



## **Are You Having Trouble Connecting with Your Service Coordinator During COVID-19?**

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If you need support from your regional center during COVID-19 and you have not received a response from your service coordinator, you can do the following:

Step 1: Call or email your service coordinator right away and let them know your needs.

Step 2: After you tried to contact your service coordinator and you still have not received a response, you can send or email this letter to your service coordinator (see attached).

Step 3: If after attempting step 1 and step 2 above, and you still have not received a response from your service coordinator, you can call the following for help:

-Office of Clients' Rights Advocacy (OCRA):

- a. Northern California (800) 390-7032
- b. Southern California (866) 833-6712
- c. For TTY 877-669-6023
- d. To find your OCRA staff:

[https://www.disabilityrightsca.org/what-we-do/programs/office-of-clients-rights-advocacy-ocra?post\\_type=199#tabs-by-post-type](https://www.disabilityrightsca.org/what-we-do/programs/office-of-clients-rights-advocacy-ocra?post_type=199#tabs-by-post-type)

-Disability Rights California (DRC)

a. Intake line: (800) 776-5746

b. For TTY (800) 719-5798

c. How to get help from DRC:

<https://www.disabilityrightsca.org/contact-us/how-to-get-help>

Date: \_\_\_\_\_

Dear: \_\_\_\_\_ [name of service coordinator] \_\_\_\_\_,

Re: \_\_\_\_\_ [your child's name and date of birth] \_\_\_\_\_

I am the legal guardian/parent of \_\_\_\_\_ [name of your child] \_\_\_\_\_.

My name is \_\_\_\_\_ [parent/guardian name] \_\_\_\_\_. My child is a current consumer of your regional center. I attempted to contact you on \_\_\_\_\_ [dates you called or emailed your service coordinator] \_\_\_\_\_.

I have not received a response from you. Please reach out to me as soon as possible so that my child's needs due to COVID-19 are timely addressed.

I understand that the Department of Developmental Services (DDS) "expects regional centers to require service coordinators to contact every individual and family on their caseloads and to document those contacts during this critical time." [https://www.dds.ca.gov/wp-content/uploads/2020/05/DDSDirective\\_RCMessaging\\_Local-Communities.pdf](https://www.dds.ca.gov/wp-content/uploads/2020/05/DDSDirective_RCMessaging_Local-Communities.pdf)

Please call or email me back at my contact information below.

I look forward to hearing from you as soon as possible.

Thank you,

[Your name]

[Your phone number]

[Your email]