



October 11, 2021

Dear SCLARC Individual/Family Member:

I hope this letter finds your family safe and well. Over the past year, the South-Central Los Angeles Regional Center (SCLARC) has made provisions to the manner in which we conduct business and interact with our families, service providers, and staff. Serving our families is our top priority and providing quality services and supports is our main goal.

For years, changes related to trailer bill language, modifications to SCLARC policies, the increase in utilization of available generic resources and overall best practices has made it more challenging for SCLARC staff to fully support a caseload of individuals across multiple age groups. As a result, SCLARC made the decision to divide the Department of Children Adult Services into two specializations: School Aged Individuals (ages 3-21 years) and Adult Individuals (ages 22 years and older). These specializations will allow Service Coordinators:

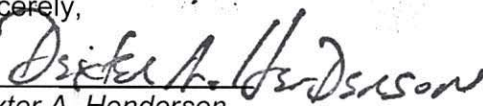
- An opportunity to focus on a specific age group which offers time to build knowledge in available services and supports specific to that age group.
- To develop better person-centered outcomes during Individual Program Plan development and case monitoring.
- Efficiently complete daily work activities while delivering quality services to individuals and families we serve.
- More opportunities to build a network of service providers and generic agencies relative to the age group served.
- Continued professional development for staff by gaining expertise in a specialization area.

SCLARC has been working on a Specialization Plan with a goal of completing the plan during our current Fiscal Year 2021-2022. The plan includes creating new specialization units, assigning Service Coordinators to their identified specialization, and transferring case files to the appropriate specialization area. As a result, your child or adult individual served by SCLARC may require the reassignment of your case to a new Service Coordinator. If your case file is moved to a new specialization area, your current services and supports will not be affected and we will do our best to minimize any disruption to your services. Your assigned Service Coordinator will be contacting you if it is necessary to transfer your case to a new Service Coordinator. You will also receive an introductory letter with the name and contact information of the new Service Coordinator and Program Manager.

While we do understand change is not easy and can be difficult, the specialization plan will position SCLARC to improve customer service and the quality-of-service coordination and will ensure the appropriate age-related services and supports are provided to the individuals we serve.

If you have any questions or concerns with regards to the Specialization Plan, please contact your assigned Service Coordinator or Program Manager.

Sincerely,


Dexter A. Henderson
Executive Director