

Advocacy Report

July 2020 - December 2020

All names have been changed to preserve confidentiality.

BENEFITS – IHSS

Javier Gets Protective Supervision.

Javier's mother participated in Disability Rights California's webinar series, *Information is Power*. After participating in the IHSS webinar, Javier's mother contacted OCRA to see if he would be eligible for more IHSS hours. Javier's mother explained some of his behaviors and memory issues. OCRA gave Javier's mother a roadmap on how she can document the tasks she helps him with daily. OCRA later had a longer conversation with Javier's mother about protective supervision and eligibility, something no one told her about before. She then followed OCRA's advice and closely logged Javier's dangerous behaviors. Javier's mother later contacted OCRA with great news: Javier was made eligible for protective supervision, with 215 hours of IHSS per month.

Mia Receives Needed IHSS Hours.

Mia is a teenager and her care and supervision needs greatly increased as she got older. Mia's mother did not know about the IHSS program. OCRA educated Mia's mother about the services available, including protective supervision. Mia's mother completed the self-assessment chart and created a notebook to document the incidents Mia had recently. Mia's mother was prepared for the initial IHSS assessment, but was awarded only 28 hours per month. OCRA assisted Mia's mother to appeal and submit documentation to support her need for protective supervision. Mia was then awarded 223 hours per month back to the initial application date. As her provider, Mia's mother will receive a retroactive payment of over \$8,000.

Nicole Wins Protective Supervision Hours and Retroactive Benefits.

Nicole's mother contacted OCRA for help getting protective supervision hours through the IHSS program. Nicole appealed the county's previous denial of protective supervision a year ago, and lost after an administrative

hearing. Nicole's mother applied for protective supervision a year later, and the county again denied the application. OCRA agreed to represent Nicole at an administrative hearing to challenge the county's determination. OCRA reviewed records, consulted an expert, prepared witnesses, drafted Nicole's position statement, and represented her at the hearing. The administrative law judge found Nicole eligible for IHSS protective supervision hours and awarded retroactive eligibility. She will receive a lump sum award in addition to hours going forward. Nicole now has the help she needs to stay safely at home.

Two Clients Retain Their IHSS Protective Supervision Hours.

OCRA advocated for brothers Todd, an adult, and Steve, a minor, at their annual IHSS reassessment. Their mother was frustrated because she found communication to be difficult with the county IHSS social worker who was new to their family. OCRA obtained and reviewed records. OCRA helped their mother better understand eligibility for protective supervision hours and then develop the evidence which supported those hours. OCRA had several long calls with the IHSS social worker and provided her with evidence and supporting records. With Todd's consent, OCRA also invited his regional center service coordinator to the assessment. The service coordinator provided valuable information and evidence. With this preparation, the reassessment (held by conference call due to the COVID-19 pandemic) went smoothly. Shortly after, the family received notice that both clients would continue to receive protective supervision.

Jacob's Mother Is Prepared to Advocate for More IHSS Hours.

Jacob's mother applied for IHSS protective supervision for Jacob. He was denied. Jacob's mother appealed and went to a hearing, but lost. After receiving the hearing decision, Jacob's mother called OCRA for help getting protective supervision. OCRA reviewed the hearing decision and evidence Jacob's mother initially provided when applying for IHSS. OCRA discovered Jacob's mother never submitted form SOC 825, the 24-Hours-A-Day Coverage Plan for protective supervision, or other helpful evidence for Jacob's application or hearing. OCRA gave detailed guidance on IHSS eligibility, how IHSS hours are determined, protective supervision, and documentation needed. After Jacob's mother understood the IHSS program and requirements, she created an injury log, completed the proper IHSS forms, got letters of support, and doctor's letters. Now Jacob's mother is empowered to advocate for the IHSS hours he needs.

BENEFITS – MEDI-CAL

April Keeps Her No Share of Cost Medi-Cal Under a Waiver.

April, a minor living with her family, was on the Home- and Community-Based Services Waiver, which made her eligible for Medi-Cal with no share of cost. Under the Waiver, parental income and resources are not used to determine Medi-Cal eligibility. When April and her family moved to a new county, she was terminated from the Waiver without receiving any notice. OCRA advised April's mother that moving from one area of the state to another would not affect Waiver eligibility and together they contacted the regional center's benefits specialist for more information. The benefits specialist found that April was no longer on the Waiver because she qualified for Medi-Cal with no share of cost under a regular county program, meaning parental income and resources were low enough. This didn't seem correct, so OCRA advised April's mother to contact Medi-Cal. Their parental income and resources had actually increased when they moved. April's mother called the Medi-Cal eligibility worker. The worker said the income and resources had not been entered into the system when eligibility had been determined, and since she updated the income amounts, Medi-Cal would work with the regional center to get April back on the Waiver as of the date she moved.

BENEFITS – SSDI

OCRA Gets Client's SSDI Benefits Reinstated and \$23,000 Overpayment Removed.

The regional center called OCRA because Ava got a notice saying her SSDI benefits had stopped. Social Security thought Ava's job as an office assistant was substantial gainful activity, so she should not have been eligible for SSDI. Ava had a resulting \$23,000 SSDI overpayment. Ava could not file an appeal on time because of the COVID-19 pandemic. OCRA helped her file a late appeal with good cause. OCRA explained it was late because of the pandemic and Social Security granted the appeal. Ava works at her job with help from a job coach at all times. OCRA gathered information about Ava's supported employment services and her work subsidy. OCRA submitted the documentation to Social Security and settled Ava's case. Social Security agreed that Ava's SSDI benefits should never have been terminated. Her SSDI benefits were reinstated retroactively and the \$23,000 overpayment was eliminated.

Martin Gets His SSDI Benefits Reinstated Quickly.

Martin called OCRA for help to get his SSDI benefits reinstated. His wife had died and because he could not live alone, he left his job and moved in with his mother. Martin said he needed income soon because he had not worked in seven months and had not received SSDI benefits since 2015. OCRA reviewed Martin's SSDI notices and other records and saw that his SSDI ended in August 2015 due to high earnings for three years. OCRA also noticed that he still had three months to apply for Expedited Reinstatement of his SSDI benefits before the five-year time limit would end. The local Social Security office did not know what they needed for Expedited Reinstatement, so OCRA determined which forms to submit to Social Security. OCRA helped Martin to fill out the forms, then faxed them to the local Social Security office. Martin's SSDI was reinstated provisionally, and he received his first SSDI check in September 2020. OCRA advised Martin that the reinstatement would no longer be provisional once he completes his disability determination.

BENEFITS – SSI

Ruby Obtains SSI Benefits.

Ruby called OCRA after receiving an SSI denial notice from Social Security. The notice did not explain why she was denied SSI. OCRA agreed to represent Ruby and filed a protective appeal. OCRA then contacted Social Security and learned they lost Ruby's documents. OCRA gathered and provided the documents again. Social Security issued an Award Letter starting her monthly SSI benefits and providing Ruby with a retroactive SSI payment.

Santiago Gets to Keep his SSI Benefits.

Santiago's independent living skills worker contacted OCRA when Social Security sent a notice saying they intended recoup \$5,000 of SSI benefits that were allegedly overpaid. OCRA made four separate calls to three different Social Security representatives and helped Santiago file a reconsideration appeal. Santiago's appeal was transferred to the processing center for further review. Social Security ultimately determined the overpayment determination was made in error and they do not intend to recoup any paid benefits.

Michael Wins at His Social Security Hearing.

Michael's mother contacted OCRA for help with Michael's upcoming SSI hearing after he was denied twice for SSI benefits. Michael's mother was worried about the hearing because she did not know how to represent her son in front of a judge. OCRA agreed to represent Michael. OCRA reviewed over 1,000 pages of medical and regional center records, wrote a brief to the judge arguing the severity of Michael's disability, and represented Michael at his hearing in front of an administrative law judge. The judge agreed verbally with OCRA's arguments at the hearing. Later, the judge issued a written decision awarding Michael SSI benefits with backpay.

HOUSING

Tommy Remains in His Home.

Tommy lives with his mother and sibling in a project-based, low-income apartment complex. The housing project threatened to evict the family because Tommy's mother's income from IHSS as a parent provider made them ineligible to live there. Tommy's service coordinator read about Disability Rights California's winning case in California's Supreme Court (the *Reilly* decision), that prevented public housing authorities from counting IHSS payments toward a family's income. Tommy's mother told the landlord about this case, but the landlord didn't think it applied to their type of rural housing project. OCRA contacted another unit of Disability Rights California to see if this type of project would be covered by the *Reilly* decision. They learned the housing project used the same regulation for determining income, that was interpreted in *Reilly*. OCRA quickly drafted a letter explaining this. The landlord rescinded the termination notice, so Tommy and his family can remain in their home.

Carlos Receives a Reasonable Accommodation.

Carlos's father contacted OCRA to discuss a fine the Homeowners' Association (HOA) imposed on his family for an alleged noise violation. Their neighbor often complained that Carlos was being disruptive, although it was often not true. The neighbor also knew that Carlos might make noise because of his disabilities. OCRA drafted a reasonable accommodation letter requesting that the HOA remove the fine and reimburse payments he already made towards the fine. Before sending the letter, OCRA spoke

with the HOA President and Community Manager. OCRA explained that the violation was for alleged noise, Carlos did not make the noise, and Carlos's family received no notice before the HOA imposed the fine. The HOA discussed the violation at their board meeting, removed the fine, and reimbursed the amount he already paid.

OCRA Helps Mark's Family Keep Their Home.

Mark's father recently learned that Mark was his child. He advocated for Mark's regional center eligibility and recently become Mark's IHSS provider. Mark's father had been living in his Section 8 home alone for many years. He reported to their landlord that his income would increase because he became Mark's IHSS provider. He contacted OCRA after learning the rent would increase from \$449 per month to \$1400. OCRA informed Mark's father of the new ruling (the *Reilly* decision) that a Section 8 beneficiary's IHSS wages for providing IHSS to their child could not be counted as income for Section 8. OCRA provided Mark's father the court order and a brief explanation of the case to give to his landlord. As a result, the rent increase was cancelled.

Housing Authority Grants Reasonable Accommodation.

Monique contacted OCRA for help to change her housing authority caseworker and learn the housing authority's medical expense reporting policies. Monique had difficulty understanding information her caseworker told her, because of her disability. Her caseworker ignored her repeated requests to have a caregiver present to help her understand information. OCRA researched the housing authority's reasonable accommodation policy and called the housing authority program manager, who at first refused to change Monique's caseworker. However, when OCRA described Monique's disability-based need, the program manager agreed to the change, but wanted a letter. OCRA wrote the letter for Monique to submit. OCRA also researched and explained the housing authority's medical expense reporting requirements to Monique.

OUTREACH AND TRAINING

OCRA Empowers the Family Assistance Program with Information.

The Family Assistance Program helps survivors of domestic violence and LGBTQI youth who run away or are homeless. The program helps with restraining orders, advocacy, homelessness, homeless prevention, rapid

re-housing, teen violence classes, counseling, supervised visitation, and distributing household items. OCRA was invited to train the Family Assistance Program on Disability Rights California services and regional center eligibility. OCRA participated in a panel discussion about regional center clients and the criminal justice system. To further OCRA's goal to help potential regional center clients involved in the criminal justice system, OCRA conducted two trainings. The audience actively participated by asking many questions. OCRA shared stories about helping clients with disabilities involved in the criminal justice system and the injustices they face.

Peer Advocate and Voting Rights Advocate Discuss Voting Changes During COVID-19.

Staff from several of Disability Rights California's units spread the "Get Out the Vote" message. OCRA Peer Advocate, Scott Barron, presented with Disability Rights California's Voting Rights Advocate Gabriel Taylor, to a group of 22 consumers from Easter Seals Brea in October 2020. The presentation covered topics like the accessible voting experience, the Governor's executive order to mail registered voters a Vote by Mail ballot due to the pandemic, and voter resources. The advocates answered questions like, "Where do I submit my Vote by Mail Ballot?" "How do I know my vote has been counted?" and, "Where do the ballots go to be counted?" The advocates concluded the training by discussing voter resources such as the "Easy Voter Guide," The VotersEdge.org website, the Secretary of State's resource page, and DRC's Voter Hotline.

PERSONAL AUTONOMY

Denisse Receives her Economic Impact Payment after Months of Waiting.

The regional center serves as Denisse's representative payee for her Social Security benefits. The regional center received Denisse's federal economic impact payment in the spring of 2020. Denisse and her supported living services staff contacted OCRA when the regional center would not give the payment to Denisse, despite her many requests. OCRA contacted the regional center to explain the economic impact payment is not a Social Security benefit subject to management by a representative payee, and Denisse has the right to access and spend that money as she chooses. OCRA also attended a meeting with the regional center and

advocated for Denisse to receive her money. During the meeting, the regional center agreed to provide Denisse her economic impact payment. Denisse can now purchase items she wants, such as clothing and food for her pet.

Hannah Becomes More Independent.

Hannah is a young adult with a mild intellectual disability. She lives with her boyfriend and uses supported living skills services through the regional center. Hannah contacted OCRA because her mother had a broad Power of Attorney over all her legal affairs and she wanted to become more independent. OCRA assisted Hannah with revoking the Power of Attorney. Hannah now enjoys making her own choices and living more independently.

REGIONAL CENTER – COMMUNITY INTEGRATION

Tina is Discharged Home Instead of to a Skilled Nursing Facility.

Tina was hospitalized for her disability-related refusal to eat or take medications. She significantly improved during her hospital stay and was ready for discharge. Tina's family contacted OCRA because Tina wanted to return to the family home, but the regional center wanted her to go to a group home, and the hospital wanted her sent to a skilled nursing facility. Tina told OCRA she wanted to live in the family home with regional center services to help her. OCRA represented Tina at a discharge meeting, and the regional center agreed to fund personalized services in her family home and a behavioral assessment. The hospital agreed to discharge her home with regional center services.

Daniel Moves into the Community After Years in a Developmental Center.

The regional center contacted OCRA with concerns about Daniel, whose case had not been adjudicated properly. Daniel was placed in a developmental center in 2001 after being charged with a crime. The court suspended the sentence and placed Daniel on formal probation for life. Daniel's service coordinator requested help from OCRA to advocate for community placement. Every time community placement was discussed at his annual IPP meetings, Daniel's probation officer insisted that the probation department was opposed to any type of community placement. OCRA carefully reviewed Daniel's case file and researched the statutes

under which he was being held at the developmental center. OCRA also attended IPP meetings. After listening to everyone on Daniel's IPP team describe the kind of community services available, the probation department was no longer opposed to Daniel's community placement. Once the probation department stopped objecting to Daniel's community placement, the regional center found an Enhanced Behavioral Supports Home where Daniel receives services and supports to succeed in the community again.

Jason Wins his Freedom after Almost Two Years in Jail.

Jason was arrested for resisting a peace officer. After seven months in jail, he was found incompetent to stand trial and the court ordered the regional center to make a placement recommendation. A month later, the regional center said it could not identify any appropriate residential facilities. Six more months passed while Jason remained in jail. OCRA wrote a letter to the judge explaining the regional center's legal obligations under the Lanterman Act to find the least restrictive environment for clients. OCRA was invited by the court to attend the hearing where the judge said "(Jason) has been in jail way too long...not getting the treatment he needs...and I'm concerned about his rights." The judge then ordered Jason released in four days and the regional center and the public guardian to "work hand in hand to find (Jason) an interim placement, whether hotel or motel or group home or somewhere and provide appropriate security necessary to avoid possibility of elopement...to continue to receive care he both needs and deserves after having been incarcerated for so long."

Sarah Finds Stabilization and New Home through Acute Crisis Unit.

Despite a tumultuous family life, Sarah has always maintained a friendly, humorous personality. In 2018, the regional center funded a supported living services provider that found Sarah a small apartment and provided staff to help her with everyday life. The provider could not prevent Sarah from associating with dangerous people in her community and it soon became clear these individuals were exploiting her. It was a dark time for Sarah. After the provider told the regional center they could no longer support her, the regional center arranged for an assessment which recommended Sarah be placed in a Stabilization, Training, Assistance, and Reintegration (STAR) unit. OCRA quickly recognized Sarah needed advocacy and met with her to follow her progress and advocate at her IPP meetings. Through hard work and a positive attitude, Sarah achieved

remarkable progress at the unit and moved back to the community after just four months. Sarah's success demonstrates both the effectiveness of the STAR units and how clients determined to live their best life can make incredible accomplishments.

REGIONAL CENTER – ELIGIBILITY

Kayla Maintains Eligibility for Regional Center Services.

Kayla's regional center found her eligible for services at a young age, however they provided her with almost no services for nearly a decade. Kayla's mother contacted her service coordinator for help applying for SSI. The regional center offered to assess Kayla to help her qualify. Instead, the regional center terminated Kayla's eligibility for regional center services based on the assessment they conducted. OCRA evaluated Kayla's case by reviewing records from her school and other service providers and completing interviews with people who know Kayla well. OCRA also hired a licensed clinical psychologist to conduct an extensive records review and an independent evaluation. The psychologist wrote a comprehensive report, which supported the regional center's original finding that Kayla met the eligibility criteria. OCRA drafted a letter asking the regional center to reconsider Kayla's termination and provided them with the psychologist's report. The regional center decided Kayla will remain eligible for services. OCRA will help get her services at an upcoming IPP meeting.

Nicole Finally Obtains Regional Center Eligibility.

Nicole and her mother called OCRA for help because the regional center denied Nicole's application for eligibility two years ago. Nicole did not file an appeal at the time of the denial. OCRA agreed to review Nicole's records, then advised her to get an independent psychological evaluation by an expert familiar with regional center eligibility. Nicole underwent a psychological evaluation that provided information about her intellectual disability, autism, and eligibility under the Fifth Category. The psychologist determined that Nicole's disabilities were substantially disabling. OCRA sent the evaluation with a letter to the regional center requesting the regional center find Nicole eligible for services. Because Nicole applied and was denied in the past, OCRA requested the regional center complete her intake and assessment within 60 days to avoid any further delay of critically-needed services. Upon review of the new information, the regional center found Nicole eligible.

REGIONAL CENTER – SERVICES

Michael Gets Regional Center Funding for Speech and Occupational Therapy.

Michael's mother contacted OCRA for help getting regional center funding for Michael's speech and occupational therapy. His Medi-Cal managed care health plan placed him on a waiting list for these therapies indefinitely, with no prospect of available providers. Michael's mother requested these therapies from the regional center, but they denied the request. OCRA drafted a grievance letter against his health plan and represented Michael at his informal meeting with the regional center to challenge the regional center's denial. OCRA drafted a brief advocating for regional center funding and submitted it to the regional center before the informal meeting. Following the informal meeting, the regional center agreed to fund Michael's speech and occupational therapy.

Laurie Gets a Face Shield to Access SLS Services.

Laurie contacted OCRA for help to access her Supported Living Skills services during the COVID-19 pandemic. Laurie's staff told her she would have to wear a mask when they were in her home. Laurie cannot tolerate a mask for longer than a few minutes because of her disability. Laurie preferred using a face shield, but the agency wanted her to use a draped face shield. OCRA helped Laurie identify alternative resources to get a practical face shield. Another agency helped Laurie and her staff craft a makeshift drape to use on her face shield so she could safely receive her supported living services.

Regional Center Reimburses \$3500 for Home Modifications and Moving Expenses.

Chadwick asked OCRA for help getting the regional center to reimburse the costs of modifying his current apartment to make it accessible and then years later, moving to a more accessible apartment. The regional center had denied these requests back when Chadwick and his family made them, so OCRA agreed to provide direct representation. OCRA represented Chadwick at an informal meeting where the regional center agreed to fund the home modifications, but not the moving expenses. OCRA then represented Chadwick at a state-level mediation, where the regional center agreed to also pay for the moving expenses.

Jenny to Hire Staff Conversant in American Sign Language.

Jenny is an elderly woman who needs around-the-clock care. Jenny knows American Sign Language and wanted to communicate with her staff, but none of her staff members knew sign language. Jenny's regional center refused to provide staff who signed, because they did not believe that Jenny knew how to communicate in sign language. Jenny's family knew that she learned American Sign Language in school. They said she needed to communicate with her staff because her needs were not being met at home. OCRA requested that the regional center fund an American Sign Language assessment by a provider with expertise working with people with intellectual disability. Jenny was evaluated and found to be proficient in American Sign Language. Now, the regional center, Jenny, and her family are hiring appropriate staff who know sign language.

Arianna Gets A New Wheelchair.

In the beginning of 2020, someone stole Arianna's wheelchair off her front porch. For seven months, Arianna was wheeled around in an infant stroller. Arianna is 11 years old. Arianna's mother contacted her service coordinator in February, but received no response. Medi-Cal denied funding for a new wheelchair. Arianna's mother called OCRA for help. OCRA directly represented Arianna, contacted the service coordinator, and got the ball rolling again for Arianna's replacement wheelchair. The regional center agreed to fund a new wheelchair.

Mario is Awarded Additional Respite Hours.

Mario was only getting 20 hours per month of respite when his mother contacted OCRA. Mario had been doing distance learning from home due to school closures and stay-at-home orders. Mario's mother contacted OCRA after Mario's service coordinator denied her request for additional respite hours. The shelter-in-place orders took a toll on Mario's mother who supported Mario with his distance learning on top of caring for his younger sister. Mario's mother initially tried to negotiate with Mario's service coordinator, but agreed to meet with her supervisor instead. OCRA gave Mario's mother advice about how to discuss Mario's needs, her right to request the additional respite, and self-help publications. Mario's mother successfully advocated for Mario's needs and received 102 total hours of respite - 50 regular respite hours and 52 COVID respite hours.

Peter Obtains Continued Early Start Services After Age Three.

Peter turned three during the COVID-19 pandemic. During his transition from Early Start into school district services, the district completed virtual evaluations and addressed his need for services in his IEP, which Peter's family agreed to. Due to the pandemic, neither the school nor Peter's insurance providers would provide in-person 1:1 support, speech, and behavioral services. Peter cannot sit longer than one minute for virtual learning from his school. Peter's mother told OCRA he had significantly regressed in his speech and behaviors since his Early Start services ended at age three. She explained she requested continued services as per the Department of Developmental Services directive, which extended Early Start services for children like Peter who had no other way to get the services. The regional center denied the request because they did not find him eligible for services after age three under the Lanterman Act. OCRA helped his mother appeal the denial of continued services and prepared her evidence for hearing. The administrative law judge agreed with his mother that the directive did not require a child to meet the eligibility criteria under the Lanterman Act to receive continued Early Start services.

John Gets Out-of-Home Respite Care.

John was behaving aggressively towards his family and having suicidal ideations. John's mother and father struggled to keep him safe, resulting in him going into mental health facilities several times on 5150 and 5250 holds. John's mother contacted OCRA to help advocate for a long-term placement for John. OCRA attended multiple Child Family Team meetings. The regional center identified an out-of-home respite agency that could also provide counseling and treatment. John's behaviors improved and he sees his family during the week.

Tucker Gets His First Apartment.

Tucker frequently left his group home because he felt the home's rules were too restrictive. Tucker is very independent and but requires some staff support to be on his own. The last time Tucker left, he was missing for five days. His family found him and requested a new group home for him from the regional center. The regional center wanted Tucker to return to his previous group home, but the home refused due to concerns over COVID-19 exposure. Tucker was staying at a hotel temporarily for COVID-19 isolation. While there, he told the regional center the reason he wanted

a new place to live - the group home staff confined him to his room and did not let him be in the living room or the back yard. The regional center told Tucker his only choice was to return to the group home. OCRA advocated for Tucker at an IPP meeting to move into his own apartment with supported living services. The regional center agreed to extend Tucker's placement at the hotel. Shortly afterward, Tucker moved into a new apartment with supported living services.

Cooper Receives 60 Additional Hours of Respite.

With the onset of the COVID-19 pandemic, Cooper's mother contacted OCRA, unsure of how the pandemic would affect Cooper's services. Cooper was not receiving the care he needed, with only 24 hours per month of respite. OCRA advised Cooper's mother about their options, including the increased flexibility that regional centers have in providing additional respite hours as a direct response to the pandemic. Although OCRA volunteered to advocate with the regional center directly, Cooper's mother instead made the request herself. Three months later, Cooper's mother called OCRA back to report the regional center approved 60 additional respite hours. Cooper now receives 84 hours of respite per month.

SPECIAL EDUCATION

Client Becomes Eligible for Special Education Services After OCRA Intervenes.

The regional center asked OCRA for help accessing special education services for Kelvin. The school district had done no initial assessments of Kelvin, despite the parent and regional center's referrals to the school district for special education. Kelvin could not attend school without special education services. OCRA staff told the school district they would file a compliance complaint for the district's failure to assess Kelvin for special education eligibility. The school district responded by agreeing to assess Kelvin and provide sufficient services for him to attend school during the assessment process. OCRA provided direct representation at Kelvin's first IEP meeting. The district found him eligible for special education services. OCRA secured compensatory special education services for Kelvin because they violated the timelines to assess him. Kelvin is now receiving special education services and can attend school.

Chad Receives Compensatory Services from the School District.

Chad's mother contacted OCRA because she was concerned with how his school district was treating him and denying him an education. Chad was living in a group home and not attending school. OCRA represented Chad at multiple IEP team meetings. OCRA also filed a compliance complaint against the school district with the state. In response to OCRA's advocacy, the school district agreed to set up an in-home behavioral program for Chad and to look for a new educational placement. Before the COVID-19 pandemic, the district found a behavioral agency to work with Chad. In response to the complaint, the state found the school district out of compliance. The state ordered the district to provide 30 hours of individual tutoring services by a credentialed special education teacher, 360 minutes of speech and language therapy, and 180 minutes of occupational therapy as compensatory services. During the COVID-19 school closure, the district identified a team of providers (teacher, therapists, and behaviorist) to provide distance learning. And once in-person school resumes, the district agreed to send Chad to school with transportation that includes Chad listening to his preferred music during trips to and from school.