

The San Mateo County Medical Home Project



Resources for Children with Special
Health Care Needs and their Families

January 2012



Lucile Packard
Children's Hospital
at Stanford



Family
Health
Services



FAMILY RESOURCE CENTER
at COMMUNITY GATEPATH

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San Mateo Department of Public Health, Community Gatepath, and San Francisco Foundation.

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San Mateo County Medical Home Project Introduction



There are many resources available for children with special health care needs (CSHCN) living in San Mateo County; however, understanding the various service systems providing support can be a daunting task. Each program has its own regulations, eligibility requirements and funding streams.

Goal The goal of the **San Mateo County Medical Home Project for Children with Special Health Care Needs Resource Guide** is to aid providers and their staff in making appropriate referrals by providing a “snapshot” of each program, including:

- Eligibility requirements
- Services provided
- Application procedures
- Contact information for each resource

Guide Sections The Resource Guide is divided into eight sections. A digital version of each section will also be provided in portable document format (pdf) on the Resource Guide companion compact disc (CD).

- A) Health Services**
- B) Mental Health Services**
- C) Oral/Dental Health Services**
- D) Family Assistance**
- E) Family Support & Advocacy**
- F) Educational & Developmental Services**
- G) Transition to Adult Services**
- H) Forms**

The Medical Home The American Academy of Pediatrics (AAP) description of The Medical Home is included in this introduction. Making appropriate referrals is one of the ways in which providers and their staff can offer coordinated care consistent with the Medical Home model. A Medical Home is an approach to care to better meet the needs of children with special health care needs and their families. It is a way to provide health care for these children in a high quality and cost-effective manner. The basic components of a Medical Home include care that is accessible, family-centered, continuous, comprehensive, coordinated, compassionate and culturally competent. We hope that this resource material will be useful to you and the families that you serve. If you have questions or comments, please contact us. We welcome your partnership in furthering the ideals and objectives of The Medical Home in our community.

Contact Information (510) 540-8293
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Supported by:

CRISS Project
(Children’s Regional Integrated Service System)
Lucile Packard Children’s Hospital
San Mateo County Department of Public Health
Community Gatepath
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**Lucile Packard
Children’s Hospital
at Stanford**



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The Medical Home

The AAP and the Medical Home “**T**he American Academy of Pediatrics (AAP) believes that the medical care of infants, children, and adolescents ideally should be accessible, continuous, comprehensive, family centered, coordinated, compassionate, and culturally effective. It should be delivered or directed by well-trained physicians who provide primary care and help to manage and facilitate essentially all aspects of pediatric care. The physician should be known to the child and family and should be able to develop a partnership of mutual responsibility and trust with them. These characteristics define the “medical home.” In contrast to care provided in a medical home, care provided through emergency departments, walk-in clinics, and other urgent-care facilities, though sometimes necessary, is more costly and often less effective.”¹

The following characteristics of a Medical Home have been developed by the Alameda County Medical Home Project from materials published by the AAP and the Center for Medical Home Improvement. These are intended to give primary care providers concrete actions that can be incorporated into their medical practices toward the goal of becoming a Medical Home for children with special health care needs (CSHCN).

¹American Academy of Pediatrics, “Policy Statement: The Medical Home,” *Pediatrics*, Vol. 110, No. 1, July 2002. pp. 184–186.

Contact Information	(847) 434-4000 (847) 434-4000 FAX email medical_home@aap.org Web site http://www.medicalhomeinfo.org AAP Policy site http://aappolicy.aappublications.org	National Center of Medical Home Initiatives for Children with Special Needs American Academy of Pediatrics 141 Northwest Point Blvd, Elk Grove Village, IL 60007
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(603)228-8111 (603)228-8344 FAX Web site	Center for Medical Home Improvement (CMHI) Crotched Mountain Foundation 18 Low Avenue, Ste. 1 Concord, NH 03301 http://www.medicalhomeimprovement.org
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San Mateo County Medical Home Project

Medical Home Characteristics



San Mateo County Medical Home Project (SMMHP) Characteristics of a Medical Home

Optimal Medical Home Characteristics	
Accessible	• All families have telephone access to and emergency care available from the practice, 24 hours a day, 7 days a week. • Evening and weekend appointments are available in the practice. • Practice is accessible by public transportation. • All families are informed that they have access to their child's record, facilitated by staff within 24–48 hours. • Children with special health care needs (CSHCN) are identified by either a marker on their charts or in the computer database. • Extra time for an office visit is scheduled for CSHCN. • Physical access, social needs and other visit accommodations are addressed at the visit and are documented for future encounters. • Staff ask about any new problems when scheduling appointments. Chart documentation is updated and staff are prepared ahead of time ensuring continuity of care.
Family-Centered	• The family is recognized as the principal caregiver and expert in their child's care, and youth are recognized as the experts in their own care. • Feedback from families of CSHCN regarding their perception of care is gathered through systematic methods (e.g. suggestion boxes, surveys, focus groups, or interviews) and there is a process for staff to review this feedback and to begin problem solving. • Staff meets regularly to gather staff input about practice improvement ideas specifically in the area of care and treatment for CSHCN. Efforts are made toward related changes and improvements.
Comprehensive	• The current social, emotional, educational, and health status of the child is assessed at each visit. • The team (including primary care provider (PCP), family, and staff) develops a plan of care for CSHCN which details visit schedules and communication strategies and home, school and community concerns. Practice back up/cross coverage providers are informed of these plans. • Families are referred to non-medical services in the community that meet their specific needs such as family support options, respite care, equipment vendors, or transportation. • Significant office knowledge is available about family and medical resources and insurance options. Assessment of family needs leads to supported use of resources and information to solve problems (Title V, SSI, Healthy Families). • The practice learns about issues and needs related to CSHCN from the local medical home coalition and professional publications and organizations. Providers incorporate new information into practice care activities.

**SMMHP
Characteristics
of a
Medical Home
(continued)**

Optimal Medical Home Characteristics (continued)	
Continuous	• The practice includes both children and adolescents. • Providers utilize a flexible approach to “aging” and “aging out” so that maturing CSHCN may stay in the practice throughout various transitions and until an adult PCP is identified. • When a child is hospitalized, the provider or other practice staff meets with the discharge planning team to assist with the child’s transition back to the community.
Coordinated	• Families and youth are supported to play a central role in care coordination. • The PCP or other practice staff assists the family in setting up the specialty appointment and communicating the clinical issues to that specialist. Together, the PCP and the family agree on a point person for care coordination. • The PCP discusses the results of the specialty visit with the family and questions are answered. • Practice staff participates in the child’s IFSP or IEP process either by phone, letter or at the actual conference, if requested by family. • Practice maintains current electronic records to identify and quantify populations and to track selected health indicators and outcomes, including hospitalizations and emergency room visits.
Compassionate	• The practice actively takes into account the overall family impact when a child has a chronic health condition by considering all family members in the care plan. Staff will assist them to set up family support connections when families request it. • The practice informs the family of resources for support and advocacy and facilitates the connections; they advocate on a family’s behalf to solve specific problems pertinent to CSHCN.
Culturally Competent	• The practice provides a translator or interpreter for families who speak no English or who speak English as a second language. • The practice distributes materials that have been translated into the primary language the family uses. • A family’s beliefs, rituals, and customs are solicited and an attempt is made to incorporate them into the treatment plan.



Medical Home Acronyms

A	AAP	American Academy of Pediatrics
	ABA	Applied Behavioral Analysis
	ACMHP	Alameda County Medical Home Project
	ADA	Americans with Disabilities Act
	ADD	Attention Deficit Disorder
	ADHD	Attention Deficit Hyperactive Disorder
	AHTP	Adolescent Health Transition Project
	AIM	Access for Infants & Mothers Program
	ASD	Autism Spectrum Disorder
	ASL	American Sign Language
	ASQ	Ages and Stages Questionnaire
	AT	Assistive Technology
	AUT	Autism or Autism-like (IDEA disability category)
B	BHRS	Behavioral Health and Recovery Services of San Mateo County
C		
	CalWORKS	California's Temporary Aid to Needy Families (TANF) program
	CASE	Community Alliance for Special Education
	CCS	California Children's Services
	CDE	California Department of Education
	CDI	California Department of Insurance
	CEC	Council for Exceptional Children
	CH	Communicatively Handicapped
	CHAMP	Children's Health Access and Medical Program
	CHDP	Child Health & Disability Prevention Program
	CHI	Children's Health Initiative/Healthy Kids Program
	CHRCO	Children's Hospital Research Center at Oakland
	CID	Center for Independence of Individuals with Disabilities
	CMH	Community Mental Health
	CMS	Children's Medical Services
	COE	County Office of Education
	CORA	Community Overcoming Relationship Abuse
	CRISS	Children's Regional Integrated Service System
	CSHCN	Children with Special Health Care Needs
	CPS	Child Protective Services
	CQI	Continuous Quality Improvement

D	DB	Deaf-Blindness (IDEA disability category)
	DD	Developmental Disability
	DDS	Department of Developmental Services
	DEAF	Deafness (IDEA disability category)
	DHHS	Department of Health and Human Services
	DIS	Designated Instruction and Services
	DMH	Department of Mental Health
	DOB	Date of Birth
	DOR	Department of Rehabilitation
	DRC	Disability Rights California (formerly Protection & Advocacy - PAI)
	DREDF	Disability Rights Education and Defense Fund
	DSPS	Disabled Students Programs & Services
	DSS	Department of Social Services
E	DX	Diagnosis
	ED	Emotional Disturbance (IDEA disability category) see SED
	EI	Early Intervention
	EL or ELL	English Learner, or English Language Learner
	EMD	Established Medical Disability (IDEA disability category - PreK)
	ERMHS	Educationally Related Mental Health Services
	EPSDT	Early & Periodic Screening, Diagnosis & Treatment
F	FAPE	Free & Appropriate Public Education
	FEP	Fluent in English Proficiency
	FI	Full Inclusion (special education program on placement continuum)
	FIG	Federal Income Guidelines
	FPL	Federal Poverty Level
	FRC	Family Resource Center at Community Gatepath
	FSP	Food Stamp Program
G H	GHPP	Genetically Handicapped Persons Program
	GGRC	Golden Gate Regional Center
	HCA	Health Consumer Alliance
	HELP	Hawaii Early Learning Profile
	HH	Hard of Hearing (IDEA disability category)
	HH (also)	Home and Hospital (special education program on placement continuum)
	HHS	Health and Human Services
	HI	Hearing Impairment (IDEA disability category - Deaf and HH inclusive)
	HMO	Health Maintenance Organization
	HPSM	Health Plan of San Mateo
	IA	Instructional Aide (special education paraprofessional)
	ID	Intellectual Disability (newer term for MR)

I	IDEA	Individuals with Disabilities Education Act (law providing special education)
	IDP	Infant Development Program
	IEP	Individualized Education Plan (special education plan for eligible students)
	IFSP	Individualized Family Service Plan
	IHSS	In-Home Supportive Services
	IPP	Individual Program Plan (Regional Center plan for eligible individuals)
K	KP	Kaiser Permanente
	LCSW	Licensed Clinical Social Worker
	LEA	Local Education Agency (School District)
	LEP	Limited English Proficiency
L	LH	Learning Handicapped
	LRE	Least Restrictive Environment (IDEA and Section 504 law guarantee)
	LPCH	Lucile Packard Children's Hospital
M	M-CHAT	Modified Checklist for Autism in Toddlers
	MCH	Maternal Child Health
	MD	Multiple Disabilities (IDEA disability category)
	MFCC	Masters in Family & Child Counseling
	MHI	Medical Home Index
	MI	Medically Indigent
	MN	Medically Needy
	MR	Mental Retardation (IDEA disability category) see ID
	MTU	Medical Therapy Unit (CCS)
N	NHSP	Newborn Hearing Screening Program
	NE	Natural Environment
	NOA	Notice of Action (CCS)
	OAH	Office of Administrative Hearings (special education Due Process)
	OCR	Office for Civil Rights
	OCRA	Office of Clients' Rights Advocacy
	OH	Orthopedically Handicapped
	OHI	Other Health Impairment (IDEA disability category)
	OI	Orthopedic Impairment (IDEA disability category)
	OPA	Office of the Patient Advocate
O	OSEP	Office of Special Education Programs (U.S. Dept. of Education)
	OT	Occupational Therapy
	PAI	see DRC
	PCP	Primary Care Provider
	PDD-NOS	Pervasive Developmental Disorder - Not Otherwise Specified

P	PEC	Parent Empowerment Centers
	PEDS	Parents Evaluation of Developmental Status
	PEDS:DM	PEDS Developmental Milestones
	PHN	Public Health Nurse
	PIAT	Peabody Individual Achievement Test
	PP	Prevention Program (Regional Center)
	PRRS	Early Start Prevention Resource and Referral Services
	PS	Program Specialist (special education school district administrator)
	PSRS	Procedural Safeguards & Referral Services (CDE special education compliance)
	PSS	Parental Stress Service (now FamilyPaths)
	PT	Physical Therapy
	PTI	Parent Training and Information center (help for students with disabilities 0-22)
R	RC	Regional Center
	ROCP	Regional Occupational Centers and Programs
	RSP	Resource Specialist Program (special education program on continuum)
	SAMTRANS	San Mateo County Transit District
	SC	Service Coordinator (usually Regional Center)
	SDC	Special Day Class (special education program on placement continuum)
	SEC 504	Section 504 of the Rehabilitation Act (anti-discrimination / accommodations)
	SED	Serious Emotional Disturbance (see ED)
	SELPA	Special Education Local Plan Area (planning/oversight of LEAs/school districts)
	SH	Severely Handicapped
	SHCN	Special Health Care Needs
	SLD	Specific Learning Disability (IDEA disability category)
S	SLI	Solely Low Incidence [Disability] (hearing, visual, orthopedic impairments and deaf-blindness)
	SLI [also]	Speech and Language Impairment (IDEA disability category)
	SSA	Social Security Administration
	SSI	Supplemental Security Income
	ST	Speech Therapy
	TANF	Temporary Assistance to Needy Families (CalWORKS; formerly AFDC)
	TBI	Traumatic Brain Injury (IDEA disability category)
	UCP	United Cerebral Palsy
	VH	Visually Handicapped
	VI	Visual Impairment (IDEA disability category)

V W

WIC	Women, Infants and Children (Nutrition Program)
WISC IV	Wechsler Intelligence Scale for Children – IV
WJ III	Woodcock-Johnson Psychoeducational Battery - III
WPPSI-IV	Wechsler Pre-School & Primary Scale of Intelligence - IV
WRAT4	Wide Range Achievement Test – Revision 4

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The Medical Home Index: Short Version (MHI-SV)

Measuring the Organization & Delivery of Primary Care for Children with Special Health Care Needs

**Center for
Medical Home
Improvement
(CMHI)**

The Medical Home Index (MHI) is a nationally validated self-assessment tool designed to quantify the “medical homeness” of a primary care practice. Derived from the Center for Medical Home Improvement’s (CMHI) original Medical Home Index, this short version can be used as an interval measurement in conjunction with the original MHI **or** as a quick “report card” or snapshot of practice quality. CMHI recommends the use of the full MHI for practice improvement purposes but offers this short version for interval or periodic measurement and/or when it is not feasible to use the full MHI.

The full MHI contains twenty-five indicators which detail excellent, pro-active, comprehensive pediatric primary care. It functions both as a quality improvement tool and as a self education medium relevant to the medical home.

The Medical Home Index: Short Version (MHI-SV) is a brief representation of the more complete measurement tool. It scores a practice on a continuum of care across three levels:

- Level 1** = Good, responsive pediatric primary care
- Level 2** = Pro-active pediatric primary care (in addition to Level 1)
- Level 3** = Pediatric primary care at the most comprehensive levels (in addition to Levels 1 and 2)

As the reporter for your entire practice and in response to each of the ten indicators, please score your medical home at:

- Level 1**
- Level 2 partial**
- Level 2 complete**
- Level 3 partial**
- Level 3 complete**

Both the full 25-item Medical Home Index and the following 10-item MHI: Short Version can be downloaded from the CMHI website:

CMHI www.medicalhomeimprovement.org
Downloads www.medicalhomeimprovement.org/knowledge/practices.html

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Improvement



Medical Home Index – Short Version (MHI-SV)			
	Level 1	Level 2 (in addition to level 1)	Level 3 (in addition to level 2)
# 1 Family Feedback <i>Requires both MD & key non-MD staff person's perspective.</i> (# 1.5 MHL-Full Version)	Pediatric primary care without the elements detailed in levels 2 and 3. ☐ Level 1	Feedback from families of <i>CSHCN</i> regarding their perception of care is gathered through systematic methods (e.g. surveys, focus groups, or interviews); there is a process for staff to review this feedback and to begin problem solving. ☐ PARTIAL ☐ COMPLETE	An advisory process is in place with families of <i>CSHCN</i> which helps to identify needs and implement creative solutions; there are tangible supports to enable families to participate in these activities (e.g. childcare or parent stipends). ☐ PARTIAL ☐ COMPLETE
# 2 Cultural Competence (# 1.6 MHL-FV)	Pediatric primary care without the elements detailed in levels 2 and 3. ☐ Level 1	Materials are available and appropriate for non-English speaking families, those with limited literacy; these materials are appropriate to the developmental level of the child/young adult. ☐ PARTIAL ☐ COMPLETE	Family assessments include pertinent cultural information, particularly about health beliefs; this information is incorporated into care plans; the <i>practice</i> uses these encounters to assess patient & community cultural needs. ☐ PARTIAL ☐ COMPLETE
#3 Identification of Children in the Practice with Special Health Care Needs (# 2.1 MHL-FV)	Pediatric primary care without the elements detailed in levels 2 and 3. ☐ Level 1	A <i>CSHCN</i> list is generated by applying a definition (see pg. 6), the list is used to enhance care + /or define <i>practice</i> activities (e.g. to flag charts and computer databases for special attention or identify the population and its subgroups). ☐ PARTIAL ☐ COMPLETE	Diagnostic codes for <i>CSHCN</i> are documented, problem lists are current, and complexity levels are assigned to each child; this information creates an accessible <i>practice</i> database. ☐ PARTIAL ☐ COMPLETE



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Medical Home Index – Short Version (MHI-SV)			
	Level 1	Level 2 (in addition to level 1)	Level 3 (in addition to level 2)
#4 Care Continuity (# 2.2 MHI-FV)	Pediatric primary care without the elements detailed in levels 2 and 3. ☐ Level 1	The team (including PCP , family, and staff) develops a plan of care for CSHCN which details visit schedules and communication strategies; home, school and community concerns are addressed in this plan. Practice back up/cross coverage providers are informed by these plans. ☐ PARTIAL ☐ COMPLETE	The practice /teams use condition protocols; they include goals, services, interventions and referral contacts. A designated care coordinator uses these tools and other standardized office processes which support children and families. ☐ PARTIAL ☐ COMPLETE
#5 Cooperative Management Between Primary Care Provider (PCP) and Specialist (# 2.4 MHI-FV)	Pediatric primary care without the elements detailed in levels 2 and 3. ☐ Level 1	The PCP and family set goals for referrals and communicate these to specialists; together they clarify co-management roles among family, PCP and specialists and determine how specialty feedback to the family and PCP is expressed, used, and shared. ☐ PARTIAL ☐ COMPLETE	The family has the option of using the practice in a strong coordinating role; parents as partners with the practice manage their child's care using specialists for consultations and information (unless they decide it is prudent for the specialist to manage the majority of their child's care). ☐ PARTIAL ☐ COMPLETE



Center for
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Improvement

Medical Home Index – Short Version (MHI-SV)			
	Level 1	Level 2 (in addition to level 1)	Level 3 (in addition to level 2)
#6 Supporting the Transition to Adulthood (# 2.5.1 MHI-FV)	Pediatric primary care without the elements detailed in levels 2 and 3. ☐ Level 1	Pediatric and adolescent PCPs support youth & family to manage their health using a transition timeline & developmental approach; they assess needs & offer culturally effective guidance related to: • health & wellness • education & vocational planning • guardianship and legal & financial issues • community supports & recreation When youth transition from pediatrician to adult provider: Pediatricians help to identify an adult PCP and sub-specialists and offer ongoing consultation to youth, family and providers during the transition process. Adult Providers offer an initial “welcome” visit and a review of transition goals. ☐ PARTIAL ☐ COMPLETE	Progressively from age 12, youth, family and PCP develop a written transition plan within the care plan; it is made available to families and all involved providers. Youth and families receive coordination support to link their health and transition plans with other relevant adolescent and adult providers/services/agencies (e.g. sub-specialists, educational, financial, insurance, housing, recreation employment and legal assistance). ☐ PARTIAL ☐ COMPLETE
#7 Care Coordination /Role Definition (# 3.1 MHI-FV)	Pediatric primary care without the elements detailed in levels 2 and 3. ☐ Level 1	Care coordination activities are based upon ongoing assessments of child and family needs; the practice partners with the family (and older child) to accomplish care coordination goals. ☐ PARTIAL ☐ COMPLETE	Practice staff offer a set of care coordination activities, their level of involvement fluctuates according to family needs/wishes. A designated care coordinator ensures the availability of these activities including written care plans with ongoing monitoring. ☐ PARTIAL ☐ COMPLETE



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Medical Home Index – Short Version (MHI-SV)			
	Level 1	Level 2 (in addition to level 1)	Level 3 (in addition to level 2)
#8 Assessment of Needs/ Plans of Care (# 3.4 MHI-FV)	Pediatric primary care without the elements detailed in levels 2 and 3. ☐ Level 1	The child with special needs, family, and PCP review current child health status and anticipated problems or needs; they create/revise action plans and allocate responsibilities at least 2 times per year or at individualized intervals. ☐ PARTIAL ☐ COMPLETE	The PCP /staff and families create a written plan of care that is monitored at every visit; the office care coordinator is available to the child and family to implement, update and evaluate the care plan. ☐ PARTIAL ☐ COMPLETE
#9 Community Assessment of Needs for CSHCN (# 4.1 MHI-FV)	Pediatric primary care without the elements detailed in levels 2 and 3. ☐ Level 1	Providers raise their own questions regarding the population of CSHCN in their practice community(ies); they seek pertinent data and information from families and local/state sources and use data to inform practice care activities. ☐ PARTIAL ☐ COMPLETE	At least one clinical practice provider participates in a community-based public health need assessment about CSHCN , integrates results into practice policies, and shares conclusions about population needs with community & state agencies. ☐ PARTIAL ☐ COMPLETE
#10 Quality Standards (structures) (# 6.1 MHI-FV)	Pediatric primary care without the elements detailed in levels 2 and 3. ☐ Level 1	The practice has its own systematic quality improvement mechanism for CSHCN ; regular provider and staff meetings are used for input and discussions on how to improve care and treatment for this population. ☐ PARTIAL ☐ COMPLETE	The practice actively utilizes quality improvement (QI) processes; staff and parents of CSHCN are supported to participate in these QI activities; resulting quality standards are integrated into the operations of the practice . ☐ PARTIAL ☐ COMPLETE



The Medical Home Index - Short Version: Measuring the Organization and Delivery of Primary Care for Children with Special Health Care Needs

DEFINITIONS OF CORE CONCEPTS (Words in italics throughout the document are defined below.)

Children with Special Health Care Needs (CSHCN):

Children with special health care needs are defined by the *US Maternal and Child Health Bureau* as those who have, or are at increased risk for chronic physical, developmental, behavioral, or emotional conditions and who require health and related services of a type or amount beyond that required by children generally (USDHHS, MCHB, 1997).

Medical Home:

A medical home is a community-based primary care setting which provides and coordinates high quality, planned, family-centered health promotion and chronic condition management. According to the American Academy of Pediatrics (AAP) “medical home” is accessible, family-centered, continuous, comprehensive, coordinated, compassionate, and culturally competent.

Family-Centered Care (US Maternal and Child Health Bureau, 2004):

Family-Centered Care assures the health and well-being of children and their families through a respectful family-professional partnership. It honors the strengths, cultures, traditions and expertise that everyone brings to this relationship. Family-Centered Care is the standard of practice which results in high quality services.



Center for Medical Home Improvement

The Medical Home Index – Short Version:

Measuring the Organization and Delivery of Primary Care for Children with Special Health Care Needs

GLOSSARY OF TERMS (continued)

Care Coordination Activities:

Care and services performed in partnership with the family and providers by health professionals to:

- 1) Establish family-centered community-based “**Medical Homes**” for *CSHCN* and their families.
 - Make assessments and monitor child and family needs
 - Participate in parent/professional practice improvement activities
- 2) Facilitate timely access to the **Primary Care Provider (PCP)**, services and resources
 - Offer supportive services including counseling, education and listening
 - Facilitate communication among PCP, family and others
- 3) Build bridges among families and health, education and social services; promotes continuity of care
 - Develop, monitor, update and follow-up with care planning and care plans
 - Organize wrap around teams with families; support meeting recommendations and follow-up
- 4) Supply/provide access to referrals, information and education for families across systems.
 - Coordinate inter-organizationally
 - Advocate with and for the family (e.g. to school, daycare, or health care settings)
- 5) Maximize effective, efficient, and innovative use of existing resources
 - Find, coordinate and promote effective and efficient use of current resources
 - Monitor outcomes for child, family and practice

Chronic Condition Management (CCM):

CCM acknowledges that children and their families may require more than the usual well child, preventive care, and acute illness interventions.

CCM involves explicit changes in the roles of providers and office staff aimed at improving:

- 1) Access to needed services
- 2) Communication with specialists, schools, and other resources, and
- 3) Outcomes for children and families.

(The Medical Home Index – SV – Page 7)

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Center for
Medical Home
Improvement

The Medical Home Index – Short Version: Measuring the Organization and Delivery of Primary Care for Children with Special Health Care Needs

GLOSSARY OF TERMS* (continued)

Quality:

Quality is best determined or judged by those who need or who use the services being offered. Quality in the medical home is best achieved when one learns what children with special health care needs and their families require for care and what they need for support. Health care teams in partnership with families then work together in ways which enhance the capacity of the family and the practice to meet these needs. Responsive care is designed in ways which incorporate family needs and suggestions. Those making practice improvements must hold a commitment to doing what needs to be done and agree to accomplish these goals in essential partnerships with families.

Office Policies

Definite courses of action adopted for expediency; “the way we do things”; these are clearly articulated to and understood by all who work in the office environment.

Practice:

The place, providers, and staff where the PCP offers pediatric care

Primary Care Provider - (PCP):

Physician or pediatric nurse practitioner who is considered the main provider of health care for the child

United States Maternal and Child Health Bureau - (USMCHB):

A division of Health Resources Services Administration

Requires both MD and key non-MD staff person’s perspective- you will see this declaration before select themes; the project has found that these questions require the input of both MD and non MD staff to best capture practice activity.



Primary Health Services Programs

- * Health Services Overview Chart
- * Medi-Cal
- * Child Health and Disability Prevention (CHDP) Program
- * Medi-Cal: Targeted Low Income Children's Program
- * Kaiser Permanente Cares for Kids Child Health Plan
- * Access for Infants and Mothers (AIM) Program
- * Health Plan of San Mateo (HPSM):
Children's Health Initiative (CHI) / Healthy Kids Program

Supplemental Health Services Programs

- * California Children Services (CCS)
- * Genetically Handicapped Persons Program (GHPP)
- * Newborn Hearing Screening Program (NHSP)
- * Nutrition Services
- * Women, Infants, and Children (WIC) Program

Income Limit Tables

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Health Services Overview

Regular health care is important for a child's well being and physical development. Here are a few programs that provide no-cost or low-cost healthcare for children.

Health Services Overview Chart Programs most used by Children with Special Health Care Needs (CSHCN)	Medi-Cal Provides no-cost* comprehensive health, dental and vision coverage Eligibility determined by family size, children's ages and family income. Available to eligible U.S. citizens, U.S. nationals or immigrants. *Families whose income is higher than the allowable limits for no-cost Medi-Cal will have a share of cost based on income and family size. 888-747-1222 Information, toll free 1-800-223-8383 Information
	Child Health and Disability Prevention (CHDP) Program Provides no-cost well-child screening program for infants, children and teens. Any identified health problems are referred for diagnosis and treatment. Eligibility Those on Medi-Cal (birth up to age 21), or those (birth up to age 19) in families who have low-to-moderate income; up to 200% of the Federal Poverty Level (FPL). 650-573-2877 CHDP San Mateo Co.
	Kaiser Permanente Cares for Kids Child Health Plan Provides low-cost health care coverage for uninsured children who are not eligible for no-cost Medi-Cal or Healthy Families. Available to children (under age 19) who live within Kaiser Permanente's California service area. Cost \$10 to \$20 per child per month. Maximum \$60 per family; some co-pays. Eligibility based on family size/income. 1-800-464-4000 Information/Request Enrollment Packet
	Access for Infants and Mothers (AIM) Program Provides health insurance for uninsured pregnant women until 60 days after pregnancy has ended. Eligibility To qualify, women must be less than 31 weeks pregnant, CA residents for at least 6 months, not eligible for no-cost Medi-Cal, uninsured, and have incomes within AIM guidelines. Women with insurance with maternity deductibles or co-payments over \$500 may also qualify. Total Cost is 1.5% of family income from pregnancy through 60 days post-partum. 1-800-433-2611 AIM/Healthy Families Info Line/Application request

Source (abridged) Children's Health Access and Medical Program Network (CHAMP)
Web site <http://www.champ-net.org> (for more information)

Health Services Overview (continued)

Additional programs that provide no-cost or low-cost healthcare for children in San Mateo county.

Health Services Overview Chart (continued)	Health Plan of San Mateo (HPSM): Children's Health Initiative (CHI) / Healthy Kids Program
Programs most used by Children with Special Health Care Needs (CSHCN)	Provides health, dental, and vision coverage for children who do not qualify for no-cost Medi-Cal and Healthy Families. Healthy Kids is a low-cost health coverage program for children and teens in San Mateo County. Eligibility Children and teens (birth up to age 19) who are not eligible for no-cost Medi-Cal or Healthy Families can apply. Eligibility depends on family size and income. Immigration status does not affect eligibility. Cost A family contribution is paid to the Health Plan of San Mateo every 3 months (quarterly family contribution) per child. • Contribution ranges from \$0–\$150, based on family size and income. • Co-pays for doctor visits, prescription drugs, and emergency services range from \$5–\$15. • No co-pays for immunizations, checkups, and other visits for prevention. 650-616-2002 CHI / Healthy Kids Application for Enrollment 650-616-2133 CHI / Healthy Kids Information 1-800-750-4776



Medi-Cal

Medi-Cal, California's Medicaid program, provides health insurance for low-income families and individuals who lack health insurance.

Medi-Cal is composed of a variety of programs to serve people who lack insurance. Some of the most commonly used forms of Medi-Cal include:

Commonly used forms of Medi-Cal

- * Fee-for-Service Medi-Cal
- * Medi-Cal Managed Care
- * Share-of-Cost Medi-Cal
- * Medi-Cal Waiver services
- * Emergency Medi-Cal

Services What services are provided?

- | | | |
|---------------------------|-------------------|------------------------|
| * Hospital inpatient care | * Outpatient care | * Skilled nursing care |
| * Equipment & supplies | * Therapy | * Doctor visits |
| * Laboratory tests | * X-rays | * Pharmaceuticals |
| * Medical transportation | | |

Providers Where are services provided?

Services may be obtained from any physician, clinic or hospital that is a state-approved Medi-Cal provider.

Eligibility Who is eligible to receive Medi-Cal?

Individuals eligible for Medi-Cal typically fall in one of the following categories:

Federal Poverty Level (FPL) Programs [see Income Limit Tables in this section]

Pregnant women and children/youth in the following income categories generally are eligible for Medi-Cal:

- * Pregnant women and infants in families with incomes at or below 200% of FPL
- * Children aged 1–5 in families with incomes at or below 133% of FPL
- * Children aged 6–19 in families with incomes at or below 100% of FPL

Public Assistance Recipients

Recipients of the following public assistance are eligible for Medi-Cal:

- * CalWORKs (formerly AFDC, currently TANF) recipients
- * Supplemental Security Income/State Supplemental Payment (SSI/SSP) recipients

Medically Needy/Medically Indigent

Persons not eligible under the categories above may be eligible under other Medi-Cal categories:

- * Medically Needy (MN)—uninsured families/individuals who have incomes too high to qualify for cash assistance but who otherwise qualify for CalWORKs or SSI/SSP
- * Medically Indigent (MI)—low-income pregnant women, children under 21, and some adults in long-term care who do not qualify for public assistance or as medically needy

Common Types of Medi-Cal Programs	
FFS Medi-Cal	Under Fee-for-Service (FFS) Medi-Cal, recipients receive health care from state approved providers on a fee-for-service basis. The client takes his/her Medi-Cal card to any Medi-Cal provider and receives services without going through a health plan. In Alameda County, people who receive Supplemental Security Income (SSI) or are in foster care receive fee-for-service Medi-Cal and may receive services from any Medi-Cal approved provider. (People on SSI and children in foster care also may voluntarily choose to enroll in one of the two Medi-Cal managed care plans.)
Medi-Cal Managed Care	Medi-Cal has a managed care program under which state-approved health plans are paid a set monthly amount (capitation) to provide care to Medi-Cal recipients. Health plans then make agreements with providers to serve Medi-Cal recipients. Services may be obtained from any provider who is state-approved as a Medi-Cal provider and registered with one of the approved health plans. In Alameda County, the two plans are Alameda Alliance for Health (AAH) and Blue Cross.
Share-of-Cost Medi-Cal	Share-of-Cost Medi-Cal offers health care coverage to individuals and families who have incomes too high to qualify for regular Medi-Cal, but too low to cover health care costs. Medi-Cal requires these recipients to contribute to their health care by paying a share of the cost for the services they receive. "Share of Cost" is a term that refers to the amount of health care expenses a recipient must accumulate each month before Medi-Cal begins to offer assistance. Share of cost is an amount that is owed to the provider of health care services, not to the state.
Medi-Cal Waiver Services	A Federal Waiver allows the state to disregard portions of the Social Security Act and provide Medi-Cal to individuals who may not otherwise be eligible. One type of waiver, 1915(c), also known as a "Katie Beckett Waiver," is limited in scope and allows exceptions to some federal requirements in order to provide home and community based services as an alternative to institutionalization. For example, under this type of waiver, a child with special health care needs may obtain Medi-Cal in order to receive health services that allow the child to remain at home instead of in a hospital or institution.
Emergency Medi-Cal	In some cases, individuals who would otherwise be ineligible for Medi-Cal due to immigration or other restrictions may apply for Medi-Cal Emergency Services. Emergency Medi-Cal use is restricted to only those services that meet the state definition of "emergency".
TLICP (Target Low-Income Children's Program)	Covers: Minors age 0-19 Eligibility Criteria • California resident • U.S. citizen or national, legal permanent resident or other legal immigration status • Countable gross family income must be between 100-250% Federal Poverty Level (FPL) Premiums None for minors whose family's modified adjusted gross income is below 150% FPL, \$13/per month for minors whose family's modified adjusted gross income is between 150-250% FPL, maximum \$39/month for families with three or more eligible minors. Co-Payments: None

Enrollment How does one enroll in Medi-Cal?

Enrollment in Medi-Cal can begin in-person at county offices or other locations, by mail, or over the phone.

For example, an applicant may go to the county social services office or meet with an eligibility worker who is “outstationed” at a community-based organization or health facility. The eligibility worker assists in filling out the application forms and collects documentation (such as proof of household address and income). Because of a federal rule change, applicants who are citizens, including most children (some groups, such as children in foster care, are exempt), also must provide documentation of their citizenship status.

Application information is electronically submitted to the state where crosschecks are conducted to verify reported income and other information provided. Applicants are notified by mail of their status (enrolled or declined) within 45 days of application.

Regardless of the method of enrollment, applicants will need to submit annual reports on their income and assets, subject to state rules in order to retain their Medi-Cal coverage. Applicants for Medi-Cal will be asked to provide their Social Security Numbers (parents/guardians of applicant children do not have to provide their Social Security Numbers).

**Contact
Information****888-747-1222****Toll Free Information Line for Medi-Cal****1-800-223-8383**

Human Services Agency Telecenter
To apply for Medi-Cal over the phone
or to request a mail-in application

650-802-6470**San Mateo County Children’s Health Initiative:****Belmont****650-802-6450****San Carlos****650-877-5608****South San Francisco****650-301-8400****Daly City****650-363-4218/4175****East Palo Alto****650-599-3811****Redwood City****Web site****<http://www.co.sanmateo.ca.us/portal/site/humanservices>**

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Child Health and Disability Prevention (CHDP) Program



Child Health and Disability Prevention (CHDP) is a preventive, well-child screening program for infants, children and teens on Medi-Cal (birth up to age 21), or children (birth up to age 19) who have low to moderate income of up to 200% of the Federal Poverty Level (FPL). [see Income Limit Tables in this section] Through CHDP, children and youth can obtain regular, preventive health assessments to identify any health problems. Those with suspected problems are then referred for necessary diagnosis and treatment.

Services Health assessment services are provided, including:

- * Health and developmental history
- * Physical examination
- * Nutritional assessment
- * Immunizations
- * Vision testing
- * Hearing testing
- * Lead testing
- * Some laboratory tests
(e.g., tuberculin, sickle cell, urinalysis, hemoglobin/hematocrit, Pap smears)
- * Health education and anticipatory guidance.
- * Camp and sports physicals.
- * Referrals to dentists who accept Medi-Cal
(Medi-Cal eligible children 3 years of age and over)
- * Case management:
CHDP will assist families in obtaining diagnostic and treatment services.

Providers Where are services provided?

Private physicians, county health departments, clinics, and some local school districts provide CHDP health assessments. CHDP encourages private provider participation.

Eligibility Who is eligible?

- * Medi-Cal beneficiaries (birth up to age 21) under the regulations of the federal Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) Program
- * Non-Medi-Cal eligible children (birth up to age 19) from low-income families
- * Children in Head Start and State Preschool programs are eligible for regular assessment while in these programs (generally ages 3 up to age 6)

Contact 650-573-2877 **San Mateo County CHDP**
Information 650-573-2859 FAX **2000 Alameda de las Pulgas**
San Mateo, CA 94403

Web site <http://www.dhcs.ca.gov/services/chdp>

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Medi-Cal: Targeted Low Income Children's Program

Services Covers

- Minors age 0-19
- Primary care and outpatient specialty services
- Comprehensive dental coverage
- Basic vision coverage (one eye exam and pair of lenses and frames every 24 months, not restrictions on emergency services)
- Immunizations (through automatic enrollment with Vaccines for Children program)
- Mental health services (therapeutic behavioral services require pre-screening through the Early and Periodic screening, Diagnostic, and Treatment (EPSDT) program)
- Substance use disorder treatment services (2 visits/month maximum)
- Acupuncture and chiropractic services (2 visits/month maximum)

Eligibility Eligibility Criteria

- California resident
- U.S. Citizen or national, legal permanent resident or other legal immigration status
- Countable gross family income must be between 100-250% Federal Poverty Level (FPL)

Costs Premiums

- None for minors whose family's modified adjusted gross income is below 150% FPL, \$13/per month for minors whose family's modified adjusted gross income is between 150-250% FPL, maximum \$39/month for families with three or more eligible minors.

Co-Payments

- None

Contact Information For more information
Visit the Department of Health Care Services website:
www.dhcs.ca.gov/services/hf/Pages/HFPFAQ.aspx.

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Kaiser Permanente Cares for Kids Child Health Plan

Kaaiser Permanente Child Health Plan provides comprehensive preventive, primary and specialty health care coverage for children in families with low to moderate incomes who do not qualify for other public or private programs. Kaiser Permanente Child Health Plan services are provided in Kaiser Permanente medical offices and hospitals.

Services What services are provided?

- * Medical office visits
- * Hospital services
- * Lab tests/X-rays
- * Vision care
- * Hearing and vision tests
- * Prescription drugs
- * Mental health services
- * Substance abuse services
- * Dental coverage
- * Health education

Kaiser Permanente Child Health Plan **does not** cover:

- * Chiropractic services
- * Contact lens examination, fitting and dispensing
- * Refractive eye surgery

Eligibility Who is eligible?

- * Uninsured children (birth up to age 19) from families with incomes above 250% of the Federal Poverty Level (FPL) through 300% FPL, who are not enrolled in other public/private programs, such as Medi-Cal or Healthy Families, and are not eligible for employer-subsidized coverage [see Income Limit Tables]
- * Children must live within the Kaiser Permanent California Division Service Area
- * Resources (the things you own) do not count in this program
- * Children's social security numbers are **requested but not required** on the application

Cost What does it cost?

- * Premiums are \$10 to \$20 per child per month
- * A family pays for only up to 3 children per family, or a maximum of \$60 per month; no premiums are paid for additional children in the family.
- * There are co-payments for some services
(limit is \$250 for one child or \$500 for two children or more)

Enrollment How does a child receive Kaiser Permanente Child Health Plan services?

- * Mail in application
(see phone number and website below to request application)

Contact 1-800-464-4000 **Request an enrollment packet**
Information 1-800-777-1370 TTY **Kaiser Permanente Child Health Plan**

Web site <https://info.kp.org/childhealthplan/overview.html>

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Access for Infants and Mothers (AIM) Program

Access for Infants and Mothers (AIM) provides low-cost health coverage for pregnant women and access to Healthy Families coverage for their newborns (up to age 2). It is designed for families in the middle income bracket who do not have health insurance and whose income is too high to qualify for no-cost Medi-Cal. AIM is also available to those who have health insurance, but only if the maternity-only deductible or co-payment is more than \$500. If a pregnant woman qualifies for AIM, her baby automatically qualifies for enrollment in the Healthy Families Program (see Healthy Families program in this section, page A-9).

Services What services are provided?

All medically necessary services are covered from the time of acceptance into the AIM Program until 60 days after the pregnancy has ended. Services include:

- * All necessary physician visits
- * Maternity care
- * Prescriptions
- * Diagnostic testing
- * Health education
- * Medical equipment charges
- * Hospital services
- * Skilled nursing
- * Emergency services
- * Mental health

Providers The State of California contracts with many health plans throughout the state. Plans then contract with provider groups and providers in the community.

Eligibility Who is eligible?

- * Pregnant women (not more than 30 weeks)
- * Must have lived in California for the last 6 months
- * Cannot be receiving no-cost Medi-Cal or Medicare benefits
- * Cannot have maternity benefits through private insurance, unless coverage has a separate maternity-only deductible or co-payment that is more than \$500
- * Annual family income within the AIM income guidelines (200-300% of Federal Poverty Level) [see Income Limit Tables in this section]

Cost The total cost of AIM enrollment is 1.5% of the family's income after allowable income deductions; there are no co-payments or deductibles. Payment may be made when the application is submitted, or in monthly payments over one year. This payment covers care during pregnancy and 60 days of post-partum care.

Cancellation If AIM is cancelled on or after the first day of coverage (because of miscarriage or other reasons), the enrolled woman is still responsible for the full payment of 1.5% of the family's income.

Enrollment Download mail-in application online from the AIM website, or call for application.

Contact Information **1-800-433-2611**

Web site

AIM Program
P.O. Box 15559, Sacramento, CA 95852-0559
<http://www.aim.ca.gov>

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Health Plan of San Mateo:

Children's Health Initiative / Healthy Kids Program

Health Plan of San Mateo (HPSM) is a local non-profit health care plan that offers health coverage and a provider network to San Mateo County's underserved population. HPSM currently serves approximately 95,000 county residents and is the only Medi-Cal managed care plan in San Mateo County. HPSM administers the Children Health Initiative / Healthy Kids Program.

Children's Health Initiative (CHI) / Healthy Kids Program

Services Healthy Kids is a low-cost health coverage program for children and teens in San Mateo County. CHI Healthy Kids provides health, dental, and vision coverage for children and teens who do not qualify for no-cost Medi-Cal and Healthy Families. Services include:

- * Doctor Visits
- * Dental and Vision Services
- * Routine Check-ups
- * Prescription Drugs
- * Hospital Services
- * Immunizations
- * Mental Health

Eligibility Children (from birth up to age 19) who are not eligible for no-cost Medi-Cal or Healthy Families can apply. Eligibility depends on family size and income. Children are required to have been uninsured for six months in order to qualify. Families must live in San Mateo County. Immigration status does not affect eligibility.

Cost Quarterly Family Contribution
Families make a payment to Health Plan of San Mateo (HPSM) every 3 months for each child's coverage, which ranges from \$0–\$150 per child (depending on family income). Financial assistance is available for the family quarterly contribution.

Co-pays

- * \$5–\$15 co-pays for doctor visits, eye exams, and prescription drugs.
Co-pays for services are paid directly to doctors, pharmacies, and hospitals.
- * No co-pay for check-ups, immunizations, annual dental exams, and other preventive services.

Administration	650-616-0050 650-616-0060 FAX 1-800-735-2929 or 711 (TTY) Email Web site	Health Plan of San Mateo (HPSM) 701 Gateway Blvd., Suite 400 South San Francisco, CA 94080 info@hpsm.org http://www.hpsm.org
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Healthy Kids Application	650-616-2002 Web site	Children's Health Initiative / Healthy Kids Program San Mateo County Health Coverage Unit http://www.smcchi.org
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Healthy Kids Questions	650-616-2133 1-800-750-4776 1-800-735-2929 or 711 (TTY)	Healthy Kids at Health Plan of San Mateo
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California Children Services (CCS)



California Children Services (CCS) is a program that pays for specialty health care services for eligible children/young adults with serious and/or chronic medical conditions.

- Medical Conditions** What are some examples of eligible conditions?
- * Birth defects * Blood disorders * Cancer & some other tumors * Cerebral palsy
 - * Endocrine & Metabolic disorders * Genetic conditions * Heart disease * HIV/AIDS
- Services** What is the scope of CCS services?
- Diagnostic Evaluations**
- The program pays for diagnostic evaluations necessary to determine whether a condition is medically eligible. CCS also covers HIV testing.
- Treatment Services**
- CCS may authorize ongoing medical treatment and services such as:
- * Hospitalizations and Surgeries
 - * Social services including case management
 - * Nutritional consultations
 - * Equipment/supplies/medications
 - * Orthodontics
- Therapy Services**
- Physician and occupational therapy services are provided at Medical Therapy Units (MTUs) located on public school campuses to children with a physical disability who meet medical eligibility criteria.
- Eligibility** Who is eligible?
- The program is open to anyone who meets **all** of the following requirements:
- * Is under 21 years old
 - * Has or may have a medical condition that is covered by CCS
 - * Is a resident of California, **and**
 - * Has a family income of less than \$40,000 as reported as the adjusted gross income on the state tax form, **or**
 - * The out-of-pocket medical expenses for a child who qualifies are expected to be more than 20% of family income, **or**
 - * The child has Healthy Families coverage **or** Medi-Cal coverage
- Eligibility Exceptions** Family income is **not** a factor for children who:
- * Need diagnostic services to confirm a CCS eligible medical condition, **or**
 - * Were adopted with a known CCS eligible medical condition, **or**
 - * Are applying only for services through the Medical Therapy Program

Providers Who are CCS providers?

CCS providers are health care professionals with special expertise in the treatment of children, such as Pediatricians, Neurologists, Orthopedists, Cardiologists, Orthodontists, Therapists, Social Workers, Nutritionists, Pharmacists and others. These providers must meet the participating standards and be approved by the State CCS program, to be on the CCS panel. Providers sometimes work together as a team to provide comprehensive care for children with certain conditions. Team services are usually provided in Special Care Centers.

Referral How does a child receive CCS Services?

Referrals may be made by anyone such as a family member, school staff, or health care provider. A referral may be sent on a **CCS Referral Form or in a letter** (please see forms section) which includes all the following information:

- * Patient's name
- * Date of Birth
- * Medi-Cal number (if available)
- * Name, address and telephone number of parent/legal guardian
- * Address and telephone number of the child
- * Medical condition
- * Name, address and telephone number of the referral source

Application After a referral is made, a **CCS Application** will be sent or given to the family and must be completed by the parent or legal guardian. The application **must** be accompanied or followed by a medical report by the doctor. When the completed CCS application and medical report is received, the eligibility process begins.

Possible Fees The family must provide the financial and residential information needed to determine program eligibility. Some families may be required to pay an annual \$20 assessment fee and/or an annual enrollment fee based upon family size and earnings above a certain income.

Appeals What appeals process is in place?

Once a client has applied for CCS Services, they will receive a written decision if their eligibility or a service has been denied, reduced or stopped. This decision is called a **"Notice of Action"** (NOA). If the client does not agree with the decision, they may call CCS at the number listed on the NOA and attempt to resolve the issue by telephone. If this is unsuccessful, and the client is still interested in appealing, there is an official appeals process. The appeal process has two parts: FIRST LEVEL APPEAL and, if the client disagrees with the results, a FAIR HEARING. Both parts require written requests.

2nd Opinion When a CCS-approved doctor will not prescribe or refuses to continue prescribing a service, this does not fall under the formal appeals process. If this happens, the client may request a second opinion from an expert physician. This parent/caregiver will be able to choose the doctor from a list of three experts that CCS will provide. The opinion of the expert is final.

Contact Information	650-616-2500 650-616-2598 FAX	California Children Services (CCS) 701 Gateway Blvd., Suite 400 South San Francisco, CA 94080
	Web site	http://www.dhcs.ca.gov/services/ccs

Genetically Handicapped Persons Program (GHPP)



Genetically Handicapped Persons Program (GHPP) is a state program that provides medical case management and pays the medical and dental costs of persons with certain genetic diseases including cystic fibrosis, hemophilia, sickle cell diseases and various neurological and metabolic diseases.

Services What services are provided?

The program provides medical treatment and case management services for persons ineligible for Medi-Cal and case management services for Medi-Cal-eligible beneficiaries with GHPP-eligible conditions.

Eligibility Who is eligible?

Persons aged 21 and over with one of the following genetic conditions who are partially or wholly unable to pay for care:

- * Hemophilia and other genetic coagulation defects
- * Cystic Fibrosis
- * Sickle Cell Disease including Thalassemia
- * Huntington's Disease
- * Joseph's Disease
- * Friedreich's Ataxia
- * von Hippel-Lindau Disease
- * Inborn Errors of Metabolism including disorders of amino-acid transport and metabolism such as Phenylketonuria (PKU)
- * Disorders of carbohydrate transport and metabolism such as Galactosemia
- * Disorders of copper metabolism such as Wilson's Disease

Eligibility Exception Persons under age 21 with one of the above genetic conditions may also be eligible for GHPP if they have first been determined to be financially ineligible to receive services from the CCS program.

Enrollment Referral and application forms are available on-line at the GHPP web site and may be completed and mailed to GHPP at the mailing address below.

Contact Information **1-800-639-0597**
916-327-0470
916-440-5318 FAX

GHPP Information Line
(messages may be left for call-back)

Physical Address **Genetically Handicapped Persons Program (GHPP)**
1515 K Street, Ste. 400
Sacramento, CA 95899-7413

Mailing Address **Genetically Handicapped Persons Program (GHPP)**
MS 8100
P.O. Box 997413
Sacramento, CA 95899-7413

Web site **www.dhcs.ca.gov/services/ghpp**

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Newborn Hearing Screening Program (NHSP)



Newborn Hearing Screening Program (NHSP) provides a comprehensive coordinated system of early identification and provision of appropriate services for infants with hearing loss.

Services The California NHSP provides:

- * Parents of approximately 400,000 infants the opportunity to have their newborn babies screened for hearing loss at the time of the hospitalization for birth
- * Tracking and monitoring of up to 25,000 infants to assure that appropriate follow-up testing and diagnostic evaluations are completed
- * Access to medical treatment and other appropriate educational and support services.
- * Coordinated care through collaboration with those agencies delivering early intervention services to infants and their families

Incidence The incidence of permanent significant hearing loss is approximately 2–4 per every 1000 infants. It is the most common congenital condition for which there is a screening program. It is estimated that the Newborn Hearing Screening Program will identify 1200 infants with hearing loss each year.

Program Focus The major focus of the program is to assure that every infant, who does not pass a hearing test, is linked quickly and efficiently with the appropriate diagnostic and treatment services and with the other intervention services needed for the best possible outcome. Recent research shows infants with hearing loss, who have appropriate diagnosis, treatment and early intervention services initiated before six months of age, are likely to develop normal language and communication skills.

Program Components The California Newborn Hearing Screening Program has two major components:

*** Screening**

All CCS-approved hospitals will offer hearing screenings to all newborns born in their hospitals and will perform hearing screenings on all infants receiving care in a CCS-approved neonatal intensive care unit (NICU) prior to the infant's discharge.

*** Geographically-Based Hearing Coordination Centers**

Each Center will be responsible for a specified geographic area. The functions of the Centers include:

- Assisting hospitals to develop and implement their screening programs
- Certifying hospitals to participate as screening sites
- Monitoring programs of the participating hospitals
- Assuring that infants with abnormal hearing screenings receive necessary follow-up, including rescreening, diagnostic evaluation, treatment, and referral to early intervention service agencies, as appropriate, providing information to families and providers so they can more effectively advocate with commercial health plans to access appropriate treatment.

Contact Information	(916) 322-5794 (877) 388-5301	California NHSP Information/Brochures Toll-free information for Providers/Families
Physical Address	Newborn Hearing Screening Program 1515 K Street, Ste. 400 Sacramento, CA 95899-7413	
Mailing Address	Newborn Hearing Screening Program MS 8103 P.O. Box 997413 Sacramento, CA 95899-7413	
email	nhsp3@dhs.ca.gov	
Web site	www.dhcs.ca.gov/services/nhsp	

San Mateo County Outpatient Hearing Screening Providers (CCS Approved)

Provider Contact Information	Providers	
	650-994-3410	Hearing Science of Daly City 333 Gellert Blvd., Suite 118 Daly City, CA 94015 www.hearingscience.biz
	(415) 921-7658	Hearing and Speech Center of Northern California 1234 Divisadero Street San Francisco, CA 94115 www.hearingspeech.org
	(415) 921 8990 TTY	
	650-498-4327	Lucile Packard Children's Hospital (LPCH) at Stanford Audiology Clinic 2452 Watson Court, Suite 1500 Palo Alto, CA 94304 www.lpch.org/clinicalSpecialtiesServices/ClinicalSpecialties/rehab/aud.html
	(415) 353-2101	University of CA San Francisco (UCSF) Audiology Clinic 2330 Post St., Suite 270 San Francisco, CA 94115 www.ucsfhealth.org/clinics/audiology_clinic



Nutrition Services

Good nutrition is necessary to promote optimal growth and development. Children and youth with special health care needs are at high risk for nutrition-related problems. Nutrition screening is critical to identify problems early and prevent the adverse effects of malnutrition on growth and mental development. Nutrition screening is routinely conducted by many government-funded programs. If a nutrition concern is identified, a referral to a Registered Dietitian (RD) for nutrition assessment and medical nutrition therapy is recommended. Eligibility is often based on the child's diagnosis and family income.

Services What Nutrition Services are provided by the following agencies and programs?

California Children Services (CCS)

RDs on some Special Care Center multidisciplinary teams

Provide comprehensive nutrition assessment and intervention.

Follow-up visits can be authorized by CCS if Special Care Center Team Director lists in the team plan and approval is granted.

RDs in CCS Medical Therapy Program (school-based)

Upon referral by the CCS Medical Consultant, children who receive medical management from CCS can be assessed by a CCS nutrition consultant and receive nutrition intervention and follow-up care.

Child Health and Disability Prevention Program (CHDP)

If nutrition screening identifies a nutrition concern, the provider can refer for nutrition services to an RD who can bill under Early Periodic Screening, Diagnosis, and Treatment (EPSDT) Supplemental Services or Medi-Cal.

Golden Gate Regional Center

Has RD vendors for nutrition assessment, intervention and follow-up services. (Regional Center is payer of last resort.)

Medi-Cal Managed Care Plan

Plan partners employ or contract with RDs for nutrition assessment and intervention. This requires a referral from primary care provider.

Dietitians in private practice

American Dietetic Association/Find a Registered Dietician Program provides an on-line list of dietitians in the community. Payment varies by individual dietitian.

Women, Infants & Children (WIC) Program

See complete information about WIC nutrition services in this section of binder.

Contact Information
650-616-2500
650-573-2877
650-574-9232
1-800-223-8383
650-573-2168

California Children Services (CCS)
CHDP San Mateo County
Golden Gate Regional Center
Medi-Cal
WIC Information Line

Web site

American Dietetic Association - Find a Registered Dietician
<http://www.eatright.org> **Click on "Find a RD" button**

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Women, Infants & Children (WIC) Program



WIC is a supplemental food and nutrition education program that serves **low-income pregnant, breastfeeding and postpartum women, and infants and young children who are at nutritional risk.** The WIC Program provides nutritious foods, information on healthy eating, and referrals to health care to prevent health problems and improve the health of program participants during critical times of growth and development. Citizenship is not necessary to qualify. The WIC Program is 100% federally funded through the U.S. Department of Agriculture (USDA). WIC is not an entitlement program, but a federal grant program for which Congress authorizes a specific amount of funds each year; funds are not set aside to allow every eligible individual to participate in the program.

- Services**
- * Nutrition education and counseling at WIC clinics
 - * Screening and referrals to other health, welfare, and social services
 - * Supplemental nutritious foods and vouchers for selected foods
 - * Assistance with breastfeeding, including breast pumps
 - * Facilitation of access to special formulas for children with special needs

- Eligibility** An individual or family must have income at or below 185% of the federal poverty level (FPL). Women and children are automatically financially eligible if receiving Medi-Cal or TANF. In addition, the person must reside in the local agency's geographic service area and be nutritionally at-risk as determined by a health professional. The individual must be categorically eligible as a:
- * Pregnant woman
 - * Woman post-partum to six months after delivery
 - * Breastfeeding woman up to 1 year after childbirth
 - * Postpartum woman up to 6 months after childbirth
 - * Infant (0 up to age 1)
 - * Child (1 up to age 5) at nutritional or medical risk

Contact Information **888-WIC-WORKS/ 888-942-9675** **WIC California toll-free Information Line**

650-573-2168 WIC San Mateo County
650-577-9223 FAX

- | | |
|---------------------|---|
| 650-301-8632 | * WIC Daly City Office
380 90th Street, Daly City, CA 94015 |
| 650-578-7155 | * WIC East Palo Alto Office - Ravenswood School District
2160 Euclid Ave, East Palo Alto CA 94303 |
| 650-573-2168 | * WIC Half Moon Bay Office - Coastside Community/Sr. Center
225 S. Cabrillo Highway, Suite 100A, Half Moon Bay, CA 94019 |
| 650-599-1354 | * WIC Redwood City Office
2342 El Camino Real, Suite 200, Redwood City, CA 94063 |
| 650-573-2223 | * WIC San Mateo Office
477 9th Avenue, Suite 110, San Mateo, CA 94402 |
| 650-877-7025 | * WIC South San Francisco Office
306 South Spruce Avenue, South San Francisco, CA 94080 |

Web site **<http://www.smcheath.org/wic>**

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Income Limit Tables (correct as of November 2014)

NOTE: All program income eligibility is subject to change, based on annual updates of the Federal Poverty Level and other factors.

Federal Poverty Level (FPL), also known as **Federal Income Guideline (FIG)**, is the amount of income the federal government says a family requires to meet its basic needs. If family size (number of persons in family) exceeds the family size shown, please call the respective program for more information. This figure is updated annually.

Federal Poverty Guidelines

Family Size	2014 Federal Poverty Level for the 48 Contiguous States and District of Columbia (DC)
1	\$ 11,670
2	\$ 15,730
3	\$ 19,790
4	\$ 23,850
5	\$ 27,910
6	\$ 31,970
7	\$ 36,030
Add'l	Add \$4,060 for each additional person in the family.
Source: http://www.coverageforall.org/pdf/FHCE_FedPovertyLevel.pdf	

Medi-Cal

Family Size	Children 0 up to age 1 and Pregnant Women*	Children 1 up to age 6	Children 6 up to age 19
	Annual Income Not Over 200% FPL	Annual Income Not Over 133% FPL	Annual Income Not Over 100% FPL
1	\$ 23,340	\$ 15,521	\$ 11,670
2 *	\$ 31,460	\$ 20,920	\$ 15,730
3	\$ 39,580	\$ 26,320	\$ 19,790
4	\$ 47,700	\$ 31,720	\$ 23,850
5	\$ 55,820	\$ 37,120	\$ 27,910
6	\$ 63,940	\$ 42,520	\$ 31,970
7	\$ 72,060	\$ 47,919	\$ 36,030
* A pregnant woman counts as a family of two.			

Child Health and Disability Prevention (CHDP)

Family Size	Children 0 up to age 19 Annual Income Not Over 200% FPL	Children 0 up to age 19 Monthly Income Not Over 200% FPL
1	\$ 23,340	\$ 1,945
2	\$ 31,460	\$ 2,621
3	\$ 39,580	\$ 3,298
4	\$ 47,700	\$ 3,975
5	\$ 55,820	\$ 4,651
6	\$ 63,940	\$ 5,328
7	\$ 72,060	\$ 6,005

**Targeted
Low Income
Children's
Program**

Income Limits—Children from birth up to age 19		
Family Size	Children 0 to 150% (No Premium)	151% to 250% (Premium)
1	\$1,437	\$2,394
2	\$1,939	\$3,232
3	\$2,442	\$4,069
4	\$2,944	\$4,907
5	\$3,447	\$5,744
6	\$3,949	\$6,582
7	\$4,452	\$7,419
Each additional	\$502	\$837

Premium Payments

Children with family income up to 150% of the FPL WILL NOT pay a monthly premium.

Children with family income above 151% and up to 250% of the FPL WILL pay monthly premiums. Premium payments range from 13 per child but no more than \$39 per family (for three or more children).

**Kaiser
Permanente
Cares for
Kids /
Child Health
Plan**

Subject to
change

Family size (parents/guardians and children) ¹	\$0 per child ² Income before taxes ³ is between	\$10 per child ² Income before taxes ³ is between	\$20 per child ² Income before taxes ³ is between
2	\$0-\$21,404	\$21,405-\$31,020	\$31,021-\$46,530
3	\$0-\$26,951	\$26,952-\$39,060	\$39,061-\$58,590
4	\$0-\$32,499	\$32,500-\$47,100	\$47,101-\$70,650
5	\$0-\$38,047	\$38,048-\$55,140	\$55,141-\$82,710
6	\$0-\$43,594	\$43,595-\$63,180	\$63,181-\$94,770
7	\$0-\$49,142	\$49,143-\$71,220	\$71,221-\$106,830
8	\$0-\$54,689	\$54,690-\$79,260	\$79,261-\$118,890
For each additional person	Add \$4,020	Add \$4,020	Add \$4,020

*Up to 3 children. Additional children are covered at no additional premium.

Note: Family size of 1 means coverage for a child who does not live with the parent requesting coverage. Single parent who lives with 1 child counts as a family of two.

Source: <http://info.kp.org/childhealthplan/eligibility.html>

**Access for
Infants and
Mothers (AIM)**

AIM Family Size	Monthly Household Income (Gross income after AIM deductions)	Total Cost of AIM Coverage (1.5% of adjusted annual household income)
2	\$2,794 to \$4,222	\$503 to \$760
3	\$3,514 to \$5,312	\$633 to \$956
4	\$4,235 to \$6,401	\$763 to \$1,152
5	\$4,956 to \$7,491	\$892 to \$1,349
6	\$5,676 to \$8,580	\$1,022 to \$1,545
7	\$6,397 to \$9,670	\$1,152 to \$1,741
8	\$7,117 to \$10,759	\$1,281 to \$1,937
9	\$7,838 to \$11,848	\$1,411 to \$2,133
10	\$8,559 to \$12,938	\$1,541 to \$2,329
Each Additional Family Member	\$722 to \$1,091	\$131 to \$197

**Women
Infants &
Children (WIC)
Program**

Number of persons in Family Unit*	Annual	Monthly	Twice Monthly	Bi-Weekly	Weekly
1	\$ 21,590	\$ 1,800	\$ 900	\$ 831	\$ 416
2	\$ 29,101	\$ 2,426	\$ 1,213	\$ 1,120	\$ 560
3	\$ 36,612	\$ 3,051	\$ 1,526	\$ 1,409	\$ 705
4	\$ 44,123	\$ 3,677	\$ 1,839	\$ 1,698	\$ 849
5	\$ 51,634	\$ 4,303	\$ 2,152	\$ 1,986	\$ 993
6	\$ 59,145	\$ 4,929	\$ 2,465	\$ 2,275	\$ 1,138
7	\$ 66,656	\$ 5,555	\$ 2,778	\$ 2,564	\$ 1,282
8	\$ 74,167	\$ 6,181	\$ 3,091	\$ 2,853	\$ 1,427
Each add'l family member add	\$ 7,511 per added family member	\$ 626 per added family member	\$ 313 per added family member	\$ 289 per added family member	\$ 145 per added family member

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Mental Health Services



- * **Mental Health Services for Children Overview**
- * **San Mateo County Behavioral Health and Recovery Services (BHRS)**
 - * **Early and Periodic Screening, Diagnosis and Treatment (EPSDT) - MediCal**
 - * **Healthy Families Mental Health Services**
 - * **Special Education Mental Health**
 - * **Adolescent Alcohol / Drug Treatment**

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Mental Health Services for Children

Children may need mental health services for a variety of reasons. There are children who are at risk for mental health disorders due to family history or family and community risk factors. In general, treatment services focus on children who have a mental health disorder and are already showing symptoms.

A mental health disorder is a condition that:
• Occurs over a period of time, and • Markedly affects the child's ability to function in childcare, school, at home and/or in the community
A child with a mental health disorder:
• Has significant difficulty making and keeping interpersonal relationships • Exhibits inappropriate types of behaviors and feelings • May have pervasive unhappiness • May develop physical symptoms or fears that prohibit them from participation in daily activities
A mental health disorder in a young child:
• Can present as difficulties in behavior regulation and attachment

Mental Health Services are available for children through several different programs. Children with mental health disorders may also have coexisting health and/or developmental disabilities. They may be eligible to receive services through more than one program, therefore coordination of care is important.

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San Mateo County Behavioral Health and Recovery Services (BHRS)



San Mateo County Behavioral Health and Recovery Services provide a continuum of services for children and adults in San Mateo County. Behavioral Health referrals and services are obtained by calling their ACCESS 24-hour hotline.

San Mateo County BHRS Child and Youth Services offers programs that enable children with mental health needs, including those with Serious Emotional Disturbance (SED), to access treatment and support.

Children served Services are primarily provided for children on Medi-Cal or who are medically indigent. The populations served include:

- ▢ Young children and youth in the community who have mental health disorders
- ▢ Children receiving special education services who have been referred by the schools to receive mental health services
- ▢ Children in psychiatric inpatient facilities, and
- ▢ Dependents of the juvenile court with mental health needs.

Services San Mateo County BHRS operates a number of children's mental health programs including but not limited to:

- ▢ Baden Therapeutic Day School
- ▢ Carlmont Therapeutic Day School
- ▢ Hilltop Therapeutic Day School
- ▢ Prenatal to Three Initiative
- ▢ Canyon Oaks Youth Center
- ▢ Five geographically specific health teams

Referrals Referrals for behavioral health care services can be made by calling ACCESS. ACCESS is the 24-hour member helpline that answers questions about locating and receiving behavioral health services. The ACCESS line also reviews Medi-Cal eligibility for mental health services. Referrals can be obtained by clients from this line.

Contact Information **(800) 686-0101** **ACCESS**
(800) 943.2833 TDD **San Mateo County Behavioral Health and Recovery**
24-Hour Hotline

Website <http://www.sanmateo.networkofcare.org>

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) - Medi-Cal

EPSDT is an entitlement for children, 0 up to age 21, who are Medi-Cal eligible and is designed to provide comprehensive mental health services that can correct or ameliorate mental health problems. These services often include coordination, case management, and an approach which includes family and other providers in the treatment plan.

Agencies utilizing EPSDT funding are generally able to take direct referrals from primary care providers of children with full-scope Medi-Cal. You can call ACCESS to get listings of participating programs.

Referrals

Referrals for EPSDT mental health services can be made through ACCESS or by calling the agency directly.

**Contact
Information**

(800) 686-0101 ACCESS
(800) 943.2833 TDD San Mateo County Behavioral Health and Recovery
24-Hour Hotline

Special Education Mental Health

This program combines educational and other mental health services to students through the school district. This program is available to students who are eligible for special education services under the Individuals with Disabilities Education Act (IDEA) and have been determined to be in need of mental health related services in order to benefit from their education.

Referrals Referrals for mental health evaluation and determination of eligibility for educationally related mental health services (ERMHS) can be initiated by the student's local school district special education Individualized Education Program (IEP) team.

Contact Information (800) 686-0101
(800) 943.2833 TDD **ACCESS**
San Mateo County Behavioral Health and Recovery
24-Hour Hotline

Call your... Child's Local School District's Dept. of Special Education:

650-802-5300	San Mateo County Office of Education School District
650-321-7140	Atherton (Menlo Park City Elementary SD)*
650-637-4800	Belmont
415-467-0550	Brisbane
650-259-3800	Burlingame
415-467-5443	Daly City (Bayshore Elementary SD)
650-991-1000	Daly City (Jefferson Elementary SD)
650-550-7900	Daly City (Jefferson Union High SD)
650-712-7100	Half Moon Bay (Cabrillo USD)
650-342-5193	Hillsborough
650-879-0286	La Honda-Pescadero
650-854-6311	Menlo Park (Las Lomita Elementary SD)
650-321-7140	Menlo Park City Elementary SD (*includes Atherton)
650-697-5693	Millbrae
650-738-6600	Pacifica
650-851-1777	Portola Valley
650-329-2800	East Palo Alto (Ravenswood City Elementary)
650-423-2200	Redwood City Elementary SD
650-369-1411	Redwood City (Sequoia Union High SD)
650-624-3100	San Bruno
650-508-7333	San Carlos
650-312-7700	San Mateo-Foster City Elementary SD
650-558-2299	San Mateo Union High SD
650-877-8700	South San Francisco
650-851-1571	Woodside

Call your... Special Education Local Planning Area (SELPA) Office:

650-802-5473	Parent Help Line
650-802-5464	San Mateo SELPA

Adolescent Alcohol / Drug Treatment

Contact Information

1-800-686-0101

Alcohol and Other Drug Services Information and Referral

Provides information and referrals to alcohol and drug treatment centers and other recovery.

650-573-3950

24-Hour Alcohol & Drug Help Line

A help line counselor will answer questions about alcohol and other drug prevention and recovery programs. Offers support for persons dealing with their own alcohol and other drug issues or for those whose lives have been affected by alcohol and drug abuse.

Web site

Alcohol and Other Drugs Directory of Services

<http://smchealth.org/bhrs/aod>

Oral/Dental Health Services



*** Oral Health Programs and Services**

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Oral/Dental Health Services

Oral Health Services are provided through several programs in California—the Office of Oral Health, Child Health and Disability Prevention Program (CHDP); Medi-Cal (the Denti-Cal program); California Children’s Services (CCS); Healthy Families; and Regional Center. These programs can **provide preventive care and treatment of dental conditions**. Additionally there are a few community-based programs offered through dental schools and non-profit organizations.

Oral Health Care Programs and Services

CHDP/Denti-Cal

Children with special needs, who are Medi-Cal or CHDP eligible, may receive dental services from a provider who is participating in the state and federally funded Denti-Cal program. Services include annual preventive dental care by participating dentists for Medi-Cal eligible children (3 years of age and older).

Contact Information **1-800-322-6384**
1-800-423-0507

Denti-Cal for families
Denti-Cal for providers

Web sites

Denti-Cal Providers accepting new patients
<http://www.denti-cal.ca.gov>

Denti-Cal Providers - San Mateo county
<http://www.denti-cal.ca.gov/provreferral/SanMateo.pdf>

California Children Services (CCS)

Dental and orthodontic services are provided if they are related to the treatment of the CCS eligible condition or if the CCS eligible condition would complicate routine dental care. Services include preventive and restorative services and general anesthesia when administered in a CCS-approved facility.

Contact **650-616-2500 California Children Services (CCS)**

Children’s Dental Health Program

Helps low-income families find dental care and educates parents and caregivers on how to keep their children’s teeth healthy and free of dental cavities or dental injuries.

Contact **650-573-2877 Children’s Dental Health Program**

UCSF Center for Orofacial Pain

The University of San Francisco offers a dental clinic and hospital dentistry serving patients with developmental disabilities or who are medically compromised. Medi-Cal, Denti-Cal and various dental and medical insurance coverages may be accepted.

415-476-8298
415-476-0665 FAX

UCSF Center for Orofacial Pain
707 Parnassus Ave., Room D1050
San Francisco, CA 94143-0755

**Oral Health
Care
Programs
(continued)**
Dental Schools

Most Dental Schools do not have separate clinics for children with special needs, but integrate these children into the general pediatric or advanced general dentistry clinics. Services are usually covered through Denti-Cal, third party payers or fee for service (usually reduced fees).

Contact 650-726-2144
Sonrisas Community Dental Clinic

210 San Mateo Road, Suite 104
Half Moon Bay, CA 94019

415-476-3276
UCSF Pediatric Clinic

707 Parnassus Ave., 1st floor
San Francisco
Accept children any age, any disability

Contact 415-929-6550
UOP Pediatric Clinic

2155 Webster St.
San Francisco
Accept children (0 up to age 15)

Golden Gate Regional Center

Children who are eligible for Regional Center and have no other access to dental care may be able to be funded for care. Also Regional Center may be able to supplement a family's dental care for services such as general anesthesia or orthodontics if the need is related to the developmental disability.

Contact 650-574-9232
Golden Gate Regional Center (GGRC)
650-839-1447
Samaritan House, Inc.

Redwood City Free Clinic
Free non-emergency, primary care and dental services for uninsured, low-income persons.
114 5th Ave., Redwood City

650-578-0400
Samaritan House, Inc.

San Mateo Free Clinic
Free non-emergency, primary care and dental services for uninsured, low-income persons.
19 W. 39th Ave., San Mateo

650-949-7335
Foothill College

Dental Hygiene Clinic
Provides dental hygiene services and x-rays at low cost
12345 El Monte Rd., #5312, Los Altos Hills,

650-330-7400
Ravenswood Family Health Center

Offers dental and comprehensive health care services for all ages.
1798-A Bay Rd., East Palo Alto

**Oral Health
Care
Programs
(continued)**

650-321-0980

**Ravenswood Family Health Center
at Belle Haven**

Offers dental and comprehensive health
care services for all ages.
100 Terminal Ave., Menlo Park

650-364-6010

Fair Oaks Health Center

2710 Middlefield Rd., Redwood City

650-301-8600

Daly City City Clinic

380 90th St., Daly City



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- * **CalWORKS**
- * **Food Assistance Programs**
- * **Housing**
- * **In-Home Supportive Services (IHSS)**
- * **Supplemental Security Income (SSI) Benefits**
- * **Transportation**

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California Work Opportunity and Responsibility to Kids (CalWORKs) is the name of California's Temporary Aid to Needy Families (TANF) program (formerly AFDC).

CalWORKs:

- * Assures that welfare is a temporary support in times of crisis, rather than a way of life
- * Encourages and rewards personal responsibility and accountability by recipients
- * Fosters a "Work First" attitude by enforcing strict work requirements
- * Gives counties the flexibility they need to meet recipients' needs

Services What services are provided?

- * Cash benefits
- * Referrals to Medi-Cal and Food Stamps

Additional Services Available to non-working participants seeking employment:

- * Vocational education & training
- * Adult basic education and employment

Available to working participants:

- * Child care
- * Transportation
- * Work expenses and counseling

Time Limits What are the time limits for benefits?

Time limits start when the county and recipient sign their new welfare-to-work plan for meeting specified goals.

- * There is a five year time limit for adults
- * Children can remain on aid if otherwise eligible under the Safety Net program
- * There are special services for pregnant and parenting teens through the CalLearn program
- * By July 1, 2011, CalWorks must show that 50% of participants have met the work requirement (compared to 22% currently).
Those not working will be subject to a regular six month self-sufficiency review.

Work Requirements What are the work requirements for the program?

- * Adults must accept any legal job unless otherwise exempted
- * Recipients will participate in an initial 4-week period of job search
- * Following job search, adults in families receiving assistance will be required to work or be in work activities upon completion of an assessment
- * Recipients needing child care to participate in welfare-to-work activities will receive subsidized childcare

Enrollment How do you enroll?
Contact the county Social Services Agency, Department of Welfare to Work/CalWORKs or local Public Assistance benefit centers.

**Contact
Information**

**CA Department of Social Services
California Work Opportunity and Responsibility to Kids
(CalWORKs)**

Web site <http://www.dss.cahwnet.gov/cdssweb/pg54.htm>

(800) 223-8383 **San Mateo Human Services Agency Telecenter / Cal-**
WORKs

650-802-5018	Belmont
650-301-8720	Daly City
650-363-4218	East Palo Alto
650-549-3811	Redwood City
650-802-6470	San Carlos
650-877-5663	South San Francisco



Food Assistance Programs

Child Nutrition Program

This is a part of the national school breakfast and lunch programs.

- * Special diets can be requested by the primary care provider
- * Schools are required to serve special diet (food, texture) to “children whose handicap restricts their diet” [7CFR 15b 26 (d)] at no additional cost to families

Contact Information **Call your...** **Child’s Local School Principal**

Community Service Agencies

The Community Service Agencies provide or locate emergency food, shelter, clothing, employment services, PG&E assistance funds, short-term counseling, and additional services.

Contact Information	650-726-9071	Coastside Hope, Half Moon Bay
		North County
	650-991-8007	Daly City Community Service Center
	650-738-7470	Pacifica Resource Center
	650-266-4591	Salvation Army, South SF
	650-877-8642	South San Francisco Youth Services Bureaus of the YMCA (Brisbane, Millbrae, San Bruno, SSF)
	650-342-2255	CALL Primrose Center, Burlingame
		Food Services Only for San Bruno, Millbrae, Burlingame, San Mateo, Foster City, Hillsborough, Belmont, San Carlos.
	650-347-3648	Samaritan House, San Mateo
		South County
	650-330-7432	El Concilio, East Palo Alto
	650-780-7500	Fair Oaks Community Center, Redwood City
	650-368-4643	Salvation Army, Redwood City
	650-343-4403	St. Vincent de Paul Society

Food Stamp Program (FSP)

The Food Stamp Program is the only Federal benefit program that generally is available to all who need it and meet the requisite eligibility standards. In California, the CA Department of Social Services (CDSS) runs the federal Food Stamp Program under the guidance and standards established by Congress and the U.S. Department of Agriculture (USDA). The CalFresh (Food Stamp) program provides electronic benefits for eligible low-income households. CalFresh benefits can be used to buy food at most grocery stores.

Contact Information

Apply Online: www.mybenefits.calwin.org

Apply by Mail: **Call 1-800-223-8383 to request an application or download application from www.calfresh.ca.gov and mail/bring completed application to one of the Human Services Agency offices**

Apply in Person: **You can also apply in person at one of the Human Services agency offices.**

650-802-6470	Belmont
650-802-6450	San Carlos
650-877-5608	South San Francisco
650-301-8400	Daly City
650-363-4218/4175	East Palo Alto
650-599-3811	Redwood City

Women, Infants & Children (WIC) Program
Supplemental food and nutrition

[see WIC Program information in Health Services section of binder]

(888) WIC-WORKS	WIC California toll-free Information Line
(888) 942-9675	
650-573-2160	WIC San Mateo County
Web site	http://www.wicworks.ca.gov



Housing

Housing information is available at **211**. WWW.SMCCONNECT.ORG is a website set up to find community services in San Mateo County. Search can be completed in multiple languages.

Services

San Mateo County Department of Housing Authority provides rental assistance to eligible lower income to moderate income residents through rental assistance and self-sufficiency support services. Subsidized housing units are available in the private rental market through Housing Choice Vouchers. A limited number of subsidized units through San Mateo County are available through Project-Based Vouchers.

211	WWW.SMCCONNECT.ORG
Contact Information	Web site
	http://www.211bayarea/sanmateo
1-800-273-6222	

650-802-3300	Housing Referrals (part of TANF)
650-802-3373 FAX	San Mateo County Department of Housing Authority
	264 Harbor Blvd., Building A
	Belmont, CA 94002

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In-Home Supportive Services (IHSS)

In-Home Supportive Services (IHSS) program is designed to allow low-income people who are aged or have a disability to remain safely in their own homes.

The IHSS program is administered by the county Social Services Agency, Department of Adult and Aging Services.

Services What services are provided?

- * Housecleaning
- * Meal preparation
- * Laundry
- * Grocery shopping
- * Personal care services (including paramedical services)
- * Accompaniment to medical appointments
- * Protective supervision for the mentally impaired.

Eligibility Who is eligible?

- * Recipients must be United States citizens or qualified aliens, and California residents
- * Recipients must live at a home of their choosing (those living in hospitals, long-term care facilities and licensed community care facilities are not eligible)
- * People over 65, people who are blind or disabled who meet specific criteria related to Supplemental Security Income/State Supplemental Program (SSI/SSP) eligibility (including children)
- * Current recipients of SSI/SSP
- * People who meet all the eligibility criteria for SSI/SSP except that income is above SSI/SSP levels (in this case some income may be required to pay share of cost for IHSS benefits)
- * People who meet all the eligibility criteria for SSI/SSP, including income, but do not receive SSI/SSP
- * Medi-Cal recipients who meet SSI/SSP disability criteria
- * Personal property may not exceed \$2000 for an individual or \$3000 for a couple

Additional Services What other services are offered?

- * IHSS recipients are automatically eligible for Medi-Cal for their medical/health care.

Providers How are IHSS organized and delivered?

- * If you are approved by IHSS, you must hire someone (your individual provider) to perform the authorized services. You are considered your provider's employer.
- * You and your provider must complete and submit timesheets to verify services delivered for the month.
- * A parent may be the provider for a child with a severe disability if the parent is prevented from working full-time because of the child's needs and there is no appropriate caregiver available. The money a parent receives to be the IHSS provider may not affect the child's SSI but it may affect the family's welfare payments.
- * Providers may be required to undergo finger-printing and face-to-face provider enrollment procedures under new regulations.

- Application Process** How does a person receive IHSS services?
- * To apply for IHSS, complete an application and submit it to the county Social Services Agency, Department of Adult and Aging Services, IHSS office.
 - * A county social worker will interview the applicant at home to determine eligibility and need for IHSS.
 - * If approved, applicants will be notified of the services and the number of hours per month which have been authorized.
 - * For Regional Center clients, the service coordinator can assist with the application process.

Individuals may apply for IHSS over the telephone.
Staff will take application information and forward the information for follow-up, which will include a home call and services assessment.

Contact Information	800-675-8437	IHSS Telephone Applications
	Web site	smchealth.org/IHSS

Supplemental Security Income (SSI) Benefits



Supplemental Security Income (SSI) Benefits is a program run by the Social Security Administration (SSA) that provides monthly income to persons (adults and children) who meet the eligibility criteria.

Eligibility Who is eligible?

The following criteria are for children who may qualify for SSI.
(Other criteria exist for adults, including the elderly.)

Children Who May Qualify for SSI (under age 18, or students 18 up to age 22)		
Requirement	Definition	Exceptions/Exclusions
Blind*	- Corrected vision of 20/200 or less in better eye - Field of vision less than 20 degrees	Person whose visual impairment is not severe enough to be considered blind may qualify under non-blind disability rules
Disabled*	Physical or mental impairment that results in "marked and severe functional limitations" and must be expected to last at least 12 months or result in death	
Limited income	Below \$500 a month for a child	Not all income counts. Contact the Social Security Administration for details.
Limited resources (things a person owns)	\$2,000 for a child \$4000 parent+child resources in 1-parent family \$5000 parent+child resources in 2-parent family	Not all resources count. Contact the Social Security Administration for details.
Citizenship/Residence	- Resides in one of the 50 states, Washington DC or the N. Mariana Islands, and - U.S. citizen or national; or - Certain American Indians; or - Lawful permanent resident with 40 work credits; or - Certain non-citizens with a military service connection; or - Certain refugees or asylum-seeking non-citizens during the first seven years; or - Certain non-citizens in the U.S. or receiving SSI on 8/22/1996	Certain children of U.S. armed forces personnel stationed abroad

* Only one of these criteria must be met, however multiple disabilities may result in increased SSI benefits income.

Additional Services What other services are offered?

Medical Assistance

If a recipient receives SSI payments they usually qualify for Fee-for-Service Medi-Cal automatically. A separate Medi-Cal application is not necessary.

Services not available in California What services are not available to SSI recipients in California?

Food Stamps

SSI recipients in California **are not eligible for food stamps** because the state includes extra money in the amount it adds to the federal SSI payment instead of issuing food stamps.

Contact Information **1-800-772-1213**

Social Security Administration

Web site

<http://www.ssa.gov>



Transportation

Transportation is a problem for many families; it can impact their ability to get their children to school, medical appointments and around the community for daily activities and recreation. **There are a number of programs providing transportation services to families with children who have special health care needs.** Most cities operate their own specialized transportation programs and there are some programs that are countywide. All programs have different geographic and eligibility requirements.

Golden Gate Regional Center (GGRC) and **California Children Services (CCS)** can assist their clients in obtaining appropriate transportation services.

Programs and Services

School Transportation

Children with special needs who are receiving special education services may be eligible for free transportation. Depending on medical need and other individual criteria, this can include transportation to:

- * Any school the child attends (whether it is in the child's neighborhood or not)
- * Transportation for off-campus therapies
- * Transportation to after-school programs

In some cases, parents who can drive their children can receive mileage reimbursement if their child would otherwise qualify for transportation services. In order for a child to receive transportation services, these services must be written into his/her Individualized Education Program (IEP).

Contact Information

Call your... Child's Local School District's Dept. of Special Education
Call your... Special Education Local Planning Area (SELPA) Office:
650-802-5464 San Mateo County SELPA

Medical Care and/or Other Transportation

Some hospitals or related organizations offer transportation for medical appointments. Programs have different geographic and eligibility requirements and may require up to a week's notice, so it is important for families to have this information in advance. Some medical facilities also offer taxi vouchers and/or reduced parking fees. Transportation services are also provided by certain agencies such as the American Cancer Society. Transportation is provided for medical appointments related to that agency's mission and is usually by van or volunteers. California Children Services (CCS) may meet some transportation needs for CCS-eligible children.

Contact Information

Call your...	Medical Facility/Hospital
650-736-2108	LPCH Stanford Care-A-Van Program
Call your...	Medical/Health Agencies
650-616-2500	California Children Services (CCS) for CCS-eligible children
650-593-1288	F.I.S.H. - Belmont, Redwood City, San Carlos (volunteer drivers)
650-342-0801	Volunteer Center of San Mateo County

Transportation Programs and Services (continued)

Public Transportation

Many areas in San Mateo County are served by public transportation and also provide specialized transportation services. Many people with disabilities can qualify for reduced fares on public transportation even if they don't qualify for specialized transportation services. Depending on their disability, children with special health care needs may qualify for a reduced fare pass; however, their other family members will travel at full fare. Most buses are equipped with wheelchair lifts and can also accommodate other equipment or service animals.

Travel Training/Sam Trans 650-508-6202

Fixed Route Transportation

The most inexpensive and flexible option is fixed route transportation. Bay Area Rapid Transit (BART), the public bus systems in San Mateo County (with fare incentives for Redi-Wheels and Redi-Coast ADA paratransit-certified riders) are 100% equipped with lifts for wheelchair users and others who need assistance boarding the bus.

ADA Paratransit

Paratransit is transportation for seniors and persons with disabilities who are unable to use BART or any of the bus systems. ADA (Americans with Disabilities Act) paratransit is designed to complement BART and the bus systems and may not provide the service desired by all seniors and persons with disabilities. All ADA paratransit is prescheduled at least one day in advance and the fare is limited to double the applicable bus fare. Some city-based paratransit programs require users to apply for ADA paratransit. In San Mateo County, ADA paratransit is provided by:

- * SamTrans Redi-Wheels - Bayside
- * SamTrans Redi-Coast - Coastsides

City-Based Paratransit

Many San Mateo County cities provide their own paratransit programs, in addition to the ADA program that operates in each jurisdiction. City-based programs are funded mostly by the local transportation sales tax known as measure B.

Contact Information

Regional Transit Discount ID Program for Persons with qualified disabilities

1-800-660-4287

650-992-2278

BART

510-839-2220 TTY

BART Web site

<http://www.bart.gov>

1-800-660-4287

CalTrain

650-508-6448 TTY

CalTrain Web site

<http://www.caltrain.com>

511

Metropolitan Transportation Commission

650-558-8170

Peninsula Traffic Congestion Relief Alliance

1-800-660-4287

650-508-6448 TTY

San Mateo County Transit District (SamTrans)

**650-366-4856 or
650-871-8590**

SamTrans Redi-Wheels/RediCoast - ADA Paratransit (Reservations)



**Transportation
Programs
and Services
(continued)**

Paratransit site

www.samtrans.com/Accessibility/Paratransit.html

SamTrans Web site

<http://www.samtrans.com>

Web site

Senior Mobility Guide - San Mateo Transit Services

<http://www.peninsularides.org>

650-616-2500

California Children Services (CCS), clients only

650-574-9232

Golden Gate Regional Center (GGRC), clients only

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Family Support & Advocacy



- * Introduction to Family Support & Advocacy Programs
- * Area Board V
- * CA Dept. of Insurance (CDI) Consumer Communication Bureau
- * CA Dept. of Managed Health Care HMO Help Center
- * Center for Independence of Individuals with Disabilities (CID)
- * Child Protective Services (CPS)
- * Community Alliance for Special Education (CASE)
- * Community Overcoming Relationship Abuse (CORA)
- * Disability Rights California (DRC)
- * Disability Rights Education and Defense Fund (DREDF)
- * First 5 San Mateo County
- * Family Resource Center (FRC) at Community Gatepath
- * Health Consumer Alliance (HCA)
- * Office of Clients' Rights Advocates (OCRA)
- * Office of the Patient Advocate (OPA)
- * Parents Helping Parents (PHP) - Parent Training & Information (PTI) Center
- * Procedural Safeguards and Referral Services (PSRS)
- * Resources for Parents and Families
- * Respite Care/Child Care
- * San Mateo County Prenatal-to-Three Initiative

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Family Support and Advocacy



Families of children and youth with special health care needs are often faced with an array of systems from which they receive services. All of these systems operate under different regulations, have different eligibility requirements and are navigated in different ways. However, all of them require that parents are able to successfully advocate on behalf of their child.

Introduction to Family Support and Advocacy Programs

The laws guaranteeing the rights of individuals with special health care needs and their families do not always translate into comprehensive services. Therefore, parents who are more skilled in advocating for their children and themselves are more likely to obtain the services that are appropriate to their child's needs.

There are many programs that provide family support and advocacy services for families of children with special health care needs and the professionals who work with them. Programs cover myriad and often overlapping areas in which families may need support, such as: access to health care and healthful practices; understanding or obtaining benefits; financial planning; legal rights, advice or representation; systems navigation; referrals; protection from violence; housing and transportation; educational planning and support, access to recreational opportunities; strengthening ties to the community, and peer-to-peer support for families, children, and youth transitioning into adulthood.

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Area Board V

Area Boards have the responsibility to plan, coordinate, and develop services for persons with developmental disabilities. The Area Boards program is one of several unique programs for people with developmental disabilities mandated under the *Lanterman Developmental Disabilities Services Act*.

Services Area Boards also advocate and protect the rights of people with developmental disabilities and monitor the practices of publicly funded agencies for compliance with local, state and federal laws and pursuing remedies for any violation of such laws.

Area Boards are a source of information and aid for families who receive services through the Regional Centers. Area Boards help families and communities learn about their rights, connect them to needed services, and help people become full members of their communities. There are 13 Area Boards in California. Area Board V serves Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties.

Contact	510-286-0439	Area Board V
Information	510-286-4397 FAX	1515 Clay Street, Suite 300
		Oakland, CA 94612
	Email	ab5@scdd.ca.gov
	866-802-0514	State Council on Developmental Disabilities
	916-322-8481	1507 21st Street, Suite 210
	916-443-4957 FAX	Sacramento, CA 95814
	Email	council@scdd.ca.gov
	Web site	http://www.scdd.ca.gov

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California Department of Insurance (CDI) Consumer Communication Bureau



California Department of Insurance (CDI) is responsible for regulating insurance activity that occurs in California. CDI supervises and provides assistance in the area of health insurance, except for pre-paid or managed care plans. The Consumer Communication Bureau offers assistance to families through the Consumer Hotline.

Services The Consumer Hotline offers the following services:

- * Responding to requests for general information
- * Receiving, investigating, and resolving individual consumer complaints against insurance companies, agents, and brokers that involve violations of statute, regulations, or contractual provisions
- * Initiating legislative and regulatory reforms in areas impacting consumers
- * Tracking trends in code violations and cooperating with enforcement to bring deterrent compliance actions

Contact Information 1-800-927-HELP
1-800-927-4357
213-897-8921

1-800-482-4833 TDD

Web site

Consumer Hotline

<http://www.insurance.ca.gov/0100-consumers>

California Department of Managed Health Care HMO Help Center

Services **H**MO Help Center helps to resolve disputes between families and their health maintenance organizations (HMOs). This service covers all managed care health plans including Medi-Cal managed care and private health plans. The HMO Help Center provides information about consumer rights and serves as the intake office for the managed care complaint process.

Contact Information 1-888-HMO-2219
1-888-466-2219
916-324-8176
916-255-5241 FX
877-688-9891 TDD

Web site

HMO Help Center

<http://www.hmohelp.ca.gov>

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Center for Independence of Individuals with Disabilities (CID)



Center for Independence of Individuals with Disabilities (CID) is an Independent Living Center (ILC) serving people with disabilities within San Mateo County run by and for people with disabilities in order to help individuals be more independent and have more control over their own lives. ILCs work with the community to encourage and educate those with all types of disabilities to advocate for themselves, leading to independence.

Programs and Services

CID Services	
ADA Consultation & Training	Consultation and education to individuals, groups, public and private agencies, businesses, and community organizations on the Americans with Disabilities Act (ADA) including assessment for building, parking and sidewalk access; public accommodations; employment access; access to government buildings and services. 650-645-1780 ext. 113
Assistive Technology (AT) Program	AT Specialist with expertise to recommend current technological devices, equipment, and resources to accommodate a wide spectrum of disabilities. Identification of independent living needs, resource coordination for home modification, and assistance in finding funding. Basic skills for Internet and e-mail. Technical advice to businesses and organizations to become more inclusive. Reference library and links for questions about technology. Database of community resources and links to the California statewide AT Network in Sacramento. 650-645-1780
Client Assistance Program (CAP)	Advice about Department of Rehabilitation (DOR) services, and assistance including legal, administrative and other remedies to ensure the protection of rights related to any program of or funded by DOR. CAP investigates concerns, provides information about rights, assists in negotiating mutually acceptable solutions, represents individuals in reviews and hearings, and helps plan appeals or possible legal action. 1-800-776-5746 TTY 1-800-719-5798
Financial Benefits Counseling	Provides counseling regarding public benefits, and applications or appeals for SSI, SSDI, or MediCal. 650-645-1780
Housing	Cooperation with cities and county housing agencies in San Mateo County to increase the number and quality of housing. Helps consumers find and keep affordable/accessible housing, learn about rental assistance programs, utility discount programs and other resources. The major emphasis in CID's housing efforts is the Housing Accessibility Modification Program (HAM).
Housing Accessibility Modification (HAM)	Installation of ramps, rails, grab bars, vertical lifts, hand-held showers, and other modifications to make a home accessible for low-income San Mateo County residents. 650- 645-1780 ext. 123
Independent Living Planning & Support	Financial planning and planning for other goals, such as employment, housing, how to manage attendant services, and what community resources might be helpful to pursue as an individual increases his/her independence. 650-645-1780

**Programs
and Services
(continued)**

CID Services (continued)	
Independent Living Skills	Assistance to identify resources, strategies, and equipment for achieving maximum independence in tasks of daily living. Provides an Occupational Therapist evaluation in the home to see what modifications or adaptive equipment might be needed, and to measure for grab bars. 650-645-1780
Information and Referral	Information about disability issues, tools, strategies and accommodations that make living in the community possible. Referral to other agencies with services to the disabled community. 650-645-1780
Peer Support & Counseling	Individual and group peer support and counseling by licensed, trained persons with disabilities. Groups are defined by the needs/issues of people participating, and most who continue seek social contacts and friendship they find. San Mateo: 650-645-1787
Personal Assistance Program (PAP)	Provides a list of qualified personal care attendants to help with personal care such as bathing, dressing, feeding, and other assistance as needed. 650-589-8994
Systems Change Advocacy	Individual and systems advocacy to eliminate exclusion and discriminatory barriers that people with disabilities encounter in their efforts to become fully participating members of the community. 650-645-1780 ext. 118
Transitioning from Nursing Care to the Community	Assistance to begin a transition plan for individuals who are readying to move from nursing care support to the community. 650-589-8994
Work Incentive Planning and Assistance (WIPA)	Assistance to Social Security recipients returning to part or full-time employment. Administered by the Social Security Administration (SSA) in partnership with the Independent Living Centers of San Mateo, San Francisco and Santa Clara Counties. 650-645-1780
Youth Program	Development of Disability Rights activist leaders of the future, evidenced in the statewide YO! Disabled and Proud and in the local youth forums. 650-645-1780 ext 130

Contact Information **650-645-1780 CID San Mateo Office**
650-522-9313 TTY **2001 Winward Way, Suite 103, San Mateo, CA 94404**
650-645-1785 FAX

650-589-8994 **CID Branch Office—San Bruno**
650-589-8995 FAX **1590 El Camino Real, Suite C, San Bruno, CA 94066**
650-589-8170 TTY

Web site **<http://www.cidsanmateo.org>**

Child Protective Services (CPS)

Source: Legal Services for Children, Inc., based on CA law as of 06/01/01



Child Protective Services (CPS) is an agency that investigates and protects children from physical abuse, emotional abuse, sexual abuse, verbal abuse and neglect.

Reporting Abuse/Intake Procedures Anyone can call CPS to report suspected child abuse or neglect (physical, emotional, sexual and neglect). The intake worker on the phone will ask many questions and determine the danger of the situation. If a child is in immediate danger, CPS will send a social worker to the home to investigate and potentially remove the children from a dangerous situation within 24 hours. If the case does not appear to be immediately dangerous, a social worker will visit the family within 10 days of the call. If the intake worker does not think that the call is serious, the case will be closed; however, a record of the call will be kept on file.

Short Term Action After meeting with a child, if CPS is concerned about the child's safety, they have several choices. Short term:

- * They might take the child to a friend's or relative's home.
- * They might take the child to a temporary foster care placement with a family or in a group home while they investigate the child abuse charges. If the social worker and the court believe that a child is not safe in the home, the child's long term options will be discussed.

Long Term Involvement Long term involvement with CPS (*an open CPS case*) means that the child is a dependent of the court. That is, the court is the child's legal guardian. The child is now in the *dependency system*, also known as the foster care system. The child's social worker will work with the family through family reunification services to attempt to make the parent's home safe and comfortable for the child to live in again. If family reunification is not possible, a child may remain in the foster care system until he or she turns 18, unless a relative or friend becomes the child's legal guardian or adopts the child.

Record Keeping All CPS calls are kept on record. Even if a CPS worker does not open a case or if they close a case after a brief investigation, they keep a record of reports. Therefore, if one demonstrates a long history of abuse or neglect, it will be easier to convince CPS that a child is not safe in the home.

Contact Information	911 650-802-7922 1-800-632-4615 650-789-0350 650-573-3950 650-579-0358 650-567-5437 1-800-422-4453 1-800-786-2929 Legal Services for Children, Inc.	Police Emergency (if in immediate danger) San Mateo County Child Protective Services (CPS) Hotline: Under 18 and being physically, sexually or emotionally abused Star Vista Crisis Intervention and Suicide Prevention Center Crisis Line Alcohol and Drug Help Line Star Vista Parent Support Line Star Vista Referrals for Counseling & Mental Health Services National Child Abuse Hotline (for CPS number in your area) National Runaway Safeline 1800RUNAWAY http://www.lsc-sf.org
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Community Alliance for Special Education (CASE)



Community Alliance for Special Education (CASE) provides legal support, representation and educational consulting to parents whose children need appropriate special education services. CASE advocacy staff are trained in special education law and provide services throughout the San Francisco Bay Area. They help families and school districts work together when designing appropriate Individualized Education Programs (IEPs) for eligible students with disabilities so that they can succeed in school, find a job, and become productive members of their community.

Services What services are provided?

- * Technical assistance consultations to families and professionals on special education rights, responsibilities and services regarding specific special education students or issues.
- * Direct representation at Individual Education Program (IEP) meetings, due process mediations, and administrative hearings if necessary on behalf of students with disabilities and their parents.
- * Training on special education rights and services to parents so they can better advocate for appropriate special education programs and services on behalf of children with disabilities.

Fees Representation fees are based on a family income sliding scale.

Appointment Call CASE to set up a future phone appointment with a CASE attorney or advocate.

Contact Information 415-431-2285
415-431-2289 FAX

Email
Web site

Community Alliance for Special Education (CASE)
1550 Bryant Street, Suite 738
San Francisco, CA 94103
info@caseadvocacy.org
http://www.caseadvocacy.org

510-783-5333

CASE - East Bay
680 West Tennyson Road
Hayward, CA 94544

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Community Overcoming Relationship Abuse (CORA)

(formerly Sor Juana Inés (SJI) and the Center for Domestic Violence Prevention (CDVP))

CORA's mission is to end domestic violence/abuse in San Mateo County through intervention and prevention. CORA is a multicultural agency committed to serving victims/survivors of domestic violence/abuse, regardless of age, ethnicity/race, financial status, language, sexual orientation, immigration status, class, religion, gender, mental or physical ability.

Services What services are provided?

- * 24-hour hotline
- * Crisis response
- * Support groups
- * Legal services
- * Emergency shelter
- * Transitional housing
- * Teen support services

All services are free and confidential.

Services are available in Spanish, English, and Tagalog.

Contact Information

911

Police Emergency

If you are in danger or need emergency assistance.

650-312-8515
650-652-0808 FAX

Community Overcoming Relationship Abuse (CORA)
P.O. Box 4245
Burlingame, CA 94011

Email
Web site

development@corasupport.org
<http://www.corasupport.org>

1-800-300-1080
650-259-1855
650-652-0800 x120

CORA 24-hour Hotline
CORA Legal Information Line
CORA Emergency Response Program

800-799-SAFE

National Domestic Violence Hotline

area.
For information about domestic violence agencies in your

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Disability Rights California (DRC) (formerly Protection & Advocacy - PAI)

Disability Rights CA (DRC), is a nonprofit agency that works in partnership with people with disabilities—to protect, advocate for and advance their human, legal and service rights.

Eligibility A federally mandated program, DRC serves people in California who:

- * Have a developmental disability
- * Are Regional Center clients
- * Have significant psychiatric disabilities or emotional impairments; **and** are currently in a facility that provides care or treatment; **or** it has been 90 days or less since discharge from such a facility
- * Are patients in a state psychiatric hospital
- * Have a disability as defined in the Americans with Disabilities Act (ADA), and are not eligible under other protection and advocacy programs
- * Need access to new technologies to help live a fuller, more independent life

Services DRC offers some direct representation, but also serves as an information and referral source. DRC staff refer families to low cost and free legal representation. DRC publishes an array of books and fact sheets in several languages that provide information on rights and strategies for obtaining appropriate services in the areas of:

- * Americans with Disabilities Act (ADA)
- * Advocacy
- * Assistive Technology
- * Government Benefits
- * Health Benefits
- * Housing
- * Immigration
- * In-Home Supportive Services (IHSS)
- * Information on Protection & Advocacy, Inc. (PAI)
- * Lanterman Act (Regional Center Services)
- * Medi-Cal/Medicare/Medicaid
- * Mental Health
- * Newsletters
- * Investigation Reports
- * Social Security (SSI/SSDI/SSP)
- * Special Education
- * Transportation

Contact Information **510-267-1200** **Disability Rights California (DRC)**
1-800-776-5746 **1330 Broadway, Suite 500**
1-800-719-5798 TDD **Oakland, CA 94621**

916-504-5820 **Office of Patients' Rights**
1-800-390-7032 **Office of Clients' Rights Advocacy (OCRA)**
 [see OCRA information in this section]

Web site **<http://www.disabilityrightsca.org>**

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Disability Rights Education & Defense Fund (DREDF) - Children & Family Advocacy Program



Disability Rights Education and Defense Fund (DREDF) is a national nonprofit law and policy center whose mission is to advance the civil and human rights of people with disabilities through legal advocacy, training, education and public policy. DREDF envisions a just world where all people, with and without disabilities, live full and independent lives free of discrimination. Free and appropriate public education (FAPE) of children with disabilities in the least restrictive environment (LRE), legal guarantees of the Individuals with Disabilities Education Act (IDEA), provide a critical foundation for integration and independent living in adulthood. Through its Children & Family Advocacy Program, DREDF works to make sure that rights are preserved and that the interests of children with disabilities and their families are represented in the educational reform debate.

Objectives DREDF objectives are:

- * To help parents of children with disabilities secure the educational and related services that state and federal laws guarantee to their children.
- * To monitor implementation of and compliance with the laws and to shape education public policy.
- * To extend and expand the concept of integration mandated under IDEA and to halt the abuse of children with severe disabilities in public schools.

Parent Training & Information (PTI) Center DREDF runs a Parent Training & Information (PTI) Center for *Alameda, Contra Costa and Yolo counties*. Education Advocates, who are parents of children with disabilities, offer direct assistance and training to parents to help guide them through the special education and Section 504 processes, and to enable families to solve problems and become effective advocates for their children. Free services.

NOTE: The Parent Training & Information (PTI) Center serving San Mateo County (as well as Santa Clara, Santa Cruz and San Joaquin counties) is Parents Helping Parents (PHP) located in San Jose, CA. See Parents Helping Parents later in this chapter.

Foster Youth Resources for Education (FYRE) DREDF runs a first-of-its-kind program, Foster Youth Resources for Education (FYRE) to ensure that foster youth with disabilities and out-of-home youth with disabilities, have comprehensive education supports. FYRE provides direct support and training to foster parents and kin caregivers, older foster youth, child welfare workers, and dependency personnel within Alameda County. Free services.

Foster Youth with Disabilities in Transition (FYDT) With support from the CA Department of Rehabilitation (DOR), DREDF offers an online Clearinghouse of resources to support foster youth with disabilities and out-of-home youth with disabilities transitioning to adult life, post-secondary education, and employment. Selected resources help foster parents, kincare providers, child welfare workers, educators, Court Appointed Special Advocates (CASAs) and other professionals to provide effective services and supports for children with disabilities in foster care. Free services.

Services

DREDF Children & Family Advocacy Program Services	
Parent Training	DREDF trains parents of disabled children to enable them to advocate effectively for their children.
Networking	DREDF facilitates mutual support networks among parents who can help each other with similar problems.
Technical Assistance/ Information and Referral	DREDF responds to inquiries concerning laws and regulations, organizing coalitions and building effective networks, and developing strategies for working with schools and other community agencies. DREDF develops and distributes special education guides and training materials.
Educational Advocacy	DREDF assists families of the nearly 46,000 children receiving special education in Alameda, Contra Costa and Yolo counties in solving educational problems at the least adversarial level. DREDF also serves children with disabilities who do not qualify for special education, but who qualify for accommodations under Section 504 of the Rehabilitation Act and trains professionals who serve children. The DREDF Parent Training & Information (PTI) center serves Alameda, Contra Costa and Yolo counties in CA and will provide referrals to PTI centers that serve other counties in CA and the U.S.
Litigation	DREDF handles high-impact cases affecting the most important educational rights of children with disabilities.
Public Policy	In coalitions on a local, state and national level, DREDF monitors implementation of and compliance with the laws and works to shape national education policy reform.

Contact Information	510-644-2555 1-800-348-4232 510-841-8645 FAX /TTY	Disability Rights Education & Defense Fund (DREDF) Ed Roberts Campus 3075 Adeline Street, Suite 210 Berkeley, CA 94703 info@dredf.org http://www.dredf.org
Email		
DREDF Web site		
Family Advocacy		http://www.dredf.org/programs/family_advocacy.shtml
PTI		http://www.dredf.org/programs/PTI.shtml
FYRE		http://www.dredf.org/programs/foster.shtml
FYDT		http://www.dredf.org/programs/clearinghouse
Special Ed Resources		http://www.dredf.org/special_education/special_ed_resources.shtml
Training Materials		http://www.dredf.org/special_education/trainings.shtml

First 5 San Mateo County



First 5 California and First 5 San Mateo County fund education, health and child care programs for families with young children.

Services

First 5 San Mateo County Funded Programs	
Child Care Coordinating Council (4C's)	Early care and education supports include a stipend program for continuing education and professional development; child care facilities creation and expansion mini-grants and support for parents of children with special needs.
Community Gatepath Special Needs Inclusion / Web Portal	Supports for children with special needs include a web-based resource guide, developmental screenings and professional development.
Early Childhood Education (ECE)	Early education workforce supports include a textbook loan program, bilingual class supports and education and career counseling.
Early Childhood Mental Health (ECMH)	Early childhood mental health supports include professional development, on-site technical assistance and developmental screening assistance.
Early Childhood Quality Improvement Project (EQuIP)	Quality early childhood care and education supports include professional development for social-emotional development, infant-toddler care, early language development, on-site technical assistance and parent involvement.
Head Start/Early Head Start Special Needs Project	Supports for children with special needs include developmental screenings and parent support.
Healthy Homes Program	Supports for families experiencing domestic violence issues include outreach, therapy, home visiting and referrals.
Legal Aid Society Special Needs Project	Supports for children with special needs include advocacy, legal counseling, and participation in case management meetings.
Lucile Packard Children's Hospital Special Needs Project	Supports for children with special needs include professional development, leadership, and conducting a multi-disciplinary case-consultation round-table.
Our Second Home Family Resource Center	Family supports include education and health resources for families and caregivers; services of direct benefit to infants and children up to age 6; and an integrated model of health services, child development best practices, and families working together.
Prenatal-3 Early Brain Development	Child health supports include increasing capacity for public health nurse assessments to pregnant women and newborns on Medi-Cal and make specialty services available to families at risk due to social or mental health factors.

**Services
(continued)**

First 5 San Mateo County Funded Programs (continued)	
San Mateo Healthy Authority Children's Health Initiative (CHI)	Child health supports include funding for health insurance premiums for children 0-5.
School Readiness Initiative	School readiness supports include home visiting, parent education, professional development, Kinder Kits, and Kickoff-to-Kindergarten.
Shelter Network	Family Supports for homeless residents include providing therapeutic child care centers that are tailored to the emotional needs of homeless children.
South San Francisco Unified School District Special Needs Project	Supports for children with special needs include providing a space/facility to function as the hub for special needs screening and coordination services.
United Cerebral Palsy Association Special Needs Project	Oral health supports include dental screenings, referrals to pediatric dentists and professional development.

Contact Information 650-372-9500
650-372-9588 FAX

First 5 San Mateo County
1700 S. El Camino Real, Suite 405
San Mateo, CA 94402

Web site

<http://www.first5sanmateo.org>

Family Resource Center (FRC) at Community Gatepath



Family Resource Center of Community Gatepath provides parent-to-parent support, information and referral for families of children with disabilities or who have special health care needs (ages 0 up to 22 years). All staff are parents of children with special needs.

- Services** In addition to peer counseling, FRC at Community Gatepath:
- * Produces a quarterly newsletter.
 - * Disseminates a county-wide resource directory that is free to families and providers.
 - * Sponsors a number of trainings and support groups on a variety of topics pertinent to parenting a child with special needs.
 - * Assists parents with accessing educational, developmental, social and medical services appropriate to the needs of the individual child.
 - * Maintains a lending library, video collection and other educational materials.

Eligibility Who is eligible?
Services are available for any parent of a child with disabilities or special health care needs residing in San Mateo County. There are no income requirements and all services are free of charge and offered in both English and Spanish.

Contact Information	650-259-8543	Family Resource Center at Community Gatepath
		1764 Marco Polo Way
		Burlingame, CA 94010
	email	nsugajski@gatepath.com
	Web sites	http://www.gatepath.com
		http://www.abilitypath.com

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Health Consumer Alliance (HCA)



Health Consumer Alliance (HCA) is a partnership of consumer assistance programs operated by community-based legal services organizations with the common mission of helping low income people obtain essential health care.

Services Consumer assistance programs that make up the HCA provide assistance in resolving specific problems with Medi-Cal or Healthy Families, including eligibility. The HCA helps consumers establish or maintain health coverage. It ensures that low-income consumers with health coverage have adequate access to essential services, including the services provided through managed care plans.

The HCA also provides information through a newsletter and website. Consumer education materials in 13 languages are available.

Health Consumer Centers currently operate in 13 California counties—Alameda, El Dorado, Fresno, Imperial, Kern, Los Angeles, Orange, Placer, Sacramento, San Diego, San Francisco, San Mateo and Yolo—these together include more than three fifths of poor Californians.

Contact Information **650-558-0915**
1-800-381-8898
650-517-8973 FAX

Legal Aid Society of San Mateo County
The Natalie Lanam Justice Center
Sobrato Center for Nonprofits
Redwood Shores
330 Twin Dolphin Drive, Suite 123
Redwood City, CA 94065

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Office of Clients' Rights Advocates (OCRA)



Office of Clients' Rights Advocates (OCRA) is a statewide program offering legal representation and training to people with developmental disabilities and their families. OCRA is operated by Disability Rights California (DRC - formerly Protection and Advocacy), a nonprofit agency that works in partnership with people with disabilities—to protect, advocate for and advance their human, legal, and service rights. [see Disability Rights CA information in this section]

Services OCRA lawyers are located at every Regional Center in California and provide free legal representation regarding service systems such as:

- * Child Abuse
- * Criminal justice system
- * Guardianship
- * In-Home Services
- * Private Insurance
- * Medi-Cal
- * Mental Health
- * Regional Centers
- * Schools
- * Social Security
- * Other miscellaneous areas of law

Contact 1-800-390-7032
Information email

Office of Clients' Rights Advocates
OCRAInfo@disabilityrightsca.org

Web site

<http://www.disabilityrightsca.org/OCRA>

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Office of the Patient Advocate



Office of the Patient Advocate is an independent office under the State of California’s Business, Transportation, and Housing Agency. Established in July 2000, the Office **is responsible for protecting patient rights and works closely with the Department of Managed Health Care to ensure access to quality health care.**

Services The Office of the Patient Advocate educates people on how to obtain optimal care through their HMOs.

Contact	916-324-6407	Office of the Patient Advocate
Information	866-HMO-8900	9th Street, Suite 500
	866-466-8900	Sacramento, CA 95814

Web site	http://www.opa.ca.gov
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Parents Helping Parents (PHP) Parent Training & Information (PTI) Center



Parents Helping Parents (PHP) provides a wide range of services to help parents better understand, support and advocate for their children with disabilities.

Services The PHP Parent Training & Information (PTI) center offers direct assistance and training to parents to help guide them through the Special Education and Section 504 processes and to enable families to solve problems and become effective advocates for their children. The PTI center is staffed by parent education specialists who assist parents by conducting workshops and trainings, distributing informative materials and providing one-on-one consultations with parents in Santa Clara, Santa Cruz, San Mateo, and San Joaquin counties. PHP conducts workshops for parents and professionals on a variety of issues related to disabilities. Education specialists help by clarifying existing laws and explaining both parent and school rights and responsibilities.

The PHP iTECH Center is a preview and demonstration center for Assistive Technology (AT). The center offers parents and professionals the opportunity to gain “hands-on” experience with assistive devices and instructional software before making a decision on which ones best suit their needs. AT Specialists can assist in exploring and accessing high/low tech options through a guided “Techsploration” in the AT Lab.

Contact Information **408-727-5775**
855-727-5775 Toll Free
408-727-7655 TTY
408-286-1116 FAX
408-286-1117 Education FAX

Parents Helping Parents (PHP)
1400 Parkmoor Avenue, Suite 100
San Jose, CA 95126

Email **info@php.com**

Web site **http://www.php.com**
iTECH Center **http://php.com/services/itech**

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Procedural Safeguards and Referral Services (PSRS) - CA Department of Education



Procedural Safeguards and Referral Services (PSRS) provide technical assistance, information and resources on procedural safeguards and educational rights of students (3 up to age 22) with disabilities to parents, school districts, advocates, agencies and others. Services are offered through the California Department of Education/Special Education Division.

Services PSRS can provide:

- * Local dispute resolution to help families resolve their disputes with their school without having to go through the formal Compliance Complaint proceedings.
- * Intake and investigation of formal Special Education Compliance Complaints related to violation of state and federal Individuals with Disabilities Act (IDEA) special education law. Some examples of non-compliance are:
 - The Individualized Education Plan (IEP) for a given student is not being implemented as specified in the student's IEP, a legally-binding document.
 - Special Education Procedural Safeguards protecting the rights of a student and the parent/guardian were not protected as specified by state and federal special education law.
- * Information to local school districts on the number and nature of complaints filed against them.

Contact Information

1-800-926-0648
916-323-9779 TTY
916-327-3704 FAX

CA Department of Education

Procedural Safeguards and Referral Services (PSRS)
1430 N Street, Suite 2401
Sacramento, CA 95814

Email

speceducation@cde.ca.gov

Web info

<http://www.cde.ca.gov/sp/se/fp>
<http://www.cde.ca.gov/sp/se>

Basic Parent Rights

<http://www.cde.ca.gov/sp/se/qa/pssummary.asp>

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Resources for Parents and Families

When families have access to responsive and effective services they are more likely to develop better resources for coping with stress and to expand their repertoire of parenting skills. All children deserve a consistent, healthy home environment to enhance their potential in life regardless of socioeconomic background. Prevention of child abuse correlates positively with healthier parenting and family functioning.

Resources

Resources for Parents and Families	
Edgewood Center for Children and Families Kinship Support Services Program	
1-800-496-3019	Support and respite for relatives who have assumed care of other family members' children.
Family Resource Centers	
650-599-5985	Prevention and early intervention social services at different school sites in San Mateo County to increase parent involvement.
Lucile Packard Foundation for Children's Health	
1-800-220-7575 650-579-0358	Parent Support Line
Our Second Home Family Support Center	
650-301-3300	Early childhood family support center
San Mateo County Health System Prenatal-to-Three Initiative	
(888) 840-0889	Family Health Resource Line
San Mateo County Parental Stress Hotline	
650-579-0350 1-888-220-7575	Star Vista Crisis Hotline

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Respite Care / Child Care

Respite care and child care are a necessity for caregivers of children with special health care needs, but they can be difficult to find. Here is a selection of agencies which either provide care or contract with other agencies for the care.

San Mateo Agencies with Respite Care Services for Families	
Agencies	Abilities United - Respite Program
	650-494-0550 www.abilitiesunited.org/respite Provides highly trained home companions for people caring for a family member with a developmental disability. Our companions work in private homes and in varied community settings throughout Santa Clara and San Mateo counties.
	Aunt Ann's In-House Staffing
	650-573-1000 www.in-housestaffing.com Services include parent's helpers, family assistances and nannies to assist parents at home with childcare, house-keeping and daily tasks.
	A Special Nanny
	(408) 358-1065 specialnanny.com Services include parent's helpers, family assistances and nannies to assist parents at home with childcare, house-keeping and daily tasks.
	Bay Area 2nd Mom
	650-858-2469 www.2ndmom.com Bay Area 2nd Mom, Inc. is the premier referral agency for In-Home Care. Pre-screened candidates are available for immediate service. These candidates can provide Child Care services, Adult Care, Personal Assistance, and Household Staffing.
	Child Care Coordinating Council (4C's)
	650-517-1460 www.sanmateo4cs.org 650-517-1430 Special Needs Childcare Referrals 4C's is one-stop shop for San Mateo County's 1,000 licensed childcare providers and preschool programs, investing in the field's professional development and helping improve program quality through a variety of programs and services.
	Coastside Children's Programs
	650-726-7413 coastsidechildren.org Provides child care and development centers that provide quality educational, recreational and skill-building activities through a preschool, and before and after school programs, as well as full-time activities during the summer.
	Edgewood Kinship Program
	415-682-3172 or 650-832-6900 www.edgewood.org Provides information, referrals and personal support to relative caregivers and their children living in San Mateo.

Agencies
(continued)

San Mateo Agencies with Respite Care Services for Families	
George Mark Children's House	
(510) 346-4624 www.georgemark.org	Pediatric transitional, respite and end-of-life care facility available to all medically eligible children & their families regardless of ability to pay. Provides 24x7 skilled nursing care for children (birth up to age 19) with life-threatening or terminal conditions. Family apartments available on a reservation basis. Parent, physician, or health care agency referrals.
Golden Gate Regional Center	
650-574-9232 650-345-2361 FAX www.ggrc.org	Intermittent relief to families who provide constant care and supervision to the consumer whose care needs are beyond that of persons without disabilities.
Head Start Program/Early Head Start	
IHSD 650-578-3440 Peninsula Family Services 650-403-4300	Early Head Start offers developmentally appropriate curriculum centered around individualized caregiving sensitive to daily needs and learning through play. Head Start emphasizes language and cognitive development, social skills, and creativity, and offers parents literacy and support services to enhance productivity and self-sufficiency.
Parca: REACH	
650-871-8402 parca.org/our-programs/reach	REACH is a unique, inclusive and integrated child care program for children with and without developmental disabilities.
Raji House	
650-376-3593 www.parca.org/our-programs/raji-house	Raji House is a weekend out-of-home respite care program for children and teens with developmental disabilities.
San Carlos Recreation Program	
650-802-4383	Provides recreation programs for children with special needs ages 5 and up.
Scribbles & Giggles	
(408) 378-9450 www.scribblesandgiggles.com	Respite for children with special healthcare needs.
Stanford Park Nannies	
650-462-4580 www.spnannies.com	Stanford Park Nannies is an agency serving the South Bay and Peninsula in the San Francisco Bay Area specializing in the delicate placement of in-home childcare providers.
Town & Country Resources	
650-326-8570 www.tandcr.com/company/contactUs.html	Town & Country Resources has provided San Francisco Bay Area families with the ultimate professional solution for hiring top-quality childcare and household staff.

San Mateo County Prenatal-to-Three Initiative



The Prenatal-to-Three Initiative is a collaboration of agencies and individuals working to provide information, support, and care for families of pregnant women and children to age five receiving Medi-Cal in San Mateo County.

This initiative connects the resource of public agencies, the Health Plan of San Mateo, hospitals, and community organizations to promote healthy growth and development of children.

Services Pre-to-Three's multi-disciplinary health team offers a variety of services throughout San Mateo County, including:

- * Home Visiting/Case Management
- * Substance Abuse/Recovery Support (*brochure*)
- * Drop-in parent support groups (Touchpoint groups)
- * Parenting Classes
- * Nutrition
- * Psychiatric Treatment
- * Mental Health and Recovery Services

Contact 650-573-2502
Information Email
Web site

Prenatal-to-Three Direct Line
info@smhealth.org
<http://www.co.sanmateo.ca.us>

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Educational & Developmental Services



- * ***Child Developmental-Behavioral Pediatrics Programs***
- * ***Early Start/Prevention Resource and Referral Services Programs***
- * ***Golden Gate Regional Center (GGRC)***
- * ***Head Start***
- * ***Section 504 of the Rehabilitation Act***
- * ***Special Education***

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Child Developmental-Behavioral Pediatrics Programs



Child Developmental-Behavioral Pediatrics Programs at Lucile Packard Children's Hospital Stanford provides evaluation, diagnosis, treatment and referral services for children, from birth up to age 18, who have or who are at risk for developmental delay, developmental disabilities and learning or behavioral disorders. Referral to this clinic is through primary care providers.

Services What services are provided?

- * Inpatient Development Care and Consultation
- * High Risk Infant Follow-Up
- * Developmental Consultations
- * Premie Graduate Services
- * Research Support Services

Eligibility Who is eligible for Child Developmental-Behavioral Pediatrics Program services?

Children birth up to age 18 who have or are at risk for:

- * Behavioral problems
- * Developmental delay
- * Developmental disabilities
- * Learning problems

Referral Referrals are made by the child's primary care provider by contacting the intake coordinator.

Contact 650-725-8995
Information 650-724-6500 FAX

Child Developmental-Behavioral Pediatrics Programs
Mary L. Johnson Pediatric Ambulatory Care Center
730 Welch Road
Palo Alto, CA 94304

888-275-5724

New Patients

Web site

www.stanfordchildrens.org/en/service/developmental-pediatrics

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Early Start and Prevention Resource and Referral Services (PRRS) Programs



Early Start is a Regional Center program that provides access to family-centered, early intervention services for eligible infants and toddlers (birth up to age three) who have a developmental disability or delay.

The developmental domains a Regional Center must consider are:

- * Communication
- * Cognitive
- * Physical
- * Social/Emotional
- * Self-help/Adaptive

Early Start Services

Early Start services include:

- * Intake/Assessment, Service Coordination and Referrals
- * Therapy services (speech, physical and/or occupational therapy) not offered through the family's private insurance
- * Vision and hearing services not offered through the family's private insurance
- * Infant development programs
- * Medical services not offered through the family's private insurance
- * Parent support, counseling, respite and training
- * Nutrition/feeding services not offered through the family's private insurance
- * Assistive technology (AT), including assistive devices or services
- * Psychological and social work services not offered through the family's private insurance
- * Transportation and related costs necessary for a child to receive services

Early Start Eligibility

Effective January 1, 2015 in California, eligible children include an infant or toddler (under the age of three) who:

- * Has a significant delay of at least 33% in one developmental domain,
- * Has an established risk condition that may result in a developmental disability (for example: Down Syndrome, Cerebral Palsy, Epilepsy)

Enrollment How do you enroll?
 “Primary referral sources” are required to make referrals to appropriate public agencies such as Golden Gate Regional Center (GGRC). [see GGRC information in this section] “Primary referral sources” include:

- * Hospitals
- * Physicians
- * Other health care providers
- * Public health facilities
- * Day care facilities

Assessment **Early Start**
Timelines/ Evaluation and assessment, eligibility determination and an Individualized Family
Plan Details Service Plan (IFSP) must all occur within 45 days of referral for children found eligible for the Early Start program.

Prevention Resource and Referral Services (PRRS)

For children found eligible for the PRRS program, the timeline is 60 days and results in a Prevention Program Plan (PPP).

Providers How are services delivered?

Early Start

Early Start early intervention services may be provided by school districts, local centers, public and private agencies that are all part of California’s Early Start Program in your community. Where and how services are delivered is determined together by the family and early intervention team. For example, services may be provided in the home, at a center or agency program with other babies, in childcare or other natural settings.

Prevention Resource and Referral Services (PRRS)

Intake and evaluation is conducted by the Regional Center. This program provides case management, resources and referrals to assist the family.

Contact **650-574-9232 Intake - Early Start Program and**
Information 650-345-2361 FAX Prevention Resource and Referral Services Program
Golden Gate Regional Center (GGRC)
3130 La Selva Street, Suite 202
San Mateo, CA 94403

Web site <http://www.ggrc.org>

See Forms section for
Modified Checklist for Autism in Toddlers (M-CHAT)

Golden Gate Regional Center (GGRC)



Golden Gate Regional Center (GGRC) is part of the Regional Center system in California; an entitlement program designed to serve individuals with developmental disabilities (regardless of income) and to assist their families. Regional Centers serve all ages, from newborns to seniors. Regional Centers are “payers of last resort” so they will not pay for services that can be funded through a different source (e.g., school district or private insurance). Each center has its own local Board of Trustees.

Services What services are provided?

Regional Centers provide (or vendor) or coordinate the following services:

- * Information and referral
- * Assessment and diagnosis
- * Counseling and Psychotherapy
- * Lifelong individualized planning and service coordination
- * Purchase of necessary services included in the Individual Program Plan (IPP)
- * Assistance in finding and using community and other resources (including supported living and work)
- * Advocacy for the protection of legal, civil and service rights
- * Prevention services for at-risk infants and their families
- * Early intervention services for for infants/toddlers with established risk condition or developmental delays/disabilities
- * Genetic counseling
- * Family support
- * Planning, placement, and monitoring for 24-hour out-of-home care
- * Training and educational opportunities for individuals and families (including mobility)
- * Community education about developmental disabilities
- * Respite (including nursing level care)
- * Adult Day programs

Eligibility Who is eligible?

Regional Center Eligibility Criteria	
Individuals with Disabilities	Individuals with disabilities are eligible for Regional Center services according to the following criteria: 1) the individual has one of the following diagnoses: mental retardation, cerebral palsy, epilepsy, autism or a condition requiring treatments similar to that required by persons with mental retardation; 2) the disability began before the age of 18; 3) the disability is likely to continue; and 4) is substantially disabling for the individual
Infants (0 up to 36 months)	[see Early Start and Prevention Resource and Referral Services (PRRS) program information in this section]

Eligibility (continued) Individuals applying for Regional Center services must go through an interdisciplinary evaluation process to determine their eligibility. Once an individual has been determined to be eligible for Regional Center services, they are considered a client of the system for life.

Enrollment How do you enroll?
Referrals can be made at any time in the individual's life. Ideally, the earlier the individual is referred to the Regional Center, the sooner the individual can receive needed services and supports. Referrals can be made in a number of ways: through early intervention programs, referral from family, friends and professionals.

Contact Information **650-574-9232 Golden Gate Regional Center (GGRC)**
650-345-2361 FAX 3130 La Selva Street, Suite 202
San Mateo, CA 94403

1-888339-3305 New Intakes
1-888339-3306 FAX New Intakes

Web site **<http://www.ggrc.org>**

1-888339-3305 Over 3 Intake and Assessment

Note See binder section H for Modified Checklist for Autism in Toddlers (M-CHAT) forms in English and Spanish, including scoring.

Head Start



Head Start's mission is to improve the lives of low income children (from birth through age 5) by providing quality comprehensive child development services that are family focused, including education, social, medical, dental, nutrition and mental health services. Early Head Start programs support the healthy development of children (from 0 up to age 3) by serving pregnant women, infants, toddlers and their families. Head Start supports children (from 3 through age 5) or until children typically enter elementary school.

Funding Head Start receives 80% of funding from federal grants and 20% from cash or services contributed by communities. Grants are provided to non-profit organizations and school systems, which may establish priorities for enrolling children based on community needs and available funds. 10% of Head Start enrollment must be offered to children with disabilities.

Services There are four major components of Head Start services:

1. **Health Care** including medical care (exams, immunizations, health education), oral/dental health care, and mental health care
2. **Nutrition Services** (one third of daily nutritional needs)
3. **Culturally-competent Education** (including parent involvement)
4. **Social Services** (referral to other programs and resources)

Eligibility

Head Start Programs Eligibility	
Early Head Start	• Early Head Start serves low-income pregnant women and families with infants and toddlers (0 up to age 3). • Each program is responsible for determining its own eligibility criteria. • Federal poverty limit (FPL) guidelines are used to evaluate family income when determining eligibility. • Early Head Start programs may also elect to target services to a particular population to best meet the needs of families and children in their community.
Head Start	• Head Start serves children (3 through age 5) from families that meet federal poverty limit (FPL) guidelines. • Individual programs establish priorities for enrolling children based on community needs and available funds.

Contact Information 650-578-3440
650-627-8452 FAX

Email
Web site

916-323-9727
Web site

916-444-7760
Web site

Web site

The Institute for Human and Social Development (IHSD)
155 Bovee Rd., Suite #300
San Mateo, CA 94402
info@ihsdinc.org
<http://www.ihsdinc.org>

CA Head Start State Collaboration Office
<http://www.cde.ca.gov/sp/cd/re/chssco.asp>

CA Head Start Association
<http://caheadstart.org>

Early Head Start National Resource Center
<http://www.ehsnrc.org>

Contact 650-403-4300
(continued) 650-403-4303 FAX
Email
Web site

Peninsula Family Service Early Learning Program
24 Second Ave., San Mateo, CA 94401
info@peninsulafamilyservice.org
www.peninsulafamilyservice.org



Section 504 of the Rehabilitation Act (in the school setting)

Section 504 of the Rehabilitation Act's purpose is to eliminate discrimination on the basis of disability in all programs and activities receiving federal financial assistance, which includes education. Section 504 guarantees students with disabilities equal access to services and opportunities available to all students, and to provide a **free and appropriate public education (FAPE)**.

Responsible Person Each school district is required to have at least one person who is designated as the **504 Coordinator**, who is responsible for ensuring that student needs are identified and that appropriate accommodations are instituted and provided.

504 Plan vs. an IEP If services and/or accommodations are indicated, an individualized **504 Plan** is developed and implemented. The 504 eligibility process may be less structured than the **Individualized Education Program (IEP)** special education process under the **Individuals with Disabilities Education Act (IDEA)**. And unlike an IEP, no funding is attached to 504 Plans. Funding for 504 Plans comes from the general school budget. IDEA funds may not be used to serve students who are served only with 504 Plans.

Enforcement If a school or agency is found to be out of compliance with Section 504, they could lose federal funding. Unlike IDEA compliance, which is monitored by the CA Department of Education (CDE), the U.S. Office for Civil Rights (OCR) enforces Section 504.

Services

504 Accommodations in the School Setting may include:

- Providing extra time for tests or assignments.
- Moving the student's desk to the front of the classroom so that the student can see the blackboard better, or hear or focus on the teacher adequately.
- Excusing the student so that he/she can do a fingerstick to check blood sugar, or providing health-related services to assist with blood sugar testing or provision of insulin.
- Reading test questions to a student. with visual or print disability. Providing a notetaker.
- Providing a job coach for adolescents or young adults in supported employment settings as part of their school to work learning experiences.
- Providing a quiet room for test taking.

Important Note: In elementary and secondary public school settings (unlike some other programs receiving federal dollars) the obligation to provide accommodations and/or services necessary to provide a free and appropriate public education (FAPE) under Section 504 is not subject to the limitations regarding undue financial and administrative burdens or fundamental alteration of the program.

Eligibility

Who is eligible?

School-aged children (who may/or may not have a disability that meets special education IDEA criteria) who have:

- * a physical or mental impairment which substantially limits a major life activity,
- or**
- * have a record of such an impairment, **or**
- * are regarded as having an impairment

This includes students who have a mental or psychological disorder such as mental retardation, mental illness, emotional illness, a specific learning disorder or organic brain syndrome.

Eligibility

(continued) Physical impairment refers to a physiologic disorder, contagious disease, cosmetic disfigurement or loss of one or more body systems.

Students with disabilities are protected by Section 504 regardless of whether the student is found eligible for special education programs and services in an IEP.

Students eligible for special education services in an IEP are doubly protected by both 504 and IDEA laws.

Major life activities limited by either mental or physical impairment include:

- * Self-care activities
- * Walking
- * Seeing
- * Hearing
- * Breathing
- * Learning
- * Ability to work
- * Ability to do a manual task

Providers

Where are services provided?

Broadly, Section 504 services and/or accommodations can be provided in the school, workplace and community, as appropriate.

Referral

How to make a referral for Section 504 services:

Any school personnel or the parent/guardian can request determination for Section 504 by contacting the 504 Coordinator or principal at the student's home school. No student can receive a Section 504 Plan without the consent of the parent or legal guardian.

Contact Information

Call your... *Child's Home School Principal or District 504 Coordinator*

415-437-8310

415-437-8311 TDD

415-437-8329 FAX

Web site

510-267-1200

1-800-776-5746

Web site

408-727-5775

408-727-7655 TDD

408-727-0182 FAX

Email

Web site

For 504 Enforcement/Non-Compliance Issues:

Office for Civil Rights

Region IX (AZ/CA/HI/NV/Am. Samoa/Guam)

U.S. Department of Health and Human Services

50 United Nations Plaza – Room 322

San Francisco, CA 94102

<http://www.hhs.gov/ocr>

Disability Rights CA (formerly Protection & Advocacy)

<http://www.disabilityrightsca.org>

Parents Helping Parents (PHP)

Parent Training & Information (PTI) Center

Parent Advocates can answer education-related questions pertaining to students with disabilities age 0-22.

info@php.com

<http://www.php.com>

Examples of Appropriate Accommodations Under Section 504 of the Rehabilitation Act of 1973

Source: Developed by the Office of Superintendent of Public Instruction (OSPI)

Section 504 Appropriate Accommodations Examples

Area of Concern	Accommodations
Parent/student/teacher communications	• Develop a daily/weekly journal. • Develop parent/student/school contacts. • Schedule periodic parent/teacher meetings. • Provide parents with duplicate sets of texts.
Difficulty sequencing and completing steps to accomplish specific tasks (writing a book report, term paper, organized paragraphs, division problems, etc.)	• Break up task into workable and obtainable steps. • Provide examples and specific steps to accomplish task.
Shifting from one completed activity to another without closure	• Define the requirements of a completed activity. (Your math is finished when all 6 problems are complete and corrected; do not begin on the next task until it is finished.)
Difficulty following through on instructions from others	• Gain student's attention before giving directions. Use alerting cues. Accompany oral directions with written directions. • Give one direction at a time. Quietly repeat directions to the student after they have been given to the rest of the class. Check for understanding by having the student repeat the directions. • Place general methods of operation and expectations on charts displayed around the room and/or on sheets to be included in student's notebook.
Difficulty prioritizing from most to least important	• Prioritize assignments and activities. • Provide a model to help students. Post the model and refer to it often.
Difficulty sustaining effort and accuracy over time	• Reduce assignment length and strive for quality (rather than quantity). • Increase the frequency of positive reinforcement (catch the student doing it right and let him know it).
Difficulty completing assignments	• List and/or post (and say) all steps necessary to complete each assignment. • Reduce the assignment into manageable sections with specific due dates. • Make frequent checks for work/assignment completion. • Arrange for the student to have a "study buddy" with phone number in each subject area.

Section 504
Examples
(continued)

Area of Concern	Accommodations
Difficulty with test taking	• Allow extra time for resting, teach test-taking skills and strategies, and allow student to be tested orally. • Use clear, readable and uncluttered test forms. Use test format that the student is most comfortable with. Allow ample space for student response. Consider having lined answer spaces for essay or short answer questions.
Confusion from non-verbal clues (misreads body language, etc.)	• Directly teach (tell the student) what non-verbal cues mean. Model and have student practice reading cues in a safe setting.
Confusion from written material (difficulty finding main idea from a paragraph, attributes greater importance to minor details)	• Provide student with copy of reading material with main ideas underlined or highlighted. • Provide an outline of important points from reading material. • Teach outlining, main ideas/details concepts. • Provide tape of text/chapter.
Confusion from spoken material, lectures and audio-visual material (difficulty finding main idea from presentation, attributes greater importance to minor details)	• Provide student with a copy of presentation notes. • Allow peers to share notes from presentation (have student compare own notes with copy of peer's notes). • Provide framed outlines of presentations (introducing visual and auditory cues to important information). • Encourage the use of tape recorder. • Teach and emphasize key words (the following is the most important point , etc.).
Difficulty sustaining attention to tasks or other activities (easily distracted by extraneous stimuli)	• Reward attention. • Break up activities into small units. • Reward for timely accomplishments. • Use physical proximity and touch. • Use earphones and/or study carrels, quiet place, or preferential seating.
Frequent messiness or sloppiness (continued on next page)	• Teach organizational skills. Be sure student has daily, weekly and/or monthly assignment sheets, list of materials needed daily, and consistent format for papers. Have a consistent way for students to turn in and receive back papers, reduce distractions. • Give reward points for notebook checks and proper paper format. • Provide clear copies of worksheets and handouts and consistent format for worksheets. Establish a daily routine, provide for what you want the student to do.

**Section 504
Examples
(continued)**

Area of Concern	Accommodations
Frequent excessive talking	• Teach student hand signals and use to tell student when to talk and when not to. • Make sure student is called upon when it is appropriate and reinforce listening.
Difficulty making transitions	• Program student for transitions. Give advance warning of when a transition is going to take place (Now we are completing the worksheet, next we will...) and the expectations for the transition (and you will need...). • Specifically say and display list of materials needed until a routine is possible. List steps necessary to complete each assignment. • Have specific locations for all materials (pencil pouches, tabs in notebooks, etc.). • Arrange for an organized helper (peer).
Difficulty remaining seated or in a particular position when required	• Give student frequent opportunities to get up and move around. Allow space for movement.
Frequent fidgeting with hands, feet or objects; squirming in the seat	• Break tasks down to small increments and give frequent positive reinforcement for accomplishments (this type of behavior is often due to frustration). • Allow alternative movement when possible.
Inappropriate responses in class often blurted out; answers given to questions before they have been completed	• Seat student in close proximity to teacher so that visual and physical monitoring of student behavior can be done by teacher. • State behavior that you do want (tell the student how you expect him to behave).
Losing things necessary for task or activities at school or at home (pencils, books, assignments before, during and after completion of a given task)	• Help student organize. Frequently monitor notebook and dividers, pencil pouch, locker, book bag, desks. A place for everything and everything in its place. • Provide positive reinforcement for good organization. Provide student with a list of needed materials and their locations.
Poor use of time (sitting, staring off into space, doodling, not working on task at hand)	• Teach reminder cues (a gentle touch on the shoulder, hand signal, etc.). • Tell the student your expectation of what paying attention looks like (You look like you're paying attention when....). • Give the student a time limit for a small unit of work with positive reinforcement for accurate completion. • Use a contract, timer, etc. for self-monitoring.
Modification of classroom/building climate to accommodate student needs	• Use air purifier. • Control temperature. • Accommodate specific allergic reactions.

Section 504
Examples
(continued)

Area of Concern	Accommodations
Modification of classroom/building to accommodate equipment needs.	• Plan for evacuation for wheelchair-using students. • Schedule classes in accessible areas.
Building health/safety procedures	• Administer medication. • Apply universal precautions. • Accommodate special diets.
District policies/procedures	• Allow increase in number of excused absences for health reasons. • Adjust transportation/parking arrangements. • Approve early dismissal for service agency appointments.
Staff communications	• Identify resource staff. • Network with other staff. • Schedule building team meetings. • Maintain ongoing communication with building principal.
School/community/agency communication	• Identify and communicate with appropriate personnel working with student. • Assist in agency referrals. • Provide appropriate carryover in the school environment.
Agitation under pressure and competition (athletic or academic)	• Stress effort and enjoyment for self, rather than competition with others. • Minimize timed activities; structure class for team effort and cooperation.
Inappropriate behaviors in a team or large group sport or athletic activity (difficulty waiting turn in games or group situations)	• Give the student a responsible job (team captain, care and distribution of balls, scorekeeping, etc.); consider leadership role. • Have student in close proximity to teacher.
Frequent involvement in physically dangerous activities without considering possible consequences.	• Anticipate dangerous situations and plan for in advance. • Stress Stop-Look-Listen. • Pair with responsible peer. (Rotate responsible students so that they don't wear out!)
Poor adult interactions, defies authority, clings, too eager to please	• Provide positive attention. • Talk with student individually about the inappropriate behavior (A better way of getting what you want is....).
Frequent self-putdowns, poor personal care and posture, negative comments about self and others, low self-esteem	• Structure for success. • Train student for self-monitoring, reinforce improvements, teach self-questioning strategies (What am I doing? How is that going to affect others?). • Allow opportunities for the student to show his strength. • Give positive recognition.

**Section 504
Examples
(continued)**

Area of Concern	Accommodations
<i>Difficulty using unstructured time — recess, hallways, lunchroom, locker room, library, assembly</i>	• Provide student with a definite purpose during unstructured activities. (The purpose of going to the library is...) • Encourage group games and participation.

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Special Education

Special Education is instruction individually designed to meet the unique needs of children with disabilities. It provides them with a “free appropriate public education” (**FAPE**) in the “least restrictive environment” (**LRE**) as guaranteed by the federal Individuals with Disabilities Education Act (**IDEA**).

Included in special education are the services and supports that are needed by students whose educational needs cannot be met by simple modification of the regular instructional program. Education for children with disabilities may include independent living skills or specialized therapies or services in addition to academics.

Parents/guardians are full members of the Individualized Education Program (**IEP**) team. No planning or provision of special education services can be provided without the participation (if desired) and consent of the parent/guardian or person who holds Educational Rights, if this person is not the parent.

Services What services are provided?

Special Education Services	
Individualized Education Program (IEP) Process	
• Identification of children with special needs. • Assessment and Triennial (every 3 years) Reassessment by appropriate disciplines to determine eligibility and identify needed services. • Annual development (or more often as necessary) of the student’s IEP plan to provide necessary specialized instruction and related services. • Evaluation of goals and modification of educational plan as needed.	
Related Services (may include but are not limited to)	
• 1:1 Instructional Aide (IA) • Adapted Physical Education (APE) • Art Therapy • Assistive Technology (AT) • Audiology services • Counseling and Guidance • Diagnostic Medical Services • Health and Nursing services • Home or Hospital Instruction • Low-incidence Disabilities specialized services, such as readers, transcribers, and vision and hearing services • Occupational Therapy (OT) • Orientation and Mobility instruction • Parent Counseling and Training	• Physical Therapy (PT) • Recreation, including therapeutic recreation • Rehabilitative Counseling Services • Sign Language or Oral Interpreter • Social Work services • Speech and Language development and remediation (SP) • Transportation • Vision services (VI) • Vocational specially designed Education and Career Development • Psychological services (in addition to assessment and development of the individualized education program) • Psychotherapy
All services are provided without cost to the family.	

Placement Where are special education services provided?

Where special education services will be provided, usually called “placement,” is determined after the IEP team has fully considered all of the student’s needs. IEP services and placement are decisions all members of the IEP team must agree with.

**Special
Education
Placement
(continued)**

Specialized education and services may be provided in a variety of settings, including:

- * General Education classroom (with necessary supports)—often referred to as “full-inclusion” (FI) or “mainstreaming”
- * Resource room (RS), or “push-in” or “pull-out” by specialists to other settings
- * Special Day Class (SDC) on a regular campus
- * “Non-public School” (NPS), a private therapeutic school that is credentialed by the state and eligible to receive district funding, **or**
- * Combination of settings depending on the student’s individualized needs.
- * Home, hospital, or residential treatment facility may also be necessary.

However, a key component of federal IDEA law mandates that children should receive special education services in the “least restrictive environment” (LRE), or most “natural” setting possible with necessary supports provided to the student in the LRE.

Eligibility

Who is eligible?

A child must have a disability that aligns with at least one of the following categories:

- | | |
|---------------------------|--|
| * Autism or autistic-like | * Other health impairment |
| * Deafness | * Serious emotional disturbance |
| * Deaf-blindness | * Specific learning disability |
| * Hearing impairment | * Speech and language impairment |
| * Mental retardation | * Traumatic brain injury |
| * Multiple disabilities | * Visual Impairment, including blindness |
| * Orthopedic impairment | |

In addition to having a disability satisfying at least one qualifying category, comprehensive assessment in all areas of suspected disability further determines eligibility. Having a qualifying disability does not automatically determine special education eligibility.

Children from birth up to age 3 may qualify for IDEA Part C Early Intervention services. Children age 3 up to age 22 may qualify for IDEA Part B Special Education services provided by the local school district. Exception: a special education student who is found through comprehensive evaluation to no longer qualify for special education services (“exiting”), or a special education student who has earned a regular high school diploma is no longer eligible for special education and therefore may exit before age 22.

**Evaluation
Request**

How does a person begin the IEP Process?

A parent generally initiates a request to be evaluated for special education services. But teachers, Regional Center, or even a doctor can request that a student be evaluated. A request for special education evaluation **must be made in writing** and may be sent to the child’s teacher, the principal of the child’s home school, the school district’s Special Education Director, or all. Schools have an affirmative obligation to assess in order to locate children who may need special education; this is called “child find” in IDEA law.

**Timelines/
Procedure**

How must the school district respond to a request for special education evaluation?

- * From the date the written request for evaluation is received, the district has **15 calendar days** (including weekend days but not counting days of school breaks in excess of 5 school days from the date of receipt of the referral) **to provide a written Assessment Plan** for parent consent.
- * Parent/guardian may take **15 additional calendar days to ask any questions they may have before consenting to the Assessment Plan**. Students cannot be assessed without the written consent of the parent or legal guardian.

**IEP
Request**

- From date of consent, the school district has **60 calendar days to complete the assessments and hold the eligibility IEP meeting.**

If the student qualifies for special education services, as determined by the IEP team, the IEP meeting will continue in order to address the child's unique needs and a plan, the Individualized Education Plan (IEP) is developed to meet these needs. The parent/legal guardian is a full participant in the development of this legally-binding document and must consent to it in order for the IEP to be implemented. Sometimes there are disagreements and parents have many rights in this process.

An IEP meeting must be held at least annually. Parents of students currently receiving Special Education services have the right to request an IEP meeting to review or change the IEP at any time needed, however. The request for an IEP meeting **must be made in writing**. If the parent is not requesting additional assessment(s) at that time, the district must schedule an IEP **within 30 calendar days of receiving a written request**. Under IDEA 2004 reauthorization, an IEP can be amended without a full IEP meeting for smaller issues, if parents and districts both agree.

**Special
Education
Contact
Information**

650-802-5300
650-321-7140
650-637-4800
415-467-0550
650-259-3800
415-467-5443
650-991-1000
650-550-7900
650-712-7100
650-342-5193
650-879-0286
650-854-6311
650-321-7140
650-697-5693
650-738-6600
650-851-1777
650-329-2800
650-423-2200
650-369-1411
650-624-3100
650-508-7333
650-312-7700
650-558-2299
650-877-8700
650-851-1571

School District Departments of Special Education:
San Mateo County Office of Education School District
Atherton (Menlo Park City Elementary SD)*
Belmont
Brisbane
Burlingame
Daly City (Bayshore Elementary SD)
Daly City (Jefferson Elementary SD)
Daly City (Jefferson Union High SD)
Half Moon Bay (Cabrillo USD)
Hillsborough
La Honda-Pescadero
Menlo Park (Las Lomita Elementary SD)
Menlo Park City Elementary SD (*includes Atherton)
Millbrae
Pacifica
Portola Valley
East Palo Alto (Ravenswood City Elementary)
Redwood City Elementary SD
Redwood City (Sequoia Union High SD)
San Bruno
San Carlos
San Mateo-Foster City Elementary SD
San Mateo Union High SD
South San Francisco
Woodside

916-445-4613CA
916-323-9779 TTY
916-327-3516 FAX
Web site

Dept. of Education (CDE) / Special Education Division
1430 N Street, Suite 2401
Sacramento, CA 95814
<http://www.cde.ca.gov/sp/se>

1-800-926-0648
916-327-3704 FAX

Procedural Safeguards and Referral Services (PSRS)
CDE information and referral on special education rights.

Special Education		Intake for special education compliance complaints.
Contact	408-727-5775	Parents Helping Parents (PHP)
Information	408-727-7655 TDD	Parent Training & Information (PTI) Center
(continued)	408-727-0182 FAX	Sobrato Center for Non Profits
		1400 Parkmoor Avenue, Suite 100
		San Jose, CA 95126
		Parent Advocates can answer education-related questions pertaining to students with disabilities age 0-22.
Email		info@php.com
Web site		http://www.php.com
	510-267-1200	Disability Rights CA (DRC) (formerly Protection & Advocacy)
	1-800-776-5746	
SERR book		"Special Education Rights & Responsibilites" (SERR) book
		http://www.disabilityrightsca.org/pubs/504001SpecEdIndex.htm

How to**How do I file a Compliance Complaint with the CA Dept. of Education?****What is a Compliance Complaint?**

If a student with disabilities is not receiving the special education or related services specified in the student's IEP, including transport to therapy, a compliance complaint may be filed with the California Department of Education (CDE). The CDE *must* directly intervene (and not simply refer the complaint to the local educational agency (LEA, the school district) for self-investigation).

Where do I file a Compliance Complaint?

Write to:
Complaint Management and Mediation Unit
Special Education Division
California State Department of Education
1430 N Street, Suite 2401
Sacramento, CA 95814

Sample Letter**Here is some simple wording for the complaint letter:**

The Date you send your letter

Your Name, Your Address

Phone Number(s) where you can be reached in the daytime

Dear Sir or Madam:

This is a special education compliance complaint. I feel that the (School District Name) Unified School District is out of compliance with federal and state special education laws.

My child's name is (Child's Name) , and he/she is (Child's Age) years old.

(Briefly describe your child's disability for which special education service(s) are needed, for example:) He/she has physical disabilities that require regular and on-going therapy through the California Children's Service program.

(Describe the service(s) agreed to in your child's IEP that is not being provided by your child's school district, for example:) Both the frequency of therapy and the mode of transportation to therapy are specified in my child's IEP. The district is failing to implement the IEP by refusing to provide transportation to and from therapy.

Failure to implement the IEP, [Cal. Ed. Code Sec. 56345] and to provide transportation as a related service, [34 C.F. R. Sec. 300.24 (b) (15); Cal. Ed. Code Sec. 56363; 5 C.C.R. Sec. 3051] are at issue. (It is not necessary to know the specific educational codes for which the school district is out of compliance, but you may include them if you know them.)

I have enclosed a copy of my child's IEP and the goals for these related services are highlighted. I ask for immediate investigation and resolution, as my child cannot afford to wait for these services. (Enclose a copy of the current IEP in force for your child and highlight the areas the complaint is about. Also keep a highlighted copy and a copy of your letter for yourself!)

Thank you for your assistance.

Your Signature

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Transition to Adult Services



- * Department of Rehabilitation (DOR)
- * Disabled Students Programs and Services (DSPS)
- * Regional Occupational Centers and Programs (ROCP)
- * WorkAbility Programs

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Department of Rehabilitation (DOR)



Department of Rehabilitation (DOR) offers a number of services for youth and adults with disabilities. The goal of rehabilitation services is to help individuals to get a job, live independently and become self-sufficient.

Once eligibility has been determined, an Individualized Plan for Employment (IPE) is then developed. The IPE contains the consumer's employment goal, activities or objectives to be implemented or undertaken to achieve the goal and needed rehabilitation services.

Services What services are available?

There are many services available including:

- * Vocational training
- * Purchase of work-related equipment and supplies (work clothes, safety equipment, interpreters, etc.)
- * Job search
- * Development and placement services that include job coaches and on the job training

Joint Programs of the Departments of Rehabilitation and Education/WorkAbility

The Departments of Rehabilitation and Education have joint programs available for students with disabilities that enable them to acquire job skills and on-the-job work experience while they are still in school. For example, the DOR may provide a job coach to assist a young adult to learn a job at no expense to the employer. The Department of Rehabilitation can provide a job coach 100% of on-the-job time for 1 to 2 months and, in some instances, for up to 4 months. [See WorkAbility information in this section]

Where are services provided?

DOR offices are located in local communities throughout California.

Eligibility Who is eligible?

Youth (16 years and older) who have disabilities are eligible. Determination of disability status will require documentation that includes medical and school records.

Enrollment How do you enroll?

- * Applicant can go directly to the local Department of Rehabilitation office, fill out the application by mail, or fax a request.
- * The individual is notified of eligibility within 60 days from the date of application.
- * The individual will need to present medical and school record documentation of his/her disability.

Waiting List DOR institutes an “**Order of Selection**” if there are more individuals than agency resources. Individuals are placed on a waiting list using a number of criteria that determines their placement on the list.

San Mateo County		CA Department of Rehabilitation
Contact	650-358-4180	San Mateo Branch Office
Information	650-358-4180 TTY	1065 E. Hillsdale Blvd., Suite 403 Foster City, CA 94404
	650-688-6380	Menlo Park Branch Office
		800 Menlo Avenue, Suite 122 Menlo Park, CA 94025
	650-737-2606	San Bruno Branch Office
		801 Traeger Avenue, Suite 105 San Bruno, CA 94066
	Web site	http://www.rehab.ca.gov

For Educational Contacts for Joint Programs/WorkAbility:

Call your...	Child's Home School
Call your...	Child's Local School District's Dept. of Special Education
Call your...	Special Education Local Planning Area (SELPA) office:
650-802-5464	San Mateo County SELPA

Disabled Student Programs and Services (DSPS)



Disabled Students Programs and Services (DSPS) are available for students with special health care needs (SHCN) who choose to attend a college or university. It is essential for the student to contact the DSPS office upon their admission to the college. The DSPS office can offer the student a number of services that will enable him or her to get his or her accommodation needs met and become a member of the campus community. Support services are available for all students with a verified temporary or permanent disability who are regularly enrolled.

Services What services are provided?

Support services may include but are not limited to:

- * Registration assistance
- * Classroom accommodations
- * Mobility services
- * Services for the deaf
- * Large type print access for the visually impaired
- * Learning disability services
- * Priority scheduling
- * Note taking
- * Alternate course assignments

Providers Where are services provided?

DSPS are located on every private and public community college, 4-year college and university campus.

Eligibility Who is eligible?

Students may be eligible for one or more services, depending on the specific nature of their disability. Disability verification must be provided when registering with DSPS. The criteria used for verification of diagnosis will vary, dependent upon the diagnosis. Verification can be facilitated if the student has copies of his/her medical records documenting their diagnosis. Students will be given a “grace” period before the deadline for submitting disability verification.

Enrollment How do you enroll?

Ideally, consumers refer themselves. Professionals working with youth during their transition process can provide the student with the needed information. Access to campus programs can also be facilitated through the School-to-Career programs within the school districts.

Contact Information **Call your...**

Local Community College or Post-secondary Institution's Disabled Student Programs and Services (DSPS) office

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Regional Occupational Centers and Programs (ROCP)



Regional Occupational Centers/Programs (ROCP) serve more than 400,000 students in California. ROCPs offer over 100 technical education courses in healthcare, business, culinary arts, agriculture, information technology, consumer and human services, construction, and auto repair.

Services What services are provided?

These programs offer high school students and adult learners career preparation courses and job training experiences, such as:

- * Career technical preparation courses in conjunction with Tech Prep and High Tech programs
- * College-level academic courses that can be accepted by community colleges and universities
- * Workforce preparation services in conjunction with the Employment Development Department (EDD), Workforce Investment Boards (WIB), Department of Rehabilitation (DOR), and Department of Social Services (DSS)
- * Career planning services such interviewing skills, resume writing and development of a career portfolio

Providers Where are services provided?

Seventy-two ROCPs are located throughout California. On-the-job training experiences are provided directly in various worksites such as hospitals, department stores, and restaurants. Classroom instruction is offered on the ROCP campuses.

Eligibility Who is eligible?

Youth and adults, with or without disabilities (who are at least 16 years old) are eligible.

Enrollment How do you enroll?

Students can contact their high school Guidance Department/ROP counselor to register for classes. Students in private schools can contact the ROCP directly. Students can enroll in ROCPs that are not in their school districts. Post-secondary students with disabilities must make appointments with the ROCP Disabled Student Programs and Services (DSPS) office. Students must have verification of their disabilities in order to receive the accommodations needed to participate in ROCP courses.

Contact 650-598-2000
Information 650-598-2051 FAX

San Mateo County ROP
1800 Rollins Road
Burlingame, CA 94010

Web site

<http://www.centerforeducationandchange.com>

CA Web sites

<http://www.carocp.org>
<http://www.cde.ca.gov/ci/ct/rp>

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WorkAbility Programs

WorkAbility programs comprise a number of Joint Programs administered by the Department of Rehabilitation (DOR) in partnership with school districts, community colleges or universities (depending on the student's level of education) specifically for students with disabilities. The goals of these programs are to provide students with job development and placement services for work and career opportunities. [see Department of Rehabilitation Joint Program information in this section]

Programs **WorkAbility I**

Promotes independent living and provides comprehensive pre-employment worksite training, employment and follow-up services for transitioning youth, enabling them to obtain marketable job skills while completing their education.

WorkAbility II

Assists adult consumers with disabilities who meet the DOR eligibility requirements through a variety of DOR individualized services.

WorkAbility III

Serves people with disabilities who are both community college students and DOR clients in need of employment. These programs offer direct job placement and transition assistance into employment and support services.

WorkAbility IV

These are cooperative interagency programs between the DOR, California State Universities (CSU) and University of California (UC) campuses. These programs assist students with disabilities who are both DOR clients and CSU or UC students transitioning from school to careers.

Services What services are available?

There are many services available including:

- * Vocational and basic skills assessment
- * Job counseling and guidance
- * Development and placement services that include job coaches and on-the-job training.

Providers Where are services provided?

Depending on the WorkAbility program, services are available at local school districts, community colleges, California State Universities and University of California campuses.

Eligibility Who is eligible?

Students with documented disabilities (as determined by the DOR eligibility worker) enrolled in school districts, community colleges, and California State Universities and Universities of California campuses.

Enrollment How do you enroll?
The student may go directly to their local school district to find out if there is a WorkAbility program. College students can obtain information about WorkAbility programs from the campus Disabled Student Programs and Services (DSPS) Office or his/her local Department of Rehabilitation office.

Contact Information	CA Department of Rehabilitation
650-358-4180	San Mateo Branch Office
650-358-4180 TTY	1065 E. Hillsdale Blvd., Suite 403 Foster City, CA 94404
650-688-6380	Menlo Park Branch Office
	800 Menlo Avenue, Suite 122 Menlo Park, CA 94025
650-737-2606	San Bruno Branch Office
	801 Traeger Avenue, Suite 105 San Bruno, CA 94066
Web site	http://www.rehab.ca.gov

For Educational Contacts for Joint Programs/Workability:

Call your...	Child's Home School
Call your...	Child's Local School District's Dept. of Special Education
Call your...	Special Education Local Planning Area (SELPA) office:
650-802-5464	San Mateo County SELPA
Call your...	Local Community College or Post-secondary Institution's Disabled Student Programs and Services (DSPS) office

Disability Benefits 101- California

For more information about working with a disability in California, including benefits planners and calculators.

Web site **<http://ca.db101.org>**



Moving On



Mapping Out the Future

A Workbook For Teens



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Building Your Support Network

By now you probably have developed a support network. A group of people who can assist you with advice, assistance and information. Some of these people will remain the same as you transition to adult services. Some will be replaced by new support people. Below identify the support people who are important in assisting you to plan for the future. List their names and phone numbers if possible.

◇ Parents

◇ School Counselor: _____

Phone: _____

◇ Teacher: _____

Phone: _____

◇ GGRC Caseworker: _____

Phone: _____

◇ CCS Therapist: _____

Phone: _____

◇ Advocate: _____

Phone: _____

◇ Other(s): _____

Phone: _____

◇ Other(s): _____

Phone: _____

◇ Other(s): _____

Phone: _____

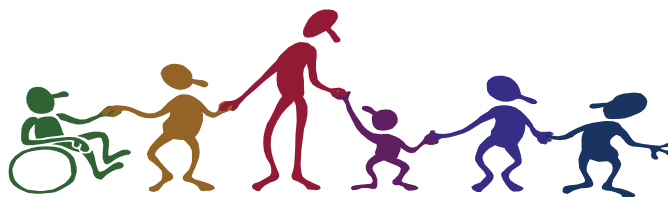
◇ Other(s): _____

Phone: _____

Your Support Network

The direction you decide to take in the future will mean new support people added to your network. Some of these may include people from:

- ♦ Center for Independence of the Disabled
650-595-0783 Belmont-991-5124 Daly City
They can help you set up SSI benefits and hook you up with programs to assist you in college or vocational training.
- ♦ The Disabled Student Center at the college of your choice.
- ♦ Staff from a Vocational Training program.
- ♦ Adult Health Care Providers.
- ♦ Friends
- ♦ Department of Rehabilitation
- ♦ Others



Exploring Your Options for the Future

Making decisions about your future can be a frightening thing. Don't feel that you must decide everything at once and remember that you can always change your mind about something. If you decide later on that it isn't right for you don't hesitate to make changes that will suit you better.

Many adults reach middle age and decide that what they are doing isn't right for them and change careers, hometowns or lifestyles. It is typical for young adults to be unsure of the path they want to take in the future.

Using the people you have identified as your "Support Network" will help, allowing you to have someone to talk to and bounce ideas off of. Also because most of them will be older than you, they can draw on their own experiences to better help you make decisions about your own life.

Including;

- ♦ School
- ♦ Work
- ♦ Vocational or Community Programs
- ♦ Living Arrangements
- ♦ Relationships
- ♦ Medical Care

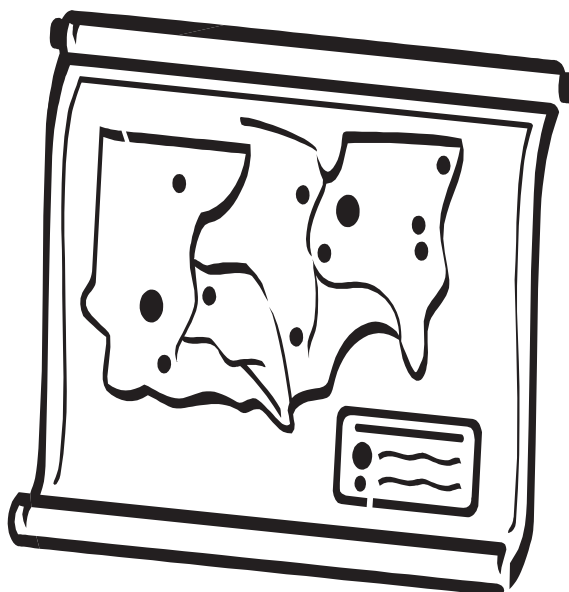


Mapping Out the Route to Your Future

By mapping out a plan below you will be able to visually see the direction in which you need to go in order to achieve your plans for the future. Check the things below that you would like to do when you leave high school.



- ◇ Go to College
- ◇ Get a Job
- ◇ Go to a Day Program
- ◇ Go to Vocational Training
- ◇ Live on your own
- ◇ Live with room-mates
- ◇ Live in a group home
- ◇ Live at home
- ◇ Get Married
- ◇ Travel
- ◇ Other _____
- ◇ Other _____



Now that you have an idea of what you would like to do in the future let's plan what skills you will need in order to achieve your dreams.

Skip any sections that don't apply to your future plans or needs.

Further Education Skills and Resources

If you plan on attending a community college, university or trade school you will need the help of your school counselor. If you won't be getting a high school diploma you may still attend a community college. Contact the Disabled Student Program at the college of your choice for assistance. If you plan on attending a university you will need to work with the school counselor and your IEP team. Have the proper grade point average and pass any testing that is required. You may also want help from the Center for Independence of the Disabled. Their Systems Advocacy staff can assist you as well as the Client Assistance Program, who can help you work with the Department of Rehabilitation. The Benefits Planning, Assistance & Outreach Program at CID can help you with your Social Security (SSI) PASS Programs.

Center for Independence of the Disabled 650-595-0783

If you plan on attending school away from home you will need to set up accommodations in the classroom, as well as the dorm or other housing you will be staying in. It is a good idea if you and your parents visit the school ahead of time to see what the campus is like and talk with the administration.

Some things to consider when looking at a college are;

1. Location; Distance from home
 Transportation to & from school

2. Weather; Fall, Winter, Spring, Summer

3. Campus Accessibility;
Lay out of campus (are there lot's of hills or is it mostly flat)
Buildings (are they accessible)
Ramps
Elevators (do you need a special key to work it, where do you get it from)
Restrooms (are they accessible)
Dormitories
Bookstore
Cafeteria/Restaurants
Campus Transportation

Further Education Skills and Resources

4. Disabled Student Center;

- Test-Taking
- Note takers
- Computer Lab
- Assistive Devices for Hearing Impaired
- Tutors
- Personal Attendant Care

5. Sources of Income and Costs

Amount you need for school including the following;

- Transportation costs
- Tuition
- Books
- Living Expenses
- Social Security income
- Federal aid
- Scholarships
- Department of Rehabilitation

6. Extracurricular Activities

- Clubs
- Fraternities/Sororities
- Sports
- Adapted Sports/Recreation
- Support Groups

For more information check out the following web sites.

<http://www.disabilitycentral.com>

http://www.newmobility.com/review_article.cfm?id=122&action=browse

Here are two sites that are an example of what universities are able to offer;

University of California, Irvine-Office for Disability Services

<http://www.disability.uci.edu>

Edinboro University of Pennsylvania

<http://www.edinboro.edu>

Local Educational Resources

California State Department of Rehabilitation
650-358-4180 Central & South County
650-737-2606 North County

Foothill College Disability Resource Center
650-949-7038

College of San Mateo
Disabled Student Programs & Services
650-574-6438

Skyline College Disabled Student Programs & Services
650-738-4108

Canada College Student Services
650-306-3234

De Anza College Educational Diagnostic Center
408-864-8475



Job Training

If you plan on going to work after high school you will need to have some job training (vocational training).

You can obtain vocational training through the California State Department of Rehabilitation, 650-358-4180, Central and South County or 650-737-2606, North County. Foothill College also offers a Transition to Work Program, 650-949-7242. San Mateo County offers Vocational Rehab., 650-802-6470. and the San Mateo County Office of Education offers Special Education Vocational Education Center at 650-737-8484.

Other resource's include;

Peninsula Works

Providing vocational counseling & evaluation, vocational training and job placement. Other services they offer may include college tuition assistance with self employment, insurance, peer counseling, school books and supplies, transportation, work tools, work clothing, license, permits, union dues, vehicle modifications, job coaching, medical devices and treatment, rehab engineering, tech devices, drivers, computers, note-takers, readers, interpreters, orientations and mobility, work experiences, job-seeking and skill classes

San Mateo 650-358-4180

Menlo Park 650-688-6380

San Bruno 650-737-2606

Goodwill Industries Vocational Training

650-525-2780 ext. 211

AmeriCorps

Is a national service program of volunteers. AmeriCorps participants receive a stipend or living allowance generally based on minimum wage. To find out more about AmeriCorps please visit their web site at <http://www.americorps.org>

There are also many private vocational training programs.

You can look them up on your computer or ask your school counselor for help.

Career Choices

You may have already decided on a career choice. But if you haven't you can ask your guidance counselor to let you take a career aptitude test. A test like this will help you to see what area's you excel in and what area's you are most interested in. Of course if you have something you are passionate about and enjoy doing, like painting or art, you may want to pursue this as your career choice. Check out schools on-line that specialize in your area of interest and speak with your counselor about how to find out more about careers in the area of your choice. If you are over the age of 16 you may have already begun the process of transition planning with your school and IEP team.

Self Care Skills

In planning for your future you will want to take a long look at your self care skills or activities of daily living (ADL's)

These are skills that you need to perform in order to care for yourself. If you are unable to perform some of the skills you need to think about who will be available to assist you.

By filling out the following list you will get a better idea of what you can do.

Many people use attendants, family members or other services to help them with the skills they have difficulty with.

- | | | |
|------------------|--------------------------|-----------------------|
| ♦ Dressing | I can do this myself____ | I need help to do____ |
| ♦ Bathing | I can do this myself____ | I need help to do____ |
| ♦ Brush hair | I can do this myself____ | I need help to do____ |
| ♦ Toileting | I can do this myself____ | I need help to do____ |
| ♦ Hygiene | I can do this myself____ | I need help to do____ |
| ♦ Brush teeth | I can do this myself____ | I need help to do____ |
| ♦ Cooking | I can do this myself____ | I need help to do____ |
| ♦ Eating | I can do this myself____ | I need help to do____ |
| • Cleaning house | I can do this myself____ | I need help to do____ |
| • Wash dishes | I can do this myself____ | I need help to do____ |
| • Do laundry | I can do this myself____ | I need help to do____ |
| ♦ Riding the bus | I can do this myself____ | I need help to do____ |

- Shopping I can do myself____ I need help to do____
- Make appointments I can do myself____ I need help to do____
- Take medicine I can do myself____ I need help to do____
- Keep a bank account I can do myself____ I need help to do____
- Pay bills I can do myself____ I need help to do____
- Drive I can do myself____ I am unable to do____

List any other skills below that you have that will help you in caring for yourself.



If you need help with daily living or require attendant assistance.

The following is a list of agencies who may be able to help you finding attendants or in-home support services:

Center for Independence of the Disabled (CID)

Offers attendant referrals, housing modifications, shopping assistance, money management classes as well as other services.

650-595-0783

Golden Gate Regional Center

650-574-9232

San Mateo County

In-Home Support Services

650-573-2139

Pathways Continuous Care Services

650-949-9650

Also, if you are planning on attending college, check with their disabled student center for help.



Independence

Being an adult means more independence for you. You will be able to make choices and decisions on your own for the first time. Choosing where you want to live, work, go to school and much more.

Independence can mean many different things to different people.

- ⇒ Living on your own or with room-mates for the first time
- ⇒ Learning the skills you need in order to "survive" in the real world.
- ⇒ Making decisions on your own.
- ⇒ Managing the people you need to assist you

One way that people learn is by making their own mistakes, it is a part of growing up. You will make your own mistakes as you travel the road to independence and that's okay. Be strong and keep on going, don't let people tell you that you can't do something just because you have a disability.

Scheduling and Appointments

As an adult one of your responsibilities will be making and keeping appointments. Medical, dental and other appointments. You can purchase something as simple as a day planner or calendar to write appointments in or a PDA.

You will want to keep a list of phone numbers in your calendar, PDA, by your home phone or in your cell phone. The numbers of your parents, doctors, taxis or other transportation, work or school and other's.

You will also need to learn as much as you can about your condition, medications and any potential health problems you may experience and what to do about them. You may want to carry an emergency form in your wallet, backpack or purse with the following information.

Name: _____ Birth Date: _____
 Address: _____ City: _____
 Emergency Contact: Name _____ Phone Number _____
 Relationship: _____ Cell Number _____
 Insurance: _____ Medical # _____
 Diagnoses: _____
 Other Conditions: _____
 Medications: _____

 Allergies: _____ Blood Type: _____
 Communication/Language: _____

Medical I.D. bracelets or necklaces can also be purchased from various sources in many styles. If something happens and you are unable to speak for yourself the medical personal will know about your condition (see the resources at the end of this section for a few places that provide these) Also be sure to carry your California ID or Drivers License with you. Not only are you required to carry identification once you turn 18, it can also be used to identify you in an emergency. You can get a California ID by making an appointment to visit the Department of Motor Vehicles, filling out the proper form and bringing in your social security card.

It will cost you about \$25.00. If you want to get your drivers license you will have to pass several tests and take some drivers training. To learn more about driving resources check out our section on driving.

Appointment Skills

Making appointments is a skill you must learn! No more mom or dad calling the doctor and making the appointment for you. As an independent adult you must take responsibility for scheduling and getting to appointments.

Before you make a phone call for an appointment, be sure you have a pencil or pen or computer to write down the appointment date and time. Try to make the appointment for a time that is convenient for you, it is best if you can get to an appointment without missing school or work, but if you must see a specialist you may not have as many choices in appointment times. Take into account how you will get to the appointment. Will you drive yourself, have someone drive you or will you need to take public transportation like Redi Wheels or Sam Trans? How long will it take to travel to the location? What time will you need to leave in order to get there on time? What will you need to bring with you?

- Medical Card
- Payment
- ID
- Social Security Card
- Cell Phone
- Medications
- Money (for snacks if you will be there a long time)
- Attendant (for assistance)
- List of questions (it is good to write any questions down before hand)
- Other paper work required by agency, health provider or program.

Resources for Medical ID's and California ID's

Please note; inclusion does not imply endorsement.

The best way to find a Medical ID bracelet is to do a Yahoo search on your computer, just type in Medical ID Bracelets and about 100 sites will come up. A few we found were;

Jewelry By Beth
Safety With Style
Elliot's Wish Medical ID Bracelets
402-660-4084
No price's were listed

Lauren's Hope
1-900-360-8680
laruenshope@hotmail.com
No prices listed

Dream Designs jewelry
845-800-3483
Prices starting at 24.95

N-Style ID
1-775-833-1271
www.n-styleid.com/contactus_fs.htm

There are also emergency ID necklaces and dog tags that you can purchase on-line from many of the same companies that sell bracelets.

For a California ID Card be sure to visit or make an appointment at your local DMV, complete form DL44, give your thumb print, have your picture taken. Don't forget that you will need to provide your social security card number and proof of your birth date and residency. You can apply for a reduced fee ID card by getting a form from your local public assistance program otherwise be prepared to pay about \$25.00.

Record Keeping

Record Keeping is unfortunately a task that few adults enjoy. However it is necessary to learn to keep records on everything from your medical conditions and health care to financial receipts and reports for the IRS and Social Security Administration. Your parents should be able to help you get started as they have probably been keeping records for a long time. You may keep your records in a file cabinet, on the computer or a paper box, whatever works best for you.

Things that will be important to keep include:

Health Care

1. Current Medical Reports
2. Test Results
3. Receipts for payments on Medical or Dental Care
4. Receipts for transportation to medical or dental appointments
5. Receipts for medication (including over the counter drugs like Tylenol)
6. Equipment, modifications

College or Vocational School

1. Receipts for text books
2. Health Care fees
3. Credits for classes
4. Tuition
5. Other (you may want to check with an accountant on what deductions a student is allowed to take, this way you will know what you need to save)

Also keep copies of your Social Security Card, Medical Card, Birth Certificate, Bank Records, ATM or Credit Card information and any other very important papers. Keep them somewhere accessible to you, but not out in the open where anyone could take them.

Attendant Management

If you are physically unable to care for yourself you may need to hire an attendant to assist you. If you have SSI and Medi-Cal you should qualify for In-Home Support Services. Using a Personal Attendant can be very different from what you are used to. Most likely your mother or father have always assisted you in your personal care. If you plan on living away from home you will have to get used to using attendants. There are good and bad (or challenging) things about dealing with attendants, according to Sarah Evans of Disability Central. On a positive note you will learn much about directing attendants and will meet some great people. However, the down side is that there are time restrictions. Attendants work on a booking system and each client is allotted a certain amount of time depending on their needs. This means you need to plan ahead for services you will need such as cooking, eating or bathing.

The Center for Independence of the Disabled in San Mateo County has a Attendant Referral Service. If you will be living in a different county check to see if they have an independent living center. If you are living in a dorm at a college or university, check with the Disabled Student Center on how to arrange for attendants and aids to help you in the classroom and on campus. In any case when you use attendant services remember that **you** are the boss and the attendant works for you.

Center for Independence of the Disabled (CID)

Attendant Referral Services

CID supplies consumers with disabilities a list of attendants that they can use to choose an in-home worker for themselves. They also offer suggestions on how to choose an attendant and how to supervise them.

650-595-0783

In-Home Support Services

For San Mateo County

650-573-3900

Getting Help When You Need It

What if you need help with something right away and are unsure of who to call? There are several agencies that can assist you with advice, referrals and resources.

The Family Resource Center at Community Gatepath

Offers information, resources and referrals to other agencies in San Mateo County.

650-259-0189

Golden Gate Regional Center (GGRC)

If you are a client of the regional center you may always contact your case manager for help and guidance.

650-574-9232

Center for Independence of the Disabled (CID)

Offers a variety of programs and staff to assist you in many areas.

650-595-0783

Legal Aid of San Mateo

Can help you with issues dealing with the ADA, Social Security, Medi-Cal or other benefits.

650-558-0915

Protection and Advocacy can also help you with ADA and other disabilities rights issues.

510-438-8033

Getting Help When You Need It.

CORE Service Centers

Core Service Centers offer community workers who provide case management, emergency services, information and referral, assistance in filling out forms and help with interpretation and translation. The center may also offer first and last month rental assistance for those who meet the financial eligibility criteria and who will be renting in the service area. Some centers serve meals to families and individuals who are experiencing financial difficulties. They may also offer food boxes, clothes closets and furniture depots. Some also offer basic primary health care, including check-ups, inoculations, prescriptions and referrals. If you are in need of CORE services, please contact the one below in your area.

Daly City Community Service
991-8007

Coastside Opportunity Center
Half Moon Bay
726-9071

Fair Oaks Community Center
Redwood City
780-7500

Samaritan House
San Mateo, Burlingame, Belmont, San Carlos
347-3648

N. Peninsula Neighborhood Service Center
Brisbane, San Bruno, South San Francisco
588-8822

Pacifica Resource Center
Pacifica
738-7470

Getting Help When You Need It

San Mateo County Health Services Agency
Aging and Adult Services TIES Line
1-675-TIES

Mental Health Access Team for San Mateo County
1-800-686-0101

Of course in an emergency you will want to contact the police, fire or ambulance by dialing 911 from your home phone. When calling from a cell phone however your 911 call will be answered by the Highway Patrol in Vallejo, CA. This will not only take longer for them to get someone to you, but it is not unusual to be placed on hold. So you may want to program your local emergency numbers into your cell phone for faster service.

Medical and Health Care

When you turn 18 many of the doctors and clinics you have been going to will no longer treat you because you are now an adult. At the age of 21 your coverage and therapy from California Children's Services will end. As an adult you will be required to find adult providers to meet your health care needs. Insurance coverage may also change. Have your parents check with their current health care policy regarding age and service limits for your medical coverage. You can begin now to work on the skills you will need to be your own health care advocate. Following are some tips that may be helpful.

- ⇒ Know all you can about your condition or disability
- ⇒ Learn the warning signs that mean you need emergency help.
- ⇒ Make sure you know who to call in an emergency.
- ⇒ Learn how to make your own appointments and keep them on a calendar.
- ⇒ Write any questions you may have for your doctor or health provider before going to the office.
- ⇒ Meet privately with your doctor or nurses (if you want to)
- ⇒ If you don't understand something being said, ask that it be explained to you again. Ask about terms and meanings.
- ⇒ Find a health care provider you like and feel comfortable talking with about your general health, reproductive health and mental health. (you may need to choose doctors from several departments).
- ⇒ Tell your doctor if you are feeling depressed. Your doctor can help you find someone to talk to or prescribe some medication for you.
- ⇒ Make sure your doctor or other health providers explain all tests and their results to you.
- ⇒ Ask for copies of medical tests and reports for your records.
- ⇒ Know the type of insurance coverage you have and carry your insurance card and other health information with you.
- ⇒ Be sure you understand the medications that you take, What the names are, how much you take, why you take it and how often you take it.
- ⇒ Learn how to call or e-mail in your prescriptions to the pharmacy.
- ⇒ Learn how to order and care for any special equipment or supplies you require.

Planning Your Transfer to Adult Medicine.

- Talk to your doctor(s) about how and when you should start seeing an adult doctor. Ask if they know someone who you might like.
- Meet and talk with the new adult care doctor before you switch. Choose someone you like and are comfortable with.
- You may need to go to a large Medical Facility for treatment, as many smaller health centers don't have the expertise to treat adults with disabilities or take Medi-Cal.

Questions To Ask Your Potential New Doctor

1. Have you ever had a patient with similar health care needs as mine?
2. Are you willing to spend time with my pediatrician/adolescent health care provider to gain an understanding of my unique health issues?
3. Do office visits include a time for me to talk to you about my concerns?
4. Can I talk with you directly if I call you on the phone? Do you respond to patient e-mail inquiries?
5. Is your office accessible to someone who uses adaptive equipment?
6. Are you comfortable providing care for me?
7. Write any other questions you may have down and take them with you when you interview a new doctor.

Health Care Skills Checklist

This check list will give you an idea of what skills you already have and what skills you can work on. Check the ones that best describe your skill level.

Skill	I can do this on my own	I can do this with help	I need someone to do this for me
I can describe my medical condition			
I am able to manage my own diet.			
I understand how my condition affects my daily life.			
I know how to get prescriptions filled.			
I know the medications I take and what they are for.			
I call to make my own medical or dental appointments			
I am responsible for taking my medication.			
I am able to keep a calendar of medical appointments			
I can do my own treatments or therapy as required.			

Resources for Medical Care

San Mateo County Health Services Agency "Aging and Adult Services"
Provides a continuum of services for adults with chronically disabling illnesses
650-573-3900

Health Plan of San Mateo provides primary care physicians for Medi-Cal recipients.
650-573-9710

Health Insurance Tele Center (to access ongoing Medi-Cal)
1-800-223-8383

San Mateo County Medical Association Physician Referrals
650-342-0262

Primary Care Clinics

San Mateo County Health Center	650-573-2222
Fair Oaks Family Health Center	650-364-6010
North County Community Health Center	650-301-8600
Willow Clinic	650-599-3890

(The above primary care clinics also provide the Well Program for San Mateo County residents who are not eligible for medical coverage through MediCare, Medi-Cal or private insurance. You can apply at the above locations.)

GYN Clinic- San Mateo Medical Center 650-573-3434
Provides gynecological services.
Experience in serving women with disabilities.
Will see you even if uninsured. Ask the operator
For the GYN Clinic, you will need to provide your SSI number

Planned Parenthood 650-574-2622

Hearing Aids for the Needy 1-800-648-4327

Money

When you turn 18 you may be eligible for Social Security Benefits. You should contact the Social Security Administration either by phone or on-line to find out where the office nearest you is. Ask for the forms to be mailed to you. Most offices work on a first come first serve basis. When you arrive at the office you must first take a number, be sure you bring all of the forms already filled out with you. Plan to spend an hour or two at the Social Security Office. Once you meet with them you will have a better idea of how much money you will qualify for. Also if you don't currently have Medi-Cal, being on SSI will make you eligible for benefits, ask the counselor about it.

Social Security Administration

1-800-772-1213

650-579-4541 San Mateo

www.socialsecurity.gov

Sensory Access

Provides Social Security Counselors for the Social Security Administration

1-800-772-1213

Center for Independence of the Disabled (CID)

Benefits Planning, Assistance, & Outreach Program (BPAO)

This program is administered by the SS Administration and is designed to help people with disabilities to return to work or go to work for the first time. This program includes PASS Programs, and other work incentives.

For more information contact David Mon.

650-595-0783 x 127

California Children's Services (CCS)

Have staff who can assist you in filling out forms and explaining benefits to you if you are a client.

Call Carmen Schmidt or Joseph Del Aqjila

650-573-2755

On Your Own

If you plan on living on your own or in shared housing you will need to; pay bill's, manage a bank account, household chores and more. If you live in your own apartment you can decorate it how you like, eat when you like and pretty much do as you like. If you are living in a shared housing situation, with a roommate or in a group home situation, you might not have as much freedom to do things exactly your own way.

Following Are Some Good Resources For Independent Living or Shared Living

Center for Independence of the Disabled (CID)

Housing, Information and Referral Program.

Offers information about services in the community and referrals to the appropriate agencies to help meet the consumer's needs.

Call Marta Florez

650-595-0783

CID

Housing Modification Services

This program puts in ramps, rails, grab bars, and other modifications to make a home or apartment accessible.

Call Phyllis Ridgley

650-595-0783

CID

Independent Living Skills

This program assists people with disabilities to identify resources, strategies, and equipment for achieving maximum independence. These services can range from arranging for someone to learn better ways of accomplishing tasks, to identifying in-home modifications.

Call Lois Glover

650-595-0783

On Your Own
Housing & Group Residences

U.S. Department of Housing & Urban Development (HUD) Section 8 vouchers
1-202-708-1112

San Mateo County Human Services Agency Housing Authority
650-802-3300

Mid-Peninsula Housing Coalition
650-299-8050

Community Association for Rehabilitation (CAR)
650-312-0730

ARC Community Living Services
1-415-255-7200

Family Housing Adult Resources (FHAR)
650-593-2518
www.fhar.org

Kainos
650-363-2423
www.kainosusa.org

Social Vocational Services (SVS)
650-357-1901

Golden Gate Regional Center (GGRC)
650-574-9232
www.ggrc.org

Parca
650-312-0730
www.parca.org

Living with a Roommate

Things to consider

If you plan on living in shared housing you will want to consider several things.

Who will you be sharing a household with?

What type of references does this person have?

Does this person have similar interests/life style as you?

If they smoke and you don't, will they smoke outside?

Would their smoking affect your health?

Are they neat and clean or are they messy?

Can you depend on this person to pull their share of the load. Pay rent and bills on time, do their share of the cleaning, cooking and shopping?

How will you divide up bills and chores?

Will you need to share a room or will you both have your own room?

If you need to share a room, is this something you can live with or would you rather have your own private room?

If you choose to live in a group home what types of choices or role will you have in making decisions about the food you eat, what you watch on T.V. or the roommate you have?

Make sure you think things through so you don't get caught in a bad living situation.

Safety Skills

Safety skills are important no matter who you are. Hopefully by now you have learned the basics, like never take a ride with someone you don't know, don't answer the door unless you know the person on the other side of it and so on. Once you're an adult you will no doubt spend much more time out in the world than you have in the past. You may be going away to school, traveling on your own or living independently. Thieves and attackers prey on those they perceive as vulnerable, someone using a wheelchair or walker might make a good target. Protect yourself by following some smart advice.

- Don't be a victim, carry yourself in a confident way, don't look down and don't be afraid to speak up for yourself.
- Be sure that you keep your cell phone fully charged and accessible with the local emergency number programmed into it.
- Keep your purse in your lap and not hanging on the back of a wheelchair. Or use a fanny pack fastened around your waist to carry your money and ID.
- Avoid waiting alone in the dark or being in isolated places. If you must wait in the dark see if there is someone who can accompany you or wait under a street light or in a well lit area.
- Plan out what you would do if someone tried to grab your stuff or assault you.
- Consider buying a personal alarm, mace or a stun gun
- Practice safe skills in your home by keeping your doors and windows locked.
- Know who is on the other side of the door before you open it.
- Report any abuse done to you by anyone right away. You can call 911 or ask someone else for help in getting free from your abuser.

Safety Resources

Inclusion does not imply endorsement.

Kidspower, Teenpower, Fullpower

1-800-467-6997

www.fullpower.org

Self-defense training for the people with disabilities.

Street Defender

Personal Alarms from \$9.99

www.streetdefender

Guard Dog Defense

Personal Alarms and other self- defense devices.

1-863-859-2923

Radio Shack

Personal and home alarms

www.radioshack.com

Center for Domestic Violence Prevention

650-312-8515 (Hotline)

Offers housing for women & children fleeing domestic violence. Individual crisis counseling is offered at no fee for up to five visits. Support groups meet throughout the county. Legal assistance is available at no cost.

Keller Center for Family Violence Intervention

San Mateo Medical Center

Provides medical evaluations, crisis intervention and coordination of social services for victims of domestic violence, sexual assault, dependent adult abuse.

650-573-2623

Friends & Relationships

As you grow older you will meet many new people. Some will become your friends. New friends don't necessarily have to replace old friends. Make time for both, plan for activities and get together with them to do things you enjoy. Don't spend all your time focusing on school or work, have some fun too!

Being a young person and falling in love or getting involved in a relationship can be a complicated thing. Sometimes the other person may not have the same feelings for you as you do for them or the other way around. This can make you anxious or depressed. If you feel like you are not dealing well with a relationship and need some outside help. Don't hesitate to see a counselor or therapist. Ask your doctor for a referral to see someone or call one of the numbers listed below.

Mental Health Access Team-San Mateo County

1-800-686-0101

Can refer you to a physiologist or psychiatrist

Catholic Charities Counseling Center

650-292-2160

YFA Crisis Intervention & Suicide Prevention Center

Counseling Services

650-692-6662

www.crisiscenter.cc

Services include individual and family counseling by appointment.

Crisis intervention.

Technology that can help

If you are a user of augmentative communication, specially adapted equipment or even a powered wheelchair then you are familiar with assistive technology.

You should also be familiar with the care of such equipment.

Technology can be of assistance to you in the classroom, at work and even in your home and community.

For assistance finding the right technology for you contact one of the following agencies.

The Disabled Student Program at your college of choice.

Center for Independence of the Disabled
650-595-0783

The Alliance for Technology Access
For Augmentative Communication users/computer's
Call for the nearest center
415-455-4575

The AT Network
For Augmentative Communication users/computer's
1-800-390-2699

Center for Accessible Technology
For Augmentative Communication users/computer's
510-841-3224

Working Dogs

Many individuals take advantage of working or companion dogs. These are specially trained dogs that are matched with a person. The dogs can do things such as open and close drawers, pick up dropped items from the floor and assist individuals in many ways. Some dogs are trained to alert a person when they are about to have seizure. The dogs are allowed by law to go anywhere the person with a disability goes, including restaurants. An individual must go through an application and training process before being matched with a dog.

Inclusion of the resources below does not imply endorsement;

The Assistance Dog Institute

Contact; Bonnie Bergin

P.O. Box 2334

Rhonert Park, Ca 94927

707-585-0300

Canine Companions for Independence

Executive Director: Corey Hudson

P.O. Box 446

Santa Rosa, CA 95402

E-mail: info@caninecompanions.org

707-528-0830

Offering service, signal and therapy dogs

Discovery Dogs

Chari Dehouwer

744 Montecillo Rd.

San Rafael, CA 94903

415-479-9557

415-472-4431

Working Dogs Continued

Discovery Dogs

Contact: Shari Burke

192 Montego Key

Novato, CA 94949

E-mail: dscvrydg@crl.com

415-883-6243

Guide Dogs for the Blind, Inc.

P.O. Box 151200

San Rafael, CA 94915

415-499-4000

1-800-295-4050



Driving Drivers Education & Vehicle Modifications

If you are planning on driving yourself around town, then you have probably already begun to get some training. But if you haven't, the resources below can be of help. To get your drivers license you must first pass a test to get your *permit*. If you are under the age of 18 you must have taken a drivers training course and driven for a certain number of hours. If you are 18 or older you need not take the drivers training, but you must pass a written test. In order to get your *drivers license* you must pass a *written test and driving test*. Also included below are resources for having your vehicle modified, like if you need hand controls instead of foot controls etc. Most of the big auto companies offer some sort of Mobility Program for physically challenged customers. If you are looking to purchase a brand new van you may want to check out what different companies.

Inclusion does not imply endorsement;

Bay Area Driving School; Disabled Persons Program
Hayward 510-886-1016
Oakland/Berkeley 510-430-8770

Mechanically Speaking
Ask for Mike for Vehicle Modifications
650-347-7666

Nor-Cal Mobility
Answers questions on Mobility Resources
1-800-225-7361

Automotive Safety Issues for Persons with Disabilities
www.nhtsa.dot.gov



Transportation

If you need a ride to school, work or appointments and are unable to drive or take public transportation the following agencies might help.

San Mateo County
Paratransit
Red-Wheels
1-800-660-4287
650-508-6241

Sam Trans
Cal Trains
650-508-6202

RCH Inc.
415-665-4100

FISH

A volunteer group composed of individuals from churches in the local community that provides transportation to and from medical appointment for person who are unable to drive themselves or use public transportation and do not have a family member available to drive them.

For those not eligible for Redi-Wheels and for whom taking a taxi presents a financial burden.

Can also take you to dental and therapy appointments. (may not always be accessible to people who use wheelchairs) Area's served;

Belmont, Redwood City, San Carlos

650-593-1288

Foster City, San Mateo

650-570-6002

Burlingame, Hillsborough, Millbrae

650-570-6002

Coastside Opportunity Center, Inc.

Provides transportation throughout the Peninsula to eligible residents with disabilities.

Offers wheelchair-lift equipped buses M-F 8:00 a.m.—7:00 p.m. from Montara to the Santa Cruz County line. Trips are provided to destinations far north as San Francisco and as far south as the Stanford University Hospital. The fare for a one-way trip is \$2.00.

Area's served;

El Granada, Half Moon Bay, La Honda, Miramar, Montara, Moss Beach, Pescadero, San Gregorio

650-726-9071

Travel

Pack your bags!

If you are the adventurous sort and like to travel there are several groups who host adventures and vacations with accommodations for people with disabilities.

Inclusion does not imply endorsement;

Environmental Traveling Companions

415-474-7662

Offers wilderness access for people with special needs, including river rafting and skiing.

New Directions

Provides vacations for people with disabilities, weekend and international trips.

1-805-967-2841

Search Beyond Adventures, Inc.

National & International tours for people with disabilities.

1-800-800-9979

Accessible Vans of America

Provides rental vans with adaptations.

1-888-282-8267



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- * San Mateo County Community Resources - Wall Laminate (sample)
- * San Mateo County Resource Referral Pad (sample)
- * California Children's Services (CCS) Application for Services/Referral Form
English/Spanish
- * Family Resource Center at Community Gatepath - Referral Form
- * Family Resource Center at Community Gatepath - Parent's Referral Form
- * Modified Checklist for Autism in Toddlers (M-CHAT)
M-CHAT Information / English / English Scoring / Spanish / Spanish Scoring
- * Golden Gate Regional Center (GGRC)
Early Start Referral Form
Early Start Referral - Parent Intake Form
- * Special Education Pediatrician/Parent Referral Letters to School District
Assessment Referral - General
Assessment Referral - Other Health Impairment (OHI)
Assessment Referral - Educationally Related Mental Health Services (ERMHS)

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San Mateo County Community Resources

Every child deserves a medical home.



California Children Services (CCS)		650-616-2500
Specialized medical care for children with eligible medical conditions (ages 0 up to 21 years).		
Child Care Referrals (4 Cs)	General Referral Line	650-517-1460
Listings of child care and preschool programs as well as subsidy information.	Special Needs Referral	650-517-1430
Child Health & Disability Prevention (CHDP)		650-573-2877
Free health checkups and immunizations for low income children (ages 0 up to 19 years; 21 if Medi-Cal).		
Dental Care (Denti-Cal)		1-800-322-6384
Referrals to dental services for Medi-Cal eligible individuals (all ages).		
Family Crisis	Parent Support Line	1-888-220-7575
	Star Vista Crisis Line	650-579-0350
Counseling and resource information.		
Family Assistance Programs		
Services for families in the area of financial, housing & food assistance.	Food Stamps	650-802-6470
	Housing	650-802-3300
Golden Gate Regional Center		650-574-9232
Services an case management for those with developmental disabilities including Early Intervention Services.		
Head Start/Early Head Start	New Intakes	1-888-339-3305
	IHSD	650-578-3440
	Peninsula Family Services	650-403-4300
Educational, health & social services to low income children, including children with special needs.		
Health Plan of San Mateo (Medi-Cal)	Health Plan Members	650-616-2133
	Medial Applications	1-800-223-8383
County operated health system providing health care to low income individuals.		
Healthy Kids (Health Plan of San Mateo)		650-616-0050
Assistance with health care to low income children (ages 0 up to 18 years).		
Legal Aid of San Mateo County		650-558-0915
Counsel and advise on a variety of legal topics.		
Mental Health	Drug and Alcohol	650-802-6400
	Mental Health Crisis Line	650-579-0350
	Mental Health Access Team	1-800-686-0101
Evaluation, referral, and services to those with mental health or substance abuse problems (all ages).		
Special Education Local Plan Area (SELPA)		1-800-802-5464
Special Education services through local public schools for eligible students with special needs (ages 3 up to 22 years).		
Supplemental Security Income (SSI)		Hotline 1-800-772-1213
Cash assistance and Medi-Cal to low-income individuals with disabilities (all ages).		
Women, Infants and Children (WIC)		650-573-2168
Nutrition and breastfeeding counseling, food vouchers, and breast pump loans to low income pregnant or nursing women, infants and children (ages 0 up to 5 years).		

Agencies	Eligibility	Income Requirements	Services
Gatepath Family Resource Center 650-259-0189	• Ages 0 up to 22 years • All families and/or caregivers of special needs children residing in San Mateo County	• No income limits	• Parent to parent support for families of children with special health and developmental needs • Free information and referral services to generic agencies • Quarterly newsletter • Resource library • Training & Advocacy
Special Education Local Plan Area (SELPA) 650-802-5464	• Ages 0 up to 22 years • District assessment process determines eligibility • Disability categories: autism; deafness; deaf-blind; emotional disturbance; hearing impairment; mental retardation; multiple disability; orthopedic impairment; other health impairment; specific learning disability; speech/language impairment; traumatic brain injury; visual impairment, including blindness • AND who need special education to benefit from public education • Early Start eligible: Solely Low Incidence (SLI) - hearing, visual and orthopedic impairments	• No income limits • Free and Appropriate Public Education (FAPE), at no cost to the parents, in the Least Restrictive Environment (LRE).	• Support / Oversight of special education services delivered by local school districts • Individualized Education Program (IEP) • Specialized instruction and educationally necessary Related Services such as: • Home visits/Respite (Early Start only) • Assistive Technology (AT)/services • Family training, counseling • Nursing assessments • Hearing Screening and services • Vision screening & services • Health-related services at school • OT & PT • Psychological, Mental Health services • Speech/Language services • Adaptive Physical Education • Transportation • Others as needed (not an exhaustive list)
Golden Gate Regional Center 650-574-9232 New Intakes: 1-888-339-3305	• Life Span • Developmental disabilities including intellectual disability, cerebral palsy, epilepsy, autism • Early Start eligible (see below)	• No income limits • Co-pay required on respite, daycare and camping services for families over 400% of Federal Income Guidelines (FIG) [also known as Federal Poverty Level, or FPL] and whose children are ages 3 up to age 18.	• Early Intervention services (see Early Start below) • Non-medical services, mostly case-management • Family support, respite, crisis intervention, special living arrangements, community integration • Interpreter/translator, advocacy, transportation vouchers • Assessment, rehabilitation and training, treatment, therapy, prevention, special equipment (usually as payer of "last resort")
Early Start Early Intervention Program 1-888-339-3305	• 0 up to age 3 • At risk for Developmental Disabilities • Developmentally delayed • Diagnosed physical or mental condition that has a high probability of resulting in a developmental delay • Solely Low Incidence (SLI) hearing, visual and orthopedic impairments	• No income limits	• Assistive devices/services • Audiology services • Case management • Family training, counseling, home visits • Some Health services • Diagnostic services • Nutritional counseling • Psychological services • Social work services • Special instruction • Speech/language services • Transportation • Vision services • Others as needed • Nursing • OT & PT • Respite
County Mental Health 1-800-686-0101	• Life Span • Children/Youth with full scope Medi-Cal (0 up to age 21) • Children/Youth in Healthy Families Program (0 up to age 19) • Special Education referrals from schools (0 up to age 22)	• Medi-Cal or Healthy Families income limits • No income limits if referred by school system	• Outpatient assessment or psychological evaluation & referral to community practitioners • Psychological emergency services (for a fee, if not covered by insurance)
California Children Services (CCS) 650-616-2500	• 0 up to age 21 • Children and youth with physical injuries, illness, or disabilities (see CCS diagnoses below)	• For diagnostics, PT & OT: no income requirements • For coverage of CCS condition, income < \$40,000 • If medical expenses > 20% family income	• Diagnostic services • High Risk Infant Program • All services which apply to condition: doctors, hospital, surgery, PT, OT, lab tests, x-rays, orthopedic & medical equipment, case management including transportation and maintenance
CCS Diagnoses:			
• Heart conditions • Neoplasms • Blood disorders (hemophilia, sickle cell anemia) • Respiratory system disorders (cystic fibrosis, chronic lung disease) • Endocrine, nutritional & metabolic disorders (PKU, thyroid problems or diabetes) • Genito-urinary system disorders (serious kidney problems) • Gastrointestinal system disorders (biliary artesia) • Serious birth defects (cleft lip/palate, spina bifida) • Nervous system disorders (cerebral palsy, uncontrolled epilepsy)		• Sense organ disorders (hearing loss, loss of vision due to glaucoma or cataracts) • Musculoskeletal & connective tissue disorders (muscular dystrophy, JRA) • Severe disorders of the immune system (HIV) • Disabling injuries & poisonings requiring intensive care or rehabilitation (severe brain, spinal cord injuries & burns) • Complications of premature birth requiring an intensive level of care • Skin & subcutaneous tissue disorders (severe hemangioma) • Medically handicapping malocclusion	

**San Mateo
County
Resource
Referrals Pad
sample pages**

**Actual size
samples:
5.5"W
x 4.25"H**

**Note:
The SMMHP
companion
CD also
contains a
printable
pdf file:
SMMHP_
RX_0112.pdf**



San Mateo County Resource Referrals

Every child deserves a medical home.

510-540-8293

Referral Date: _____

Patient: _____

Provider: _____

Health Services

California Children Services	650-616-2500
CHDP	650-573-2877
Denti-Cal	800-322-6384
Health Plan of San Mateo	650-616-2133
Medi-Cal	800-223-8383
Mental Health	800-686-0101
Mental Health/ Drug & Alcohol	650-802-6400

Family Assistance Programs

Food Stamps	650-802-6470
Housing	650-802-3300
Human Services	650-802-5018
SSI	800-772-1213
WIC	650-573-2168

Educational & Developmental Services

Early Start	888-339-3305
Head Start	650-578-3440
Regional Center/ Golden Gate	650-574-9232
Special Education—SELPA	650-802-5464
Vocational Rehabilitation	650-358-4180

Family Support & Advocacy

Child Care:	
General Referrals	650-517-1460
Special Needs Referrals	650-517-1430
Domestic Violence	650-312-8515
Family Resource Center	650-259-0189
Community Gatepath	
Legal Aid of San Mateo	650-558-0915
Parental Support Line	888-220-7575

COMMENTS: _____



San Mateo County Resource Referrals

Every child deserves a medical home.

510-540-8293

Referral Date: _____

Patient: _____

Provider: _____

Health Services

California Children Services	650-616-2500
CHDP	650-573-2877
Denti-Cal	800-322-6384
Health Plan of San Mateo	650-616-2133
Medi-Cal	800-223-8383
Mental Health	800-686-0101
Mental Health/ Drug & Alcohol	650-802-6400

Family Assistance Programs

Food Stamps	650-802-6470
Housing	650-802-3300
Human Services	650-802-5018
SSI	800-772-1213
WIC	650-573-2168

Educational & Developmental Services

Early Start	888-339-3305
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Community Gatepath	
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Parental Support Line	888-220-7575

COMMENTS: _____

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INFORMATION ABOUT CALIFORNIA CHILDREN'S SERVICES (CCS)

What is California Children's Services?

CCS is a statewide program that treats children with certain physical limitations and chronic health conditions or diseases. CCS can authorize and pay for specific medical services and equipment provided by CCS-approved specialists. The California Department of Health Care Services manages the CCS program. Larger counties operate their own CCS programs, while smaller counties share the operation of their program with state CCS regional offices in Sacramento, San Francisco, and Los Angeles. The program is funded with state, county, and federal tax monies, along with some fees paid by parents.

What does CCS offer children?

If you or your child's doctor think that your child might have a CCS-eligible medical condition, CCS may pay for or provide a medical evaluation to find out if your child's condition is covered.

If your child is eligible, CCS may pay for or provide:

- Treatment, such as doctor services, hospital and surgical care, physical therapy and occupational therapy, laboratory tests, X-rays, orthopedic appliances and medical equipment.
- Medical case management to help get special doctors and care for your child when medically necessary, and referral to other agencies, including public health nursing and regional centers; or a
- Medical Therapy Program (MTP), which can provide physical therapy and/or occupational therapy in public schools for children who are medically eligible.

Who qualifies for CCS?

The program is open to anyone who:

- is under 21 years old;
- has or may have a medical condition that is covered by CCS;
- is a resident of California; and
- has a family income of less than \$40,000 as reported on the adjusted gross income on the state tax form **or** whose out-of-pocket medical expenses for a child who qualifies are **expected** to be more than 20 percent of family income; or the child has Healthy Families coverage.

Family income is not a factor for children who:

- need diagnostic services to confirm a CCS eligible medical condition; or
- were adopted with a known CCS eligible medical condition; or
- are applying only for services through the Medical Therapy Program; or
- have Medi-Cal full scope, no share of cost; or
- have Healthy Families coverage.

What medical conditions does CCS cover?

Only certain conditions are covered by CCS. In general, CCS covers medical conditions that are physically disabling or require medical, surgical, or rehabilitative services. There also may be certain criteria that determine if your child's medical condition is eligible. Listed below are categories of medical conditions that may be covered and **some examples** of each:

- Conditions involving the heart (congenital heart disease)
- Neoplasms (cancers, tumors)
- Disorders of the blood (hemophilia, sickle cell anemia)
- Endocrine, nutritional, and metabolic diseases (thyroid problems, PKU, diabetes)
- Disorders of the genito-urinary system (serious chronic kidney problems)
- Disorders of the gastrointestinal system (chronic inflammatory disease, diseases of the liver)
- Serious birth defects (cleft lip/palate, spina bifida)
- Disorders of the sense organs (hearing loss, glaucoma, cataracts)
- Disorders of the nervous system (cerebral palsy, uncontrolled seizures)
- Disorders of the musculoskeletal system and connective tissues (rheumatoid arthritis, muscular dystrophy)
- Severe disorders of the immune system (HIV infection)
- Disabling conditions or poisonings requiring intensive care or rehabilitation (severe head, brain, or spinal cord injuries, severe burns)
- Complications of premature birth requiring an intensive level of care

- Disorders of the skin and subcutaneous tissue (severe hemangioma)
- Medically handicapping malocclusion (severely crooked teeth)

Ask your county CCS office if you have questions.

What must the applicant or family do to qualify?

Families (or the applicant if age 18 or older, or an emancipated minor) must:

- complete the application form on page 3 and return it to their county CCS office;
- give CCS all of the information requested so CCS can determine if the family qualifies;
- apply to Medi-Cal if CCS believes that a family's income qualifies them for the Medi-Cal program. (If a family qualifies for Medi-Cal, the child is also covered by CCS. CCS approves the services; payment is made through Medi-Cal.)

How is my privacy protected?

California law requires that families applying for services be given information on how CCS protects their privacy.¹

To protect your privacy:

- CCS must keep this information confidential.²
- CCS may share information on the form with authorized staff from other health and welfare programs **only** when you have signed a consent form.

You have the right to see your application and CCS records concerning you or your child. If you wish to see these records contact your county CCS office. By law, the information you give CCS is kept by the program.³

Do I have a right to appeal a decision?

You have the right to disagree with decisions made by CCS.⁴ This is called an appeal. The appeal process gives the parent/legal guardian or applicant a way to work with the CCS program to find solutions to disagreements. For information on the appeal process, contact your county CCS office.

Where can I get more information about CCS?

For more information, or help in filling out this application, please contact your county CCS office. Their phone number is usually listed in the government section of your local telephone directory. Look under California Children's Services or county Health Department.

Notes

1 Civil Code, Section 1798.17

2 In accordance with Section 41670, Title 22, California Code of Regulations and the California Public Records Act (Government Code, Sections 6250–6255)

3 Section 123800 et. seq. of the California Health and Safety Code

4 California Code of Regulations, Title 2, Chapter 13, Sections 42702–42703

APPLICATION TO DETERMINE CCS PROGRAM ELIGIBILITY

This application is to be completed by the parent, legal guardian, or applicant (if age 18 or older, or an emancipated minor) in order to determine if the applicant is eligible for CCS services/benefits. The term **"applicant"** means the child, individual age 18 or older, or emancipated minor for whom the services are being requested. For instructions on completing this form, please see page 4. Please type or print clearly.

A. Applicant Information

1. Name of applicant (last) (first) (middle)		Name on birth certificate (if different)		Any other name the applicant is known by	
2. Date of birth (month, day, year)		3. Place of birth—county and state		Country, if born outside the U.S.	
4. Applicant's residence address (number, street) (do not use a P.O. box)		City		County	ZIP code
5. Gender ☐ Male ☐ Female		6. Race/ Ethnicity		7. Social security number (optional)	
8. What is the applicant's suspected eligible CCS condition or disability?					
9. Name of applicant's physician				10. Physician's phone number ()	

B. Parent/Legal Guardian Information (Applicants age 18 or older, or emancipated minors skip items 11 and 13.)

11. Name(s) of parent or legal guardian		12. Mother's first name (if not identified in 11)		Maiden name	
13. Residence address (number, street) (do not use a P.O. box)		City		County	ZIP code
14. Mailing address (if different from 13)		City		County	ZIP code
15. Day phone number ()	16. Evening phone number ()	17. Message phone number ()		18. What language do you speak at home?	

C. Health Insurance Information

19. Does the applicant have Medi-Cal? ☐ Yes ☐ No		If yes, what is the applicant's Medi-Cal number?		Is there a share-of-cost? ☐ Yes ☐ No		If yes, what amount do you pay per month? \$	
20. Is the applicant enrolled in the Healthy Families program? ☐ Yes ☐ No		If yes, what is the name of the plan?					
21. Does the applicant have other health insurance? ☐ Yes ☐ No		If yes, what is the name of the insurance plan or company?					
Type of insurance plan or company ☐ Preferred Provider (PPO) ☐ Health Maintenance Organization (HMO) ☐ Other: _____							
22. Does the applicant have dental insurance? ☐ Yes ☐ No				23. Does the applicant have vision insurance? ☐ Yes ☐ No			

D. Certification (Initial and sign below. Your signature authorizes the CCS program to proceed with this application.)

____ I am applying to the CCS program in order to determine eligibility for services/benefits. I understand that the completion of this application does not assure acceptance of the applicant by the CCS program.

____ I give my permission to verify my residence, health information, or other circumstances required to determine eligibility for CCS services/benefits.

____ I certify that I have read and understand the information or have had it read to me.

____ I also certify that the information I have given on this form is true and correct.

Signature of person completing the application		Relationship to the applicant		Date
Signature of witness (only if the person signed with a mark)				Date

Mail this form to your county CCS office.

INSTRUCTIONS FOR COMPLETING THE CALIFORNIA CHILDREN'S SERVICES APPLICATION FORM (DHCS 4480)

Please print clearly so your application can be processed as quickly as possible.

Please fill out each section completely. If you do not provide all the information, CCS will not be able to proceed with your application. If you need help filling out this form, please contact your county CCS office.

Once the application is completed, mail it to your county CCS office (see page 6). Remember to sign and date the form.

Section A: Applicant Information ("Applicant" means the child, individual age 18 or older, or emancipated minor for whom the services are being requested.)

1. **Applicant's name:** Fill in the applicant's last, first, and middle name. In the next box, write the applicant's full name as it appears on his/her birth certificate if different from his/her name. If the applicant is known by any other name, please include that name in the last box.
2. **Applicant's date of birth:** Write the month, day, and year of the applicant's birth.
3. **Place of birth:** Write the county and state where applicant was born. Include the country if the applicant was born outside the U.S.
4. **Address:** Write the street number, street name, apartment number, city, county, and ZIP code of the applicant's current residence in this space. Please do not use a P.O. box.
5. **Applicant's gender:** Place a checkmark or an X in the correct gender box (male or female).
6. **Race/Ethnicity:** Please enter the category from the following list which best describes the applicant's primary race/ethnicity:
 - Alaskan Native
 - Amerasian
 - American Indian
 - Asian
 - Asian Indian
 - Black/African American
 - Cambodian
 - Chinese
 - Filipino
 - Guamanian
 - Hawaiian
 - Hispanic/Latino
 - Japanese
 - Korean
 - Laotian
 - Samoan
 - Vietnamese
 - White
 - Other
7. **Applicant's social security number (optional):** Please write the applicant's nine-digit social security number.
8. **Suspected CCS condition or disability:** Write down the applicant's disability or special health care need that would be treated by CCS. The enclosed description of CCS eligible conditions may help you (see "What medical conditions does CCS cover" on page 1). If you don't know, ask the applicant's doctor or leave the space blank. CCS will follow up with the applicant's physician if more information is needed.
9. **Name of applicant's physician:** Write the name of the applicant's physician.
10. **Physician's phone number:** Write the phone number for the physician listed in number 9.

Section B: Parent/Legal Guardian Information (Applicants age 18 or older, or emancipated minors skip items 11 and 13.)

11. **Parent/guardian name(s):** Write the name(s) of the applicant's parent(s) or the name(s) of the applicant's legal guardian(s).
12. **Mother's first name and maiden name:** Write the applicant's mother's first name and maiden name.
13. **Address:** Write the street number, street name, apartment number, city, county, and ZIP code of your current residence. Please do not use a P.O. box.
14. **Mailing address:** If this address is different from number 13, please write the street number, street name, city, and ZIP code.
15. **Daytime phone number:** Please write the phone number where you can be reached during the day.
16. **Evening phone number:** Please write the phone number where you can be reached during the evening.
17. **Message phone number:** Please write your message phone number if applicable.
18. **Language(s) spoken:** Write down the language you speak at home.

Section C: Health Insurance Information

If CCS thinks you may qualify, they will ask you to apply for Medi-Cal if you are not currently receiving Medi-Cal health care benefits.

19. If the applicant does not receive Medi-Cal, check "No" and go to number 20. If the applicant receives Medi-Cal, check "Yes" and fill in the applicant's Medi-Cal number. If you pay a portion of the cost of your Medi-Cal insurance, check "Yes" and fill in the amount of your shared cost. If you don't, check "No" and go to number 20.
20. If the applicant receives health insurance from the Healthy Families program please check "Yes" and fill in the name of the plan. If the applicant does not, check "No." Healthy Families is a special health insurance program for moderate to low income families. If you think you might qualify, you can ask your county CCS program about how to apply for the Healthy Families program.
21. If the applicant does not have other health insurance, check "No" and go to number 22. If the applicant has health insurance, check "Yes" and fill in the name of the insurance plan or company. Then check the appropriate box depending upon what type of insurance it is. Your insurance forms will tell you what type of health insurance you have. If you are not sure, you can call your health insurance company and ask them.
22. If the applicant has dental insurance, check "Yes." If the applicant does not have dental insurance, check "No."
23. If the applicant has vision insurance, check "Yes." If the applicant does not have vision insurance, check "No."

Section D: Certification

Be sure to sign and date in ink. If signature is signed with a mark, please have a witness sign his or her signature and fill in the date.

Under "Relationship to the applicant," enter father, mother, legal guardian, or self (in the case of individuals age 18 or older, or emancipated minors).

Submitting Your Application

Mail or deliver your application to your county CCS office. To find your county CCS office, go to www.dhcs.ca.gov/services/ccs or look in the government section of your local telephone directory under California Children's Services or county health department.

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INFORMACIÓN SOBRE LOS SERVICIOS PARA LOS NIÑOS DE CALIFORNIA (CCS)

¿Qué son los Servicios para los Niños de California?

CCS es un programa estatal que trata a niños con ciertas limitaciones físicas y con problemas y enfermedades de salud crónicos. CCS puede autorizar y pagar el costo de servicios y equipos médicos específicos provistos por especialistas aprobados por CCS. El Departamento de Servicios de Salud de California administra el programa CCS. Los condados de mayor tamaño operan sus propios programas CCS, mientras que los condados de menor tamaño comparten la operación de su programa con las oficinas regionales estatales de CCS en Sacramento, San Francisco y Los Angeles. El programa está financiado con fondos provenientes de impuestos estatales, del condado y federales, y con algunos honorarios que pagan los padres.

¿Qué ofrece CCS a los niños?

Si usted o el médico de su hijo piensa que su hijo puede tener un problema médico que cumple con los requisitos de CCS, es posible que CCS pague o provea una evaluación médica para determinar si el problema de su hijo está cubierto.

Si su hijo cumple con los requisitos, CCS podrá pagar o brindar:

- Tratamiento, como servicios médicos, cuidados en el hospital y de cirugía, fisioterapia y terapia ocupacional, pruebas de laboratorio, radiografías, aparatos ortopédicos y equipo médico.
- Manejo de casos médicos para ayudar a obtener médicos especialistas y cuidados para su hijo si son médicamente necesarios, así como remisión a otros organismos, incluyendo enfermería de salud pública y centros regionales.
- Programa de Terapia Médica (MTP, por sus siglas in inglés), que puede prestar servicios de fisioterapia y/o de terapia ocupacional en escuelas públicas para niños que cumplen con ciertos requisitos médicos.

¿Quiénes cumplen con los requisitos para CCS?

El programa está a disposición de todos los que:

- son menores de 21 años de edad;
- tienen o pueden tener un problema médico cubierto por CCS;
- son residentes de California y
- tienen un ingreso familiar de menos de \$40,000, según se informe en el ingreso bruto ajustado del formulario impositivo del estado o se **espera** que tendrán gastos médicos de bolsillo, para un niño que cumple con los requisitos, de más del 20 por ciento del ingreso familiar; o bien, el niño tiene cobertura de Healthy Families.

El ingreso familiar no es un factor determinante en el caso de los niños que:

- necesitan servicios diagnósticos para confirmar un problema médico que cumple con los requisitos de CCS; o
- fueron adoptados con conocimiento de que tenían un problema médico que cumple con los requisitos de CCS; o
- sólo están solicitando servicios mediante el Programa de Terapia Médica; o
- tienen Medi-Cal completo, sin compartir el costo; o
- tienen cobertura de Healthy Families.

¿Qué problemas médicos cubre CCS?

Sólo ciertos problemas están cubiertos por CCS. En general, CCS sólo cubre problemas médicos que causan impedimentos físicos o requieren servicios médicos, quirúrgicos o de rehabilitación. También puede haber ciertos criterios que determinan si el problema médico de su hijo cumple con los requisitos. La lista a continuación contiene las categorías de problemas médicos que pueden estar cubiertos y **algunos ejemplos** de cada uno de ellos:

- Problemas del corazón (enfermedad cardíaca congénita)
- Neoplasmas (cánceres, tumores)
- Enfermedades de la sangre (hemofilia, anemia de células falciformes)
- Enfermedades endocrinas, de nutrición y metabólicas (problemas de tiroides, PKU [fenilcetonuria], diabetes)
- Enfermedades del sistema genito-urinario (problemas crónicos serios de los riñones)
- Problemas del sistema gastrointestinal (enfermedad inflamatoria crónica, enfermedades del hígado)
- Defectos de nacimiento serios (paladar hendido, labio leporino, espina bífida)
- Enfermedades de los órganos sensoriales (pérdida del oído, glaucoma, cataratas)
- Enfermedades del sistema nervioso (parálisis cerebral, ataques no controlados)
- Enfermedades del sistema musculoesquelético y de los tejidos conectivos (artritis reumatoide, distrofia muscular)
- Enfermedades graves del sistema inmune (infección por el VIH)

- Problemas que causan impedimentos o intoxicaciones que requieren cuidados intensivos o rehabilitación (lesiones graves de la cabeza, el cerebro o la médula espinal, quemaduras graves)
- Complicaciones del nacimiento prematuro que requieren cuidados intensivos
- Enfermedades de la piel y del tejido subcutáneo (hemangioma grave)
- Mala oclusión que causa impedimentos médicos (dientes muy torcidos)

Si tiene preguntas, la oficina CCS de su condado se las puede responder.

¿Qué tiene que hacer el solicitante o la familia para cumplir con los requisitos?

Las familias (o el solicitante, si cumplió los 18 años o es un menor de edad emancipado) deben:

- completar el formulario de solicitud en la página 3 y enviarlo a la oficina CCS de su condado;
- dar a CCS toda la información solicitada, para que CCS pueda determinar si la familia cumple con los requisitos;
- solicitar Medi-Cal si CCS cree que el ingreso de la familia la habilita para registrarse en el programa Medi-Cal. (Si una familia califica para Medi-Cal, el niño también está cubierto por CCS. CCS aprueba los servicios y los pagos se efectúan mediante Medi-Cal).

¿Cómo se protege mi privacidad?

La ley de California requiere que se dé a las familias que soliciten servicios información sobre cómo CCS protege su privacidad.¹

Para proteger su privacidad:

- CCS tiene que mantener esta información confidencial.²
- CCS puede compartir la información que figura en el formulario con personal autorizado de otros programas de salud y bienestar **únicamente** si usted firmó un formulario de consentimiento.

Usted tiene derecho a ver su solicitud y los datos de CCS relativos a usted o a su hijo. Si desea ver estos datos, póngase en contacto con la oficina CCS de su condado. Por ley, la información que usted da a CCS es archivada por el programa.³

¿Tengo derecho a apelar una decisión?

Tiene derecho a estar en desacuerdo con las decisiones que tome CCS.⁴ Esto se llama hacer una apelación. El proceso de apelación permite que el padre, el tutor o el solicitante trabaje con el programa CCS para encontrar soluciones a los desacuerdos. Para información sobre el proceso de apelación, póngase en contacto con la oficina CCS de su condado.

¿Dónde puedo obtener más información sobre CCS?

Para más información o ayuda para llenar esta solicitud, póngase en contacto con la oficina CCS de su condado. Por lo general, el número de teléfono de dicha oficina figura en la sección de gobierno del directorio telefónico local. Busque bajo *California Children's Services* (Servicios para los Niños de California) o *County Health Department* (Departamento de Salud del condado).

Notas

1 Código Civil, Sección 1798.17

2 De conformidad con la Sección 41670, Título 22, Código de Reglamentaciones de California y la ley de Datos Públicos de California (Código de Gobierno, Secciones 6250–6255)

3 Sección 123800 et. seq. del Código de Salud y Seguridad de California

4 Código de Reglamentaciones de California, Título 2, Secciones 42702–42703

SOLICITUD PARA DETERMINAR SI EL SOLICITANTE PUEDE PARTICIPAR EN EL PROGRAMA CCS

Esta solicitud debe ser completada por el padre, el tutor o el solicitante (si cumplió los 18 años de edad o es un menor de edad emancipado) para determinar si el solicitante cumple con los requisitos para recibir servicios y beneficios de CCS. El término "solicitante" significa el niño, la persona de 18 años de edad o más o el menor de edad emancipado para el que se solicitan los servicios. Para obtener instrucciones sobre cómo completar este formulario, consulte la página 4. Escriba a máquina o claramente en letras de molde.

A. Información sobre el solicitante

1. Nombre del solicitante [apellido] [nombre] [segundo nombre]		Nombre en el certificado de nacimiento (si es diferente)		Algún otro nombre por el que se conoce al solicitante	
2. Fecha de nacimiento (mes, día, año) ____/____/____		3. Lugar de nacimiento, condado y estado		País, si nació fuera de EE.UU.	
4. Dirección del solicitante (número y calle) (no usar casilla postal)		Ciudad		Condado	Código postal
5. Género ☐ Masculino ☐ Femenino		6. Raza/etnia		7. Número del seguro social (optativo) ____-____-____	
8. ¿Cuál es el problema o la discapacidad del solicitante que se sospecha que cumple con los requisitos de CCS?					
9. Nombre completo del médico del solicitante				10. Número de teléfono del médico ()	

B. Información sobre el padre o tutor (los solicitantes de 18 años de edad o mayores o los menores emancipados saltan los números 11 y 13).

11. Nombre(s) completo(s) del/de los padre(s) o tutor(es)		12. Nombre de la madre (si no se identificó en 11)		Apellido de soltera	
13. Dirección (número y calle) (no usar casilla postal)		Ciudad		Condado	Código postal
14. Dirección postal (si no es la misma que la del 13)		Ciudad		Código postal	
15. N° de teléfono diurno ()	16. N° de teléfono nocturno ()	17. N° para mensajes telefónicos ()	18. ¿Qué idioma se habla en su casa?		

C. Información sobre el seguro de salud

19. ¿Tiene Medi-Cal el solicitante? ☐ Sí ☐ No		Si tiene, ¿cuál es el número de Medi-Cal del solicitante?		¿Comparte el costo? ☐ Sí ☐ No		Si lo comparte, ¿cuánto paga por mes? \$	
20. ¿Está inscrito el solicitante en el programa Healthy Families? ☐ Sí ☐ No		Si lo está, ¿cómo se llama el plan?					
21. ¿Tiene el solicitante otro seguro de salud? ☐ Sí ☐ No		Si lo tiene, ¿cómo se llama el plan o la compañía de seguros?					
Tipo de plan o compañía de seguros ☐ Proveedor Preferente (PPO) ☐ Organización para el Mantenimiento de la Salud (HMO) ☐ Otro: _____							
22. ¿Tiene seguro dental el participante? ☐ Sí ☐ No				23. ¿Tiene seguro de la vista el solicitante? ☐ Sí ☐ No			

D. Certificación (Coloque sus iniciales y firme a continuación. Su firma autoriza al programa CCS a proceder con esta solicitud).

____ Solicito el programa CCS para determinar el cumplimiento de requisitos para obtener servicios y beneficios. Entiendo que completar esta solicitud no garantiza la aceptación del solicitante en el programa CCS.

____ Doy permiso para que se verifique mi dirección, información sobre la salud u otras circunstancias que se requieran para determinar el cumplimiento de requisitos para recibir servicios y beneficios CCS.

____ Certifico que he leído y comprendo la información o que me la han leído.

____ También certifico que la información que escribí en este formulario es verdadera y correcta.

Firma de la persona que llenó la solicitud	Relación con el solicitante	Fecha
Firma del testigo (sólo si la persona firmó con una marca)		Fecha

Envíe este formulario por correo a la oficina CCS de su condado. Consulte la página 6 para obtener una lista de direcciones.

**INSTRUCCIONES PARA COMPLETAR EL FORMULARIO
PARA SOLICITAR SERVICIOS PARA NIÑOS DE CALIFORNIA (DHCS 4480)**

Escriba claramente en letras de molde para que su solicitud se pueda tramitar lo más rápidamente posible.

Llene cada sección completamente. Si no da toda la información, CCS no podrá proceder con su solicitud. Si necesita ayuda para llenar este formulario, póngase en contacto con la oficina CCS de su condado.

Después de completar la solicitud, envíela por correo a la oficina CCS de su condado (consulte la página 6). No olvide firmar el formulario y colocarle la fecha.

Sección A: Información sobre el solicitante ("Solicitante" significa el niño, la persona de 18 años de edad o mayor, o el menor de edad emancipado para el que se solicitan los servicios).

1. **Nombre del solicitante:** Escriba el apellido, el nombre y el segundo nombre del solicitante. En la casilla que sigue, escriba el nombre completo del solicitante como aparece en su certificado de nacimiento si no es igual a su nombre. Si el solicitante se conoce por cualquier otro nombre, escriba ese nombre en la última casilla.
2. **Fecha de nacimiento del solicitante:** Escriba el mes, el día y el año del nacimiento del solicitante.
3. **Lugar de nacimiento:** Escriba el condado y el estado en los que nació el solicitante. Si el solicitante nació fuera de EE.UU., escriba el país.
4. **Dirección:** En este espacio, escriba el número de la calle, el nombre de la calle, el número del departamento, la ciudad, el condado y el código postal del lugar donde vive ahora el solicitante. No use ninguna casilla de correo.
5. **Género del solicitante:** Ponga una marca ☒ o una X en la casilla que corresponda al género (masculino o femenino).
6. **Raza o etnia:** Ponga la categoría de la lista que aparece más abajo que mejor describa la raza o etnia principal del solicitante:

• Nativo de Alaska	• Chino	• Laosiano
• Amerasiático	• Filipino	• Samoano
• Indígena norteamericano	• Guaymeño	• Vietnamita
• Asiático	• Hawaiano	• Blanco
• Indio asiático	• Hispano/latino	• Otro
• Negro/afroamericano	• Japonés	
• Camboyano	• Coreano	
7. **Número del seguro social del solicitante (optativo):** Escriba el número de nueve cifras del seguro social del solicitante.
8. **Problema o discapacidad que se sospecha que cumple con los requisitos de CCS:** Escriba la discapacidad o la necesidad especial de atención de la salud del solicitante que trataría el CCS. La descripción adjunta de los problemas que cumplen con los requisitos de CCS lo puede ayudar (consulte "¿Qué problemas médicos cubre CCS?" en la página 1). Si no sabe, pregunte al médico del solicitante o deje el espacio en blanco. Si hace falta más información, CCS se pondrá en contacto con el médico del solicitante.
9. **Nombre completo del médico del solicitante:** Escriba el nombre completo del médico del solicitante.
10. **Número de teléfono del médico:** Escriba el número de teléfono del médico que puso en el número 9.

Sección B: Información sobre el padre o tutor (Los solicitantes de 18 años de edad o mayores o los menores de edad emancipados saltan los números 11 y 13).

11. **Nombres completo(s) del/de los padre(s) o tutor(es):** Escriba el/los nombre(s) del/de los padre(s) del solicitante o del/de los tutor(es) del solicitante.
12. **Nombre y apellido de soltera de la madre:** Escriba el nombre y el apellido de soltera de la madre del solicitante.
13. **Dirección:** Escriba el número de la calle, el nombre de la calle, el número del departamento, la ciudad, el condado y el código postal del lugar en que usted vive ahora. No use ninguna casilla de correo.
14. **Dirección postal:** Si la dirección es diferente de la del número 13, escriba el número de la calle, el nombre de la calle, la ciudad y el código postal.
15. **Número de teléfono diurno:** Escriba el número de teléfono al que se lo puede llamar durante el día.
16. **Número de teléfono nocturno:** Escriba el número de teléfono al que se lo puede llamar durante la noche.
17. **Número para mensajes telefónicos:** Si corresponde, escriba el número de teléfono para dejarle mensajes telefónicos.

18. **Idioma(s) que habla:** Escriba el idioma que usted habla **en su casa**.

Sección C: Información sobre el seguro de salud

Si CCS cree que usted puede cumplir con los requisitos de participación, le pedirán que solicite Medi-Cal si en la actualidad no está recibiendo beneficios Medi-Cal para la atención de la salud.

19. Si el solicitante no recibe Medi-Cal, marque "No" y pase al número 20. Si el solicitante recibe Medi-Cal, marque "Sí" y escriba el número de Medi-Cal del solicitante. Si usted paga una parte del costo de su seguro Medi-Cal, marque "Sí" y escriba la cantidad del costo que comparte. De lo contrario, marque "No" y pase al número 20.
20. Si el solicitante recibe seguro de salud del programa Healthy Families, marque "Sí" y escriba el nombre del plan. Si el solicitante no recibe ese seguro, marque "No". Healthy Families es un programa de seguro especial para las familias de ingresos moderados a bajos. Si le parece que puede cumplir con los requisitos, pregúntele al programa CCS de su condado cómo puede solicitar participar en el programa Healthy Families.
21. Si el solicitante no tiene otro seguro de salud, marque "No" y pase al número 22. Si el solicitante tiene seguro de salud, marque "Sí" y escriba el nombre del plan o de la compañía de seguros. Después marque la casilla que corresponda, dependiendo de la clase de seguro que sea. Sus formularios de seguros le indican la clase de seguro de salud que tiene. Si no está seguro puede llamar a su compañía de seguros y preguntarles.
22. Si el solicitante tiene seguro dental, marque "Sí". Si el solicitante no tiene seguro dental, marque "No".
23. Si el solicitante tiene seguro de la vista, marque "Sí". Si el solicitante no tiene seguro de la vista, marque "No".

Sección D: Certificación

Asegúrese de firmar y poner la fecha con tinta. Si firma con una marca, pida a un testigo firme y ponga la fecha.

En la sección "Relación con el solicitante", coloque padre, madre, tutor o sí mismo (en el caso de las personas de 18 años de edad o mayores, de los menores de edad emancipados).

Presentación de su solicitud

Envíe por correo o entregue su solicitud a la oficina CCS de su condado. Para encontrar la oficina CCS de su condado visite www.dhcs.ca.gov/services/ccs o busque en la sección de gobierno del directorio telefónico local bajo *California Children's Services* (Servicios para los Niños de California) o *County Health Department* (Departamento de Salud del condado).

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Family Resource Center at Community Gatepath Referral Form
Referral Form
Please Print Clearly

Please Refer to the Family Resource Center at Community Gatepath

Name: Family Resource Center	Address: 1764 Marco Polo Way, Burl. CA 94010
Phone: 650-259-0189	Fax: (650) 259-0188

Person making referral:

Name:
Referring Agency:
Address:
Phone:
Email:

Child/Family Information

Child Name:	UCI#	Gender M F
Child Date of Birth:	Child Ethnicity:	Single/Twin:
Parent/Guardian Name:	Language Spoken at Home:	Parent/Guardian Ethnicity:
Address:	City:	Zip:
Phone:	Cell Phone:	Email:

☐ **Lanterman** ☐ **Early Start** ☐ **At Risk** ☐ **Other**

I am concerned about my child's (please check all that apply)...

Behavior _____ Hearing Motor & Physical Development _____ Diagnosis of _____

Speech & Language Development _____ Other _____

Prematurity _____

I give permission to the agencies or individuals initialed about to share pertinent information regarding my child

Medical __ **Social** __ **Psychological** __ **Developmental** __ **Other** _____

Initials I UNDERSTAND THAT:

_____ Any information will only be used to coordinate and plan resources and referrals for my child and confidentiality will be maintained.

_____ I may rescind my permission at any time by writing a note to the agencies/individuals. Expires _____

_____ A photocopy of this form is as valid as the original and I request a copy

☐ **I agree to have a staff member of the Family Resource Center contact me and send me information on services and programs for my child.**

Parent/Guardian Signature _____ Date: _____

Parent /Guardian Printed Name _____

Family Resource Center at Community Gatepath Referral Form

FAX 650-259-0188

Call 650-259-0189

Email: tjurado@gatepath.com or clocke@gatepath.com

Dear Parent; Please fill out this referral form if you would like to be contacted by your local Family Resource Center.

The Family Resource Center offers your family assistance in understanding your child's development through mentor parents, publications and information and referrals.

Child/Family information:

Child Name:	Gender M F	Child Ethnicity:
Child Date of Birth:	Language Spoken at Home:	Single/Twin
Parent/Guardian Name:	Parent/Guardian Name:	Parent/Guardian Ethnicity:
Address:	City:	Zip:
Phone:	Cell Phone:	Email:

I am concerned about my child's (please check all that apply)...

Behavior ____ Hearing Motor & Physical Development ____

Speech & Language Development ____ Vision ____ Other ____

Prematurity ____ Feeding ____ Social Skills ____ Sensory Issues ____

Please check how you would like us to contact you! (You may check more than one)

Please mail me information _____

Please call me _____

Please email me _____

Modified Checklist for Autism in Toddlers (M-CHAT)* - Scoring

Diana L. Robins, M.A., Deborah Fein, Ph.D., Marianne L. Barton, Ph.D., & James A. Green,

Ph.D.

University of Connecticut

*The full text may be obtained through the Journal of Autism and Developmental Disorders,

April 2001

PLEASE NOTE: The M-CHAT was not designed to be scored by the person taking it. In the validation sample, the authors of the M-CHAT scored all checklists. If parents are concerned, they should contact their child's physician .

Abstract

Autism, a severe disorder of development, is difficult to detect in very young children. However, children who receive early intervention have improved long-term prognoses. The Modified – Checklist for Autism in Toddlers (M-CHAT), consisting of 23 yes/no items, was used to screen 1076 children. Thirty of 44 children given a diagnostic/developmental evaluation were diagnosed with a disorder on the autism spectrum. Nine items pertaining to social relatedness and communication were found to have the best discriminability between children diagnosed with and without autism/PDD. Cutoff scores were created for the best items and the total checklist. Results indicate that the M-CHAT is a promising instrument for the early detection of autism.

Background

The M-CHAT is an expanded American version of the original CHAT from the U.K. The M-CHAT has 23 questions using the original nine from the CHAT as its basis. Its goal is to improve the sensitivity of the CHAT and position it better for an American audience.

The M-CHAT has been steadily expanding its radius of usage in the state of Connecticut and surrounding New England states. Its authors are still collecting data on the initial study, awaiting final outcomes for sensitivity and specificity after the subjects return for their 3.5 year well-child visit by 2003. The authors have applied for funding of an expanded study on 33,000 children. The M-CHAT tests for autism spectrum disorders against normally developing children.

M-CHAT Scoring Instructions

A child fails the checklist when 2 or more critical items are failed OR when any three items are failed. Yes/no answers convert to pass/fail responses. Below are listed the failed responses for each item on the M-CHAT. Bold capitalized items are CRITICAL items.

Not all children who fail the checklist will meet criteria for a diagnosis on the autism spectrum. However, children who fail the checklist should be evaluated in more depth by the physician or referred for a developmental evaluation with a specialist.

1. No	6. No	11. Yes	16. No	21. No
2. NO	7. NO	12. No	17. No	22. Yes
3. No	8. No	13. NO	18. Yes	23. No
4. No	9. NO	14. NO	19. No	
5. No	10. No	15. NO	20. Yes	

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Modified Checklist for Autism in Toddlers (M-CHAT) - English

Patient's First Name

Patient's Last Name

Date

M-CHAT

Please fill out the following about how the child usually is. Try to answer every question. If the behavior is rare (you've seen it only once or twice), please answer as if the child does not do it.

A child fails the checklist when 2 or more critical items are failed OR when any 3 items are failed.

Bold items are critical items. Circle response if failed.

1. Does your child enjoy being swung, bounced on your knee, etc.?	Yes	No
2. Does your child take an interest in other children?	Yes	No
3. Does your child like climbing on things, such as up stairs?	Yes	No
4. Does your child enjoy playing peek-a-boo/hide-and-seek?	Yes	No
5. Does your child ever pretend, for example, to talk on the phone or take care of a doll or pretend other things?	Yes	No
6. Does your child ever use his/her index finger to point, to ask for something?	Yes	No
7. Does your child ever use his/her index finger to point, to indicate something of interest?	Yes	No
8. Can your child play properly with small toys (such as cars or blocks) without just mouthing, fiddling, or dropping them?	Yes	No
9. Does your child ever bring objects over to you (the parent) to show you something?	Yes	No
10. Does your child look you in the eye for more than a second or two?	Yes	No
11. Does your child ever seem oversensitive to noise (i.e. plugging ears)?	Yes	No
12. Does your child smile in response to your face or your smile?	Yes	No
13. Does your child imitate you? (such as, you make a face, will your child imitate it?)	Yes	No
14. Does your child respond to his/her name when you call?	Yes	No
15. If you point at a toy across the room, does your child look at it?	Yes	No
16. Does your child walk?	Yes	No
17. Does your child look at things you are looking at?	Yes	No
18. Does your child make unusual finger movements near his/her face?	Yes	No
19. Does your child try to attract your attention to his/her activity?	Yes	No
20. Have you ever wondered if your child is deaf?	Yes	No
21. Does your child understand what people say?	Yes	No
22. Does your child sometimes stare at nothing or wander with no purpose?	Yes	No
23. Does your child look at you face to check your reaction when faced with something unfamiliar?	Yes	No

REFER FOR (CHECK ALL THAT APPLY):

☐ Audiology ☐ Community Resources ☐ RCEB ☐ Other: _____
☐ School District ☐ SART Linkage Line ☐ Speech ☐ Other: _____

Circle Score:

PASS or FAIL

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Rev 03.05.2010

Website <http://www.firstsigns.org/downloads/m-chat.pdf>

Sources <http://www.dbpeds.org/media/mchat.pdf> (Developmental Behavioral Pediatrics Online)

Modified Checklist for Autism in Toddlers (M-CHAT) - Scoring

M-CHAT OVERLAY

A child fails the checklist when 2 or more critical items are failed OR when any 3 items are failed. Red/bordered items are critical items.

The black out section is the correct answer. The non-black out section indicates risk for autism.

1. Does your child enjoy being swung, bounced on your knee, etc.?		No
2. Does your child take an interest in other children?		No
3. Does your child like climbing on things, such as up stairs?		No
4. Does your child enjoy playing peek-a-boo/hide-and-seek?		No
5. Does your child ever pretend, for example, to talk on the phone or take care of a doll or pretend other things?		No
6. Does your child ever use his/her index finger to point, to ask for something?		No
7. Does your child ever use his/her index finger to point, to indicate something of interest?		No
8. Can your child play properly with small toys (such as cars or blocks) without just mouthing, fiddling, or dropping them?		No
9. Does your child ever bring objects over to you (the parent) to show you something?		No
10. Does your child look you in the eye for more than a second or two?		No
11. Does your child ever seem oversensitive to noise (i.e. plugging ears)? REVERSE	Yes	
12. Does your child smile in response to your face or your smile?		No
13. Does your child imitate you? (such as, you make a face, will your child imitate it?)		No
14. Does your child respond to his/her name when you call?		No
15. If you point at a toy across the room, does your child look at it?		No
16. Does your child walk?		No
17. Does your child look at things you are looking at?		No
18. Does your child make unusual finger movements near his/her face? REVERSE	Yes	
19. Does your child try to attract your attention to his/her activity?		No
20. Have you ever wondered if your child is deaf? REVERSE	Yes	
21. Does your child understand what people say?		No
22. Does your child sometimes stare at nothing or wander with no purpose? REVERSE	Yes	
23. Does your child look at you face to check your reaction when faced with something unfamiliar?		No

Modified Checklist for Autism in Toddlers (M-CHAT) - Spanish

Nombre del paciente

Apellido del paciente

Fecha

M-CHAT SPANISH

Seleccione, rodeando con un círculo, la respuesta que le parece que refleja mejor cómo su hijo o hija actúa NORMALMENTE. Si el comportamiento no es el habitual (por ejemplo, usted solamente se lo ha visto hacer una o dos veces) conteste que el niño o niña NO lo hace. Por favor, conteste a todas las preguntas.

1. ¿Le gusta que le balanceen, o que el adulto le haga el “caballito” sentándole en sus rodillas, etc.?	Sí	No
2. ¿Muestra interés por otros niños o niñas?	Sí	No
3. ¿Le gusta subir a sitio como, por ejemplo, sillones, escalones, juegos del parque...?	Sí	No
4. ¿Le gusta que el adulto juegue con él o ella al “cucu-tras” (taparse los ojos y luego descubrirlos; jugar a esconderse y aparacer de repente)?	Sí	No
5. ¿Alguna vez hace juegos imaginativos, por ejemplo hacienda como si hablara por teléfono, como si estuviera dando de comer a una muñeca, como si estuviera conduciendo un coche o cosas así?	Sí	No
6. ¿Suele señalar con el dedo para pedir algo?	Sí	No
7. ¿Suele señalar con el dedo para indicar que algo le llama la atención?	Sí	No
8. ¿Puede jugar adecuadamente con piezas o juguetes pequeños (por ejemplo cochecitos, muñequitos o bloques de construcción) sin únicamente chuparlos, agitarlos, o tirarlos?	Sí	No
9. ¿Suele traerle objetos para enseñárselos?	Sí	No
10. ¿Suele mirarle a los ojos durante unos segundos?	Sí	No
11. ¿Le parece demasiado sensible a ruidos poco intensos? (por ejemplo, reacciona tapándose los oídos, etc.)	Sí	No
12. ¿Sonríe al verle a usted o cuando usted le sonríe?	Sí	No
13. ¿Puede imitar o repetir gestos o acciones que usted hace? (por ejemplo, si usted hace una mueca él o ella también la hace)?	Sí	No
14. ¿Responde cuando se le llama por su nombre?	Sí	No
15. Si usted señala con el dedo un juguete al otro lado de la habitación... ¿Dirige su hijo o hija la mirada hacia ese juguete?	Sí	No
16. ¿Ha aprendido ya a andar?	Sí	No
17. Si usted está mirando algo atentamente, ¿su hijo o hija se pone también a mirarlo?	Sí	No
18. ¿Hace su hijo o hija movimientos raros con los dedos, por ejemplo, acercándoselos a los ojos?	Sí	No
19. ¿Intenta que usted preste atención a las actividades que él o ella está haciendo?	Sí	No
20. ¿Alguna vez ha pensado que su hijo o hija podría tener sordera?	Sí	No
21. ¿Entiende su hijo o hija lo que la gente dice?	Sí	No
22. ¿Se queda a veces mirando al vacío o va de un lado al otro sin propósito?	Sí	No
23. Si su hijo o hija tiene que enfrentarse a una situación desconocida, ¿le mira primero a usted a la cara para saber cómo reaccionar?	Sí	No

REFERIR (MARCA LO QUE APLICA):

☐ Audiology ☐ Community Resources ☐ RCEB ☐ Other: _____
☐ School District ☐ SART Linkage Line ☐ Speech ☐ Other: _____

Circula el Resultado:

PASA or REPRUEBA

Modified Checklist for Autism in Toddlers (M-CHAT) - Scoring

M-CHAT SPANISH

El niño reprueba la lista de chequeo si falla en 2 o más de las preguntas críticas o si falla en 3 de las preguntas. Las preguntas con borde rojo se consideran críticas. Las respuestas correctas están sombreadas en negro. Las respuestas que no están sombreadas son respuestas que indica que hay riesgo de autismo.

1. ¿Le gusta que le balanceen, o que el adulto le haga el “caballito” sentándole en sus rodillas, etc.?		No
2. ¿Muestra interés por otros niños o niñas?		No
3. ¿Le gusta subirse a sitio como, por ejemplo, sillones, escalones, juegos del parque...?		No
4. ¿Le gusta que el adulto juegue con él o ella al “cucu-tras” (taparse los ojos y luego descubrirlos; jugar a esconderse y aparacer de repente)?		No
5. ¿Alguna vez hace juegos imaginativos, por ejemplo hacienda como si hablara por teléfono, como si estuviera dando de comer a una muñeca, como si estuviera conduciendo un coche o cosas así?		No
6. ¿Suele señalar con el dedo para pedir algo?		No
7. ¿Suele señalar con el dedo para indicar que algo le llama la atención?		No
8. ¿Puede jugar adecuadamente con piezas o juguetes pequeños (por ejemplo cochecitos, muñequitos o bloques de construcción) sin únicamente chuparlos, agitarlos, o tirarlos?		No
9. ¿Suele traerle objetos para enseñárselos?		No
10. ¿Suele mirarle a los ojos durante unos segundos?		No
11. ¿Le parece demasiado sensible a ruidos poco intensos? (por ejemplo, reacciona tapándose los oídos, etc.)	INVERSO	Sí
12. ¿Sonríe al verle a usted o cuando usted le sonríe?		No
13. ¿Puede imitar o repetir gestos o acciones que usted hace? (por ejemplo, si usted hace una mueca él o ella también la hace)?		No
14. ¿Responde cuando se le llama por su nombre?		No
15. Si usted señala con el dedo un juguete al otro lado de la habitación... ¿Dirige su hijo o hija la mirada hacia ese juguete?		No
16. ¿Ha aprendido ya a andar?		No
17. Si usted está mirando algo atentamente, ¿su hijo o hija se pone también a mirarlo?		No
18. ¿Hace su hijo o hija movimientos raros con los dedos, por ejemplo, acercándose a los ojos?	INVERSO	Sí
19. ¿Intenta que usted preste atención a las actividades que él o ella está haciendo?		No
20. ¿Alguna vez ha pensado que su hijo o hija podría tener sordera?	INVERSO	Sí
21. ¿Entiende su hijo o hija lo que la gente dice?		No
22. ¿Se queda a veces mirando al vacío o va de un lado al otro sin propósito?	INVERSO	Sí
23. Si su hijo o hija tiene que enfrentarse a una situación desconocida, ¿le mira primero a usted a la cara para saber cómo reaccionar?		No

This section is Official Use Only:

Service Coordinator:	Date Packet Sent:	UCI:	Date Assigned:
Intake By:	45 Days:	☐ Check if caller/referrer has been advised to provide reports	

GOLDEN GATE REGIONAL CENTER - EARLY START REFERRAL FORM

Child's LAST Name:		Child's FIRST Name:		Date of Birth:	Sex:
Date of Referral:	Referring Agency/Organization/Source:		Referrer's Phone # / Fax # / Email:		
Person Making This Referral: ☐ Fax ☐ Phone ☐ Email			☐ REQUIRED: medical/developmental report attached ☐ Check if parents are aware of and agree to referral		
Parent(s) Name:			Language(s) Spoken in House: ☐ Not Fluent in English		
Foster Parent's Name: (If applicable)		Contact Phone #:		Contact Email:	
Physical Address: ☐ Check if mailing address is different (and list below)					
Legal Representative/ Educational Rights:		Birth Hospital:		Primary Care Physician:	
Other Professional/Agencies Involved (e.g. school district, speech therapist) & Contact Person:				Child's Insurance Provider:	

please attach any pertinent medical or developmental report to expedite the assessment process

Developmental Delay: Please Elaborate The Delay(s) in Detail:

Cognitive	
Physical/ Motor	
Vision/ Hearing	
Communication	
Social/ Emotional	
Adaptive/ Self-Help	

Established Risk (Specific Diagnosis):

High Risk factors:

- | | | |
|---|---|---|
| ☐ Prematurity of less than 28 weeks gestation | ☐ Low birth weight of less than 1000 grams | ☐ Neurologic trauma |
| ☐ Grade 3 or 4 intraventricular hemorrhage | ☐ Hypoxic ischemic encephalopathy | ☐ Inborn errors of metabolism |
| ☐ Multiple congenital anomalies or genetic disorders which may affect developmental outcome | | |
| ----- | | |
| ☐ Prematurity between 28-32 weeks gestation | ☐ Birth weight between 1000-1500 grams | ☐ Ventilation for 48 hours or longer |
| ☐ Grade 1 or 2 intraventricular hemorrhage | ☐ Small for gestational age | ☐ A five minute APGAR score of 0 to 5 |
| ☐ Severe and persistent metabolic abnormality, including but not limited to hypoglycemia, acidemia, and hyperbilirubinemia | | |
| ☐ Neonatal seizures or nonfebrile seizures | ☐ Central nervous system infection | ☐ Clinically significant failure to thrive |
| ☐ Biomedical insult including, but not limited to, injury, accident or illness | | ☐ Persistent hypotonia or hypertonia |
| ☐ Positive infant neonatal toxicology screen | ☐ Prenatal exposure to known teratogens | |
| ☐ The parent of the infant/ toddler is a person with a developmental disability | | |

Additional Comments/
Other Social Factors:

ATTACH and EMAIL this form & related reports to intake@ggrc.org with subject "Early Start Referral" OR FAX it to 1-888-339-3306. If you have any question, please call 1-888-339-3305 or email intake@ggrc.org.

This section is Official Use Only:

Service Coordinator:	Date Packet Sent:	UCI:	Date Assigned:
Intake By:	45 Days:	☐ Check if caller/referrer has been advised to provide reports	

GOLDEN GATE REGIONAL CENTER - EARLY START PARENT INTAKE FORM

Child's Last Name:		Child's First Name:		Date of Birth:	Sex:
Date:	Referral Source:			Referrer's Phone # / Fax # / Email:	
Parent(s)'s Name: ☐ Married			Language(s) Spoken in House: ☐ Not Fluent in English		
Contact Phone #:		Contact Email:		Child's Insurance Provider:	
Physical Address: ☐ Check if mailing address is different (and list below)				Child's Birth Hospital:	
Professional/ Specialist/ Agency that has seen your child, if any (e.g. school district, etc):				Child's Primary Care Physician:	

Over the age of Three

For developmental disability concerns for a person over the age of three, please call 1-888-339-3305.

Early Start Services

To be eligible for Golden Gate Regional Center Early Start services, your child must meet the following criteria:

- Within 0-36 months old;
- Developmentally delayed, or having a diagnosis that will lead to a developmental disability.

*If the concern is for **SPEECH**, please describe the concern with information regarding the following items:*

- Ever had a hearing test done? If yes, what was the result? ☐ Y ☐ N -
- Amount of clear and unclear words **Clear Words # - ; Unclear Words # -**
- Any 2 or more word phrases/ sentences? ☐ Y ☐ N -
- Responsive & follows commands well? ☐ Y ☐ N -
- Eye contact well maintained? ☐ Y ☐ N -

*If the concern is for **MOTOR**, please describe the concern with information regarding the following items:*

- Able to sit up without support? ☐ Y ☐ N -
- Able to crawl? ☐ Y ☐ N -
- Able to pull to stand? ☐ Y ☐ N -
- Able to walk? ☐ Y ☐ N -
- Do you notice either floppiness/ stiffness in the muscles? ☐ Y ☐ N -

NOTE: If your child has been treated or evaluated for the concern(s), please attach a copy of all pertinent medical records and/or any evaluation(s) detailing the diagnoses and treatments with this form.

Additional comments/diagnosis or concern(s) in other areas of development:

Please ATTACH and EMAIL this form & related reports to **intake@ggrc.org** with subject "Early Start Referral" OR FAX it to 1-888-339-3306. If you have any questions, please call 1-888-339-3305 or email **intake@ggrc.org**.

SAMPLE LETTERS FOR USE BY PEDIATRIC PROVIDERS

I. Request for Comprehensive Special Education Assessment

PRACTICE LETTERHEAD

Date:

Re: [patient name]

School Name and Grade (if applicable):

Date of Birth:

Dear Special Education Director,

I am the pediatrician for [patient name] who is [X] years old and is currently enrolled at the [Elementary School] in the [X] grade. I am writing to make a referral for assessment for special education services. His/her parents/guardians, [parents' names], give full consent for this referral.

I request that [patient name] be given a comprehensive assessment by the school district in all areas of suspected disability. Please consider this a concurrent referral for assessment under Section 504 of the Rehabilitation Act. Some of the reasons are stated below.

[Insert specific examples listing all concerns such as mental health; behavioral; social/emotional; adaptive skills; motoric – gross and fine motor; intellectual; academic, attentional; health-related; speech/language; social skills; sensory; visual-motor processing and/or auditory processing; suspected learning disability, etc. For example, 'we are concerned that Joan spends 3 hours on her homework every night and still does not understand her math concepts.' Be as detailed as possible and for students with ADD/ADHD, including the medical diagnosis if made.]

I've let the parents know that after you receive this letter you will send the family an Assessment Plan in 15 calendar days for their review. I've let the family know to sign and return that form as soon as they agree or before 15 calendar days so that the assessment process can be completed and an IEP meeting held within the 60 day timeline from parent consent.

The parents request copies of the assessment reports as soon as available and at least 5 days before the IEP meeting to enable them to meaningfully participate in the IEP process. [Include email here if a family wants electronically.] Thank you for your help with this referral and please feel free to call me with any questions or concerns.

Sincerely,

I agree to the request for this assessment and give permission for my school district to exchange information with Dr. _____.

Parent Signature and Date

Parent Name, Address and Phone Number (please print)

**II. Request for Comprehensive Special Education Assessment
with a focus on Other Health Impaired (OHI) category of disability**

PRACTICE LETTERHEAD

Date:

Re: [patient name]

School Name and Grade (if applicable):

Date of Birth:

Dear Special Education Director,

[Patient name] is my patient. Today, s/he came in with his/her parent/guardian for an assessment of how his/her medical condition is impacting his/her educational performance. We request that [patient name] be given a comprehensive assessment in all areas of suspected disability. Please consider this a concurrent referral for assessment under Section 504 of the Rehabilitation Act. Some of the reasons are stated below.

In my judgment, I believe my patient qualifies for special education services under the Other Health Impairment (OHI) category of the Individuals with Disabilities Education Act (IDEA) because of his/her diagnosis of [patient diagnosis]. I understand that the OHI category of disability under IDEA means having limited strength, vitality or alertness, including a heightened alertness to environmental stimuli, that results in limited alertness with respect to the educational environment, that – (i) is due to chronic or acute health problems including but not limited to asthma, diabetes, epilepsy, a heart condition, hemophilia, lead poisoning, leukemia, nephritis, rheumatic fever, and sickle cell anemia; and (ii) adversely affects a child's educational performance.

[Insert specific examples. For students with ADD/ADHD, link how the parents and/or educators see the child struggling in school and how you see the attentional issues playing into this process. If the child has a diagnosis of ADD/ADD, include this. For students with other medical issues, such as sickle cell, epilepsy, diabetes, allergies, bipolar disability, specify the connection you see between the condition and the child's inability to access/benefit from his/her education.]

I've let the parents know that after you receive this letter you will send the family an Assessment Plan in 15 calendar days for their review. I've let the family know to sign and return that form as soon as they agree or before 15 calendar days so that the assessment process can be completed and an IEP meeting held within the 60 day timeline from parent consent.

The parents request copies of the assessment reports as soon as available and at least 5 days before the IEP meeting to enable them to meaningfully participate in the IEP process. [Include email here if a family wants electronically.] Thank you for your help with this referral and please feel free to call me with any questions or concerns.

Sincerely,

I agree to the request for this assessment and give permission for my school district to exchange information with Dr. _____.

Parent Signature and Date

Parent Name, Address and Phone Number (please print)

**III. Request for School District Referral to County Mental Health
for Assessment for Educationally Related Mental Health Services (ERMHS)**

PRACTICE LETTERHEAD

Date:

Re: [patient name]

School Name and Grade (if applicable):

Date of Birth:

Dear Special Education Director,

[Patient name] is my patient. His/her parent/guardian reported to me today that s/he has recently had the following problems that are seriously and negatively impacting his/her ability to benefit from his/her public education:

[Insert specific examples such as: S/he is not attending to his/her education due to behavioral challenges such as (insert) and is unable to access instruction... Mental health concerns have not been alleviated by school intervention and they are increasing in occurrence and intensity... S/he is extremely anxious and has injured him/herself (or others.) S/he is growing increasingly withdrawn and depressed and now cannot even bring him/herself to attend school.]

I believe that this is due to as yet undiagnosed mental health issues.

Since the onset of these behaviors suggests possible underlying mental health disorder, I am asking you to make an Educationally Related Mental Health Services (ERMHS) referral to County Mental Health to assess his/her needs in this area of suspected disability. Whatever is going on with [patient name] is clearly affecting his/her educational performance. I understand these concerns warrant a mental health referral within the education system concurrent with initial comprehensive special education assessment in all areas of suspected disability, or for a student who has an Individualized Education Plan (IEP) who may also need mental health assessment.

Please proceed with my recommendation. I have spoken to [patient name]'s parents/guardian and they give their full consent to pursue Educationally Related Mental Health Services assessment by a qualified mental health clinician. Thank you for your time and willingness to follow up with this referral. You can reach me for further information at _____. Please send me a copy of the evaluation when completed.

Sincerely,

I agree to the request for this assessment and give permission for my school district to exchange information with Dr. _____.

Parent Signature and Date

Parent Name, Address and Phone Number (please print)

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