C. § 722(a)(2)(A); see also 34 C.F.R. § 361.42; CAL. WELF. & INST. CODE § 19103(b) and CCR tit. 9 § 7062(b)(3).

2. How does DOR determine if I’m eligible if I don’t have anything from the Social Security Administration?

If you do not receive SSI or SSDI and you do not have documentation from the Social Security Administration stating that you have been determined to be blind, the DOR counselor is going to determine whether your impairment results in a “substantial impediment to employment.” CCR tit. 9 § 7062(b)(2)(B). This means that the counselor will document your impairment. CCR tit. 9 § 7062(b)(2)(A).

During this determination process, the counselor may take into consideration records prepared by other agencies to determine whether you were eligible for services from those agencies. Plus, the counselor may look at statements by qualified professionals who have diagnosed or treated you. CCR tit. 9 § 7062.5.

If you have these types of documents, you should share them with your counselor.

3. What kind of impairment is considered a substantial impediment to employment?

Temporary impairments will not be considered a substantial impediment to employment. CCR tit. 9 § 7062(b)(2)(B)(1). Under the regulations, an **unemployed individual** will be considered to have a substantial impediment if the impairment –

- Caused the unemployment; or
- Prevents you from entering employment consistent with your abilities and capabilities; or
- Requires you to have an accommodation and or assistance in performing the job duties

CCR tit. 9 § 7062(b)(2)(B)(2) and following.

If you are **employed**, the counselor will look to see whether the impairment results in a substantial impediment to employment by looking at whether –

- Loss of employment is imminent because of the impairment;
- The current employment is not in an integrated setting such as a sheltered workshop;
- The applicant is not regularly employed or is earning less than others in that occupation;
- The employment is below your abilities and capabilities

CCR tit. 9 § 7062(b)(2)(B)(3) and following.

4. What kinds of assessments can DOR do to determine my eligibility?

The counselor has a wide range of ability to determine your “eligibility and vocational rehabilitation needs.” 29 U.S.C. § 705(2). This means that to the extent that it is necessary to determine your employment outcome and the nature and extent of vocational rehabilitation services that DOR will provide, the counselor may make a determination of your –

“personality, interests, interpersonal skills, intelligence and related functional capacities, educational achievements, work experience, vocational aptitudes, personal and social adjustments, and employment opportunities ..., and the

medical, psychiatric, psychological, and other pertinent vocational, educational, cultural, social, recreational, and environmental factors, that affect the employment and rehabilitation needs....” 29 U.S.C. § 705(2)(B)(iii).

This is not an exhaustive list. The law gives a wide range of latitude. This latitude should translate into an adequate assessment of your vocational rehabilitation needs.

5. How can I apply for DOR services?

Apply by:

- Going to your local DOR office,
- Calling in to a DOR office and asking for an application, or
- Writing your local DOR office and asking for services.

CCR tit. 9 § 7041.5.

For your convenience, a list of DOR offices is attached as Appendix A.

6. How long does DOR take to process my application?

Generally, DOR must have your application for services processed within 60 days from the date of your application. 29 U.S.C. § 722(a)(6); 34 C.F.R. § 361.41(b)(1)^{iv}; CCR tit. 9 § 7031. DOR may take longer than 60 days if

- The delay is beyond the counselor’s control or
- If the applicant submits a written request for an extension.

CCR tit. 9 §§ 7041 & 7041.5.

It is important to note that the 60 days that DOR has to process your application start from the date on either 1) a signed letter requesting services or 2) an Application for Services (form DOR 222). A simple call to your local DOR office will **not** start the 60 days.

For your convenience, a sample DOR 222 form is attached to this publication as Appendix B. A “Client Information Handbook” is also attached as Appendix C. The “Client Information Handbook” provides information about DOR’s services and about the Clients Assistance Program (See questions 36 and 37, below, for more information about CAP).

7. What types of services can I get?

You have a right to receive services which are required to determine the presence of a disability and rehabilitation potential. CCR tit. 9 § 7150. In general this includes:

- Counseling, guidance, referral and personal adjustment counseling services and training materials
- Placement in a suitable environment
- Physical and mental restoration services
- Transportation
- Maintenance
- Personal services such as note takers, readers, interpreters, and attendant and driver services
- Assistive technology such as telecommunication, sensory and other technological aids and devices
- Job coaching
- Services to your family members and
- Post employment services

CCR tit. 9 § 7150.

8. How long must I have been in California to receive services?

Federal law states that DOR may not use the length of your residence in a State as a requirement for eligibility. 34 C.F.R. § 361.42(c). The California regulations clarify that there is no residence requirement that excludes any person who is present in the State from receiving services. CCR tit. 9 § 7060(b).

9. Can I be refused services because of my age?

No. The Department of Rehabilitation is prohibited from using your age, race, sex, religious creed, color, ancestry, national origin, sexual orientation, marital status,

medical condition, or physical or mental disability as eligibility requirements for services. 34 C.F.R. § 361.42(c) and CCR tit. 9 § 7060(a).

10. Do I have to pay for these services?

You may have to pay for some of the services. 29 U.S.C. § 709(c)(12)(C); 34 C.F.R. § 361.54(b). In order to determine whether you have to share the cost, DOR will need some information from you such as:

- Check stubs
- Account statements

If you refuse to participate in sharing the costs of a service, DOR can refuse to provide you those services. CCR tit. 9 § 7190.

11. If I receive social security, do I have to financially participate in paying for the costs?

If you receive Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI)/State Supplemental Payment (SSP), or Public Assistance you are exempt from having to pay for services. CCR tit. 9 § 7191.

12. What if I cannot afford to participate?

According to the federal regulations, the cost of your participation in paying for DOR services cannot be so high that it effectively denies you a necessary service. 34 C.F.R. § 361.54(b)(2)(iv)(C).

13. Can DOR refuse to provide a service?

Yes. Under federal law, the State is supposed to provide assurance before it provides vocational rehabilitation services that it has looked for comparable services from other programs. 29 U.S.C. § 721(a)(8)(B). This means that DOR will not pay for a service if a comparable benefit is available through another provider. For example, if Medicaid (called Medi-Cal in California) will pay for a service, DOR will not provide it.

The DOR counselor should assist the client in determining which similar benefits are available from another source through a similar benefit review. CAL. WELF. & INST. CODE § 19150(a)(13). If similar benefits are available, the Counselor shall deny the benefits that the client requests be supplied by DOR.

If the client is determined to be **ineligible** for the similar service from the other agency, the Counselor needs to:

- Verify the ineligibility
- Document the ineligibility and
- Authorize the service from DOR

CCR tit. 9 § 7196 (d)(1)

If the client has the similar benefit **reduced or terminated** by the other agency, the Counselor needs to:

- Verify the ineligibility
- Document the ineligibility; and
- Assess the circumstances with the client and:
- Authorize services from DOR for the service that is reduced or terminated and
- Amend the Individualized Plan for Employment.

CCR tit. 9 § 7196 (d)(2)

14. I received a Ticket to Work form Social Security Administration. What is it?

A Ticket, issued by the Social Security Administration (SSA), can be used to obtain employment services, vocational rehabilitation services, and other supportive services from the DOR or another employment network of your choice in order to become employed.

15. What is an Employment Network?

An employment network is an approved public or private employment service provider that will be authorized to accept your Ticket and provide the services necessary for you to become employed. These services could include, but are not limited to training, employment counseling, job seeking skills preparation and job placement.

For a list of local approved employment networks in your area call 1-866-968-7842, or 1866-8332968 (TTY/TDD) or go to <http://www.yourtickettowork.com>

16. What if I am currently working with the Department of Rehabilitation?

You can continue without interruption. When you and your Rehabilitation Counselor have developed an Individualized Plan for Employment, you will be encouraged to assign your Ticket to the Department. However, you are *not* required to assign your ticket to the Department of Rehabilitation.

17. Will I be penalized if I choose not to use the Ticket?

No, assignment of your Ticket to the DOR is voluntary and you will not be penalized.

18. What is an Individual Plan for Employment (IPE)?

An Individualized Plan for Employment (IPE) is an agreement jointly written by the client and his or her counselor from DOR. It is often referred to as an IWP, which stands for an Individualized Work Plan. The IPE (or an IWP) is a plan of action designed to achieve a vocational goal or to perform an extended evaluation to determine your employment potential. CCR tit. 9 § 7131.

19. What should be written into an IPE?

The IPE should set out your employment outcome, the specific vocational rehabilitation services that DOR will provide, and how DOR will get those services for you. The law requires your IPE to have certain provisions. For instance, the IPE must contain:

- The basis for DOR's determination of your eligibility for services;
- Your intermediate goals
- Your long-term goals
- A time-frame for when the intermediate goals might be achieved
- The specific services DOR will provide
- When each service is supposed to begin and how long it will be provided

- A schedule of when and how your progress will be reviewed
- Your views about your objectives

34 C.F.R. § 361.46 and CCR tit. 9 § 7131.

The IPE should also have a description of your responsibilities such as, for example, the extent of your participation in paying for the cost of services. 34 C.F.R. § 361.46(a)(6)(ii).

The IPE should also contain a statement regarding your rights and responsibilities as well as those of the Department of Rehabilitation. CCR tit. 9 § 7018.

20. What types of transportation services are available?

DOR must provide transportation that is necessary for the purpose of providing vocational rehabilitation services. CCR tit. 9 § 7029. DOR may not pay for transportation costs for social, recreational, or personal purposes. CCR tit. 9 § 7161. So, in order to get transportation, you must make sure that there is a vocational reason for the travel. Transportation includes relocating and moving expenses that are incurred because they are necessary to achieve a vocational rehabilitation objective. CCR tit. 9 § 7029.

21. I have a vehicle. Is DOR required to pay for my expenses?

No. DOR is not required to pay for your vehicle. They may insist upon you using public transportation. However, clients may be allowed to use their own vehicles upon a determination that either:

- You are required to use your own vehicle to complete your IPE or
- Using the public transportation would cause you an undue hardship

CCR tit. 9 § 7162(b).

22. What is an “undue hardship”?

When it comes to transportation, an undue hardship is determined using these factors:

- Your special needs
- The proximity of public transportation to your home and to your destination

- The frequency of the public transportation during the times of the day that you need it

CCR tit. 9 § 7162(b)(2).

23. Do have a right to participate in writing the IPE?

Yes, an IPE should be jointly written by the counselor *and* the client. CAL. WELF. & INST. CODE § 19104(b)(2). You are “a full partner in the planning and development of [your] rehabilitation program.” CCR tit. 9 § 7031. You should actively participate in writing your IPE because you get to choose your employment outcome. 34 C.F.R. §§ 361.45(b) & 361.46(a)(1). If you are not happy with it, you may express your dissatisfaction and may seek administrative or legal review. CCR tit. 9 § 7131(a)(10)(A).

24. I want to be self-employed can DOR still provide me services?

Yes, self-employment plans may be developed when it is a suitable vocational goal. In order for self-employment to be a suitable vocational goal, you must meet some conditions:

- You should have formal training or education in the occupational area
- You should have work experience in the area for at least one year
- At least one semester of formal education or six months of work experience in at least two of these areas: Business Administration, Office Management, Personal Administration, Accounting / Bookkeeping; Sales and Marketing.
- The self-employment plan should be consistent with your medical disabilities and functional capabilities. CCR tit. 9 § 7136.5.

25. How can I get a copy of my records?

According to federal law, the State must release information to an applicant or eligible individual when there is a **written** request by that applicant or individual. 34 C.F.R. § 361.38(c). Under the California regulations, an applicant or client can obtain his or her records from the Department upon request. CCR tit. 9 § 7141. There is no writing requirement in California; however, it is probably best if you request your records in writing.

To be a “full partner” in the development of your IPE –as is your right,^v you should have a full and unabridged copy of DOR’s assessment so that you can make an informed choice about your IPE. 29 U.S.C. § 720(b)(2)(B) and 34 C.F.R. § 361.52.

26. DOR is saying that I cannot have my records. Can they keep them from me?

The Department of Rehabilitation may refuse to release information under some circumstances. For example, if DOR determines that the information “may be harmful to the individual,” it can refuse to disclose. However, even under this circumstance, the information needs to be made available to the applicant or individual through a third party. See CCR tit. 9 § 7141 and 34 C.F.R. § 361.38.

27. Can I get my records in a language other than English?

Yes, let your DOR counselor know that you want your records translated. The counselor will help you get those records translated into a language that you understand. 29 U.S.C. § 720(b)(2)(D) and CCR tit. 9 § 7141(b).

28. Can I amend my record of services?

If you believe that the information in your record is inaccurate, you may request for it to be amended. If DOR decides not to amend your records according to your request it must document your request for an amendment. 29 U.S.C. § 720(b)(2)(E); CCR tit. 9 § 7141.5 and 34 C.F.R. § 361.38(c)(4).

29. How often should my IPE be reviewed?

You have a right to have your IPE formally reviewed with your counselor once every year. CCR tit. 9 § 7031 and 34 C.F.R. § 361.45(d). This is your opportunity to take into account any changes that have occurred in the past year. During this review process, document your progress and take into account any other factors that impact the outcome of your IPE. CCR tit. 9 § 7133. For example, you might change intermediate goals or the time frame for completing a goal if your medical condition has changed. And remember, you are “a full partner in the planning and development of [your] rehabilitation program.” CCR tit. § 7031.

30. What if I don’t agree with how the IPE is being amended?

You can work with your DOR counselor to amend your IPE. 29 U.S.C. § 722(b)(2)(E)(ii). You are a partner in the redevelopment of your program’s terms.

CCR tit. 9 § 7031(b)(1). You should be a full partner is amending your IPE. 34 C.F.R. § 361.45(d)(6). Amendments to your IPE do not take effect until you agree to them and sign the new agreement. 34 C.F.R. § 361.45(d)(7).

31. What can I do if I am having problems with my DOR counselor?

Try to resolve the issue with the counselor. Perhaps the counselor's supervisor can be of assistance in working out any problems. Ask for a meeting with the counselor's supervisor. If you are unable to resolve the problem with the supervisor, you may request the District Administrator conduct an Administrative Review. An Administrative Review should be requested within one year of the decision with which you disagree.

If you are not satisfied with the Administrative Review, you may request mediation and/or a Fair Hearing. You must make this request in **writing** and **within 30-days** of the Administrative Review decision. CCR tit. 9 § 7353(f).

You should contact your CAP advocate for assistance. (See questions 36 and 37, below, for more information about CAP). The CAP advocate may be able to help you in resolving your issues with DOR.

32. What if I don't speak English or if I need a sign language interpreter?

You can have notices sent to you in your primary language or your preferred mode of communication. Once you make a specific request, DOR is supposed to provide you its notices and its decisions in your primary language or mode of communication. CAL. WELF. & INST. CODE § 19013.5 and CCR tit. 9 §§ 7152 & 7352.

33. How do I ask for an Administrative Review?

You must ask for an Administrative Review within one year of the decision with which you disagree. Your request must include the following information:

- The reason why you think the decision should be changed and
- What action you propose be taken

CCR tit. 9 § 7353(a)(3)

34. If I don't speak English, will the Department assist me during the Administrative Review?

Yes. Interpreter and reader services must be provided to you for the Administrative Review. It is up to you to request these services. CCR tit. 9 § 7353(c). When you request language assistance, you should be clear as to what you want. If you would like an interpreter, be clear about that. If you also want to receive notices and decisions in a language other than English, make sure to be clear about this as well.

35. Can I request transportation to and from the Administrative Review?

Yes. You may request DOR to provide transportation for you to and from the administrative review. CCR tit. 9 § 7353(d).

36. Is the Administrative review mandatory?

No. The Administrative Review process is optional. You can ask immediately for a fair hearing. CCR tit. 9 § 7351(c).

37. Is mediation mandatory?

No. Mediation is also optional. 34 C.F.R. § 361.57(d). It is a confidential process that may assist you in resolving your dispute with DOR. Like the administrative review process, mediations do not delay the right to a Fair Hearing. CCR tit. 9 § 7353.6(b).

You may request mediation for a decision by the Department with which you disagree within one year of the date of the decision. The request for mediation must be made in writing using a form that you may obtain from your local DOR office. CCR tit. 9 § 7353.6.

If the Department agrees to mediate, the mediation will be held at a convenient time and location for all of the parties within 25 calendar days from when the request is received by the Mediation Coordinator. CCR tit. 9 § 7353.6(b) and (c) as well as 34 C.F.R. § 361.57(d).

For your convenience, a sample DOR mediation request form is attached as Appendix D.

38. What about the Fair Hearing process?

You can request a fair hearing to review an action by the Department. You must make your request for a fair hearing in writing and within one year of the day on which you received the notice of the action with which you disagree. CCR tit. 9 § 7354(a). A hearing will be held within 45-calender days from when your request is received. Id. § 7354(b).

For your convenience, a sample DOR Fair Hearing request form is attached as Appendix E.

39. Can the Department cut services that I am receiving until there is a decision?

No. Until the administrative review process or until the Rehabilitation Appeals Board has given a decision, the Department is not supposed to suspend, reduce, or terminate any services that are already being provided under an IPE. CCR tit. 9 § 7351(e).

40. What is the Clients Assistance Program (CAP)?

The Clients Assistance Program (CAP) is a federally mandated program under the Rehabilitation Act of 1973. 29 U.S.C. 701, *et seq.* CAP is available to help you understand your rights and responsibilities involving your right to services from DOR. CAP advocates may be able to help you resolve problems with your DOR counselor or assist and advocate on your behalf regarding vocational services while pursuing legal, administrative, or other appropriate remedies to ensure the protection of your rights. 29 U.S.C. § 732.

The Client Information Handbook has more info about CAP services. (The Client Information Handbook is attached as Appendix C.) To contact your local CAP advocate, call the CAP state referral service at:

- 1-800-952-5544 (voice) or
- 1-800-598-3273

41. What if I've already spoken with my CAP advocate and I've been determined ineligible for their services?

CAP is responsible under state and federal law for assisting and advising clients with their problems with DOR. 29 U.S.C. § 732 and CAL. WELF. & INST. CODE §

19011. Once you ask for CAP assistance, you should be referred to a CAP contractor in your local geographic area. CCR tit. 9 § 7146(a). You may ask that your request for CAP assistance be transferred from your local CAP contractor to a CAP contractor in a different geographic area. CCR tit. 9 § 7146(b). However, under the law, CAP has discretion in deciding what services it will provide. CCR tit. 9 § 7146(c).

- If you are experiencing problems with your local CAP advocate, you may want to:
- Talk to your advocate to work out your differences.
- Speak with the advocate's supervisor and try to explain your problem.
- Ask to have your request for assistance transferred to a CAP contractor in a different geographic area. However, realize that the next CAP contractor may not be close by. The contractor will serve a different geographic region. Their offices may be further away from your home. Moreover, your local CAP contractor has discretion as to whether it wants to transfer your case.
- Get an attorney. You have a right to be represented at the mediation or hearing. 29 U.S.C.A. 720(c)(3)(B). Contact non-profit organizations such as Disability Rights California, which may be able to provide you with some assistance.

3. Appendices

Appendix A – List of DOR offices

<http://www.dor.ca.gov/eps/default.htm>

Appendix B – DOR 222 form

Application

<http://www.rehab.cahwnet.gov/eps/dr0222.rtf>

Rights and Remedies attachment

<http://www.rehab.cahwnet.gov/eps/dr1000.rtf>

Appendix C – Client Information Handbook

<http://www.rehab.cahwnet.gov/eps/handbook.rtf>

Appendix D – Request for Mediation form

<http://www.rehab.cahwnet.gov/exec/DR106.rtf>

Appendix E – Request for Fair Hearing Form

<http://www.rehab.cahwnet.gov/exec/DR107.rtf>

4. List of DOR Offices

County	Office	Voice	TTY/TTD
Alameda	Oakland District Office 1515 Clay Street, Suite 119 Oakland, CA 94612-1413	(510) 622-2764	(510) 622-2796
Alameda	Berkeley Branch 1936 University Ave., Suite 150 Berkeley, CA 94704-1024		(510) 540-3680
Alameda	Edgewater Branch 7700 Edgewater Drive, Suite 120 Oakland, CA 94621-3017	(510) 577-6829	(510) 577-6833
Alameda	Fremont Branch 39155 Liberty St., Suite F630 Fremont, CA 94538-1513	(510) 794-2458	(510) 797-2493 (510) 794-2541
Alameda	Hayward Branch 1253 A Street Hayward, CA 94541	(510) 881-2404	(510) 881-3012
Alpine	Alpine County is served by DR's offices in El Dorado County.		
Amador	Amador County is served by DR offices in either: El Dorado County Sacramento County San Joaquin County		
Butte	Chico District Office 470 Rio Lindo Ave., Suite 4 Chico, CA 95926-1899	(530) 895-5507	(530) 345-3897

County	Office	Voice	TTY/TTD
Calaveras	Calaveras County is served by DR offices in either: El Dorado County Sacramento County San Joaquin County Stanislaus County		
Colusa	Colusa County is served by DR offices in either: Butte County Mendocino County Napa County Sutter County Yolo County		
Contra Costa	District Office Mt. Diablo Delta District 1485 Enea Court, Suite #1100 Concord, CA 94520-5228	(925) 602-3953	(925) 676-5623
Contra Costa	Antioch Branch 3656 Delta Fair Boulevard Antioch, CA 94509-4006	(925) 754-7700	
Contra Costa	Richmond Branch 1003 W. Cutting Blvd., Suite #100 Richmond, CA 94804-2053	(510) 232-7062	(510) 231-8707
Del Norte	Santa Rosa District Office 50 "D" Street, Suite 425 Santa Rosa, CA 95404-4764	(707) 576-2233	(707) 542-6365 (415) 454-7992
Del Norte	Crescent City Branch 950 Front Street Crescent City, CA 95531-4307	(707) 464-6129	

County	Office	Voice	TTY/TTD
El Dorado	Sacramento District Office 2225 - 19th Street Sacramento, CA 95818-1690	(916) 322-8500	(916) 322-8500
El Dorado	Placerville Branch 1166 Broadway, Suite S Placerville, CA 95667-5745	(530) 626-0900	(530) 626-0900
El Dorado	South Lake Tahoe Branch P.O. Box 10380 2489 Lake Tahoe Blvd., Suite 4 South Lake Tahoe, CA 96150-7732	(530) 541-3226	(530) 541-3226
Fresno	Fresno District Office P.O. Box 24001 2550 Mariposa St., Room 2000 Fresno, CA 93721-2270	(559) 445-6011	(559) 266-3373
Fresno	University/Clovis Branch 1625 East Shaw Avenue, Suite 146 Fresno, CA 93710-8100	(559) 244-4930	(559) 230-3195
Glenn	Glenn County is served by DR offices in either: Butte County Mendocino County Sutter County Tehama County		
Humboldt	Santa Rosa District Office 50 "D" Street, Suite 425 Santa Rosa, CA 95404-4764	(707) 576-2233	(707) 542-6365 (415) 454-7992

County	Office	Voice	TTY/TTD
Humboldt	Eureka Branch (Santa Rosa District affiliate) 310 Third Street Eureka, CA 95501-0428	(707) 445-6300	
Imperial	Riverside District Office 3130 Chicago Avenue Riverside, CA 92507-3445	(909) 782-6650	(909) 682-0143 (909) 320-2061 (909) 782-4277 (909) 782-3296
Imperial	El Centro Branch (Riverside District affiliate) 1214 State Street El Centro, CA 92243-2833	(760) 353-1350	(760) 353-1876
Inyo	Inyo County is served by DR offices in either: Fresno County Kern County San Bernardino County Tulare County		
Kern	Fresno District Office P.O. Box 24001 2550 Mariposa Street, Room 2000 Fresno, CA 93721-2270	(559) 445-6011	(559) 266-3373
Kern	Bakersfield Southwest Branch 1405 Commercial Way, Suite 120 Bakersfield, CA 93309-0626	(661) 395-2525	(661) 323-3909
Kern	Central Bakersfield Branch 1800 30th Street, Suite 160 Bakersfield, CA 93301-1919	(661) 335-7372	(661) 335-7374

County	Office	Voice	TTY/TTD
Kern	Ridgecrest Branch (San Bernardino District affiliate) 1400 N. Norma Street, Suite 105 Ridgecrest, CA 93555-2576	(760) 446-2523	(760) 446-3627
Kings	Inyo County is served by DR offices in either: Fresno County Kern County Monterey County San Luis Obispo County Tulare County		
Lake	Santa Rosa District 50 "D" Street, Suite 425 Santa Rosa, CA 95404-4764	(707) 576-2233	(707) 542-6365 (415) 454-7992
Lake	Lakeport Branch 55 First Street Lakeport, CA 95453-4801	(707) 263-3797	(707) 263-3489
Lassen	Chico District Office 470 Rio Lindo Avenue, Suite 4 Chico, CA 95926-1899	(530) 895-5507	(530) 345-3897
Lassen	Susanville Branch 170 B Russell Avenue Susanville, CA 96130-4216	(530) 257-6073	(530) 257-6073
Los Angeles	Greater Los Angeles District 3251 West 6th Street, Suite 300 Los Angeles, CA 90020-5017	(213) 736-3904	(213) 736-3960

County	Office	Voice	TTY/TTD
Los Angeles	Mid-Cities District 11130 South Western Ave. Los Angeles, CA 90047-4896	(323) 241-1700	
Los Angeles	Orange / San Gabriel District 222 S. Harbor Blvd., Suite 300 Anaheim, CA 92805-3701	(714) 991-0800	(714) 991-0842
Los Angeles	Southern Coastal District 4300 Long Beach Blvd., Suite 200 Long Beach, CA 90807-2008	(562) 422-8325	(562) 422-9276
Los Angeles	Van Nuys / Foothill District 5900 Sepulveda Blvd., Suite 240 Van Nuys, CA 91411-2511	(818) 901-5024	(818) 901-5086 (818) 901-5085 (818) 901-4509
Los Angeles	Bell Branch (Mid-Cities District affiliate) 5130 Florence Avenue Bell, CA 90201-3805	(323) 771-0866	
Los Angeles	Burbank Branch (Van Nuys/Foothill District affiliate) 2501 W. Burbank Boulevard, Suite 206 Burbank, CA 91505-2347	(818) 843-4810	(818) 840-1165
Los Angeles	Canoga Park Branch (Van Nuys/Foothill District affiliate) 6800 Owensmouth Avenue, Suite 100 Canoga Park, CA 91303-2098	(818) 596-4302	(818) 596-0196

County	Office	Voice	TTY/TTD
Los Angeles	Carson Branch (Mid-Cities District affiliate) 649 East Albertoni Street, Suite 100 Carson, CA 90746-1568	(310) 516-3705	(310) 516-3735
Los Angeles	City of Commerce Branch (Greater Los Angeles District affiliate) 5400 E. Olympic Boulevard, Suite 200 City of Commerce, CA 90022	(323) 720-4073	(323) 721-5142
Los Angeles	Compton Branch (Mid-Cities District affiliate) 322 W. Compton Boulevard, Suite 101 Compton, CA 90220-3175	(310) 637-1151	(310) 637-6526
Los Angeles	Culver City Branch (Greater Los Angeles District affiliate) 5161 Overland Avenue Culver City, CA 90230-4997	(310) 559-6140	
Los Angeles	East Los Angeles Branch (Greater Los Angeles District affiliate) 1640 Marengo Street, Suite 500 Los Angeles, CA 90033-1036	(323) 223-2315	(323) 224-6068
Los Angeles	Glendale Branch (Van Nuys/Foothill District affiliate) 425 W. Broadway, Suite 200 Glendale, CA 91204-1210	(818) 551-2141	

County	Office	Voice	TTY/TTD
Los Angeles	El Monte Branch (Orange / San Gabriel District affiliate) 3208 N. Rosemead Blvd., Suite 200 El Monte, CA 91731-2807	(626) 572-6725	
Los Angeles	Gardena Branch (Mid-Cities District affiliate) 1045 Redondo Beach Blvd., Suite 180 Gardena, CA 90247-4163	(310) 538-3262	
Los Angeles	Granada Hills Branch (Van Nuys/Foothill District affiliate) 10605 Balboa Blvd., Suite 300 Granada Hills, CA 91344-6345	(818) 366-0533	(818) 366-7242
Los Angeles	Hollywood Branch (Greater Los Angeles District affiliate) 6430 W. Sunset Blvd., Suite 504 Los Angeles, CA 90028-7908	(323) 468-6200	(323) 468-6215
Los Angeles	LaVerne Branch (San Bernardino District affiliate) 2117 Foothill Blvd., Suite F LaVerne, CA 91750-2902	(909) 596-1965	(909) 593-1868

County	Office	Voice	TTY/TTD
Los Angeles	Lancaster Branch (San Bernardino District affiliate) 43301 Division St., Suite 204 Lancaster, CA 93535-4649	(661) 945-3502	(661) 942-6694 or (661) 945-2333
Los Angeles	Norwalk Branch (Southern Coastal District affiliate) 12501 East Imperial Hwy., Suite 140 Norwalk, CA 90650-8314	(562) 864-8521	
Los Angeles	Pasadena Branch (Van Nuys / Foothill District affiliate) 150 S. Los Robles Avenue, Suite 300 Pasadena, CA 91101-2437	(626) 304-8300	(626) 304-8324
Los Angeles	Santa Clarita Branch (Van Nuys/Foothill District affiliate) 23838 Valencia Blvd., Suite 303 Santa Clarita, CA 91355-5319	(661) 799-1020	(661) 799-1024
Los Angeles	Santa Monica Branch (Greater Los Angeles District affiliate) 2730 Wilshire Boulevard, Suite 101 Santa Monica, CA 90403-4743	(310) 582-8900	

County	Office	Voice	TTY/TTD
Los Angeles	South Bay Branch (Mid-Cities District affiliate) 15901 Hawthorne Blvd., Suite 110 Lawndale, CA 90260-2656	(310) 793-1157	(310) 793-8610
Los Angeles	Torrance School Program Branch (Mid-Cities District affiliate) 2201 Plaza Del Amo Torrance, CA 90501-3418	(310) 782-6291	
Los Angeles	West Adams Branch (Mid-Cities District affiliate) 2771 S. Western Avenue Los Angeles, CA 90018-3000	(323) 766-2400	(323) 731-1022
Los Angeles	West Covina Branch (Orange / San Gabriel District affiliate) 1501 W. Cameron Avenue West Covina, CA 91790-2724	(626) 813-7662	(626) 939-9122
Los Angeles	Westchester Branch (Greater Los Angeles District affiliate) 8929 S. Sepulveda Boulevard, Suite 300 Los Angeles, CA 90045-3659	(310) 348-0965	(310) 641-3214
Los Angeles	Whittier Branch (Orange / San Gabriel District affiliate) 15141 E. Whittier Blvd., Suite 210 Whittier, CA 90603	(562) 698-8381	(562) 693-2964

County	Office	Voice	TTY/TTD
Madera	Madera County is served by DR offices in either: Fresno County Merced County		
Marin	Santa Rosa District 50 "D" Street, Suite 425 Santa Rosa, CA 95404-4764	(707) 576-2233	(707) 542-6365 (415) 454-7992
Marin	San Rafael Branch 3010 Kerner Boulevard San Rafael, CA 94901-5470	(415) 454-7960	
Mariposa	Mariposa County is served by DR offices in either: Merced County Stanislaus County		
Mendocino	Santa Rosa District 50 "D" Street, Suite 425 Santa Rosa, CA 95404-4764	(707) 576-2233	(707) 542-6365 (415) 454-7992
Mendocino	Ukiah Branch 625 Kings Court, Suite A Ukiah, CA 95482-5504	(707) 463-4791	
Merced	Fresno District Office P.O. Box 24001 2550 Mariposa St., Room 2000 Fresno, CA 93721-2270	(559) 445-6011	(559) 266-3373
Merced	Merced Branch 3335 "M" Street Merced, CA 95348-2714	(209) 726-6529	(209) 726-6529

County	Office	Voice	TTY/TTD
Modoc	Chico District Office 470 Rio Lindo Avenue, Suite 4 Chico, CA 95926-1899	(530) 895-5507	(530) 345-3897
Modoc	Modoc Employment Center One Stop Office 221 North Main Street Alturas, CA 96101-4046	(530) 233-5730	
Mono	Mono County is served by DR offices in either: El Dorado County Fresno County		
Monterey	San Jose District 100 Paseo de San Antonio, Room 324 San Jose, CA 95113-1479	(408) 277-1355	(408) 277-1043 (408) 277-1375
Monterey	Monterey Branch 288 Pearl Street Monterey, CA 93940-3036	(831) 649-2969	(831) 649-7148
Monterey	Salinas Branch 1000 S. Main Street, Suite 205 Salinas, CA 93901-2353	(831) 443-3100	(831) 443-3018
Napa	Santa Rosa District 50 "D" Street, Suite 425 Santa Rosa, CA 95404-4764	(707) 576-2233	(707) 542-6365 (415) 454-7992
Napa	Napa Branch 1001 2nd Street, Suite 245 Napa, CA 94559-3017	(707) 253-4924	

County	Office	Voice	TTY/TTD
Nevada	Chico District Office 470 Rio Lindo Avenue, Suite 4 Chico, CA 95926-1899	(530) 895-5507	(530) 345-3897
Nevada	Grass Valley Branch 970 E. Main Street, Suite 100 Grass Valley, CA 95945-5845	(530) 477-2600 (Voice) (530) 273-1519 (Fax)	(530) 477-7049
Orange	Orange / San Gabriel District 222 S. Harbor Blvd., Suite 300 Anaheim, CA 92805-3701	(714) 991-0800	(714) 991-0842
Orange	Fountain Valley Branch (Southern Coastal District affiliate) 10540 Talbert Avenue, Suite 250 West Building Fountain Valley, CA 92708- 6045	(714) 593-5678	(714) 963-5910
Orange	Laguna Hills Branch 24012 Calle De La Plata, Suite 220 Laguna Hills, CA 92653-3621	(949) 598-7942	(949) 598-7965
Orange	Santa Ana Branch 1221 E. Dyer Road, #265 Santa Ana, CA 92705-5635	(714) 662-6030	
Placer	Sacramento District Office 2225 - 19th Street Sacramento, CA 95818-1690	(916) 322-8500	(916) 322-8500

County	Office	Voice	TTY/TTD
Placer	Auburn Branch 610 Auburn Ravine Road, Suite G Auburn, CA 95603-3930	(530) 823-4040	(530) 823-4040
Placer	Roseville Branch 151 N. Sunrise Ave., Suite 601 Roseville, CA 95661-2900	(916) 774-4400	(916) 774-4416
Plumas	Plumas County is served by DR offices in either: Butte County Lassen County Fresona County Shasta County Tehama County		
Riverside	Riverside District 3130 Chicago Avenue Riverside, CA 92507-3445	(909) 782-6650	(909) 682-0143 (909) 320-2061 (909) 782-4277 (909) 782-3296
Riverside	Blythe Branch 101 East Hobsonway, Suite D Blythe, CA 92225-1728	(760) 922-2118	
Riverside	Corona Branch 802 Magnolia Avenue, Suite 104 Corona, CA 92879-3124	(909) 270-1455	(909) 734-7180
Riverside	Hemet Branch 3329 W. Florida Avenue Hemet, CA 92545-3513	(909) 658-4441	

County	Office	Voice	TTY/TTD
Riverside	Palm Desert Branch 73-720 Fred Waring Drive, Suite 102 Palm Desert, CA 92260-2564	(760) 674-0262	(760) 674-0266
Riverside	Temecula Branch 27555 Ynez Road, Suite 310 Temecula, CA 92591-4678	(909) 693-4451	(909) 693-4468
Sacramento	District Office 2225 - 19th Street Sacramento, CA 95818-1690	(916) 322-8500	(916) 322-8500
Sacramento	Elk Grove Branch 9370 Studio Court, Suite 140 Elk Grove, CA 95758-8048	(916) 691-1555	(916) 691-1764 (916) 691-1786
Sacramento	Midtown Branch 2225 - 19th Street Sacramento, CA 95818-1690	(916) 322-8614	(916) 322-8614
Sacramento	Northeast Branch 7840 Madison Avenue, Suite 160 Fair Oaks, CA 95628-3589	(916) 537-2640	(916) 537-2659 (916) 537-2660
Sacramento	South Sacramento Branch 7000 Franklin Blvd., Suite 625 Sacramento, CA 95823-1840	(916) 262-1575	(916) 262-2863
San Benito	Inyo County is served by DR offices in either: Fresno County Merced County Monterey County Santa Clara County Santa Cruz County		

County	Office	Voice	TTY/TTD
San Bernardino	San Bernardino District 464 W. 4th Street, Suite 152 San Bernardino, CA 92401-1419	(909) 383-4401	(909) 885-0028
San Bernardino	Fontana Branch County Square Center 7965 Sierra Avenue, Suite J Fontana, CA 92336-3332	(909) 357-0544	(909) 357-0544
San Bernardino	Upland Branch 1126 W. Foothill Blvd. Suite 150 Upland, CA 91786-3768	(909) 931-1568	(909) 931-1568
San Bernardino	Victorville Branch 12421 Hesperia Rd. Suite 10 Victorville, CA 92392-5870	(760) 243-0830	(760) 962-0036
San Bernardino	Yucca Valley Branch (Riverside District affiliate) 56244 Papago Trail, Suite 5 Yucca Valley, CA 92284-3285	(745) 365-2989	
San Diego	San Diego District 7575 Metropolitan Drive, Suite 107 San Diego, CA 92108-4402	(619) 767-2100	(619) 767-2159
San Diego	Chula Vista Branch 855 Third Avenue, Room 3350 Chula Vista, CA 91911-1350	(619) 426-8720	(619) 426-8781
San Diego	Downtown Branch 1350 Front Street, Suite 1063 San Diego, CA 92101-3608	(619) 525-4184	(619) 525-4903

County	Office	Voice	TTY/TTD
San Diego	El Cajon Branch 1068 Broadway, Suite 120 El Cajon, CA 92021-4862	(619) 441-0611	
San Diego	Escondido Branch 1201 E. Valley Parkway, Suite B Escondido, CA 92027-2395	(760) 480-9692	(760) 480-0471
San Francisco	San Francisco District 185 Berry St., Lobby 7, Suite 180 San Francisco, CA 94107-1737	(415) 904-7100	(415) 904-7100 (415) 904-7138
San Joaquin	Mt. Diablo Delta District 1485 Enea Court Suite #1100 Concord, CA 94520-5228	(925) 602-3953	(925) 676-5623
San Joaquin	Stockton Branch 4555 Precissi Lane, Suite 1 Stockton, CA 95207-6273	(209) 948-7700	(209) 942-6156
San Luis Obispo	Santa Barbara District 509 East Montecito Street, Suite 101 Santa Barbara, CA 93103-3216	(805) 560-8130	(805) 560-8167
San Luis Obispo	San Luis Obispo Branch 3232 S. Higuera Street, Suite 101 San Luis Obispo, CA 93401-6925	(805) 549-3361	

County	Office	Voice	TTY/TTD
San Mateo	San Francisco District 185 Berry St., Lobby 7, Suite 180 San Francisco, CA 94107-1737	(415) 904-7100	(415) 904-7100 (415) 904-7138
San Mateo	Menlo Park Branch 800 Menlo Avenue, Suite 122 Menlo Park, CA 94025-4784	(650) 688-6380	
San Mateo	San Bruno Branch 801 Traeger Ave., Suite 120 San Bruno, CA 94066-3045	(650) 737-2606	(650) 737-2649
San Mateo	San Mateo Branch 1500 Fashion Island Blvd., Suite 104 San Mateo, CA 94404-1576	(650) 358-4180	
Santa Barbara	Santa Barbara District 509 East Montecito Street, Suite 101 Santa Barbara, CA 93103-3216	(805) 560-8130	(805) 560-8167
Santa Barbara	Santa Maria Branch 1775 S. McClelland Street Santa Maria, CA 93454-7634	(805) 928-1891	(805) 928-1891
Santa Clara	San Jose District 100 Paseo de San Antonio, Room 324 San Jose, CA 95113-1479	(408) 277-1355	(408) 277-1043 (408) 277-1375
Santa Clara	Piedmont Hills Branch 1333 Piedmont Road, Suite 106 San Jose, CA 95132-2478	(408) 277-9011	(408) 277-9011

County	Office	Voice	TTY/TTD
Santa Clara	Gilroy Branch 7872 Egleberry Street Gilroy, CA 95020-5127	(408) 848-1345	(408) 848-2316
Santa Clara	Mountain View Branch 2570 West El Camino Real, Suite 202 Mountain View, CA 94040- 1311	(650) 949-2750	
Santa Clara	West San Jose Branch 1471 Saratoga Ave. San Jose, CA 95129-4958	(408) 725-2911	(408) 725-2931
Santa Cruz	San Jose District 100 Paseo de San Antonio, Room 324 San Jose, CA 95113-1479	(408) 277-1355	(408) 277-1043 (408) 277-1375
Santa Cruz	Capitola Branch 1350 41st Ave., Suite 101 Capitola, CA 95010-3906	(831) 465-7100	(831) 465-7125
Shasta	Chico District Office 470 Rio Lindo Avenue, Suite 4 Chico, CA 95926-1899	(530) 895-5507	(530) 345-3897
Shasta	Redding Branch 1900 Churn Creek Road, Suite 100 Redding, CA 96002-0292	(530) 224-4708	(530) 224-4727 (530) 224-4910
Sierra	Sierra County is served by DR offices in either: Butte County Lassen County Nevada County		

County	Office	Voice	TTY/TTD
Siskiyou	Chico District Office 470 Rio Lindo Avenue, Suite 4 Chico, CA 95926-1899	(530) 895-5507	(530) 345-3897
Siskiyou	Yreka Branch 1288 South Main Street Yreka, CA 96097-3439	(530) 842-1662	(530) 842-1662
Solano	Mt. Diablo Delta District 1485 Enea Court, Suite #1100 Concord, CA 94520-5228	(925) 602-3953	(925) 676-5623
Solano	Fairfield Branch 2750 N. Texas Street, Suite 210 Fairfield, CA 94533-1290	(707) 428-2080	
Solano	Vallejo Branch 480 Redwood Street, Suite 40 Vallejo, CA 94590-2958	(707) 648-4010	
Sonoma	Santa Rosa District Office 50 "D" Street, Suite 425 Santa Rosa, CA 95404-4764	(707) 576-2233	(707) 542-6365 (415) 454-7992
Stanislaus	Mt. Diablo Delta District 1485 Enea Court, Suite #1100 Concord, CA 94520-5228	(925) 602-3953	(925) 676-5623
Stanislaus	Modesto Branch 1317 Oakdale Rd., Suite 520 Modesto, CA 95355-3364	(209) 576-6220	(209) 576-6180
Sutter	Chico District Office 470 Rio Lindo Avenue, Suite 4 Chico, CA 95926-1899	(530) 895-5507	(530) 345-3897

County	Office	Voice	TTY/TTD
Sutter	Yuba City Branch 1237-B Live Oak Boulevard Yuba City, CA 95991-2998	(530) 822-4591	(530) 822-4594
Tehama	Chico District Office 470 Rio Lindo Avenue, Suite 4 Chico, CA 95926-1899	(530) 895-5507	(530) 345-3897
Tehama	Red Bluff Branch 705 Pine Street Red Bluff, CA 96080-3743	(530) 529-4270	(530) 529-4270
Trinity	Trinity County is served by DR offices in either: Humboldt County Mendocino County Shasta County Siskiyou County Tehama County		
Tulare	Fresno District Office P.O. Box 24001 2550 Mariposa St., Room 2000 Fresno, CA 93721-2270	(559) 445-6011	(559) 266-3373
Tulare	Visalia Branch 4930 West Kaweah Court, Suite 100 Visalia, CA 93277-8317	(559) 735-3838	(559) 735-3836
Tuolumne	Mt. Diablo Delta District 1485 Enea Court, Suite #1100 Concord, CA 94520-5228	(925) 602-3953	(925) 676-5623
Tuolumne	Sonora Branch 19900 Cedar Road North Sonora, CA 95370-2988	(209) 536-2988	

County	Office	Voice	TTY/TTD
Ventura	Santa Barbara District 509 East Montecito Street, Suite 101 Santa Barbara, CA 93103-3216	(805) 560-8130	(805) 560-8167
Ventura	Oxnard Branch Channel Island Business Center 1701 Pacific Avenue, Suite 120 Oxnard, CA 93033-1879	(805) 385-2400	(805) 385-2400
Ventura	Thousand Oaks Branch 325 East Hillcrest Drive, Suite 140 Thousand Oaks, CA 91360-5828	(805) 371-6279	
Ventura	Ventura Branch 1304 E. Main St., Suite A Ventura, CA 93001-3202	(805) 648-9921	(805) 648-9941
Yolo	Chico District Office 470 Rio Lindo Avenue, Suite 4 Chico, CA 95926-1899	(530) 895-5507	(530) 345-3897
Yolo	Woodland Branch 115 Main Street Woodland, CA 95695-3125	(530) 668-6824	(530) 668-6829
Yuba	Yuba County is served by DR offices in either: Butte County Nevada County Placer County Sutter County		

1. Endnotes

ⁱ “CCR” is an abbreviation for the California Code of Regulations which may be viewed at www.calregs.com.

ⁱⁱ “U.S.C.” is an abbreviation for the United States Code which may be viewed at www.access.gpo.gov.

ⁱⁱⁱ The California Welfare and Institutions Code may be viewed at www.leginfo.ca.gov.

^{iv} “C.F.R.” is an abbreviation for the Code of Federal Regulations which may be viewed at www.access.gpo.gov.

^v For more information on your right to be a full partner in the IPE development, see CAL. WELF. & INST. CODE § 19000(e), CCR tit. 9 § 7031, and 34 C.F.R. §§ 361.45(b)(2) & 361.46(a)(1).