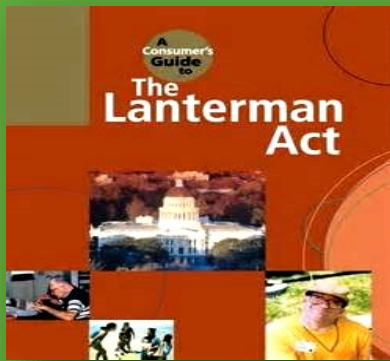




Guide to North Bay Regional Center



SUPPORT & SOLUTIONS

This guide provides answers to many questions you may have regarding eligibility for NBRC services and how NBRC service coordination works once you or a family member begin service planning.

Please take a moment to familiarize yourself with the contents so that you may be better informed about NBRC services and supports.

You may also find additional information on our website at www.nbrc.net, or contact us directly at one of our local offices in Napa and Santa Rosa.

North Bay Regional Center (NBRC) is one of 21 non-profit, community-based Regional Centers in California. Regional Centers were established in 1965, and began as a grass roots movement to assist persons with an intellectual disability, and their families, in identifying and developing services and programs within their communities to help them lead more independent lives.

The Lanterman Act

Legislation sponsored by Assemblyman Frank Lanterman (which became known as the Lanterman Act in 1969 and later expanded to include persons with not only an intellectual disability but also cerebral palsy, epilepsy, or autism) ensured that individuals with a developmental disability have the right to choose where to live, work, and participate in leisure activities.

Leaving a Legacy

Frank Lanterman, as Chair of then California Governor Reagan's Ways & Means Committee, was influenced by a small group of parents with children who had intellectual disabilities. He agreed that families needed support to raise their children in their own homes- in *their* communities- rather than send them to state institutions. The Lanterman Act established that individuals with developmental disabilities were entitled to the services and supports needed to live as independently as possible.

Each Regional Center is governed by a volunteer Board of Directors, serving over 270,000 individuals throughout the State.

North Bay Regional Center serves over 8,000 people living within Sonoma, Solano, and Napa Counties.

Our Mission

NBRC's vision is that individuals with a developmental disability are afforded equal opportunities for *living independently, working productively, and living joyfully*; accepted as valued members of our society.

To support this vision, NBRC's mission is to assist people with a developmental disability or at risk for a developmental disability in the North Bay to *obtain services and supports they need* to live like other people live in the community.

Who We Serve

Any resident of Napa, Solano, or Sonoma counties who has a developmental disability, or who is at high risk of becoming developmentally disabled if under age 3.

Those eligible for services become clients of NBRC and are assigned a Service Coordinator. There are no age or income requirements to receive services except that the developmental disability must occur before the age of 18 years.



How does a person apply for NBRC services?

For individuals under 3, a parent/legal guardian should contact the Early Start Warm Line at (800)-646-3268. For individuals over 3, a parent/legal guardian, conservator or adult applicant should contact our Intake Referral Coordinator at (707) 256-1180 or Intake@nbrc.net to begin the application process.

What happens next?

For individuals under 3, the Early Start Warmline Coordinator will contact you to initiate the assessment. The intake process must be completed within 45 days of the initial phone call.

For those over 3, the Intake Referral Coordinator will contact you shortly after receiving your call. You may be asked for school records, psychological reports or other documentation that the applicant and his/her family may have to determine if the referral is appropriate. NBRC has up to 15 working days (21 calendar) to establish whether the referral is appropriate.

Will forms need to be completed?

Yes. It is important that NBRC has a complete record for the person applying for services to determine if they have a developmental disability. The assigned Assessment Counselor will request that you sign releases of information to obtain records that will assist the NBRC Eligibility Review Team in establishing whether a developmental disability exists.

What if the records do not include all of the information needed to determine if an applicant is eligible for services?

NBRC will arrange for additional assessments if recommended by our NBRC clinician. These include both developmental and/or psychological assessments. Applicants and their families may also submit independent assessments for consideration by NBRC; however, NBRC may require a second opinion.

Who pays for these assessments?

If additional testing is required, other community resources such as private insurance and MediCal may be considered first. Additionally, testing may be provided by NBRC. There is no cost to the applicant for assessments conducted by NBRC.

During the 120 day timeline, the intake team will gather records and schedule additional testing if needed. Once all information is gathered the Intake and Eligibility Team will meet to determine eligibility. If the applicant is eligible, he/she is transferred to a Service Coordinator who has 60 days to meet the applicant and complete the IPP.

What is a Developmental Disability?

California defines a developmental disability as a disability which:

- ◇ *Occurs prior to the age of 18;*
- ◇ *Is expected to continue indefinitely; and*
- ◇ *Constitutes a substantial disability.*

A developmental disability means a disability that is attributable to:

- ◇ *Cerebral Palsy*
- ◇ *Epilepsy*
- ◇ *Autism*
- ◇ *Intellectual Disability*
- ◇ *Disabling conditions closely related to intellectual disability or requiring treatment similar to that required for persons with an intellectual disability*

see Appendix for more information



Regional Center Funds

All regional centers are funded under their contract with the Department of Developmental Services (DDS). This contract contains two budget line items: Purchase of Service (POS) and Operations (OPS). Purchase of Service funding comes from both California's General Fund and the Federal Medicaid Waiver Financial Participation. Operations are funded by California's General Fund and under the federal Title 19, and may not exceed 15% of the total budget allocation.

The DDS contract mandates that regional centers be considered 'payors of last resort'. This means service coordination must eliminate all alternative resources for the provision of needed services before NBRC will contract with "vendors" to pay for needed services.

What Services Does NBRC Provide?

Early Intervention Service Coordinators, Service Coordinators, NBRC clinicians and our professional staff provide the following services:

- ◇ Diagnosis and evaluation
- ◇ Individual program planning
- ◇ Prevention services
- ◇ Family support services as determined case-by-case
- ◇ Advocacy
- ◇ Program evaluation and monitoring
- ◇ Community education
- ◇ Community resource development
- ◇ Coordination of services with community providers such as schools, health, Social Security Administration, recreation agencies, and direct service pro-

What Services Does NBRC Contract For?

NBRC Service Coordinators contract with direct service providers, a.k.a. vendors, when alternative/community resources are not available. The Individual Program Plan (IPP) or Individual Family Service Plan (IFSP) identifies what supports are needed, how services will meet those needs, and how progress on meeting goals will be measured. Each contracted service is specific to the individual's identified need per the planning team, and may include:

- ◇ Adaptive Skills Training
- ◇ Parent Training in Behavior Intervention
- ◇ Nursing Services
- ◇ Residential Services
- ◇ Respite
- ◇ Day Care Supplemental Services
- ◇ Independent Living Services
- ◇ Supported Living Services
- ◇ Supported Employment
- ◇ Transportation Access Plans
- ◇ Adult Work & Day Programs
- ◇ *And many more depending on individual needs*

Working with Teams

Interdisciplinary Team, (ID Team,) or Planning Teams are groups that identify support needs and develops a plan to address those needs, in concert with the individual and/or family's goals. Once services are agreed to and implemented, the Team reviews them periodically to determine whether they are benefiting the individual in making progress on stated goals in the IFSP or IPP.

The Team includes, at a minimum, the individual receiving services from the regional center, his or her parents if the individual served is under 18 years of age; or his or her designated representative, and a Service Coordinator (SC) or Early Intervention Service Coordinator (EISC). Others may be included in the Team as invited by the individual and/or family, or depending on what planning decisions need to be made. Direct service providers may be invited by the individual or family to participate on the Team.

What is Service Coordination?

Service Coordination is the process of working with the individual and/or the interdisciplinary team to develop a support plan, e.g., the Individual Family Service Plan (IFSP) or Individual Program Plan (IPP), which identifies goals and objectives in the areas of health, living arrangements, school or work, and leisure activities. Once agreed to, the plan must be implemented through the coordination of resources, supports, and services needed to assist the individual in reaching the IFSP/IPP goals.

What does the Service Coordinator (SC) do?

A Service Coordinator assists the individual and/or family in creating an IFSP (0-3) or IPP (3+). The planning process helps individuals and families make informed choices about the services and supports needed for individuals to lead independent and productive lives.

The SC is responsible for assessing for services needed, identifying how those needs will be met by service providers, and monitoring the services agreed to by identifying progress being made towards meeting the IFSP/IPP goals.

As service needs change, the SC works with the individual and/or interdisciplinary team to update the IFSP, create a new IPP, or make changes with an IPP Addendum. The SC informs the individual about the services that are available and helps the family or individual obtain them through referral, advocacy, or contracting for purchase of direct services with NBRC "vendors". The SC facilitates the process of change during times of transition including: infancy to school age, adolescence to adulthood, adulthood to senior services.

How much time will my Service Coordinator spend with me?

The amount of time is based on the needs of each individual and family served. The goal is to empower individuals and families to be as independent as possible. This is healthy for both the individual and family.

There will be mandatory meetings which may depend on where an individual lives and/or their participation in federal funding programs (Home and Community-Based Services, a.k.a. Medicaid Waiver). These include:

- ◆ The Individual Family Service Plan (IFSP): Every 6 months until age 2 and $\frac{3}{4}$ or service needs cease
- ◆ The Individual Program Plan (IPP): every 3 years
- ◆ The IPP Review/Medicaid Waiver: Annually
- ◆ The Title 17 IPP Review (Licensed Care and Independent/Supported Living): Quarterly

IPPs and Annual meetings are typically scheduled around the individual's birthdate.

What is Service Coordination? *(continued)*

What is my role in the IPP?

Actively participate by identifying goals and evaluating your, or your child's, progress in meeting IPP goals. Contact your SC when there are service needs changes; you will need to let the SC know when changes to the IPP are necessary including starting new services or ending services that are no longer needed. What kinds of changes should you contact your SC about?

- ♦ Change of address/residential changes needed
- ♦ Support needs changes including implementation or cessation of behavioral services, employment services, day-care services, respite services, etc.
- ♦ Change of legal status, e.g., conservatorships, marriage, legal guardian
- ♦ Unplanned hospitalizations and discharges
- ♦ Any involvement with law enforcement including victimization
- ♦ When services are no longer needed

What is an IPP review?

The IPP review updates and records progress being made on IPP goals. To develop a comprehensive plan that addresses all support needs, the individual, parent and/or other family members, guardian, and direct service providers may be encouraged to participate in the planning process. Individuals may invite other friends or advocates to participate in the IPP review process. A planning team meeting can be requested any time service needs change, and must be held no later than 30 days after your request is received by the SC.

Will I always have the same Service Coordinator?

No, but the same service coordination will be provided regardless of SC. NBRC does its best to minimize changes in Service Coordinators, but an individual will have many SCs throughout their lifetime.

What can I do if I want a new Service Coordinator?

Tell the SC or his/her Supervisor that a change is desired. NBRC recognizes that program coordination is a personal process and will assist each individual with getting the best service in the most effective manner.

What is an IFSP Review?

*An IFSP is developed for services to infants/toddlers between the ages of 0 and 33 months to identify services needed that directly impact a child's identified delays in one or more of 5 developmental domains.**

The IFSP review includes the following participants:

- ♦ *The parent or parents of the child;*
- ♦ *Other family members as requested by the parent(s);*
- ♦ *An advocate or person outside the family if the parent requests that person to participate;*
- ♦ *The Service Coordinator who has been working with the family since the initial referral, or who has been designated by the local education agency or NBRC to be responsible for implementing the IFSP;*
- ♦ *A person(s) directly involved in conducting evaluations and assessments;*
- ♦ *As appropriate, persons who will be providing services to the child or family.*

Each IFSP meeting includes, at a minimum, the individuals listed above either in person or through other arrangements made to secure the person's involvement in the meeting.

**See Early Intervention Services*

Purchase of Services (POS)

What is a "purchase of service?"

NBRC may purchase direct services that allow individuals to receive the supports necessary to accomplish goals and objectives identified in the Individual Program Plan. NBRC is *legally obligated* to explore all community funding sources such as MediCal, private insurance, education institutions or other service agencies *prior to purchasing a service*. State law requires NBRC *to be the "payor of last resort"* by pursuing all possible public and private sources of funding before NBRC purchases can be made.

What are the guidelines for determining what services will be purchased?

NBRC will purchase services for eligible persons which will:

- ◆ Prevent developmental disabilities;
- ◆ Prevent or minimize the institutionalization and dislocation from family and community of people with developmental disabilities;
- ◆ Enable people with developmental disabilities to approximate the pattern of everyday living of non-disabled persons of the same age and lead to more independent, productive, and normal lives in the community.
- ◆ Regional Center funds will not be expended for services available through other sources. This includes funds that have been legally designated for the needs of the client.
- ◆ Specific services will be continued when the client (or, when appropriate, the client's parent or legal guardian or conservator) and the regional center representative agree that reasonable progress has been made toward objectives for which the service provider is responsible.
- ◆ The Individual Program Plan (IPP) shall specify the types and amounts of services to be purchased by NBRC as determined by an Interdisciplinary Team, including start and end dates.
- ◆ Disagreements between the regional center representative and the client or his/her legal representative shall be resolved through the Fair Hearing Procedure.

Who determines whether a service should be purchased?

The Interdisciplinary (ID) Team has this responsibility. The ID Team carefully examines the individual needs of each person in relation to the goals stated by California law (Lanterman Developmental Disabilities Services Act). The IPP must be compatible with this law.

What are some examples of services commonly purchased by NBRC?

A broad range of services may be purchased, each depending on the individual's identified need for services in the IFSP/IPP. Examples include:

Infant development programs, adult training and employment programs, in-home and out-of-home respite, nursing services, living arrangements, and many more (*see page 5*)

An Authorization for Services identifying start and end dates for services must be received by the service provider before purchased services can begin.

Purchase of Services (*continued*)

May clients, parents or others voluntarily participate with the Regional Center in purchasing a service?

Yes. Voluntary contributions help NBRC provide more services to people with developmental disabilities. The Service Coordinator can tell you how to make a contribution.

What is the Family Cost Participation Plan (FCPP)?

The FCPP is established for the purpose of assessing cost participation to parents of children who receive two specific services: Day Care and Respite. FCPP applies to families with children between the ages of three and 17 years of age where the child lives in the parent's home, and the child is NOT eligible for MediCal.

What is the Annual Family Program Fee (AFPF)?

Parents whose adjusted gross family income is at or above 400% of the federal poverty level (FPL), and who are receiving qualifying services for their children ages 0-18, shall be assessed an Annual Family Program Fee. There is one AFPF assessed yearly per family regardless of the number of children in the household receiving services.

What if services don't meet the individual's needs?

We appreciate it when you discuss your concerns with the individual's Service Coordinator or the Supervisor. If the issue remains unresolved, the individual may file for a Fair Hearing (*p. 13*).

What translation capabilities are available?

Per California legislation, every individual and/or family member has the right to service planning provided in their preferred language. NBRC has staff members who speak Spanish, Tagalog, and American Sign Language. We will obtain translation services whenever they are requested by the individual and/or family.

May clients, parents or others purchase a service privately?

Yes. The Service Coordinator can help identify community resources.

Lanterman Act Rights

Individuals have the right to participate in the Team meetings and/or have someone represent them, if they so choose.

Parents represent children under the age of 18, but they may also choose to have someone else represent their child.

Individuals over the age of 18 represent themselves unless they have a court-appointed conservator or they have designated someone else to represent them.

Individuals or their designated representatives have a right to disagree with regional center representatives' decisions. If disagreements cannot be resolved informally by the Team, clients or their designated representatives may request a Fair Hearing. See Legal Rights, page 11.



EARLY INTERVENTION SERVICES

What does the Early Intervention Unit do?

The Early Intervention Unit provides:

- ♦ Intake, developmental assessment, referral, and program planning for infants and toddlers;
- ♦ Case management services for infants and toddlers age birth to 36 months who are at risk for a developmental disability, or infants and toddlers with developmental delay, and infants or toddlers with established risk conditions;
- ♦ Parent and community education in the prevention of developmental disabilities;
- ♦ Referral to appropriate community resources;
- ♦ Coordination with other agencies to ensure comprehensive and user-friendly service delivery.



Services may include:

Infant programming, occupational therapy, physical therapy, speech therapy, parent education, and nutritional consultation.

How does someone apply for Early Intervention services?

Call the Early Start Warm Line: 1-800-6INFANT (1-800-646-3268) or complete the Early Start Referral Form at nbrc.net

How soon can a referral be made?

Referrals can be made from birth through the child's third birthday. The child may demonstrate a developmental delay, may have a condition which has a high probability of resulting in a developmental delay, or may be at high risk for developing a disability.

How do Early Intervention services differ from services to other NBRC clients?

The goal of all services must be to *prevent* a developmental disability or to *reduce* the impact of a developmental delay on the infant and family.

Does the Early Intervention Unit provide speakers or educational materials to community groups?

Yes. Call and ask for the Early Start Unit.

What are the legal rights of individuals with developmental disabilities?

Individuals have the same rights and privileges guaranteed by law to all citizens of California (see Welfare and Institutions Code 4502).

In addition individuals have:

- ◆ A right to treatment and habilitation services which foster developmental potential, protect personal liberty, and provide, the least restrictive conditions necessary to achieve the purposes of treatment;
- ◆ A right to dignity, privacy, and humane care;
- ◆ A right to participate in publicly supported educational programs regardless of the degree of handicap;
- ◆ A right to prompt medical care and treatment;
- ◆ A right to social interaction and participation in community activities;
- ◆ A right to physical exercise and recreational opportunities;
- ◆ A right to be free from harm, including unnecessary physical restraint or isolation, excessive medication, abuse or neglect;
- ◆ A right to be free from hazardous procedures;
- ◆ A right to religious freedom and practice;
- ◆ A right to make choices in their own lives.

Do clients in licensed Living Arrangements have the same rights?

Yes. When an individual chooses to live in a licensed Living Arrangement, the residential service provider must ensure that person the following additional rights:

- ◆ To wear his or her own clothes, use his or her own personal possessions including toilet articles, and to keep and spend a reasonable sum of money for small personal purchases;
- ◆ To have access to storage space for his or her own private use;
- ◆ To see visitors every day;
- ◆ To have reasonable access to phones to make and receive confidential calls;
- ◆ To have access to letter-writing materials, including stamps, and to mail and receive unopened correspondence;
- ◆ To refuse electro-convulsive therapy;
- ◆ To refuse psychosurgery;
- ◆ To refuse behavior modification techniques which cause pain or trauma;
- ◆ To make choices in areas including, but not limited to, his or her daily living routines, choice of companions, leisure and social activities, program planning, and implementation.

What is Advocacy?

Advocacy is the process of representing the rights and interests of an individual or group. For example, as a parent, guardian or service provider, you practice advocacy when you seek a better school program. The Service Coordinator is also an advocate for the individuals on their caseload.

NBRC's Consumer Advocate assists individuals with developmental disabilities in exercising all their legal rights. This person will receive and review reports of rights denials, and will assist in understanding hearing and appeal procedures when rights may have been denied.

You may contact the Consumer Advocate directly or your Service Coordinator can also assist you. These services are available without charge.

Disability Rights California also has Clients Rights Advocates who may assist with Fair Hearings and appeals.

Are parents automatically their child's conservator when he/she becomes 18?

No. All adults are legally independent. The Service Coordinator or Disability Rights Clients' Rights Advocate can provide parents with specific information about this subject.



COMPLAINTS & APPEALS

The Department of Developmental Services and NBRC believe our community is best served by the open exchange of information and opinions. NBRC is committed to providing for the resolution of problems and complaints when they arise. The information below outlines formal processes that have been established for handling appeals and complaints.

What is the Consumer Rights Complaint Process?

The Consumer Rights Complaint Process is to be used when an individual, or any representative acting on behalf of an individual, believes that any right has been wrongly or unfairly denied by a regional center, developmental center, or a service provider. This process is not to be used by consumers to resolve disputes about eligibility, or the nature, scope, or amount of services.

Who do I complain to if I believe that my rights have been violated?

Your complaint should be made to the director of NBRC. You may also contact the NBRC Consumer Advocate and/or contact your Service Coordinator for guidance.

What will the Regional Center Director do?

Within 20 working days of receiving the complaint, the regional center director will investigate whether the charges are true and send a written response to you and, if appropriate, to the service provider. The regional center director's response should contain a proposed resolution to your complaint, including suggestions to resolve your concerns or actions that will, or should, be taken so the problem does not occur in the future. It may or may not find that a right has been violated.

What will the Regional Center Do (cont.)

If the issues in the complaint are about the nature, scope, or amount of services you receive, the regional center director's response should refer you to your Service Coordinator to request an IPP meeting or to the Fair Hearing Process. The written response you receive from the regional center director should include a telephone number and mailing address for referring your complaint to the Director of the Department of Developmental Services. The regional center director's proposed resolution to your complaint will become effective on the 20th working day after you receive it unless you refer it to the next level of appeal.

What if I am not satisfied with the action taken or proposed by the Regional Center Director?

If you are not satisfied with the action taken or proposed by the regional center director, you may, within 15 working days, send your complaint in writing to the Director of the Department of Developmental Services. The Director will, within 45 days of receiving your complaint, issue a written administrative decision and send a copy of the decision to you, the director of the regional center and, if applicable, to the service provider. There is no administrative procedure to appeal the decision of the Director of the Department of Developmental Services.

Is the Regional Center required to inform me about my right to file a complaint?

All individuals, or where appropriate, their parents, legal guardian, conservator, or authorized representative, must be notified in writing in a language that they comprehend, of the right to file a complaint when they apply for services from a regional center and at each regularly scheduled planning meeting.

What is the fair hearing process?

The Fair Hearing process is for resolving disputes with NBRC about eligibility or the nature, scope, or amount of services and supports for individuals age 3 or older. This process is not to be used by consumers to resolve issues related to denials of rights.

For disagreements involving consumers or applicants who are **UNDER three years of age**, refer to Early Start Mediation and Due Process Hearing Requests.

Under the fair hearing process, disagreements may be about services, eligibility or any decision or action of the regional center or state developmental center with which you disagree.

How to file a Complaint

Send the completed Welfare and Institution Code Section 4731 Complaint form (DS 255 English / Spanish) or submit a signed and dated letter to NBRC's Executive Director that you are filing a complaint per the Welfare and Institution Code Section 4731 complaint process.

If you have questions about this process, please contact your local Clients' Rights Advocate or:

*Office of Human Rights
and Advocacy Services
Department of Developmental Services
1600 9th Street, Room
240, MS 2-15
Sacramento, CA 95814*

(916) 654-1888

Fax (916) 651-8210

The fair hearing process includes three parts:

- ♦ a **voluntary Informal Meeting** with NBRC's Director (or his or her designated representative) and the appropriate staff members. Every effort is made to resolve the appeal at this meeting, which a family or individual may elect to skip.
- ♦ **Mediation** which may be accepted or declined by the regional center once request is submitted
- ♦ **Fair Hearing**

What happens at the fair hearing?

A State hearing is conducted by a State of California Administrative Law Judge when neither the Informal meeting nor Mediation has resulted in a resolution. The Judge works for an independent state agency. The decision of this Judge is final unless the appeal is taken to court within 90 days of the decision.

When, where, and how are the hearings held?

The Informal Meeting must be scheduled within 10 days after NBRC receives the appeal, and it is conducted in an informal manner at a convenient location. The State hearing is more formal, but not as formal as going to court. The Office of Administrative Hearings sets the date, time, and place of the hearing, but will attempt to accommodate your needs. If needed, NBRC will provide an interpreter fluent in the individual's or his/her representative's language, at no charge.

Who may attend the hearing?

The individual or his or her parents, guardian or conservator, and their representative(s) assisting in the presentation. The individual or applicant has the right to be represented by the person(s) of his or her choice, such as citizen advocacy organizations, State Council for Developmental Disabilities, or, at his or her own expense, others such as private legal counsel. If needed, the Clients' Rights Advocate will assist the individual in obtaining representation, or will represent the individual directly.

May I see the records and individual reports written about the individual or applicant?

Yes. If the individual is under 18 and you are not the parent or guardian, you will need written permission from the parent or guardian. If the individual is an adult and you are not his or her conservator, you will need written permission from the individual, whether or not you are the parent. On request, NBRC will provide one copy of such records in the individual's file which have bearing on the issues being contested. A nominal fee may be charged for this service.

How long does it take to resolve an appeal?

The Informal Meeting with NBRC is held within 10 days from the time NBRC receives the individual's written request and a written decision is mailed within 5 working days after the hearing. The State hearing is held within 50 days from the time NBRC receives your written request for a hearing unless a continuance is requested.

How does a person get a fair hearing form?

The fair hearing brochure and necessary forms to file for a fair hearing or withdraw from a fair hearing are available from your NBRC Service Coordinator or at the Department of Developmental Services, or at our website: nbrc.net. If you have questions, you may contact NBRC or the Department of Developmental Services at (916) 654-1958.

Notice of Action (NOA) forms are sent out with written notification any time NBRC denies or modifies services and the individual or his legal representative does not agree with the decision.

APPENDIX

What is an Intellectual Disability (ID)?

This disorder is characterized by significant limitations in intellectual functioning (an IQ of approximately 70 or below) with onset before age 18 years and concurrent deficits or impairments in adaptive functioning.

An Intellectual Disability is diagnosed by a psychologist or physician based on intellectual and adaptive behavior evaluations.

What is cerebral palsy?

Cerebral palsy is a disability resulting from damage to the brain before or during birth. Some indicators are:

- Awkward or involuntary movements;
- Poor balance;
- Irregular walk;
- Poor motor coordination;
- Speech disturbances.

Cerebral Palsy is diagnosed by a physician.

What is epilepsy?

Epilepsy is a disorder of the central nervous system characterized by an abnormal chemical electrical discharge in the brain. The discharge is seen physically as a seizure. The type of seizure disorder varies, and they may be partial or complete. Epilepsy is diagnosed by a physician, usually a neurologist.

What is autism?

Autism is a developmental disorder which is characterized by significant impairments in the areas of reciprocal (give-and-take) social relations, communication and range of interests. Children with autism typically show decreased interest in others, poor speech development, and decreased flexibility in daily life situations.

Autism is diagnosed by a physician or psychologist based on a comprehensive evaluation of speech and language, and intelligence.

What is a "substantial disability?"

A substantial disability is a significant limitation that is lifelong and results in functional impairment if not provided with supports and services. The following areas are assessed by NBRC:

- ♦ **Receptive and Expressive Language-** The individual has significant limitations in both the comprehension and expression of verbal and/or nonverbal communication resulting in functional impairments.

APPENDIX

Substantial disability (*cont.*)

- ♦ **Learning** – The individual must be substantially impaired in the ability to acquire and apply knowledge or skills to new situations even with special intervention. This may include:
 - General intellectual ability
 - Academic achievement levels
 - Retention (e.g., short and/or long-term memory)
 - Reasoning (e.g., ability to grasp concepts, to perceive “cause and effect” relationships, ability to generalize information and skills from one situation to another)
- ♦ **Self-care** – The individual has significant limitations in the ability to acquire and perform basic self-care skills including:
 - Personal hygiene (e.g., toileting, washing and bathing, brushing teeth)
 - Grooming (e.g., dressing, undressing, hair and nail care)
 - Feeding (e.g., chewing and swallowing, eating, drinking, use of utensils)
- ♦ **Mobility** – the individual has significant limitations with independent ambulation
- ♦ **Self-direction** – The individual has significant impairment in the ability to make and apply personal and social judgments and decisions.
 - Emotional development (e.g., routinely has significant difficulty coping with fears, anxieties or frustrations; severe maladaptive behaviors)
 - Interpersonal relations (e.g., has significant difficulties establishing and maintaining relationships with family or peers; social immaturity; marked difficulty protecting self from exploitation)
 - Personal judgment (e.g., significant difficulty in making appropriate choices, maintaining daily schedules, following medically prescribed treatments, and diet)
- ♦ **Capacity for independent living** – The individual is unable to perform age-appropriate independent living skills without the assistance of another person.
 - Significant difficulty performing age-appropriate, simple household tasks
 - Significant difficulty managing multiple-step domestic activities (e.g., grocery shopping, meal planning and preparation, laundry, care and selection of clothing, home maintenance)
 - Does not have age-appropriate capacity to be left unsupervised
 - Significant difficulty with money management (e.g., using bank accounts, making small purchases independently) and budgeting
 - Significant difficulty taking the basic steps necessary to obtain appropriate health care (e.g., obtaining medication refills, obtaining medical attention when needed)
- ♦ **Economic self-sufficiency** – The individual lacks the capacity to participate in vocational training or to obtain and maintain employment without significant support.

GLOSSARY

ADVOCACY - The process of representing the rights and interests of an individual/group in order to achieve the rights to which that individual/group is entitled; to obtain needed services, to bring about changes.

ALTERNATE LIVING ARRANGEMENT - A service available to clients who would benefit from an out-of-home living arrangement and for those who are unable to live independently without supports.

State Council on Developmental Disabilities (SCDD) - Thirteen State Councils were created by California law to monitor the protection of legal, civil and service rights of persons with developmental disabilities. SCDD North Bay serves Napa, Solano, and Sonoma Counties. It is located in the City of Vallejo.

ASSESSMENT - The process used to determine if a person is eligible for Regional Center services.

ASSESSMENT & ELIGIBILITY TEAM - A group of Regional Center professionals who determine eligibility for Regional Center services and identify the needs and strengths of clients for initial program planning purposes. At NBRC, this group includes a management representative, an Assessment Counselor, a Physician, and a Psychologist, and a Service Coordinator or an Early Intervention Service Coordinator.

AUTISM - A neurodevelopmental disorder that includes qualitative impairment in social relatedness and communication as well as repetitive and stereotyped patterns of behavior, interests, and activities.

BEHAVIOR MODIFICATION PROGRAM - A program designed and implemented for the purpose of developing desirable behaviors and/or eliminating undesirable ones.

CEREBRAL PALSY - A disability resulting from damage to the brain before or during birth, often characterized by awkward to involuntary movements, poor balance, irregular walk, poor motor coordination, and speech disturbances.

CLIENT OR CONSUMER - An individual who is eligible for Regional Center services.

SERVICE COORDINATOR (SC) - An NBRC staff person trained to work with the client and family to implement and manage the Individual Program Plan.

CLIENT RIGHTS - The privileges to which individuals with developmental disabilities are entitled and are guaranteed by law.

CLIENTS' RIGHTS ADVOCATE - A specific person designated by the State Office of Clients' Rights Advocacy to assist individuals with developmental disabilities to exercise all rights guaranteed by law.

COMMUNITY CARE FACILITY - A residential program licensed by the State of California or a County.

CONSERVATORSHIP - A legal process by which an individual is appointed by the court to care for the personal and/or financial welfare of a person 18 years of age or older who is unable to adequately care for himself or herself or manage his or her own affairs.

EARLY INTERVENTION SERVICES - Services individually designed for infants and toddlers from birth through two years of age, who have disabilities or are at risk of having disabilities, to enhance their development and to minimize the potential for developmental delays.

EARLY INTERVENTION SERVICE COORDINATOR (EISC) - An NBRC staff person trained to work with the client and family ages 0-3 to implement and manage the Individual Family Service Plan (IFSP).

EPILEPSY - A symptom of a central nervous system disorder characterized by an abnormal chemical-electrical discharge in the brain, which causes "seizures."

FAIR HEARING - A formal process to express disagreement with an NBRC decision and to have an impartial person decide what should be done.

GUARDIANSHIP - Guardianship is the same as conservatorship except that it is for those under 18 years of age (see Conservatorship).

INDIVIDUAL FAMILY SERVICES PLAN - An IFSP is a written plan providing early intervention services to eligible children and their families. It is developed jointly by family and appropriate qualified personnel. The IFSP is based on multi-disciplinary evaluation and assessment of the child and family. It includes services necessary to enhance the development of the child and the capacity of the family to meet the needs of the child.

INDIVIDUAL PROGRAM PLAN (IPP) - A planning document. The Individual Program Plan is prepared in a standard format according to specific instructions. An Individual Program Plan is developed through a process of individualized needs determination and embodies an approach centered on the person and family.

INTERDISCIPLINARY TEAM (ID TEAM/PLANNING TEAM) - The group of people who prepare the Individual Program Plan. An Interdisciplinary Team shall include, at a minimum, the client or designee, one or more representatives of the Regional Center and, where appropriate, the client's parents, guardian or conservator.

MEDICAID WAIVER - A Federal program that provides money to enable the State of California to provide support services that help people live in the community rather than institutions. Many of the services provided by NBRC are partially supported by the Medicaid Waiver program.

PARENTAL REIMBURSEMENT - Payments by parents of a portion of the costs incurred when a person under 18 lives in a licensed Alternate Living Arrangement instead of the parental home.

PURCHASE OF SERVICES - The method by which NBRC may buy essential services from an individual or agency to accomplish the objectives of a client's Individual Program Plan when other sources of payment are not available.

RESPIRE – Temporary care provided for a person with a developmental disability or at risk of a developmental disability to give the family relief from that care.

RESIDENTIAL SERVICE PROVIDER - Operator of a State of California or County licensed residence for people with developmental disabilities.

SERVICE PROVIDER - An individual, group or agency that provides services to clients.

SUBSTANTIAL DISABILITY - A significant impairment in such areas as communication skills, learning, self-care, mobility, self-direction, capacity for independent living, and economic self-sufficiency.

SUPPORTED LIVING ARRANGEMENTS - Opportunities for adults with developmental disabilities to live in homes they own, lease or rent themselves, with in-home support available as often and for as long as needed, when that is the preferred objective in the IPP.

TRANSITION PLANNING - A service provided by NBRC to assist individuals served and their families when they leave Early Intervention Services and move to other Regional Center Services, enter public school for the first time, when they graduate from public school and enter adult life, and when they move to senior citizen status.

TRIENNIAL REVIEW - The process of systematically reviewing a client's progress over the past three years. This review becomes the basis of the new Individual Program Plan for the following three years. The review may include parents, client, Service Coordinator, service providers and other interested people. An IPP review can be requested by any ID Team member whenever a need is identified.

VENDOR (VENDORED SERVICE/VENDORIZATION) - The process by which a service provider receives approval from NBRC and the Department of Developmental Services to supply a service, for a fee, to a client.

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Early Start Warmline

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North Bay Regional Center

Emergency Response

(800) 884-1594 (evenings/weekends)