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# Resource Guide

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This guide is designed to help parents and professionals in Santa Cruz County navigate through the complex service system and community resources available to families who have children with special needs.

Developed by  
Special Parents Information Network  
of Santa Cruz County (SPIN)

SPIN's mission is to help children with special needs achieve their full potential by empowering their families and the professionals who serve them through information, support and resources.

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Information valid as of January 1, 2005

## Introduction

Parents of children with special needs may feel overwhelmed and isolated. The emotional turmoil of dealing with everyday life, and trying to do what is best for your child and your family is a full time endeavor. The delivery of services to families can be confusing, and the mountain of paperwork may be daunting. Special Parents Information Network (SPIN) of Santa Cruz County was founded to provide information, support and resources to help parents and professionals be better able to meet the needs of the child as well their families.

In 1985 a group of parents from Santa Cruz County who have children with special needs began meeting together for support. As parents trying to cope with the challenges of raising a child with a disabling condition, they found it was important to be able to share experiences and information about local resources with parents in similar situations. In 1996 the group became known as SPIN, Special Parents Information Network and incorporated as a 501[c][3] nonprofit charitable corporation in June 2000.

Through grants from First 5 Santa Cruz County and the State Department of Education, SPIN is able to produce this resource guide for parents and guardians in Santa Cruz County who have children with special needs. We hope you find it useful.

If you have any questions or find the information incomplete, call SPIN in Watsonville at (831) 722-2800 or Santa Cruz at (831)423-7713.

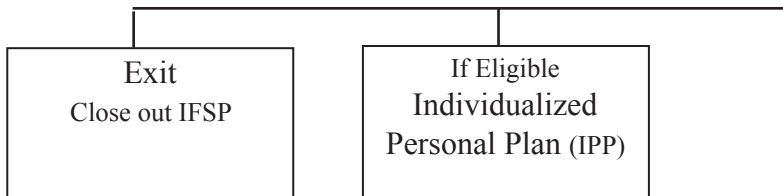
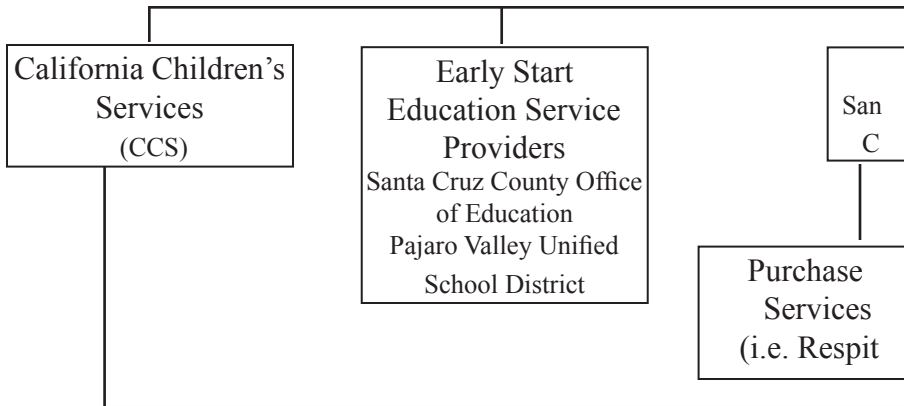
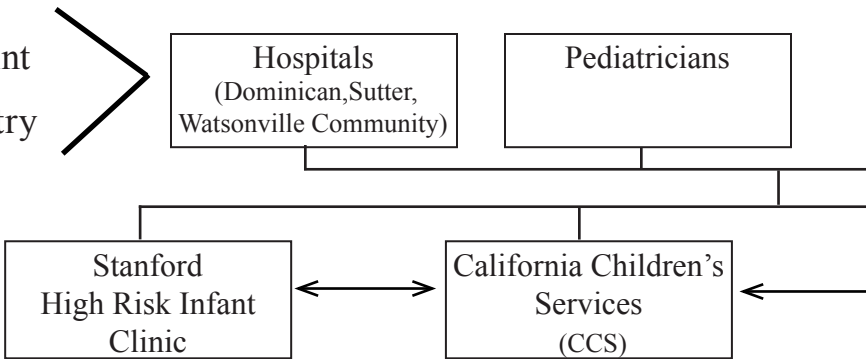
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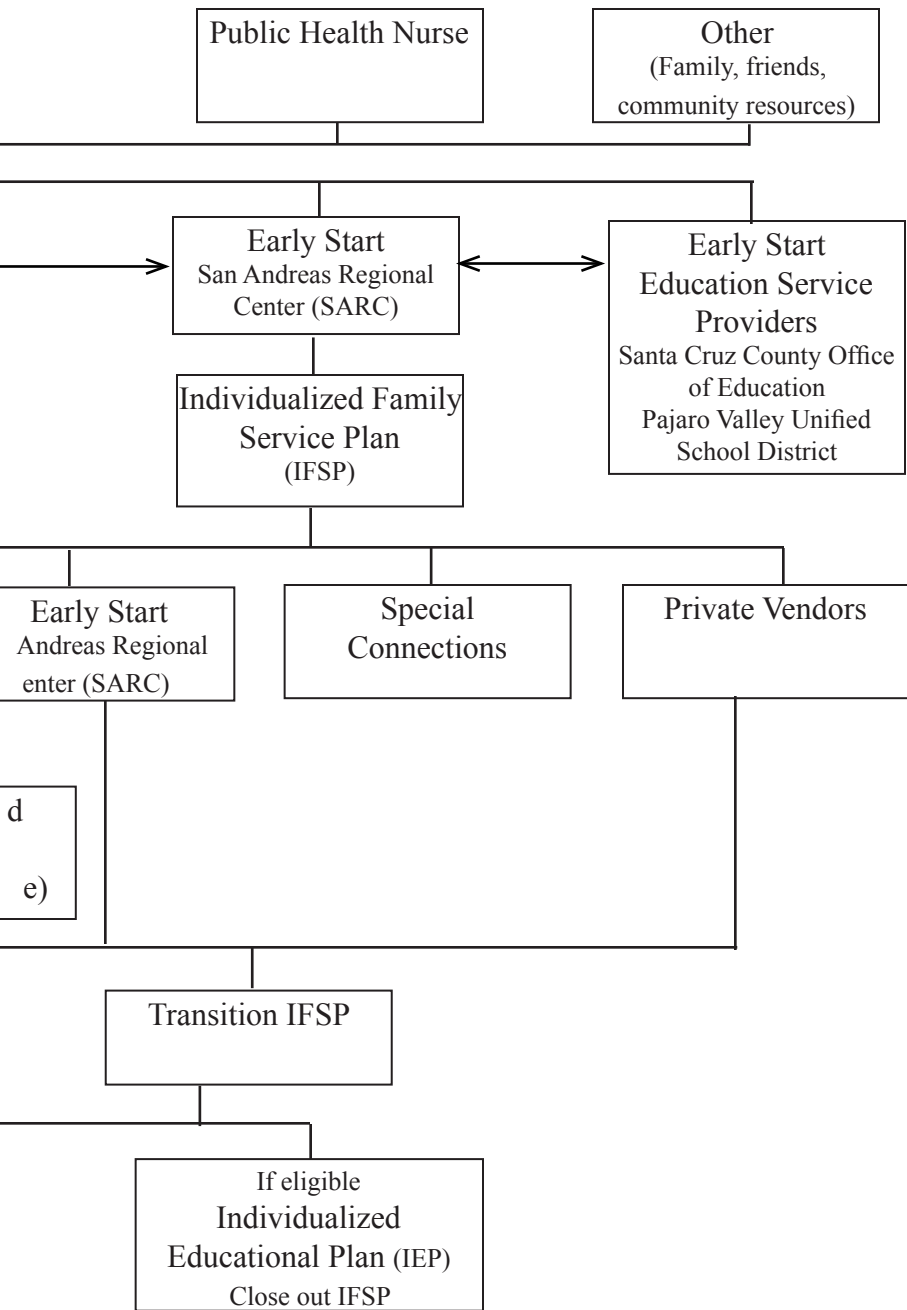
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# Support Services Flow Chart

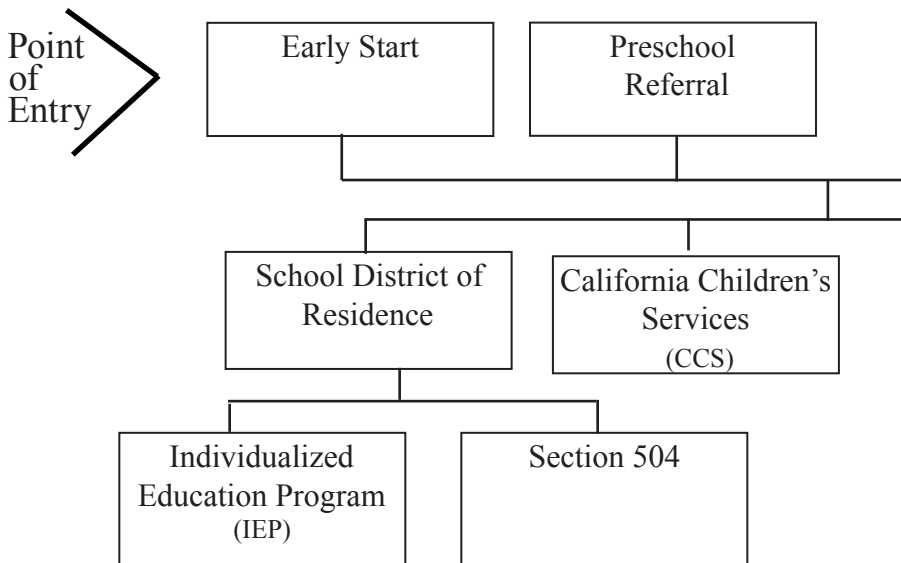
(Children 0-36 months)

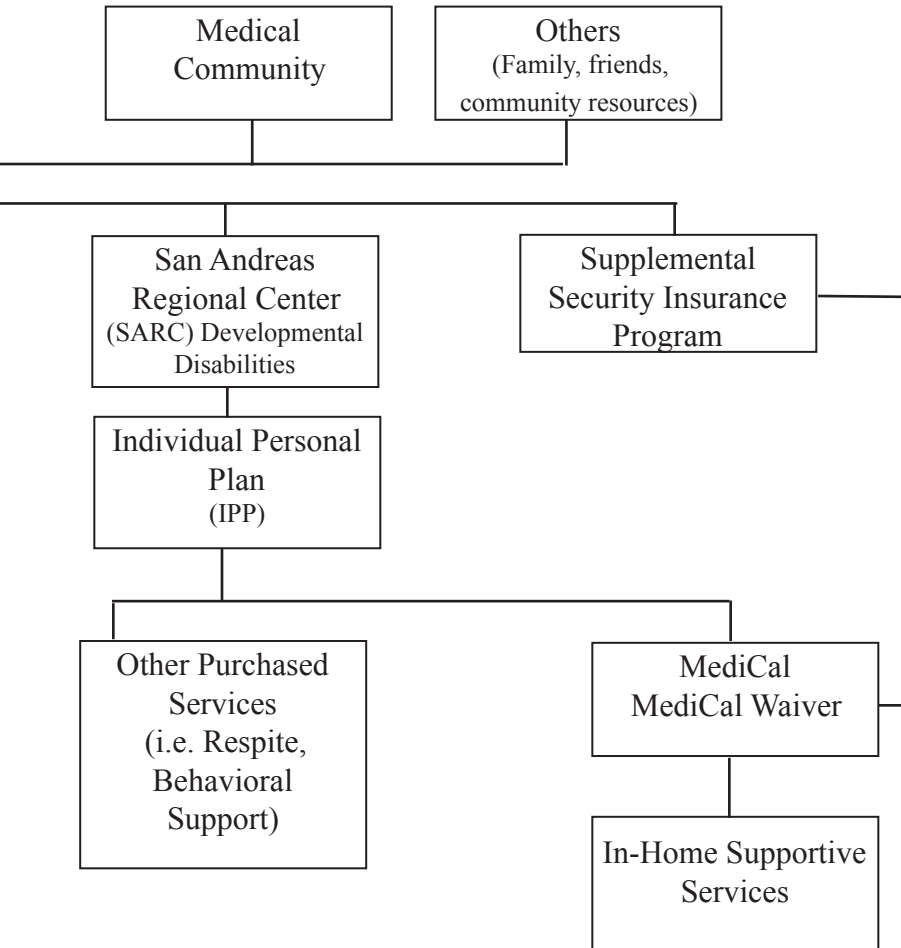
Point of Entry





Support Services Flow Chart  
(Children 3-22 Years Old)





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## Stanford High Risk Development Clinic

Pediatric Subspecialty Clinic

Dominican Rehabilitation Services

610 Fredrick St.

Santa Cruz, CA. 95062

(831) 462-7700

The Stanford High Risk Development Clinic provides a multidisciplinary medical team staffed by specialists from the faculty of the Lucile Salter Packard Children's Hospital at Stanford to do periodic follow-ups on at risk infants.

### Eligibility:

- Referral from a physician
- Children up to age 3.
- Children with developmental delay or who are at risk due to prenatal/neonatal factors.

### Services Provided:

- Follow –up of newborn ICU graduates and developmentally at risk infants
- Medical specialty referrals (e.g. Pediatric Neurology)
- Public agency referrals (e.g. San Andreas Regional Center)
- Clinic is held quarterly

## Early Start

San Andreas Regional Center (SARC)

1110 Main St., Ste. 8

Watsonville, CA. 95076

(831)728-1781

(831)688-7633

Early Start is an early intervention program for children from birth to 36 months of age who have disabilities or are at risk of having disabilities. Services are family centered and multidisciplinary. Early Start is a program governed by federal and state statutes and regulations

### Eligibility:

Any child from birth to 36 months that has one of the following factors present:

- After being assessed by qualified professionals, your child must show significant delay in one or more of the follow areas:
  - Cognitive development – e.g. limited interest in environment, limited interest in play and learning
  - Physical and motor development including vision and hearing – e.g. hypertonia, dystonia, asymmetry
  - Communication development – e.g. limited sound repertoire, limited responses to communication with others
  - Emotional-social development – e.g. unusual responses to interactions, impaired attachment, self-injurious behaviors
  - Adaptive development – e.g. feeding difficulties
- Established risk conditions of know etiology or those conditions expected to result in significant development problems.
  - Examples: chromosomal disorders, neurological disorders, inborn errors of metabolism, or visual and hearing impairments
- High risk of having a substantial developmental disability due to a Combination of risk factors. Examples: prematurity (less than 32 weeks gestation and low weight), asphyxia or need for ventilator, central nervous system infection or abnormality, biomedical insult

(including but not limited to injury, accident, or illness which may seriously or permanently affect developmental outcome), or parent with a developmental disability

**Services Provided:**

- Assessment for services – e.g. occupational therapy, physical therapy, speech-language therapy
- Individuals at risk of having a child with a developmental disability may be eligible for genetic diagnosis, counseling and other prevention services.
- Development of Individualized Family Service Plan (IFSP)

## Individualized Family Service Plan (IFSP)

The Individualized Family Service Plan (IFSP) defines early intervention services that are family centered and determined by a multidisciplinary team that includes the parents of the child. The child must be referred to San Andreas Regional Center (SARC) within 2 working days of identification as being at risk of having disabilities. The initial IFSP process must be completed within 45 days of the referral to Early Start. The IFSP is written annually and is reviewed every 6 months

### Eligibility:

Children age birth to 36 months are assessed by a multidisciplinary team which may include medical professionals, psychologists, speech and language pathologists and occupational/physical therapists coordinated by SARC staff, educational staff (Pajaro Unified School District or the Santa Cruz County Office of Education), or agency personnel designated by SARC. A child can not be assessed without the written permission of the parents. Assessments must be conducted by personnel trained in appropriate methods and procedures for the assessment tests being given; based on available medical records, information provided by the parents through personal interview and include the parents' description of their resources, priorities, and concerns related to the child's development.

### Planning Services:

Services are decided by a team that includes the parents, service coordinator, individuals involved in conducting the assessment, service providers and may also include other family members or an advocate by parents' request. The team will meet and develop long term annual goals and short term objectives based on the child's assessment. The goals and objectives must meet the child's educational needs and family priorities. A baseline of the current level of performance for each goal is established in the assessment process. The short term objectives must be measurable and progress on the goals and objectives will be reviewed periodically. The IFSP must state how often,

where, and what agencies will provide the services. The IFSP must also include when services will not be available. To the maximum extent appropriate to the needs of the child, services must be provided in natural environments in which non-disabled children participate and services provided in settings other than natural environment occur only if early intervention cannot be achieved for the child in a natural environment.

#### Services Provided:

Services may include: Assistive technology, audiology, family training, health services, medical services for diagnostics or evaluation only, nursing services, nutritional services, occupational therapy, physical therapy, psychological services, speech-language pathology, transportation and related costs, vision services, social work services or special instruction.

If parents disagree with the IFSP they can request mediation, request a due process hearing or file a complaint with the State.

## Special Connections

Family Resource Center  
984-2 Bostwick Lane  
Santa Cruz, CA. 95062  
(831)464-0669

Special Connections is a family resource center that provides support and education to families of children with special needs and professionals who serve them. The program supports families in Santa Cruz County.

### Eligibility:

Child must be age 0 – 36 months and enrolled in the Early Start program.

### Services Provided:

- Information on early intervention and community resources
- Provides families with a binder to help organize information, medical and educational records on the child.
- Lending library open to parents of Early Start children and the professionals who serve them. The library contains books, magazines and videos on various subjects pertaining to special needs and early childhood development.
- Workshops and trainings to assist parents in helping their child with special needs at home and in the community.
- English and Spanish parent support groups.
- Internet availability for parents

## Transition Individualized Family Service Plan (IFSP)

The Transition IFSP ensures a smooth transition from early intervention services to preschool. The service coordinator must convene a conference of the transition IFSP team, with the approval of the parents at least 90 days before the child is eligible for preschool (3 years old). The transition IFSP team (service coordinator, parents, service providers and if requested by the parents, an advocate or support person) will discuss procedures to prepare the child for future school placement. Before the child's third birthday, the team will review the IFSP and close the plan.

With the parents' approval assessments will be completed by the school district of residence's trained staff or their service providers to determine if the child is eligible for special education services. At the conference, the team will discuss the eligibility for special education services provided by the school district of residence.

Children not eligible for special services:

Options for future general education preschool programs (e.g. Head-start, State Preschool, community preschools, and childcare programs) will be discussed and the parent will be given information on community resources and referrals.

The transition team will plan services to prepare the child for the changes in service delivery. This may include: concentration on specific skills, program visits, follow-up visits to the new program (with the parents' permission) and telephone consultation with the staff of the new program (with the parents' permission).

Transition IFSP (continued):

Children eligible for special services:

When the child turns 3, the focus of educational services change from supporting the family to supporting the child's access to the general educational curriculum. Services are provided by the school district of residence or their service providers. All educational services must become part of an Individualized Education Program (IEP) (see page 17). Similarly, if other services continue to be provided by San Andreas Regional Center, they must become part of an Individual Personal Plan (IPP) (see page 25). The service coordinator will assist in scheduling the meetings to develop the IEP and the IPP before the child's third birthday.

The service coordinator will explain the differences in services and service providers, parent's rights and responsibilities, and the assessment process. The team will discuss options for future service delivery (e.g. participation in a program with a resource specialist, special day class or a combination of options).

The transition team will plan services to prepare the child for the changes in service delivery. This may include: concentration on specific skills, program visits, follow-up visits to the new program (with the parents' permission) and telephone consultation with the staff of the new program (with the parents' permission).



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## Individualized Education Program (IEP)

The Individualized Education Program (IEP) defines the needs, services, supports and placements to assist the child with special needs in accessing the general education curriculum as required by law (Individuals with Disabilities Education Act, IDEA). Children with special needs have the right to a Free and Appropriate Public Education (FAPE) in the Least Restricted Environment (LRE) provided by the child's Local Educational Agency (LEA). The LEA is the child's school district of residence. All documents and discussions must be in the parents' primary language.

### Eligibility:

Any child who has been evaluated as having one or a combination of the following:

- Mental retardation
- Hearing impairment
- Visual impairment
- Deaf – blindness
- Traumatic brain injury
- Serious emotional disturbance
- Orthopedic impairment
- Autism
- Specific learning impairments
- Speech and/or language disabilities
- Other health impairments

The child will be assessed by professionals to determine eligibility based on the affect of the disability for the child to access general education curriculum.

### Assessment

With the parents' written permission, qualified personnel from the school district of residence or qualified professionals contracted by the school district will assess areas of educational concern. The professionals administering the assessment tests must be experienced in working with the assessment tools used.

IEP (continued):

The assessment tests should be age appropriate, in the child's primary language, based on the child's level of functioning, take into account the child's abilities and disabilities. No one test should be used to determine need for services.

Assessment methods can include:

Formal testing, interviews with parents, observation of the child, interviews with individuals familiar with the child, interviews with professionals who have worked/are working with the child, and review of child's records (e.g. medical). Parents should make sure that all areas of concern are addressed.

Assessment areas could include:

- Academic/cognitive
- Gross motor
- Fine motor
- Speech and language
- Language functioning
- Social/emotional
- Self-help skills
- Vocational
- Other aspects of the suspected disability

An assessment plan should be developed and approved by the parents within 15 days (not counting general education school breaks exceeding 5 days, e.g. summer vacation) of the referral to special education. If regular school is not in session due to term breaks, the 15 days will stop and restart when the regular school commences. If the referral is made within 10 days of the end of the regular school year, the assessment plan must be developed within 10 days of the start of the following regular school year unless the parent agrees to a time extension.

Parents have the right to independent assessments but the school district may not necessarily have to pay for it. If the parent pays for an independent assessment, the results can be used to aid in determining need and developing the IEP.

The assessment process and IEP team meeting must be completed

IEP (continued):

within 50 days (not counting general education school breaks exceeding 5 days, e.g. summer vacation) from parents' approval of the assessment plan unless the parent agrees to a time extension. If regular school is not in session due to term breaks, the 50 days will stop and restart when the regular school commences. If the assessment plan is approved within 20 days of the end of the regular school year, the assessment process and IEP team meeting must be completed within 30 days of the start of the following regular school year unless the parent agrees to an extension.

IEP Meeting:

Eligibility, services and supports are decided by the IEP team, which includes; the parents, teachers, school district administrator or designee, individuals involved in conducting the assessment, service providers and may also include other family members, friend of the family or an advocate by parents' request (parent must notify the school district in advance of other participants to the team). If the child is not eligible for special education services, he/she may be eligible for a Section 504 plan, which provides appropriate accommodations, and support for the child to access the general education curriculum. The Section 504 plan can be developed by the IEP team after the IEP process is completed. Each school district has their own procedures for Section 504 plans.

If the child is eligible for special education services, the team will meet and develop long term annual educational goals and short term educational objectives based on the child's needs as defined in the assessments. A baseline of the current level of performance for each goal is established in the assessment process. The short term objectives and long term goals must be measurable and progress on the goals and objectives must be reviewed and reported periodically. The IEP team will determine how the goals and objectives will be measured and how often progress will be reported. The IEP team will determine what services and support will be needed to accomplish the goals and objectives. The IEP team will also determine in what educational setting the services and supports will be provided. Children with special needs are to be educated as much as possible with non-disabled peers in a Least Restricted Environment (LRE). LRE options may

IEP (continued):

include: full inclusion in a general education classroom (least restrictive), inclusion with resource specialist pull outs, special day class, home instruction, and private residential schools (most restrictive) or a combination of LRE options. Only if the use of supplemental aids and services cannot make education successful in the regular educational environments are more restrictive options to be considered.

The IEP must state why a child is not able to benefit from full participation with non-disabled peers if the educational setting is not full inclusion. The IEP must state what services and supports will be provided, what type of specialist or personnel will provide the services and supports, how often services and supports will be provided, when services and supports start and stop, and where the services and supports will be provided.

Services and support start when the IEP is signed. The parent has the right to disagree with all or part of the IEP.

Services continue until age 22 unless the student receives a high school diploma or the Individual Transition Plan services have been completed.

**Services and Support Provided:**

Services may include: Transportation, assistive technology, behavioral intervention plan, speech-language therapy, physical and occupational therapy, 1:1 aides, adaptive P.E., vocational instruction, life skills instruction, oral motor therapy, social skills instruction, visually impaired instruction, hearing impaired instruction, and adaptive equipment.

If parents disagree with the IEP they can request alternative dispute resolution, mediation, due process hearing or if the IEP has already been developed, file a compliance complaint with the State Department of Education. It is recommended that parents try to resolve problems at the local level first. If the parent does not sign the IEP within a reasonable amount of time and does not proceed with mediation or due process, the LEA has the right to initiate due process so that the child will receive the services needed to progress in school.

## Individualized Transition Plan (ITP)

Individualized Transition Plans (ITP) will be developed for students with IEPs at age 14 (or younger if the IEP team determines it is appropriate). The transition plans are developed to assist the student in preparing for life after high school and may include work training, jobs, school, independent living, or help from public agencies. Transition services are provided until the student receives a high school diploma, moves from the district or reaches the age of 22.

The transition planning team might include the student, parents, teacher, school administrator, transition staff (workability) and community agency staff. The team will make informed decisions about the student's future. The student's interests, needs and preferences are the most important consideration in developing the plan.

The plan will document:

- Instructional services
- Related services
- The role of community experience
- Learning daily living skills
- Learning vocational skills

Services may include:

- Assistance in post secondary school enrollment
- Vocational training
- Independent living skills

At age 14, a statement on transition services will focus on the course of study.

At age 16, a statement on transition services will include connections to community agencies.

At least one year before age 18, the parents and student must be informed about the "age of majority". At age 18 the right to make decisions transfers from the parent to the student. If appropriate, there are alternatives to this transfer. These alternatives will be discussed in the meeting. The notification of transfer of rights must be documented on the ITP.

## School Districts Local Educational Agencies (LEA)

Each school district of residence is a local educational agency (LEA). When your child turns 3 years old, the LEA becomes responsible for the child's educational program. The Individualized Education Plan is developed with the LEA, parents and professionals serving the child.

### School Districts

South Santa Cruz County (Aptos – Watsonville)

Pajaro Valley Unified School District

294 Green Valley Rd.

Watsonville, CA. 95076

786-2130

North Santa Cruz County (Soquel – Boulder Creek and Davenport )

Pacific Elementary School

50 Ocean

Davenport, CA. 95019

425-7002

Bonny Doon Union Elementary School

1492 Pine Flat Rd.

Santa Cruz, CA. 95060

427-2300

Mountain Elementary School

3042 Old San Jose Rd.

Soquel, CA. 95073

475-6812

Happy Valley Elementary School

3125 Branciforte Dr.

Santa Cruz, CA. 95060

429-1456

Delta School

6500 Soquel Dr.

Aptos, CA. 95003

477-5212

Pacific Collegiate School

255 Swift St.

Santa Cruz, CA. 95060

479-7785

School District LEA (continued):

Live Oak School District  
984 Bostwick Ln., Blding 1  
Santa Cruz, CA. 95062  
475-6333

San Lorenzo Valley Unified School District  
325 Marion Ave.  
Ben Lomond, CA 95005  
336-9678

Santa Cruz City Schools  
405 Old San Jose Rd.  
Santa Cruz, CA 95073  
429-3410

Scotts Valley Unified School District  
4444 Scotts Valley Dr.  
Scotts Valley, CA. 95066  
438-2055

Soquel Elementary School District  
620 Monterey Ave.  
Capitola, CA. 95010  
464-5630

Santa Cruz County Office of Education is not an LEA, however they provide educational services for children in North County Santa Cruz that need more intensive or specialized services.

Santa Cruz County Office of Education  
809 – H Bay Ave.  
Capitola, CA 95010  
479-5230



## San Andreas Regional Center (SARC)

1110 Main St., Ste. 8  
Watsonville, CA. 95076  
(831)728-1781  
(831)688-7633

San Andreas Regional Center (SARC) is a private non-profit corporation funded by the State of California Department of Developmental Services to provide opportunities for independence at home and in the community for children and adults with developmental disabilities through information, advocacy and purchased services.

### Eligibility:

The developmental disability must be present before the individual's 18th birthday. The developmental disability must be significant and expected to continue throughout the individual's lifetime. The developmental disability must be due to one of the following conditions:

- Mental retardation – Significant deficits in general intellectual functioning (generally an I.Q. of 70 or below) and significant deficits in adaptive functioning.
- Cerebral Palsy – A neurological condition from birth or early infancy resulting in an inability to voluntarily control muscle activity, and resulting in significant deficits in motor adaptive functioning and/or cognitive abilities.
- Epilepsy – A disorder of the central nervous system in which the major symptoms are seizures. Eligibility is based on a seizure disorder that is uncontrolled, or poorly controlled despite medical intervention.
- Autism – A syndrome characterized by impaired social interaction, delays in both verbal and nonverbal communication skills, deficits in cognitive skills, and impairment in the ability to engage in make-believe play. Individuals can engage in repetitive activities or a limited repertoire of activities.
- Fifth condition – This category includes a disabling condition closely related to mental retardation and requires treatment similar to that required for individuals with mental retardation.

SARC (continued):

Regulations exclude disabling conditions which are solely psychiatric disorders, solely learning disabilities, or solely physical in nature.

Eligibility Process:

The intake interview for eligibility should take place within 15 working days from the referral. Information will be gathered by the SARC intake team to assess whether the disability falls into one of the five categories of eligibility.

This information may include school records, medical records, observation by qualified psychologists and other qualified professionals. Once the assessment is completed, an eligibility determination meeting is set up to share information and determines eligibility or ineligibility. This process can take up to 120 days.

Services Provided:

Services are determined by the Individual Personal Plan (IPP) which must be developed within 60 days of eligibility (see page 27).

Services may include advocacy for legal, civil or service rights, information and referral, assistance in finding and accessing resources in the community, and purchased services (purchased services, e.g. respite, out of home care, behavioral support must be provided by SARC contracted vendors). Individuals at risk of having a child with a developmental disability may be eligible for genetic diagnosis, counseling and other prevention services.

Services and eligibility continue through adulthood.

If parents disagree with the determination of eligibility, they may request an informal meeting with the director's designee, mediation, or fair hearing.

## Individual Personal Plan (IPP)

The Individual Personal Plan (IPP) is a contract that defines services that enable developmentally disabled children and adults to be as independent as possible at home and in the community. The IPP defines the child's needs, supports and services. San Andreas Regional Center (SARC) staff works with the parents, child and other persons involved with the child to develop the IPP.

### Eligibility:

The child must be a client of SARC and age 3 or older (under 3 years old, the child would be eligible for Early Start).

### Planning Services:

The IPP must be developed within 60 days of the determination of eligibility. The child's San Andreas Regional Center case manager will meet with the parents, the child (if appropriate), professionals working with the child (optional), and other individuals who are involved with the child (optional) to determine what the needs are for the child to be as independent as possible at home and in the community. The team will discuss long term goals and short term objectives based on the child's strengths and abilities. Services for the child and family will be provided based on what is needed for the child to achieve the goals and objectives. Because the IPP determines services based on goals and objectives, it is important for families to consider reasonable and achievable goals and objectives for their child.

A new IPP is developed every three years and reviewed annually. Services may be added at anytime during the year, but must be added to the IPP.

### Services Provided:

There is no cost for most services, however a share of cost is established when SARC is providing residential care and respite care for minors. The share of cost is based on a sliding scale and determined by the State Department of Developmental Services in the case

IPP (continued):

of residential care services for minors. Co-payment for respite care is determined by family income.

Services may include:

- Assessment and diagnosis
- Respite
- In-home behavioral support
- Advocacy for protection on legal, civil and service rights
- Assistance in finding community resources  
Assists parent in applying for Institutional Deeming – allows parents to apply for MediCal for their child without an income requirement (MediCal Waiver)
- Purchase of equipment that will allow the child to remain in the home and the community (after all other resources have been exhausted, e.g. CCS, insurance)
- Planning and monitoring 24 hour out of home care (placement)
- Purchased services, e.g. respite, out of home care, behavioral support must be provided by SARC contracted vendors.

IPP services continue through adulthood.

If parents disagree with the IPP services provided or not provided they may request an informal meeting with the director's designee, mediation, or fair hearing.

## California Children's Services (CCS)

12 W. Beach St.  
Watsonville, CA. 95076  
(831)763-8900

California Children's Services (CCS) is a state program that provides or arranges medical care, equipment, and therapy for children with CCS eligible physical disabling medical conditions.

### Eligibility:

- A referral must be made and may come from anyone – a physician, teacher or parent.
- Your child must be under 21 years of age.
- Your child must be a permanent resident of the California County you apply in.
- Your family's adjusted gross income must be less than \$40,000 per year or the expected out of pocket medical expenses must be greater than 20% of the family's income. If your child is adopted, and a CCS eligible condition was identified prior to the adoption, income is not reviewed. However, if a CCS eligible condition is identified after the adoption, a financial eligibility determination is required. If you will only be receiving occupational and physical therapy services, income requirements do not apply. However, if you anticipate medical equipment needs, a financial eligibility determination is required before CCS would pay for the equipment.
- Your child must have a CCS eligible medical condition.

### Categories of medical conditions:

- Conditions involving the heart (e.g. congenital heart disease, rheumatic heart disease)
- Neoplasms (e.g. cancer, tumors)
- Diseases of the blood (e.g. hemophilia, sickle cell anemia)
- Diseases of the respiratory system (e.g. cystic fibrosis, chronic lung disease)
- Endocrine, nutritional and metabolic diseases (e.g. thyroid problems, PKU, or diabetes), and immune disorders
- Diseases of the genitourinary system (e.g. serious kidney

California Children's Services (continued):

- Diseases of the gastrointestinal system (e.g. liver problems such as biliary atresia)
- Serious birth defects (e.g. cleft lip/palate, spina bifida)
- Diseases of the sense organs (e.g. glaucoma, cataracts, hearing loss)
- Diseases of the nervous system (e.g. cerebral palsy, uncontrolled seizures)
- Diseases of the musculoskeletal system and connective tissue (e.g. heumatoid arthritis, muscular dystrophy)
- Infectious diseases (e.g. HIV infection)
- Disabling injuries and poisonings requiring intensive care or rehabilitation (e.g. severe burns, severe head, brain, or spinal cord injuries, fractures)
- Complications of premature birth requiring an intensive level of care
- Diseases of the skin and subcutaneous tissue (e.g. severe hemangioma)
- Medically handicapping malocclusion (e.g. severely crooked teeth)

Services Provided:

- Case Management – Determines medical eligibility, assists in coordination of medical care and makes referrals to other agencies that serve children and adults with special needs.  
If your child has MediCal and a CCS medical condition, CCS staff will case manage the medical care of the eligible condition.
- Diagnostic Services – If CCS feels that your child may have an eligible condition, CCS will pay for diagnostic services.
- Treatment Services – This includes doctor's services, emergency services, hospital services, home health care services, occupational therapy, physical therapy, transportation, and other services.
- Other Services – call for list of additional services
- Call for eligibility for specific services

## MediCal/MediCal Waiver Program

1020 Emeline Ave.  
Santa Cruz, CA. 95061  
(831)454-4131

MediCal provides health insurance to low income families. MediCal Waiver is a federally funded program that allows the child with special needs to qualify for MediCal regardless of the family's income.

### Eligibility:

Eligibility is based on the income of the family unless the child is a client of San Andreas Regional Center (SARC).

As a SARC client, the child's SARC case manager can assist the parent in applying for Institutional Deeming. The child would be evaluated as if they were to be institutionalized. Once the child is deemed eligible for institutionalization, the parent may apply for MediCal for the child. If the child has any assets over \$2,000 (savings account, savings bond, educational IRAs, or funds accounts), the child will not qualify.

It is recommend that if you mail in the MediCal forms, you mail it certified or return receipt. If you hand carry it in, make note of the date and who you give the form to. The process may take up to 6 months.

### Services Provided:

Managed health care – The MediCal case manager will determine if medical procedures are necessary treatment. The client is required to have a primary care physician for referrals. If the child is a client of California Children's Services (CCS), the CCS case manager will determine necessary medical procedures relating to the CCS qualifying disability. CCS can refer clients to specialists outside of the managed health care network, but they must be CCS Board Approved.

MediCal / Medical Waiver Program (continued):

- Early & Periodic Screening, Diagnosis, and Treatment (EPSDT) – Any health service requested for a child (under 21) which is beyond the benefits received by the general MediCal population is considered an EPSDT supplemental service (e.g. therapy services continuing beyond the standard 2 months, specialized equipment).
- Diapers
- Prescriptions
- Dental and Vision services

Services may require a share of cost to the parent. Call the child's MediCal case manager for specific costs for services.

If parents disagree with the determination of eligibility or services, they may request a fair hearing.



## In-Home Supportive Services (IHSS)

Santa Cruz  
P.O. Box 1320  
Santa Cruz, CA. 95061  
(831) 454-4101

Watsonville  
12 W. Beach  
Watsonville, CA. 95076  
(831) 763-8800

In-Home Supportive Services (IHSS) provides in-home care and supervision of the child for the parent in order for the child to remain at home. This service is in addition to SARC respite.

### Eligibility:

The child must be a MediCal or MediCal Waiver client. Children that do not have MediCal may qualify for IHSS based on income, however a share of cost to the parent may apply.

Hours of services are determined by need. The IHSS case manager will observe the child and interview the parent to determine the number of hours needed to care for the child while at home.

### Services Provided:

Services differ for MediCal clients and MediCal Waiver clients.

### MediCal:

Personal Care Services Program (PCSP) – Hours are determined by the amount of physical care the parent gives to the child. This may include: Feeding, dressing, personal hygiene, lifting or range of motion exercising. The parent is paid directly for hours of eligibility.

In-Home Supportive Services (continued):

Protective Supervision Services - Hours are determined by the amount of supervision the parent gives to the child. This may include supervision of: safety, feeding, dressing, or personal hygiene. The parent is paid directly for hours of eligibility.

MediCal Waiver:

Personal Care Services Program (PCSP) – Hours are determined by the amount of physical care the parent gives to the child. This may include: Feeding, dressing, personal hygiene, lifting or range of motion exercising. The service provider (individual hired by the parent) is paid directly for hours spent with the child by the State of California. Protective Supervision Services are not available for MediCal Waiver clients.

If parents disagree with the determination of services, they may request a fair hearing.

## Supplemental Security Income Program (SSI)

Santa Cruz  
169 Walnut Ave.  
Santa Cruz, CA. 95060  
(831)426-8111  
Watsonville  
315 Main  
Watsonville, CA. 95076  
(831)722-7141

The Supplemental Security Income Program (SSI) is a Social Security program. It is a federal income supplement program funded by general tax revenues (not Social Security taxes).

### Eligibility:

- The program is for low income families and there is an income requirement.
- The child must be physically or mentally disabled and the disability must affect everyday life.
- The disability is expected to last a least one year or to result in death.
- The child must live in the U.S.
- The child must be a citizen or national (some noncitizens can qualify, call the Social Security office for information).
- If the child is eligible for Social Security or any other benefit, the parent must apply for them for the child.
- Assets such as real estate, bank accounts, cash, and stocks and bonds can not exceed \$2,000 for an individual and \$3,000 for a couple.

### Services Provided:

- Supplemental income
- MediCal
- Food Stamps

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## Special Needs Information, Referrals and Services

### Crisis Intervention

#### Parental Stress Hot Line

24 hours, 7 days a week (Parents Center)

(831) 426-7322

(831) 724-2879

#### Youth Services Crisis Hotline

24 hours, 7 days a week

(831) 425-0771

(831) 728-2226

### Healthcare and Specific Disability Information

#### Children's Mental Health

Mental Health services for children covered by MediCal or referred by another public agency

(831) 454-4900

(831) 763-8990

#### Doran Resource Center for the Blind

Information and referral on resources for blind children

(831) 458-9766

#### Field Public Health Nursing

Serves teen parents; families with premature babies, drug/alcohol exposed babies, at risk children

(831) 454-4040

#### Jacob's Heart Children's Cancer Association

(831) 477-0690

#### Lucile Packard Children's Hospital at Stanford

Parent Medical Information and Referral Hotline

(800) 690-2282

#### The Epilepsy Network

Information, referral and support for families regarding epilepsy

(831) 475-9110

## Special Needs Information and Advocacy

Area Developmental Disabilities Board VII

Advocacy for children and adults with developmental disabilities  
(408) 246-6486

California State Department of Education Procedural Safeguards  
Referral Service

Answers questions concerning Special Education legal procedures  
(800) 926-0648

Community Alliance for Special Education (CASE)

Provides legal support, representation, technical consultations and  
training to parents concerning special education services  
(408) 283-1535

Family Partnership Program

Provides support, advocacy and education for families of children in  
the Children's Mental Health system

(831) 454-4961

(831) 763-8954

Protection and Advocacy, Inc. (PAI)

Protects the legal, civil and service rights of individuals with  
developmental or mental disabilities through a variety of advocacy  
services

(510) 267-1200

Special Education Local Plan Area (SELPA)

General information concerning special education in the area  
North Santa Cruz County

(831) 464-5677

Pajaro Valley Unified School District

(831) 786-2130

## Childcare/Respite

Balance 4 Kids

Provides respite through San Andreas Regional Center authorization.  
Also runs Kids Quest program to help children integrate into the com-  
munity (participation limited call for more information)

(831) 464-8669

Child Development Resource Center  
Referrals for childcare in Santa Cruz County  
(831) 479-5282

Community Alliance for Rehabilitation (CAR)  
Provides respite services authorized through San Andreas Regional  
Center. Services for Non-SARC clients are available on a paid basis  
(831) 761-2699

Easter Seals of Central California  
Provides respite services authorized through San Andreas Regional  
Center. Services for Non-SARC clients are available on a paid basis  
(831) 684-2166

## Transportation

Lift Line  
Low cost transportation within Santa Cruz County for the disabled  
(831) 688-9663

Red Cross  
Transportation to Santa Clara County for medical appointments for  
the disabled  
(831) 462-2881 ext. 14

## Recreation

Challengers Baseball  
Little League baseball for children with special needs  
(831) 438-5127

Dragon Slayers  
Animal therapy program for physically challenged children and adults  
(831) 688-6699

Monterey Bay Horsemanship and Therapeutic Center  
Therapeutic riding for individuals with disabilities  
(831) 761-1142

Music Together  
Music and movement for infants, pre-schoolers and their parents  
(831) 462-5195

Ride A Wave

Surfing for individuals with special needs

(831) 239-3672

Shared Adventures

Recreational activities in the community for children and adults with special needs

(831) 459-7210

Special Olympics

For children over age 6 with developmental disabilities.

(831) 429-4258



## Support Groups

All Disabilities Parent Support Group (SPIN affiliate)

For any parent of a child with any type of disability including Autism and Asperger's.

Nancy Winans           (831) 423-7713

Autism Santa Cruz

Nancy Winans           (831) 423-7713

CHADD of Santa Cruz County

Adults and parents of children with ADHD

Mary Cross             (831) 419-2835

Divorced Fathers Network

Kerry                   (831) 234-5578

Downs Syndrome Support Group (SPIN affiliate)

Ken Kulpa             (831) 662-2610

Spanish Down Syndrome Support Group (SPIN affiliate)

Elizabeth Chavez     (831)457-9233

Early Start Support Groups

English and Spanish language groups

Leslie Burnham       (831) 464-0669

Facilitated Communication Support Group

Parents of students receiving facilitated communication instruction

Email [webweaver@skyhighway.com](mailto:webweaver@skyhighway.com) for more info.

Family Partnership

Parents of Children's Mental Health clients, English and Spanish language groups

Melody                 (831) 454-4961

Grupo Renacer

Spanish language group for all disabilities

Marisella Padilla     (831) 763-2620

Hospice Caring Project of Santa Cruz County

Issues concerning death and dying in the family

Parent and children's groups, English and Spanish groups

(831) 688-7684

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Jacob's Heart Children's Cancer Association

Parent and children's groups, English and Spanish groups

Debra (831) 724-9100

Neuro-Behavioral Parent Support Group (SPIN affiliate)

Parents of children who have neuro-behavioral disorders (i.e. ADHD, NLD, Tourette Syndrome, Aspergers Syndrome, Bipolar Disorder)

Nancy Winans (831) 423-7713

Single Moms in Loving and Encouraging Support

Patty Dawson (831) 477-1737

Special Feeders

Parents with children who have feeding issues

Leslie Burnham (831) 464-0669

Wiseguys

Boys ages 9 and older who have been exposed to domestic violence

Nick (831) 426-3062

Women in Domestic Violence Support Group

English and Spanish groups

(831) 426-3062

Tourette Syndrome Support Group

Cindy (831) 722-2800

Young Warriors

Girls ages 11 and older who have been exposed to domestic violence

(831) 426-3062

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## Special Parents Information Network (SPIN)

P.O. Box 2367  
Santa Cruz, CA. 95063  
Santa Cruz: (831) 423-7713  
Watsonville: (831) 722-2800

SPIN is a non-profit organization developed by parents of children with special needs to help empower other parents to meet the unique needs of their child through networking and education.

### Eligibility:

Anyone who has an interest in children with special needs. A child with special needs is a child who has a temporary or chronic condition or disability present at birth or due to illness or injury. The child may be physically, emotionally, mentally, developmentally, or cognitively disabled.

### Services Provided:

Information and referral – SPIN assists parents and professionals in locating resources for children with special needs and their families.

Parent to parent support – Experienced parents of children with special needs are available to mentor parents who need support and information on specific disabilities or specific questions.

Educational workshops and training – SPIN provides workshops and trainings on various topics to educate parents and professionals to better meet and advocate for the child's needs at home, school and in the community.

IEP Clinics – Individualized assistance on special education issues.

Library - Books, tapes, magazines and DVDs on issues relating to families who have children with special needs.

Networking – SPIN promotes the networking of parents through support groups (see pages 41 and 42), events, workshops and training, and parent to parent support.

## Central Coast Center for Independent Living (CCCIL)

1395 41st Ave.  
Capitola, CA. 95010  
(831) 462-8720

Central Coast Center for Independent Living is a non-profit organization that provides information, support and advocacy for individuals with disabilities and their families.

### Eligibility:

- Any person with a disability.
- Disability is defined as anyone that has difficulty walking, talking, speaking, hearing, breathing, seeing, thinking, remembering, learning or working.

### Services Provided:

- Gain access to services, programs, benefits and information
- Improve skills at living independently
- Improve access to the community
- Find answers to questions regarding disability rights, accessibility, transportation, benefits, housing, employment, healthcare, equipment and personal assistance
- Advocacy

## Youth Services

Santa Cruz  
709 Mission St.  
Santa Cruz, CA. 95060  
(831) 429-8350

Watsonville  
241 East Lake Ave  
Watsonville, CA. 95076  
(831) 688-8856

The Youth Services offers support and counseling services to adolescents, teens and their families using strategies that are personalized to meet the needs of the youth and their families.

### Eligibility:

- Any family with an adolescent or teen needing support.
- Fee for services are on a sliding scale, MediCal, Health Families, Healthy Kids insurance is accepted for many of the programs.

### Services Provided:

- Information and referral services
- Hotline – 24 hours, 7 days a week
- General individual and family counseling
- Temporary shelter for runaway or homeless youth
- Parent support groups
- Substance abuse education/assessment services
- Clean and sober schools
- Tyler House
- Collaborative programs with Juvenile Probation and Children's Mental Health

## Davenport Resource Center

100 Church St.  
Davenport, CA. 95017  
(831) 425-8115

Davenport Resource Center provides support and education not limited to, but primarily in the Davenport area.

### Eligibility:

Open to all families, primary focus is the Davenport area

### Services Provided:

- Referrals to community services and resources
- Migrant farm worker's program
- Home visits
- Food and clothing distribution
- Low-cost insurance enrollment
- Translation and interpreting
- Transportation to Santa Cruz
- Computer and internet access
- Summer recreation and lunch program
- ESL classes
- Parenting classes
- Library
- North Coast Teen Center
- Supports informational presentations by other agencies
- Tutorial program

**Familia Center**  
711 East Cliff Dr.  
Santa Cruz, CA. 95060  
(831) 423-5747

Familia Center provides support and education not limited to, but primarily in the lower Ocean/Beach Flats area of Santa Cruz.

**Eligibility:**

Open to all families, primary focus is the lower Ocean/Beach Flats of Santa Cruz area

**Services Provided:**

- Referrals to community services and resources
- ESL classes
- Food and clothing distribution
- Summer youth program
- Home visiting
- Translating and interpreting
- Mission Hills Jr. High School tutorial program
- Educational and personal empowerment workshops



## La Manzana Community Resources

521 Main St.

Watsonville, CA. 95076

(831) 724-2997

La Manzana Resource Center provides support and education not limited to, but primarily in the Watsonville area.

### Eligibility:

Open to all families, primary focus is the Watsonville area.

### Services Provided:

- Referrals to community services and resources.
- Home visiting for families with children age 0 – 5
- Translation of documents
- Literacy in Spanish program
- Parenting classes
- Teen mothers program
- Family support groups
- “5 a Day” nutrition program
- Financial workshops
- Assists in public services enrollment
- Low-cost insurance enrollment
- Advocacy in dealing with public agencies
- Assists in enrolling for the Energy Savings Program
- Clothing distribution

## Live Oak Family Resource Center

1438 Capitola Road  
Santa Cruz, CA. 95062  
(831) 476-7284

Live Oak Family Resource Center provides support and education not limited to, but primarily in the Live Oak area of Santa Cruz.

### Eligibility:

Open to all families, primary focus is the Live Oak area of Santa Cruz

### Services Provided:

- Referrals to community services and resources
- “Together in the Park” playgroup
- Parenting classes
- Childbirth classes
- ESL classes
- Saturday playgroup
- Life skills for teens program through juvenile hall
- Low-cost insurance enrollment
- Food distribution
- Car seat distribution

## Mountain Community Resource Center

6134 Highway 9, Felton, CA 95018

P.O. Box 105

Ben Lomond, CA. 95005

(831) 336-2553

Mountain Community Resource Center provides support and education not limited to, but primarily in the San Lorenzo Valley area.

### Eligibility:

Open to all families, primary focus is the San Lorenzo Valley area

### Services Provided:

- Referrals to community services and resources
- “Together in the Park” playgroup
- Parenting classes
- Special interests support groups
- Satellite office for other agencies’ services
- Low-cost insurance enrollment
- Healthy Start (advocacy for families on school auxiliary issues)
- Neighborhood emergency planning and organization
- Home visiting
- ESL classes
- Community Service volunteer opportunities
- Advocacy for agency service applications  
(e.g. MediCal, Health Families)

## Walnut Avenue Women's Center

303 Walnut Ave.

Santa Cruz, CA. 95060

(831) 426-3062

(866) 269-2559 Crisis Hotline

Walnut Avenue Women's Center provides education, support and resources for women and their children in domestic violence.

### Eligibility:

Open to women and their children who are in domestic violence.

### Services Provided:

- Support groups
- "Mom and Kids Club"
- "Hands are Not for Hitting" program
- "Even Start" family literacy program
- Childcare for infants and preschoolers
- "ABC" African-American community health group
- "I Decide" Middle and High School abstinence program
- Advocacy on domestic violence issues

## Other Community Resources and Services

### Answers Benefiting Children

In-home parent support program (Home visiting)  
(831) 763-3108

Beach Flats Community Center  
Parent information and children's services  
(831)420-6128

California Poison Control System  
(800) 876-4766

Child Development Division of Community Bridges  
Affordable, safe, and supportive childcare centers  
(831) 454-9920

Child Health and Disability Prevention Program (CHDP)  
Preventative health care for children of low-income families or in foster care  
(831) 454-2560  
(831) 763-8900

Children's Health Clinic  
Healthcare for children of low-income families  
(831) 454-4100  
(831) 763-8400

COPE Centro Familiar  
Family education and support  
(831) 761-6295

Defensa de Mujeres  
Crisis hotline  
(831) 722-4532

Dientes  
Low cost dental care, must income qualify  
(831) 459-9211

Divorced Fathers Network  
Information, support and referral on co-parenting issues  
(831) 335-5855

Families in Transition

Assists in locating housing for families

(831)458-7125

Headstart and Early Headstart

Preschool opportunities for low income, at risk children

(831) 688-3802

Live Oak Child Development Programs

Preschool opportunities for low income, at risk children

(831) 462-1116

MediCruz

Indigent healthcare

(831) 454-4070

(831) 763-8033

Pajaro Valley Shelter Services

Temporary housing and shelter for families

(831)728-5649

Parents Center

Provides counseling service for children and their families

(831)426-7322

(831)724-2873

Planned Parenthood

Health care, immunizations

(831) 426-5550

(831) 728-0222

Salud Para La Gente

Health care, immunizations

(831) 728-0222

Santa Cruz County Human Resources Agency

Services for low income families

(831)454-4140

(831) 763-8500

Together for Families

Parent support

San Lorenzo Valley (831) 336-2553

Santa Cruz (831) 426-7322

Watsonville (831) 724-2879

Victims of Crime Resource Center

Information, referral and assistance for victims of violent crimes (e.g. domestic violence)

(800) 842-8467

Women Infants and Children (WIC)

Nutritional Program

Offers supplemental food and nutritional education for women with children under 5 years old. Must income qualify

(831) 722-7121

(831) 426-3911

Women's Crisis Support

Crisis hotline

(831) 685-3737

## Websites

American Society for Deaf Children:	<a href="http://www.deafchildren.org">www.deafchildren.org</a>
American Foundation for the Blind:	<a href="http://www.afb.org">www.afb.org</a>
Assistive Technology (AT) Network:	<a href="http://www.atnet.org">www.atnet.org</a>
Autism Society of America:	<a href="http://www.autism-society.org">www.autism-society.org</a>
Balance 4 Kids:	<a href="http://www.balance4kids.org">www.balance4kids.org</a>
Alternate for children with severe disabilities	
Children's Disabilities Information:	<a href="http://www.childrensdisabilities.info">www.childrensdisabilities.info</a>
Families for Early Autism Treatment:	<a href="http://www.feat.org">www.feat.org</a>
Genetic and Rare Conditions. University of Kansas Medical Center:	<a href="http://www.kumc.edu/gec/support">www.kumc.edu/gec/support</a>
IDEA Law:	<a href="http://www.ideapractices.org">www.ideapractices.org</a>
Learning Disabilities Online:	<a href="http://www.ldonline.org">www.ldonline.org</a>
National Center for Learning Disabilities:	<a href="http://www.nclld.org">www.nclld.org</a>
The National Information Center for Children and Youth with Disabilities:	<a href="http://www.nichcy.org">www.nichcy.org</a>
National Fathers Network:	<a href="http://www.fathersnetwork.org">www.fathersnetwork.org</a>
Parenting Special Needs:	<a href="http://www.specialchildren.about.com">www.specialchildren.about.com</a>
Parents Helping Parents:	<a href="http://www.php.com">www.php.com</a>
Protection and Advocacy, Inc.:	<a href="http://www.pai-ca.org">www.pai-ca.org</a>
Santa Cruz County Resources:	<a href="http://www.helpscc.org">www.helpscc.org</a>
Special Parents Information Network of Santa Cruz County:	<a href="http://www.spinsec.org">www.spinsec.org</a>