

Generic Resources

August 2003

The following agencies provide services to the general public based upon the eligibility criteria for each agency. These public agencies may provide services for Regional Center consumers in Orange County. If you need additional information or assistance, please call your Regional Center Service Coordinator.

AGENCIES/ SERVICES	DESCRIPTION OF SERVICES	ELIGIBILITY	PHONE NUMBER
Adult Protective Services (APS) / Elder Abuse	A community service program for emergency response and protective services for adults.	Any dependent adult who is the victim or suspected victim of any kind of abuse or neglect.	1-800-451-5155 (714) 825-3000
Area Board XI	Please See Developmental Disabilities Area Board XI		
California Children Services (CCS) Mailing address: 200 W. Santa Ana Blvd, Ste. 100 Santa Ana, CA 92701	Specialized medical care, physical and occupational therapy and adaptive equipment for eligible children through age 21 years. Family must qualify financially for medical care and equipment. Therapy services do not require financial eligibility.	Children from birth to 21 years of age with eligible disabilities including Cerebral Palsy.	(714) 347-0300 (24 hours)
CalOPTIMA	Medi-CAL managed health care program for Orange County residents.	Medi-CAL beneficiaries in Orange County.	(714) 246-8500 1-888-587-8088 TTY (714) 246-8523
CalOPTIMA Community Liaison/RCOC	Consultation and assistance for consumers of RCOC in accessing services through CalOPTIMA.	Consumer of RCOC and member of CalOPTIMA	(714) 796-5213 Chante' White
Child Protective Services (CPS)	A community service program providing emergency response and protective services for children.	Children who are victims of abuse or neglect.	(714) 940-1000
Children's Home Society (CHS)	Child care referral resource, child care funding program, training for child care providers and full service adoption agency with services to adopting parents.	Children living in O. C. and qualifying as income eligible for funding. Children with disabilities are a priority.	(714) 543-2273
Client Rights Advocate (CRA) (PAI Contract) 13272 Garden Grove Blvd. Garden Grove, CA 92843	Protects the rights of individuals with developmental or mental disabilities. Advocacy Services.	Individuals with mental or developmental disabilities.	(714) 621-0563 Fax (714) 621-0550
Community Care Licensing	Responsible for licensing and monitoring community care facilities such as Small Family Homes, Group Homes, Adult Residential Facilities and Residential Care Facilities for the Elderly.	Any community care facility or the resident of a community care facility.	(714) 703-2800
Community Mental Health	Provides mental health services to eligible individuals.	Individuals of all ages who are in crisis, or at risk of psychiatric hospitalization.	(714) 834-5904
Council on Aging • Financial Abuse	Provides for the promotion of adult empowerment, abuse prevention, and	18 years or older depending on the	(714) 479-0107 1-800-300-6222

<ul style="list-style-type: none"> • Ombudsman 	<p>advocacy for the rights and dignity of those experiencing health and aging challenges. Also protects individuals from financial abuse and provides information and assistance to persons in their search for a long-term care facility. Provides assistance in resolving conflicts for residents of a long term care facility.</p>	<p>services. Also, persons residing in a long-term care facility.</p>	
<p>Dayle McIntosh Center for the Developmentally Disabled (DMC)</p> <ul style="list-style-type: none"> • Independent Living Center • Interpreter • Activity Center • Family Resource Center • Benefits Advocate 	<p>DMC is an Independent Living Center providing referrals for employment, housing and other services to adults with disabilities. They maintain an attendant referral for consumers in need of attendant care. DMC serves as an ombudsman for the rights of individuals with disabilities. DMC received a grant through Prop 10 funds to provide family support services to families of young children.</p>	<p>Disabled persons and their families.</p>	<p>1-800-972-8285 (714) 621-3300</p>
<p>Denti-CAL</p>	<p>Administers dental services and can provide a list of dentists that accept Denti-CAL for payment.</p>	<p>Medi-CAL and CalOPTIMA members.</p>	<p>1-800-322-6384</p>
<p>Department of Health Services (DHS) and Health Care Licensing</p>	<p>Responsible for licensing, certification, and monitoring of health care related programs and facilities such as Intermediate Care Facilities (ICF), Adult Day Health Care Programs (ADHC), Skilled Nursing Facilities (SNF) and hospitals.</p>	<p>All health care facilities and programs or the resident of a health care licensed facility.</p>	<p>1-800-228-5234 (714) 456-0630 (714) 834-7700</p>
<p>Department of Rehabilitation</p>	<p>Provides vocational evaluation, training and job placement for adults.</p>	<p>Adults 18 years or over with an eligible disabling condition.</p>	<p>(714) 662-6030</p>
<p>Developmental Disabilities Area Board XI</p>	<p>Advocates for and protects the legal, civil, and service rights of people. A federally funded State "watchdog" agency.</p>	<p>People with developmental disabilities in Orange County.</p>	<p>(714) 558-4404</p>
<p>Health Insurance Counseling & Advocacy Program (HICAP)</p>	<p>Volunteer supported program that provides assistance to those with difficulty accessing services through Medicare or private health insurance.</p>	<p>Medicare recipients only.</p>	<p>1-800-434-0222 (714) 560-0424</p>
<p>Housing Authority</p> <ul style="list-style-type: none"> • Anaheim (A) • Garden Grove (GG) • Orange County (OC) • Santa Ana (SA) 	<p>Provides rental assistance and housing vouchers.</p>	<p>For low income, elderly or people w/ disabilities.</p>	<p>A (714) 765-4320 GG (714) 741-5150 OC (714) 480-2700 SA (714) 667-2200</p>
<p>Info-Link</p>	<p>Free, confidential information and referral to more than 4,000 health and human services agencies throughout Orange County.</p>	<p>Information is available to any caller. Can accommodate most languages.</p>	<p>1-888-600-4357</p>
<p>In-Home Supportive Services (IHSS)</p>	<p>Provides assistance to eligible individuals who are unable to remain safely in their own homes without assistance. IHSS referrals for RCOC consumers should be reviewed with the RCOC Service Coordinator and RCOC Benefits Advocate.</p>	<p>Aged, blind and disabled persons.</p>	<p>(714) 825-3000</p>
<p>Legal Aid Society of Orange County</p>	<p>Provides free general legal services including family law, landlord-tenant</p>	<p>Low income Orange County residents.</p>	<p>1-800-834-5001 (714) 571-5204</p>

	disputes, bankruptcy, dispute mediation, small claims court, and referrals.		
Long-Term Care Ombudsman	Please see Council on Aging.		
Medi-CAL	Routine and emergency medical care, lab tests, hospitalization, medical products, prescription pharmaceuticals and other medically necessary items or care.	California residents with low income, disabilities and the elderly.	(714) 575-2400
Medicare	Medical insurance program linked to Social Security work related benefits.	Retirees, children or family members of retirees and certain eligible people with disabilities. Benefit is based on a work record.	1-800-MEDICARE
National Information Center for Children & Youth with Disabilities (NICHCY)	A central clearing house that provides information on disabilities & related issues. Children and youth with disabilities (birth to age 22 years) are the specific focus.	Anyone can request information.	1-800-695-0285
National Organization for Rare Disorders (NORD)	Federation of voluntary health organizations and individuals dedicated to helping people with rare or "orphan" diseases and assisting the organizations that serve them. Committed to the identification, treatment, and cure of rare disorders through programs of education, advocacy, research, and service.	Services for individuals of all ages depending on the program. Anyone can request information.	(203) 746-6518 1-800-999-6673
Orange Caregiver Resource Center	Information and referral, family support groups, caregiver training, and respite, for caregivers of adults with brain injury/impairment.	Caregivers for persons with brain injuries or other brain disorders with onset after age 18 years. (Resource for persons who do not qualify for Regional Center services.)	1-800-543-8312 (714) 578-8670
Orange County Transportation Authority (OCTA) ACCESS	OCTA is the primary transportation planning agency and transit provider for Orange County. Also provides door-to-door transportation through "ACCESS" for persons with a disability who cannot take fixed route buses.	Any person can ride the OCTA fixed route bus. ACCESS serves persons with disabilities.	1-800-636-7433 x 12 customer service
Protection & Advocacy (PAI)	Protects the rights of individuals with developmental or mental disabilities. Advocacy Services.	Individuals with mental or developmental disabilities.	1-800-776-5746 (213) 427-8747
Social Security (SSA) [Provided by the Social Security Administration (SSA)]	Retirement benefits for eligible persons and access to Medicare. Services also include providing an earnings and benefit statement record for use in estimating retirement benefits and general benefit information.	Working individuals and family members of retired or deceased working individuals.	1-800-772-1213
Supplemental Security Income (SSI) [Administered by the Social Security Administration (SSA)]	Provides a monthly financial benefit and Medi-Cal benefits to people who are eligible.	Disabled and blind individuals of any age with very low income and limited assets.	1-800-772-1213 TTY: 1-800-325-0778
Team of Advocates for Special Kids (TASK)	Parent organization providing assistance and advocacy support to seek and obtain educational, medical, or support services	Individuals with disabilities and their families.	(714) 533-8275

	for children with disabilities.		
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