



A Client's Guide to

My Individual Program Plan



Alta California
Regional Center

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Glossary of Acronyms

ACRC - Alta California Regional Center

CCS - California Children's Services

EPSDT - Early and Periodic Screening, Diagnostic, and Treatment

HCBA Waiver - Home and Community Based Alternatives Waiver

IHSS - In Home Supportive Services

IPP - Individual Program Plan

NOAs - Notices of Action

SC - Service Coordinator

SSA - Social Security

SSI - Supplemental Security Income

SSP - State Supplementary Payment

UCI - Unique Client Identification Number

What is an Individual Program Plan (IPP)?

An Individual Program Plan, or IPP as it is often called, is a plan for my future. It tells people about who I am and what I want to do. It describes my strengths including things I can do. It includes hopes and dreams for my future. It also talks about the supports I need to reach my goals. My Service Coordinator from Alta California Regional Center (ACRC) will help me make my IPP.

What are some of the things will I see in my IPP?

Every IPP will include:



Goals are the things I want to work on.



Objectives are ways to see if I am making progress, steps I have to take to reach my goals.



Services and Supports are the things I need to help me.



Assessments are information that talks about my strengths and needs. This can be talked about at my meeting to look at where I am at, it is a starting point for my goal. ACRC calls this a Current Status.

What are some of the things I will see in my IPP from Alta California Regional Center?

Unique Client Identification Number (UCI#) is a number with seven (7) digits ACRC uses to make sure information about me is saved in my file or record. It helps in case someone has the same name as me. I am the only one with my UCI number.



Natural Supports are family and friends that are part of my life. They may help me with things or be involved in other ways.

Generic, Private and Other Resources

are services that you do not have to be a client of the regional center to get.

Generic Resources are services that are available for everyone. **Private**

Resources are specific to just me, like my insurance (health care) if me or my parents pay for it or I get it from working. Some common resources are reviewed to make sure I am getting things I need. My Service Coordinator will talk to me to see if I may be able to get things like health care and financial benefits.



Financial Benefits and Other Income

Financial Benefits and other income are the way that I get money to pay for the things I need and want.

Some common financial benefits that regional center clients may get are:

Supplemental Security Income (SSI) – if you are disabled and unable to work enough to pay for what you need you may get SSI.

SSI/State Supplementary Payment (SSP) - If you get SSI you will also get some money from the state.

Social Security (SSA) - If your parents worked and receive Social Security you may get Social Security too.

State Supplementary Payment (SSP) Restoration - the regional center can pay if you get SSI and live on your own.

Earned Income is money I get for working.





Health Care Coverage is who pays for my medical needs, like seeing a doctor or medications I take. This may be [Medi-Cal or Covered California](#).

Generic Resources

Education is the school I go to if I am still in school.

IHSS is In Home Supportive Services that my County pays for someone to help me with things I need like shopping, cooking and washing my clothes.

EPSDT is Early and Periodic Screening, Diagnostic, and Treatment that may provide nursing hours and other things if I am under 21 and on Medi-Cal.

CalFresh is a card I can use to help pay for food.

CCS is California Children's Services that can help me if I am under 21 and need therapy or equipment, like a wheelchair or walker.

HCBA Waiver is Home and Community Based Alternatives Waiver that may provide nursing hours and other things if I am over 21 and on Medi-Cal.



Traditional Services and Supports

Traditional Services and Supports are the things that the regional center pays for to help me meet my goals. My IPP will list all the services I get from the regional center and tell how much of the service I should get and when it should start.

Agreement and Disagreement



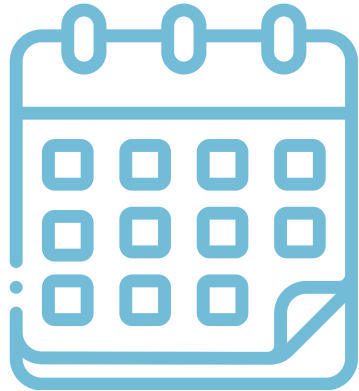
I can let my Service Coordinator know that I agree with my plan.



I can let my Service Coordinator know that I agree with some of my plan but not all of it.

Disputed Services are the things I still want to be in my IPP that I did not get. These services will be listed, and the regional center will send me information about their decision and my rights, this is called a Notice of Action (NOA).

I will also get information about how to ask for someone to review the decision, this is called an appeal. I can get more information about [appeals](#) on the Alta California Regional Center website.



If I disagree with any part of my plan the regional center needs to meet with me again in 15 days. I do not have to meet again if I do not want to. I can meet again later than 15 days if I want to.

Explore Access to Services are the things that I want in my IPP, but I need more information to decide. My Service Coordinator will get me more information I need about the service. We will pick a date that my Service Coordinator will get me the information I need.

Agree with denial/proposed termination or reduction - Denial are the things that I asked to be in my IPP, but I agree are OK not to be included. **Termination** are things that were in my IPP that I agree would be OK to stop. **Reductions** are services that I am OK with getting less.



Service Coordinator Acknowledgements

Explore transition to [Self-Determination Program \(SDP\)](#) means I want to be able to pick my own services and providers who might not be vendored with the regional center. It lets me choose who I want to provide my services.

Service Coordinator (SC) Acknowledgements are things that my Service Coordinator has told me about.

Statement of Services are things that Alta California Regional Center (ACRC) paid for. I get this so I can make sure I am getting the things that ACRC pays for.



Health Benefits Card is my insurance card. I share this so ACRC knows what I can get from my insurance.

Current or Future Needs and Barriers are things I want in my IPP that I may be struggling to get for some reason. This is talked about so the regional center can plan to make new services.

Unmet Needs are things I need now and cannot get. ACRC can use this information to work on making new services.



For adults living Independently review of the IPP needs to happen every three (3) months unless I don't want to meet that often. I can request to meet every six (6) months or just every year. This review is done so we can check to see how I am doing with my goals and if we need to change anything in my IPP.

I will get a copy of my signed IPP before the things in it start.



Notifications and Advisements

Notifications/Advisements are things that my Service Coordinator has talked about with me.



Annual IPP Meetings - I can ask to meet any time I want, but it is recommended that I meet at least once a year to review my IPP. I don't have to wait for my birthday or for my Service Coordinator to call me. It would be a good idea to meet if my goals or needs change. Also, if I want to talk about how my services are working.

Confidentiality - The private information I share about myself with Alta California Regional Center (ACRC) cannot be shared with anyone else unless I say it is OK. There are times when ACRC can share my information even if I do not say it is OK. It is good for me to know when ACRC has to share information about me with others. Some of those times include:



Health, safety, welfare - If I could get hurt ACRC can share information about me.

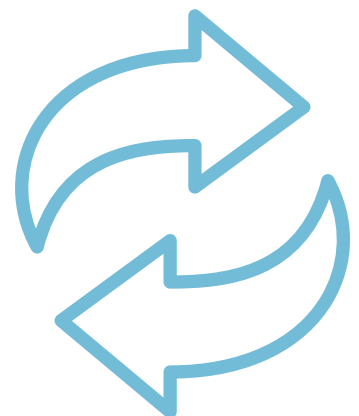


Mandated Reporting - If my Service Coordinator finds out someone has hurt me, they have to tell someone.



Other situations - There may be other times my Service Coordinator or the regional center has to share my private information. If I want to learn more about those times I can ask for a copy of the law.

Service Coordinator Change - I can request a new Service Coordinator anytime I want. It is my right to get a new Service Coordinator if I ask. I can call the regional center and ask to speak to my Service Coordinator's boss.





Complaints - If I think someone has taken away or denied my rights, I can let the Executive Director of Alta California Regional Center (ACRC) know. They will look into it and let me know what happened. If I don't like what happened, I can ask the State to look into it.

Whistleblower Policy - If I think someone is doing something that is wrong I can file a Whistleblower complaint. The instructions to file a complaint can be found on the [Alta California Regional Center website](#).

Restored Social Recreation Activities -

I can ask Alta California Regional Center to pay for fun things I like to do.



Copy of my IPP - I will get a copy of my IPP within 30 days of my meeting. If there is something in my IPP that I do not agree with I can ask for it to be changed.



My Service Coordinator will discuss all of the previous **Notifications and Advisements** with me.

Accessibility

Native or Preferred Language (Written and Spoken) - The regional center will provide me with information in a language I understand. For example, if I want my IPP in Spanish it can be translated.



Auxiliary Aides - The regional center will communicate with me in a way I understand. For example, if I am hard of hearing or deaf, I can have extra supports for my meeting.

Mailing Notices of Action (NOAs) - I have to let my Service Coordinator know how I want to get NOAs that are sent when we disagree about services. An NOA lists the services that we did not agree on and has information about the decision and my rights.



Voting - I have a right to vote and my Service Coordinator will check with me to see if I want to register. My Service Coordinator can help me register to vote if I want.

Email contact - I can give my Service Coordinator my email address if I want to. If I do not have an email or I do not want to give it, I do not have to. Email is a good way to get information shared quickly. My Service Coordinator will have to encrypt any email that has my personal information. Encrypt means it will be secure and protected and require a password to open.

To end my IPP meeting...

Signatures - Me and the people who help me make my IPP should sign the IPP. I have to sign my IPP before it can be started.



Notes

A series of 18 horizontal black lines spaced evenly down the page, intended for writing notes.



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