



State Council on Developmental Disabilities



STATE OF CALIFORNIA  
Gavin Newsom, Governor

• website • [www.scdd.ca.gov](http://www.scdd.ca.gov)

• email • [council@scdd.ca.gov](mailto:council@scdd.ca.gov)

3831 North Freeway Blvd., Suite 125  
Sacramento, CA 95834  
(916) 263-7919  
(916) 263-7963 fax

April 5, 2019

Nancy Bargmann  
Director  
Department of Developmental Services  
1600 9<sup>th</sup> Street  
P.O. Box 944202  
Sacramento, CA 94244

Subject: DDS Vendor Rate Study  
Submitted: [DDSVendorRates@burnshealthpolicy.com](mailto:DDSVendorRates@burnshealthpolicy.com)  
Revised

Director Bargmann,

As an original member of the Developmental Services Task Force (DS Task Force), the State Council on Developmental Disabilities (SCDD) would like to thank the administration for this rate study. The DS Task Force recommended a comprehensive rate study informed by the policy recommendations of the Task Force. DS Task Force members consistently pointed to a crisis created by decades of budget reductions and partial restorations, eligibility restrictions and relaxations, and the elimination of essential services and later creation of mirror services. This resulted in a system that is almost impossible to administer by regional centers, does not pay enough to keep providers in business, makes many direct service providers reliant on public assistance programs to survive, and most importantly keeps people served throughout the regional centers without steady, trusted support people they need in their lives.

SCDD applauds and thanks the Administration for dedicating the resources to this rate study. SCDD appreciates the leadership to look at our system and to find a way toward a better one.

SCDD reviews whether policies or systems will lead to a better quality of life for a person with an intellectual and developmental disability (IDD). At this point, it is inconclusive as to whether this rate study when implemented would lead to a better quality of life. It is unclear if this rate study would lead to better outcomes for people with IDD. The Department may have a better sense of this than what comes through in the study itself.

*"The Council advocates, promotes & implements policies and practices that achieve self-determination, independence, productivity & inclusion in all aspects of community life for Californians with developmental disabilities and their families."*

California Welfare and Institutions Code 4519.8 states that the rate study shall address the sustainability, quality, and transparency of community-based services for individuals with intellectual and developmental disabilities. It is from these three criteria SCDD offers feedback. The recommendations are provided in no priority order.

### Transparency

The draft Rate Study is largely transparent. Burns and Associates created a product for California that would create uniformity among service providers for similar services. The model provides an exacting approach to create regional differences for wages, travel distances, and the cost of property. The approach is transparent.

It is unclear what rates are built around. Rates seem to have been built on actual cost. Many vendors have argued that full actual costs have not been included in proposed rates. They also seem to be tied to the Bureau of Labor Statistics, which are anchored in a minimum wage of \$10 per hour. Additionally, some rates are costed out with scheduled increases as the state's minimum wage increases, implying rates are tied to the state's minimum wage. Furthermore, rates are based on regional center, which can have varying costs when catchment areas cover multiple counties.

Recommendation: Identify and be consistent about how rates are built.

Recommendation: If rates are built around actual costs, then incorporate all actual costs.

Recommendation: Set rates based by county, rather than regional center.

### Sustainability

Sustainability will largely be up to the Governor and Legislature as they decide how much to ultimately invest in the system. Beyond that, there are areas that improve sustainability.

The current model projects how rates would increase as the state's minimum wage increases. The model does not take into full account minimum wage increasing to \$15 per hour.

Recommendation: Fully price out the model to plan for the minimum wage increase to \$15 per hour.

Recommendation: If rates are tied to minimum wage, identify a truly sustainable factor index for increases, such as the Consumer Price Index.

Rates do not seem to consider the difficulty of the job and complexity of the skills required to do the job safely and effectively.

Recommendation: Incorporate difficulty and complexity of the job into the rates.

Even if adopted for the next budget year, the rate study will take many years to fully implement. The system is currently in crisis and cannot wait for full implementation before receiving additional funding.

Recommendation: Provide additional funding for the system during the transition.

Some providers have stated that they would suffer a loss under the draft rate study. SCDD has heard how there was not enough incorporated for non-negotiable items such as workers compensation, liability insurance, and office rental. Providers are represented on the DS Task Force and SCDD trusts they are providing evidence of those losses.

Recommendation: Improve rates for services or providers that would receive a cut under the rate study. Alternatively, create a “hold harmless” baseline, so that providers would do the same or better under the new rate study.

The model incorporates a stipend for additional communication, such as non-English and American Sign Language providers.

Recommendation: Provide a stipend for augmentative and alternative communication devices.

It is unclear how the rate model would impact the system overall.

Recommendation: Analyze how many providers would close under the rate study. Estimate the number of providers there will be under the proposed rates.

### Quality

The ultimate measure of the success of this model is in consumer satisfaction.

Recommendation: Analyze consumer satisfaction results in other states that have incorporated Burns and Associates rate models.

Recommendation: Use National Core Indicators to track satisfaction as California implements this rate study. Adjust approach if satisfaction decreases.

The skill and quality of providers is a very high priority for clients and families. Direct service providers should be skilled and compensated for their skills. Being a direct service provider should be considered a career path that can lead to a sustainable career.

Recommendation: Create training and certification for direct service providers. Increase rates for providers who achieve additional credentials.

The model proposes removing the prohibition against for-profits providing several services.

Recommendation: Analyze how removing this prohibition will improve the system and how it will lead to better quality.

It is unclear if the rate study capitalizes on federal system changes, such as the Home and Community Based Services final rules and Workforce Innovation and Opportunities Act, and state system changes, such as California's Employment First Law and Employment Blueprint.

Recommendation: Provide higher rates for services that advance the policies above and lead to integrated community living and competitive integrated employment. Fund the following rates at higher amounts:

- 899 Community Crisis Home Transition Component
- 905 Residential Facility Serving Adults-Owner Operated
- 910 Residential Facility Serving Children-Owner Operated
- 915 Residential Facility Serving Adults-Staff Operated
- 920 Residential Facility Serving Children-Staff Operated
- 904 Family Home Agency
- 028 Socialization Training Program
- 055 Community Integration Training Program
- 510 Adult Development Center
- 515 Behavior Management Program
- 525 Social Recreation Program
- 950 Supported Employment-Group
- 952 Supported Employment-Individual
- 520 Independent Living Program
- 860 Homemaker Services
- 896 Supported Living Services

Recommendation: Incentivize services and supports that help consumers transition to least restrictive environments. For example, provide incentives to move individuals from a level 4 to a level 3 ARF or supported employment in a group setting to individual supported employment.

Recommendation: Expand the availability and hours of Tailored Day Services to assist individuals with unique needs and interests as a pathway to attain competitive, integrated employment.

### Conclusion

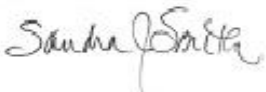
Core to SCDD's role is making sure those with a story to tell are heard by decision makers. We asked our network a simple question: Are you getting all the supports and services you need to live the life you want in the community? 65% of respondents said no. SCDD aggregated the written responses and provided them below.

Additionally, HSRI saw this echoed in their own family and client survey conducted for this rate study. Only 39% are satisfied with finding available services, 43% are satisfied with finding qualified staff, 45% are satisfied with choosing their staff, 41% are satisfied with choosing their staff, and 50% feel good about keeping staff they like. The rate study needs to be built to address these weak spots in the system.

There is no doubt about the necessity of this study and the opportunities it brings. SCDD urges the Department to ensure that changes in rates are adequate to meet the needs of service providers as well as regional center clients and their families, and that these changes lead to better quality and outcomes for people using the services. The increase in productive, included lives of the persons choosing must be an outcome of these services.

Thank you for your consideration of these recommendations. SCDD continues to stand ready to work with the Administration and the Department in creating a transparent, sustainable rate study that will improve the quality of our services and supports in the regional center system.

Sincerely,

A handwritten signature in cursive script that reads "Sandra Smith".

Sandra Smith  
Chair, State Council on Developmental Disabilities

Responses to SCDD's Survey asking: Please explain why you believe you are or are not getting all the supports and services you need to live the life you want in the community.

- Alameda – “My child has much difficulty functioning independently. Regional Center and Creative Growth Art Center have always asked her what she is most comfortable doing and have provided what she is able to handle and enjoy, including the most appropriate transportation service.”
- Albany – “I am 23 with cp. I have had personal assistants change every 2 to 6 months – because they get better paying jobs. They have just learned about me and I am getting comfortable and they leave for better paying jobs. I am frustrated and feel like I have to keep starting over with new people. Plus there are few programs for people like me (with cp) few opportunities for study, job training or even group housing.”
- Arcata – “we have not heard back from our case manager after a number of attempts to contact her. Because residential care is limited in our area, we would like to check the possibility of getting residential services out of the area. Christopher will be graduating this summer and at some point in the near future, would like to be part of a residential setting.”
- Arroyo Grande – “We reside in the rural area of Arroyo Grandem CA and in the San Luis Obispo County. Not much community-based venues are available... We need to provide better rural servicing. Better pay is needed for the supports...”
- Bell Gardens – “Because S.C. don't help, in the lpp they don't give any information about what services are available for the consumer, as a parent I have to investigate, asking to friends or going to support groups.”
- Benicia – “I have speech services through my insurance, but they have very limited vendor far from my home and you have to wait. I want to be independent as I could and I may not be able to drive so I want to learn to ride a bike through a bike camp but North Bay Regional does not pay for it. Medical does not pay for it too so I don't know where to ask for help.”
- Bishop – “Housing is severely lacking in Inyo County for those with disabilities and low income. In addition, no group homes are in this area and so individuals must leave their community to be place in group homes. Very traumatic”
- Brentwood – “the fear of passing away and who will help my Down syndrome child. He works at NASA under supervision. Will this last after I and my wife pass away. With the possible new rules I worry about the future of Kainos – a fantastic organization.”
- Burbank – “Rents are not affordable, waiting lists are long for Section 8 and those units are in gang territory/slums.”
- Burlingame – “Kainos does an excellent job serving the needs of the developmentally disabled who reside on the San Francisco Peninsula.”
- Capitola – “We had to close our residential care facilities because the rate of reimbursement did not support the agency's requirements and needs.”

- Capitola – “Since Scott’s placement at Kainos in 1989 he has grown and developed, and made progress towards stated goals while living in a safe and secure environment.”
- Daly City – “I am speaking for my son who lives in this wonderful group home. However, I want him to work in the community when he did so many years ago. He needs staff to help train him for a new job.”
- Diamond Bar – “We ask for so many different services we have very few”
- Diamond Bar – “My sons have a disability. However, a lot of information is not open to service recipients. There is a limit to finding all services by yourself.”
- Elk Grove – “My child has no services nor was he assessed for services in 10 years.”
- Forestville – “My daughter needs 24/7 nursing care and lives with us and there are no nurse available who will do home care for the MediCal and Regional center rates.”
- Fort Bragg – “We are getting the supports – however our caregivers need a raise. IHSS just gave a \$1.00 per hour raise. Our respite/caregivers should also receive this raise. A cost of living increase in the budget”
- Fullerton – “weekend services are nonexistent. There needs to be weekend care or programs for people with disabilities not just during the week.”
- Garden Grove – “Supposedly, all day programs are saturated and there are no 1 to 1 available. My son did not need 1 to 1 EVER in school. Very few behaviors. Now his routine is me. Behaviors are high and I have to transport and present for outings. This non support has created a monster!”
- Inglewood – “Attending Adult School now and not sure if employment training is available now or after age 22. If available, who would provide. Not sure how transportation works or if available.”
- Irvine – “RCOC is not paying vendors enough to keep job coaches working with clients. They have to meet the demands of employers while working with each client. There is high turnover in these jobs. Our 24/7 care covered partially by RCOC is locked in and may not keep up with inflation which may cause them to look for other employment.”
- Laguna Beach – “My son is autistic (Asperger’s syndrome). He gets excellent help with one exception. He needs a tutor to learn software from his computer at home a few days a week. Need help to give him the opportunities this education will bring. His independence is my quest as his father.”
- Lemoore – “Jacob is able to go to school and live a fulfilling life despite his disability.”
- Los Angeles – “Requested behavioral modification services for HFA/ADHD epileptic son and appointed a life skills service. Son did not accept this service.”
- Los Angeles – “Alec isn’t getting any services provided by regional center. We’ve asked for help with social skills and life skills among other services but have received no response. Regional center takes a long time to respond to requests regarding services.”

- Los Osos – “My son has received services through our tri Counties Regional Center for the last 8 years. They have been instrumental in providing behavioral therapy among other things, as well as out-of-home placement services. My son is 20 years old, as he approaches 22 and adulthood, he will be receiving transitional services to help him find housing and employment.”
- Marysville – “I love how I’m supported I wish new workers was trained”
- Modesto – “I believe our area has many great supports and services available to individuals with developmental disabilities.”
- Napa – “the Regional Centers and the vendors continually tell us they cannot find people for respite and ILS services to work for the low rate of pay the State of California limits them to pay employees.”
- Newport Beach – “Regional Center of Orange County has been very responsive and professional in addressing the needs of my 23 year old daughter. It has been a game changer. My daughter could not get a job almost 2 years until the Regional Center got involved and partnered with Goodwill to get her an internship. Finally, she has some job experience and found new confidence!”
- (no city provided) – “Not quality trained staff to help access the community, jobs or housing”
- (no city provided) – “I work with two or three families that are not maximizing services.”
- (no city provided) – “having to fight in court regarding Social Security benefits and hard to secure assistance because considered higher functioning.”
- (no city provided) – “we live in a rural area and client is under 18”
- (no city provided) – “I am the parent of 19 year old twin sons who both have autism and developmental disabilities. While they are both authorized for services, neither is receiving all of their authorized hours. The service provider ESBA is not able to hire and train enough direct service workers at the rates they pay.”
- (no city provided) – “no job training or job opportunities”
- (no city provided) – “after 3+ years of being eligible for services, our family still doesn’t have Medicare coverage we qualify for, which prevents us from receiving other services. Other services we requested, were denied for the same reasons as health insurance denial reasons, even though MD recommends those services.”
- (no city provided) – “program options are limited by availability of staffing”
- (no city provided) – “IRC will not offer creative options to me which support me living independently. IRC has taken over two months to provide transportation to a day program and still has no transportation available. ...DOR has taken more than two years to attempt to get me a competitive job.”
- (no city provided) – “Programs are not for moderate developmental disabilities. Only low and high functioning.”
- (no city provided) – “I would like to get more respite hours and they are not flexible.”



- (no city provided) – “I Need respite service for my daughter and it’s way more expensive than what regional center offer the payrate”
- (no city provided) – “my daughter has autism and very challenging behaviors and it is getting increasingly difficult to care for her at home as we age. When we discuss finding a home for her with North Bay Regional Center we are told that no residence exists yet. She is 19 years old and will need an EBSH or negotiated rate home. We need to plan ahead for the upcoming cohort of individuals who will need homes and have autism with behavioral changes.”
- (no city provided) – “My son is a teenager and will soon be an adult. He would like opportunities for social and recreational activities to improve his quality of life. We also need providers that are qualified to work with consumers therefore we need to provide better rates so vendors can recruit highly qualified individuals who are experienced in working with our loved ones.”
- (no city provided) – “nursing shifts cannot be filled as we would like.”
- (no city provided) – “The vendors employ very incompetent people. The community is not willing to employ people with a disability.”
- (no city provided) – “AbA needs to be more experienced and therapist as well oh and psychiatrist”
- (no city provided) – “It is because of the wonderful staff at Kainos Home and Training Center that provide my sister with the support and services she needs, however, the support and services could be impacted if Kainos is not able to recruit and retain staff for their homes because they were not given a rate change.”
- (no city provided) – “Wonderful staff provide my son with the services he needs to be active and fulfilled.”
- North Bay – “The service coordinator assigned to my son changes yearly. I have asked for information on activities/groups, always with no response. Our current person did not even show up for a scheduled appointment with no reason for it. Where do they get these people? I am sure there are more services for my son, but if you don’t have someone that does their job, I will never know.”
- Northridge – “When the decision for services is left in the power of those who may not understand the disability fully, the restrictions we encounter make things harder.”
- Oakland – “I am speaking on behalf of hundreds of children who are waiting months to receive necessary developmental, behavioral and support services despite their federal entitlement to prompt initiation of such services. The network of providers is much smaller than the demand, and it is due to insufficient DDS funding leading to provider reimbursement rates that are not competitive. Cost of living in the Bay Area has risen dramatically, and reimbursement rates have not kept pace. We must increase funding to our Regional Centers to avert a total crisis in our disabilities system”
- Oakland – “As the parent of a young adult son on the autism spectrum who has a moderate to severe level of challenge, the so called day program options are

basically adult babysitting. There is no effort at pursuing vocational activities when the person can do many things vocationally but needs supervision and direction. The State Dept of Rehab, supported by tax dollars, will not serve my son. Regional Center of the East Bay does not provide oversight to programs in a way that makes the 'programs' they are paying for in a way that makes sure client needs are being met. Obviously the persons working in programs are not being paid enough to care about what they are doing – there is no effort to make working with persons with developmental challenges more of a meaningful profession with appropriate pay. It is not a matter of funds not being available, it is an issue of allocation. The State has a significant surplus. In conclusion the State should not be paying for adult babysitting when most of these clients can be provided with meaningful engagement. Also the term 'day program' is meaningless because they all end at 2:30 which is not a full day and many of these cannot be called programs.”

- Orange – “Respite company couldn’t find a work for my son for two months. And this happens very often from different companies. My son is very active besides riding car and bikes and no interest in any other things. It’s tough for care givers find things to do since RCOG stopped letting work driving client out.”
- Orangevale – “The day program we use meets the needs of our son.”
- Oroville – “I don’t feel there needs to be segregation in the work force. I feel that we need to work as a team and make goals in the morning and see if we can accomplish the goals that we set. I tried to work at regional job sites and found out by the staff that I was over qualified to work at the day program. I had to help my ex wife with getting a new worker through Far Northern. Because her previous worker was not listening to her. I have always been a very strong and independent Self Advocate.”
- Palmdale – “Regional center workers don’t explain or let you know that much about services. They don’t offer if we don’t ask.”
- Paramount – “My community does not offer programs for people in the spectrum (ASD). There are no recreation activities available that are ASD friendly.”
- Pasadena – “I’m homeless and trying to get a place to live and I’m being penalized for trying to make money to get off the streets. Money has been taken away making it harder for me to get back up with my ASD son. I don’t understand why, I need a place to live, so I can get a better job and need less help from SSC.”
- Pasadena – “ELARC contracted four different SLS agencies. Each proved to be a disaster! Significant Incident reports (SIRs) for bad behavior filed by each. The last agency called the police twice to report threatening behavior. Brian never had behavior issues before he began receiving SLS. He never had behavior issues anywhere BUT when he was with SLS providers.”
- Penn Valley – “Alta refuses to supply local tailored day care services. I am not integrated. I am without Alta’s help in my community.”

- Pomona – “There are no services for intellectually disabled deaf persons. Vendors without any qualifications provide those services. It is very unsatisfactory.
- Rancho Cordova – “because some supports are expensive”
- Redwood City – “Recruiting and retaining the excellent staff at Kainos La Vista is most difficult, largely because the pay that they offered is so limited.”
- Redwood City – “Kainos is aware and enriches the whole person, body, mind and spirit”
- Redwood City – “I am ok”
- Riverside – “there are so few options, providing services for adults with ID/DD/Autism in the IE. There isn’t a single post secondary college program and our community colleges really don’t understand the true needs of this population.”
- Riverside – “The Inland Empire regional center didn’t provide the same support as Orange County. We had goals of employment, no support given to locate jobs. IRC didn’t support self employment. Just write plans, \$68 monthly funds and annual follow up.
- Riverside – “I am a parent, community advocate, former IRC board trustee, involved with schools and community. My son is an advocate and now works in the community, however, there were no supports that actually prepared for that goal. He worked at Ability Counts for years and they actually moved wages backward and provided a sheltered environment resistant to getting consumers into the community. I even joined their board in hopes to guide them forward, but their Director at the time Al Schwerdt, now director of CDI, used the company(s) more to employ his children and friends vs provide a service to consumers. He would give away services to the community diluting the employment value of those in our community. I found that most programs are unsupervised and after I got more involved I decided to personally find my son employment outside of the DDS work programs as they were not only not helpful but negative to their future.
- Rocklin – “hourly rates are too low to be able to hire well qualified caregivers who will stay in the position. Housing options are very limited. Regional Center hides information and denies reasonable requests. SLS service agencies has extremely long waiting lists which essentially means there is no SLS available.”
- Sacramento – “My granddaughter has always wanted to go to camp. There are limited availability for special needs, and I can only deduce that without respite funds applied to that arena, there is few that can cover it on their own.”
- Sacramento – “because there is not many service providers that service teens and adults. Transition services you only seem to find in school setting and not enough support groups for parents.”
- San Carlos – “Kainos is providing my sister the physical and emotional support she needs after moving into this home about six months ago. The Kainos staff has created an amazing, family atmosphere that is nurturing and supportive. They truly care about the clients and treat them as if they were family.”

- San Clemente – “My goal is to live independently. Until I get section 8 I cannot do this. When I get my apartment I will need help with cooking and cleaning. I cannot drive so I now get transportation services.”
- San Bernardino – “IRC does not provide, secure, or pay for any services to facilitate inclusion in the community. Consequently, does not advocate for any services to be provided by city... IRC has failed and fights actively any requests for services our children need...”
- San Francisco – “Although GGRC has approved funding for my son to receive ‘parenting coaching,’ he has not been able to since there is no agency to provide the service in SF. He is also approved is IHSS but there is less than adequate help with finding the staff. This is the repeated problem with finding a new roommate – these tasks are mainly left up to my son to accomplish (ie. Me) and I am frightened about how he will survive without me.”
- San Jose – “We have two children with nonverbal autism... both are regional center clients. Because Jonny will be aging out of the school system in two years we have of course been investigating the options for adult day programs. The results have been shocking. Although California’s DDS system has clearly experienced a tremendous surge in cases of sever autism- and DDS adult autism will be nearly quintuple over the next 20 years – it is obvious that the system is very dated, stuck in an old paradigm, and not keeping up with the dire realities in the field. In spite of several meetings with the regional center we could not locate a single adult day program that would be appropriate for our son.”
- Santa Ana – “I am receiving the appropriate services I need at this time, I wish I can receive more advocacy services related to the medical system”
- Santa Ana – “There is no community involvement for people with disabilities of any kind and is very depressing”
- Santa Barbara – “I would like to continue AVMA program another year. My service coordinator said they probably won’t fund it.”
- Santa Fe Springs – “I am a 38 year old who believes the services can be better. The reason is because when I have asked about things I have researched on, I would hope there would be current information as to where I could go, and whom I should be able to contact. The initial contact regarding anything I need is by me, and when I have been told by vendors they can help me I am left with the feeling they can’t and they haven’t. I have addressed the concern to my ELARC service coordinator as well as the vendors.”
- Santa Rosa – “Due to poor funding. Wages are low because the cost of living for Sonoma County so there are no qualified LVNS to provide support/respite care.”
- Santa Rosa – “I currently live with my parents and my social security income amount is reduced because I live with my parents. My parents will not live forever and the amount of SSI I receive will not pay enough for me to live on my own and what minimal benefits I do receive do not pay for housing or transportation or even my own personal needs. If it was not for my parents I would be homeless and living in the street which physically I cannot do because of my physical

limitations and requirements. I am not aware of any services that will address my needs.”

- Santa Maria – “changes in RC staff and varying degrees of experience and expertise affect the services my 3 adult children receive”
- Sierra Madre – “My son desperately needs adaptive skills and we are not allowed to have it while he is in social skills. They are different and he needs both services!”
- South Lake Tahoe – “We live in a small town that does not have access to the resources of larger communities. We don’t have enough funding or resources to create the structures and programs to fill the growing need.”
- South Lake Tahoe – “There are no supported living agencies or dorcislized housing in my city thus most DD adults still live with parents.”
- Stanford – “There are no services in the community that provide appropriate support that are available to my son! There is no appropriate transportation to the day program, and both the day program and SLS are grossly underfunded. Training is not provided to SLS staff, and that has caused trauma to my son at his SLS environment and in the community. Our concern for our son is simply that he stays alive. There appears to be no concern about the crisis in this state regarding this population. His is at home with us 4 nights per week and as often as possible because of our concerns regarding the ‘support’ he receives outside of our home.”
- Temecula – “The ‘vocational’ program I am in is just a way to fill my days. It does not teach me any skills I need to do real work. It does not help me communicate or teach me job skills or expectations.”
- Tiburon – “the rate of pay doesn’t entice professionals to come to Marin County”
- Ukiah – “It is very difficult to keep respite workers because they quickly leave in search of higher pay and benefits. My son is so traumatized by losing them that he will not mention their names after they are gone and looks away if we do...”
- Whittier – “As of right now, we feel we are well with services but not sure if there are other programs/services available in our community”
- Wildomar – “No social skills available in our area and without this my children are suffering”

#### Spanish-speaking respondents:

- Fontana – “El servicio quen brindan a los padres consumidores es malo, ya que no le informa a uno los servicios que ofrecen para nuestros hijos. En mi caso mi hijo recibe BAT y Respiro. Cuando mi hijo se graduó de la High School, mi trabajadora no me informó ningún programa que pueda ayudarle a mi hijo tuvo dificultades para integrarse a la Universidad tanto así que frustra a y se golpeaba mucho. Y eso es que su conducta es consecuencia de su discapacidad. Después de dos años un padre de familia me dijo que IRC ofrece transportación, aydua para los jóvenes estudiantes por agencias que le ayudan a redirigir sus estudios, tutores, aydua para que se familiaricen en el colegio. Realmente es tan

frustrante que mi hijo no tuvo la ayuda. Actualmente mi hijo ya dejó los estudios por todo el stress y depression que le causó. Imagínese tienen los servicios pero no dan la información a nosotros y eso que le preguntaba y mi trabajadora no me decía de los programas que ofrecen IRC. Los jóvenes También no tienen programas de calidad. Después de la terapia están en casa y no ahí otras actividades para ellos. El área Social sería Bueno incluir actividades sociales para ellos. Terapias Sociales. Actividades para ellos estén más ocupados. Espero que logren la meta y otra vez que den la información a todos los padres. No sólo a un grupo especial. Yo realmente siento que están discriminado a mi hijo, imagines dos años que no me dieron la información para que mi hijo tenga éxito en sus estudios, fueron dos años perdidos lleno de frustración y dolor de ver que mi hijo no haya logrado sus metas. Yo sigo apoyando a mi hijo pero también tengo que ver que este más tranquilo. Y pueda recuperarse de la depression que todo esto ha causado.”

- Riverside – “Hay muchas organizaciones no profit que dan platicas de educacion especial pero no hay personas con capacitacion legal que revisen los problemas y violaciones y las dirijan a las autoridades correspondientes para pronta solución. Además gastan muchísimo dinero en apelaciones, audiencias, abogados, etc en lugar de otorgar los servicios apropiados el state council e inland empire necesita mas personal que otorgue citas para revisar casos y planear ayudas directas. En Los Angeles las mamás van a su oficina homologa y les revisan el IEP o IPP y les explican como navegar mejor en el sistema y ayudar apropiadamente para que se logre la inclusion de estos estudiantes en su comunidad en forma integral.”