

Ask Alta

Your service coordinator or his/her supervisor is the appropriate person to ask any question about your child, especially if it is confidential or concerns immediate needs. Please do not expect immediate response to questions asked here. Before you submit your question check the list of [Frequently Asked Questions](#) (which you can see by scrolling down). You're probably not the only person with that question and it may have already been answered. If so, you'll find the question and its answer in our [Frequently Asked Questions](#) section. If not, please click [here](#) and send your question to the Ask Alta Answer Expert.

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Frequently Asked Questions

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GENERAL QUESTIONS

Q: What is the purpose of the IPP (Individual Program Plan)? [G01]

A: The IPP is like a contract between the consumer and ACRC for consumers age three and older. It has important information about who will do what by when. It includes goals and objectives. It includes information about what is going on in a consumer's life. It includes services provided by a variety of agencies and it explains who will pay for the services. The real purpose of the IPP is to document in writing how the regional center will help you.

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Q: What do I do if my needs change or if I change my mind about what I need?

[G02]

A: Ask to meet with your Service Coordinator to discuss how your needs have changed. This meeting is called a Planning Team Meeting. It may be necessary to change the IPP. When your IPP is changed, or “amended”, you must approve the change before moving forward. Although the IPP is like a contract, it is changeable to meet your changing needs.

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Q: I know people who get different services than I do. Why is that? [G03]

A: Different people are provided with different services because people have different needs. ACRC is responsible to help people with developmental disabilities live their lives just like other people in the community who do not have a disability. Your needs are discussed at your IPP meeting or at your Planning Team Meeting and services are discussed based on your unique needs.

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Q: I think I need a service but I don't know the right words to use to get the help I need. [G04]

A: Getting help from ACRC might seem complicated at first but it doesn't have to be. You don't have to know the right names of services to get help. All you have to do is have an honest conversation with your Service Coordinator about what is happening in your life and we can help you figure out the type of help you might need. If you need help explaining this to your Service Coordinator you can bring whoever you want to help you.
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Q: Do I have to have help from ACRC?

[G05]

A: The great majority of people who get help from ACRC come to us voluntarily. Most people can choose to not have help from ACRC if they don't want help. Most adults can decide this for themselves or they can get help to make this decision. Parents or families will make this decision for most children.

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Q: What do I have to do to get help from ACRC?

[G06]

A: Once you go through our intake process and are found eligible to receive ACRC services all you need to do is be a willing and cooperative partner with your Service Coordinator and your Planning Team. You should be willing to participate in meetings to discuss your needs. Your Service Coordinator will want to meet with you from time to time to see how we can help you. You will be asked many questions and the more information you can provide us, the more your Service Coordinator can help you.

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Q: Can my Service Coordinator drive me to appointments?

[G07]

A: No, ACRC staff are not allowed to drive consumers in their personal cars.

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Q: How do you decide who my Service Coordinator will be?

[G08]

A: ACRC considers several things. Such as where you live and your age when deciding who your Service Coordinator will be. If you live in your family's home or your own home we will use your zip code to determine which group or ACRC "unit" your case will be assigned. Consumers ages 3-17 are typically with Service Coordinators who work with children. Consumers age 17 and older are typically with Service Coordinators who work with adults. Consumers who live in a group home type of settings will work with Service Coordinators who know a lot about those living situations. From there ACRC Supervisors will assign you to work with a Service Coordinator in their unit.

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Q: If I move far away will I still get help from you?

[G09]

A: It depends on how far you move. Once you are eligible for Regional Center services you can get help from a Regional Center as long as you live in California. There are 21 different Regional Centers across California but you can only get help from one Regional Center at a time. Each Regional Center covers a specific geographical area or “catchment area” specified by law. If you move into a different catchment area we can transfer your case to the Regional Center that helps people in your new area. If you move you do not need to prove your eligibility again.

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Q: Does ACRC provide services themselves?

[G10]

A: ACRC provides mostly case management services through our Service Coordinators. The majority of the services provided to consumers are provided by people in the community who have a contract or “vendorization” with ACRC to provide services. These vendors provide a wide range of services and are funded by ACRC. There are other people in the community who provide services who are not vendors such as school districts, MediCal, and Social Security. Anyone who receives ACRC funding to provide a service must be a vendor.

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Q: How often will I see my Service Coordinator?

[G11]

A: That depends on many things. There are regulations that tell ACRC the minimum amounts we must see consumers. For example, Service Coordinators are required to have at least one face to face meeting with consumers living with their families every year. Service Coordinators are required to have a face to face meeting every three months for consumers who live in a group home type of setting or if they live in their own apartment. It really depends on how often you need to see your Service Coordinator. You might have more frequent meetings with your Service Coordinator if you are experiencing a lot of changes in your life and you might have fewer meetings as things settle down.

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Q. Who monitors group homes?

[G12]

A. In our 10 county Regional Center service area, there are over 300 homes serving Regional Center consumers. We make quarterly visits to the individuals who reside in the homes and conduct annual reviews of the homes as required under Title 17 regulations. (Recently the major triennial reviews for quality assurance were suspended through legislation.) During these visits and reviews we are able to observe if the standards are not being maintained. We make it clear why a well run, decent looking home is in everyone's best interests. It is important that the neighbors perceive the home as an asset to the community. We can offer technical assistance and/or place the home on a "plan of correction" depending on the circumstances. The quality assurance guidelines are within the Title 17 regulations which can be found at the DDS website ([http://www.dds.ca.gov/Title 17/](http://www.dds.ca.gov/Title%2017/)) sections on monitoring, evaluation, corrective action plans and sanctions are in Chapter 3, Subchapter 4, Articles 8 and 9.

If an individual outside of the Regional Center has a complaint with regards to one of the homes, that individual can voice a complaint through the Whistle Blower Policy process as noted on our website, <https://www.altaregional.org/boardOfDirectors/Whistleblower.cfm>, or through a Citizen Complaint Process as noted at the Department of Developmental Services website, www.dds.ca.gov.

Please note that not all residential facilities in the community are connected with or monitored by the Regional Center. For example some homes serve people receiving mental health services and others serve children receiving Children's Protective Services.

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Q: What type of credentials do the caregivers have that care for the disabled adults in level 4 or 5 homes? [G13]

A: There are no level 5 homes. The specific requirements for administrators and direct service staff can be found within the Title 17 regulations under Chapter 3, Subchapter 4, Article 7, Personnel Requirements. Alta California Regional Center has committed to continually improving services for our consumers. One of our “best practice” guidelines encourages care homes to hire staff with paid experience in a regional center residential facility. Our vendorization process involves a two day orientation, training classes and program design workshop. Ongoing educational opportunities are provided to residential facility staff which includes trainings and technical support classes.

In addition to Title 17 regulations and Alta’s vendorization policies, residential facilities are licensed through the Department of Social Services’ Community Care Licensing (CCL) division in accordance to Title 22 regulations. Alta partners with CCL to ensure that residential facility administrators and direct care staff meet state regulations. For more information on State licensing requirements, please visit their website at <http://www.cclid.ca.gov/>

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Q. How do level 4 or 5 group homes for developmentally disabled get paid? What do they get paid and how is the money spent? Is it possible to give me a breakdown on how the money is spent? [G14]

A. There are no level 5 homes. The levels are defined in title 17 regulations and the rates are set by the State of California and summarized in the table below. The money is spent for direct care staff, food, activities, consultants (depending on the level of care provided), transportation, and maintenance of the home; as well as basic business necessities such as mortgage/lease, payroll taxes, worker’s compensation and required insurance. Each home, depending on the required level of care and their local needs, will spend the money in different ways.

The rate information for community care facilities can be found at www.dds.ca.gov/Rates/docs/ccf_rate_09.pdf The rates have been frozen for several years except for change in Social Security benefits which are included in payments.

DEPARTMENT OF DEVELOPMENTAL SERVICES
COMMUNITY CARE FACILITY RATES

EFFECTIVE JANUARY 1, 2009 Service Level	Monthly Payment Rate Per Consumer Effective 1/01/2009
1	\$961
2-Owner	\$1,910
2-Staff	\$2,146
3-Owner	\$2,194
3-Staff	\$2,502
4A	\$2,941
4B	\$3,134
4C	\$3,326
4D	\$3,567
4E	\$3,825
4F	\$4,082
4G	\$4,386
4H	\$4,707
4I	\$5,159

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