



South Central Los Angeles Regional Center
for persons with developmental disabilities, inc.

Connecting with SCLARC

*(Contacting Your Service Coordinator, Information On Services,
Meetings, Trainings, and Events)*

2500 S. Western Avenue
Los Angeles, CA 90018

213-744-7000
www.sclarc.org

12226 Garfield Ave.
South Gate, CA 90280

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Voicemail and Email Policy

- Please allow up to two hours for a response to urgent matters and up to two business days for non-urgent matters.
- Supervisor phone numbers and email contact information are included in staff voicemail greetings and email signatures.
- For staff who are on a leave of absence or no longer with the agency, voicemail and email messages are monitored in accordance with the policy above by a unit representative.



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Case Management Help Team



If you are unable to connect with your Service Coordinator, please reach out to the Case Management Help Team for assistance.



The Case Management Help Team can be reached at CMHelp@sclarc.org or 833-725-2721.



The Case Management Help Team is available, Monday-Friday, excluding agency holidays, from 8:30am-5:00pm.

Self Determination Team



- To start the process for transition into the Self Determination Program please contact your Service Coordinator.
- If you are receiving services under the Self Determination Program and need assistance with a case matter, please contact your Service Coordinator.
- For general questions about the Self Determination Program, Orientation, Meetings, Trainings, or to join the mailing list, please email the Self Determination Team at SelfDetermination@sclarc.org.





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Family Portal App

- The Family Portal App provides the following information:
 - Service Coordinator and Program Manager phone number and email.
 - Option to send a message from the app to the Service Coordinator or Program Manager.
 - Access to the Individual Program Plan (IPP).
 - Access to the list of authorized services that the individual is receiving from the regional center.
 - Notices and information for upcoming meetings, trainings and events, both SCLARC and Community sponsored.
- Contact your Service Coordinator or the Case Management Help Team at CMHelp@sclarc.org or 833-725-2721 to sign up for the Family Portal App.

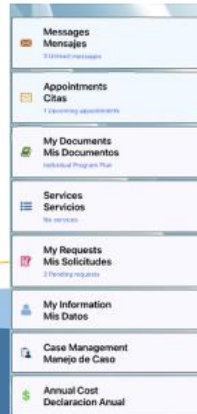


SCLARC's Family Portal App

Download SCLARC's New Family Portal App today!

Things you can do with SCLARC's Family Portal App

- Access your case record
- Download and print your current IFSP/ IPP and Annual Cost Statement
- Review authorized services
- View your upcoming IFSP/ IPP appointments with your Service Coordinator
- Request to update your address, phone number, and contact information
- Direct message your Service Coordinator
- Receive alerts and messages from the Regional Center
- View your SC and their Manager Contact Information
- <https://sclarc.org/family-portal.php>



If you are interested in using SCLARC's new Family Portal App contact your Service Coordinator.

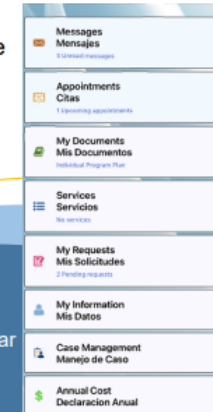
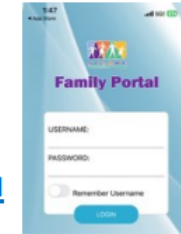


Aplicación del Portal Familiar de SCLARC

¡Descarge hoy mismo la nueva aplicación del portal familiar de SCLARC!

Cosas que puede hacer con la aplicación del Portal Familiar de SCLARC

- Acceso a su expediente de caso
- Descargue e imprima su IFSP/ IPP actual y su Declaración de costos anuales
- Revisar los servicios autorizados
- Vea sus próximas citas programadas de IFSP/IPP con su Coordinador de Servicios
- Solicite actualizar su dirección, número de teléfono e información de contacto
- Envíe un mensaje directo a su Coordinador(a) de Servicios
- Recibir alertas y mensajes del Centro Regional
- Ver la información de contacto de su SC y la de su supervisor(a)
- <https://sclarc.org/family-portal.php>



Si está interesado en obtener la nueva aplicación del Portal Familiar de SCLARC, comuníquese con su Coordinador(a) de Servicios

Share Your Voice

Individual Program Plan (IPP) Survey

- The Individual Program Plan (IPP) Survey is a tool provided by the California Department of Developmental Services (DDS) to gather feedback and improve the IPP process.
- The survey is available upon completion of each IPP meeting.
- Survey answers will only be read by DDS.
- Your name is not required to complete the survey so you can be open and direct with your answers.



Ways to complete the survey:

- At the bottom of the Individual Program Plan Agreement and Signature Form - **Scan this QR code to take the survey.**

How to use the QR code and take the survey:

1. Open the camera app on your cell phone or tablet.
2. Hold your camera over the square QR code. Be sure you can see the QR code on the screen.
3. A link to the survey will pop up on your screen. Tap the link to open the survey.
4. Pick the answer that best matches what happened during your IPP meeting.
5. Press the “Done” button when you are finished.

Other ways to obtain a copy of the survey:

- DDS can **send you a paper copy in the mail.** You can call them at 833-421-0061 and press option 1 to make the request.
- You can also **email DDS at IPPsurvey@dds.ca.gov to request the survey.**



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New Parent Orientation

- New Parent Orientation sessions are held monthly in a hybrid format, in-person and via zoom, in Spanish and English with interpretation services available.
- The following information is shared during the sessions:
 - Service Coordinator and Program Manager contact information
 - Overview of the regional center system and services
 - Individual Program Plan Process
 - Self Determination Program
 - Generic Services
 - Family Portal App
- For information on the New Parent Orientation, please reach out to your Service Coordinator or Case Management Help Team, CMHelp@sclarc.org or 833-725-2721.



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NEW PARENT ORIENTATION

New parents are required to attend an orientation to learn more about Regional Center system and the partnership you will have with SCLARC staff.
-Existing parents are welcomed to attend*

English Orientation
1st Tuesday of the Month
10:00 am - 12:00 pm

Scan QR code below to register your preferred orientation date.



bit.ly/NPO2026

New Parent Orientations are held via Zoom and in-person at our South LA location & South Gate.



Connect with us!
Like us on Facebook!
@SCLARC



Follow us on Instagram!
@south_central_la_rc

Orientation Dates & Locations

- January 6, 2026 - LA Office
- February 3, 2026 - South Gate
- March 3, 2026 - LA Office
- April 7, 2026 - South Gate
- May 5, 2026 - LA Office
- June 2, 2026 - South Gate
- July 7, 2026 - LA Office
- August 4, 2026 - South Gate
- September 1, 2026 - LA Office
- October 6, 2026 - South Gate
- November 3, 2026 - LA Office
- December 1, 2026 - South Gate

Please check in with receptionist upon arrival.

If you have not attended an orientation, please register for one of the upcoming sessions above, by scanning QR code.

Main Office: 2500 South Western Avenue Los Angeles, CA 90018	South Gate Office: 12226 Garfield Avenue South Gate, CA 90280
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QUESTIONS OR MORE INFORMATION ON THE DETAILS OF THE UPCOMING ORIENTATIONS, EMAIL NewParentOrientation@SCLARC.ORG OR CALL 1-833-725-2721



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ORIENTACION DE NUEVOS PADRES

Se requiere que los nuevos padres asistan a una orientación para obtener mas información sobre el sistema del Centro Regional y la asociación que tendra con el personal de SCLARC.
Los padres que ya son parte del Centro Regional tambien son bienvenidos y pueden asistir

Orientación en Español
3er Martes del Mes
10:00 am - 12:00 pm

Escanee el código QR a continuación para registrar su fecha de orientación preferida.



bit.ly/ONP2026

Las orientaciones para nuevos padres se llevan a cabo por Zoom y en persona en nuestra ubicación del sur centro de los Los Angeles y South Gate.



¡Conéctate con nosotros!
¡Síguenos en Facebook!
@SCLARC



¡Síguenos en Instagram!
@south_central_la_rc

Fechas Y Ubicación

- 20 de Enero 2026 - South Gate
- 17 de Febrero 2026 - Oficina Principal
- 17 de Marzo 2026 - South Gate
- 21 de Abril 2026 - Oficina Principal
- 19 de Mayo 2026 - South Gate
- 16 de Junio 2026 - Oficina Principal
- 21 de Julio 2026 - South Gate
- 18 de Agosto 2026 - Oficina Principal
- 15 de Septiembre 2026 - South Gate
- 20 de Octubre 2026 - Oficina Principal
- 17 de Noviembre 2026 - South Gate
- 15 de Diciembre 2026 - Oficina Principal

Por favor de registrese con la recepcionista a la hora de su llegada. Si no ha asistido a una orientación, por favor registrese para una de las próximas sesiones, escaneando el código QR.

Oficina Principal: 2500 South Western Avenue Los Angeles, CA 90018	Oficina de South Gate: 12226 Garfield Avenue South Gate, CA 90280
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PREGUNTAS O MÁS INFORMACIÓN SOBRE LOS DETALLES DE LAS PRÓXIMAS ORIENTACIONES, MANDE UN CORREO ELECTRÓNICO A NewParentOrientation@SCLARC.ORG O LLAME AL 1-833-725-2721

SCLARC's Website

Connect With Your Service Coordinator

www.SCLARC.org

- If you are unable to reach your Service Coordinator, SCLARC Website Home Page has a contact form you can complete and submit for assistance.
- Upon submitting the contact form, someone will reach out to you for assistance.
 - Please allow up to two hours for a response to urgent matters and up to two business days for non-urgent matters.
- You may also reach out to the Case Management Help Team at CMHelp@sclarc.org or 833-725-2721.

SCLARC WEBSITE CONTACT FORM

www.SCLARC.org

I Need Help

Contact Us

By providing your contact information you agree to be contacted by phone call, text, and/or email during business hours

**Consent to
Receive Text
Messages**

By checking this box, you consent to receive text messages from South Central Los Angeles Regional Center regarding your request. In accordance with our Privacy Policy. You may opt-out at any time by replying STOP. For assistance, text HELP. Message and data rates apply. Messaging frequency may vary.

Submit

SCLARC At A Glance

Click below to read the *SCLARC at a Glance* book and learn more about SCLARC's services and mission

English / **Español**



For detailed information about our programs, services, and advisory committees check out our Program Book, ***SCLARC At A Glance***. This information is available on our website Home Page at www.sclarc.org.

SCLARC's Community Calendar

www.SCLARC.org



Information on upcoming meetings, trainings, and events is located on the SCLARC Community Calendar:

- IPP Information Sessions
- Self Determination Program Information Sessions
- How to become a Vendor Information Sessions
- Generic Resource Trainings
- Public Meetings

For Public and Townhall Meetings Only
(Board of Director, Purchase of Service, Caseload Ratio, National Core indicator, Performance Contract)

Click on this button at the top of SCLARC's website homepage.

Public Meetings



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SCLARC values transparency and accountability to the community we serve and is committed to providing accurate, transparent reporting. For more information, please visit www.sclarc.org and click the yellow Transparency button at the top of the website homepage, www.SCLARC.org.

 Transparency

- California Public Records Act (CPRA)- Effective January 1, 2026, Regional Centers are subject to the requirements of the California Public Records Act. To request for records, please email your request to CPRA@sclarc.org.
- [Public Meetings, Governance](#) - Learn more about SCLARC's Board of Directors meetings and other important information
- [Reporting](#) - Here you'll find statistics and reports regarding services provided, DDS and Fiscal audits, Purchase of Service data and more.
- [Resources](#) - Links to external resources from DDS, Early Start, ARCA, and more.
- [Policies](#) - Learn more about various policies, including Purchase of Service (POS) regarding services and programs, appeals, zero tolerance, and more.
- [Contracts](#) - Learn more about SCLARC's contract awards, performance contracts, and other vendor contracts and information

SCLARC's Social Media and Newsletter

(Community Meetings, Events, and Resource Information)



facebook

www.facebook.com/sclarc



Instagram

https://www.instagram.com/south_central_la_rc/

LinkedIn

[South Central Los Angeles Regional Center | LinkedIn](#)



YouTube

[SCLARC LA - YouTube](#)



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Newsletter

<https://sclarc.org/sclarcs-community/news-and-media.php>

THANK YOU!



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