

# Placer County Handbook of Resources for Children with Special Needs - Birth to 5

WarmLine Family Resource Center

[www.warmlinefrc.org](http://www.warmlinefrc.org)

## In Roseville:

(916) 782-7147

Placer Town and Country Village  
151 North Sunrise Avenue, Suite 1307

Roseville, California 95661

E-Mail: [placerwl@warmlinefrc.org](mailto:placerwl@warmlinefrc.org)

## In Sacramento:

(916) 922-9276 / 800-660-7995

Spanish (916) 922-1490

2035 Hurley Way, Suite 250

Sacramento, CA 95825

E-Mail: [warmline@warmlinefrc.org](mailto:warmline@warmlinefrc.org)



2009

♥ About My Child ♥

My Child's Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Medical Condition(s): \_\_\_\_\_

Current Medication(s): \_\_\_\_\_

Allergies: \_\_\_\_\_

Pediatrician: \_\_\_\_\_

Phone: \_\_\_\_\_

Medical Specialist Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Specialty: \_\_\_\_\_

Medical Specialist Name: \_\_\_\_\_

Specialty: \_\_\_\_\_

Phone: \_\_\_\_\_

Medical Specialist Name: \_\_\_\_\_

Specialty: \_\_\_\_\_

Phone: \_\_\_\_\_

Dentist: \_\_\_\_\_

Phone: \_\_\_\_\_

Things that make my child happy: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

To calm my child: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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## WarmLine Family Resource Center

“Serving families and professionals involved with Children with special needs”

WarmLine Family Resource Center is a place where families can turn when they discover their child has special health care or developmental needs. We are parents who have “been there...” and our goal is to provide a link to whatever you may need on your journey. We offer a toll-free telephone resource network that gives you access to helpful services, information, referrals, books, videos, a useful website, a listening heart and parent-to-parent support.

WarmLine is part of the Early Start Program in Yolo, Placer, Sacramento, Nevada, El Dorado, and Alpine Counties. We are parents of children with special needs and we understand what you are going through. We are here to listen when you need information... or to “just talk.”

Family time is often hampered by the stress and demands of locating support services. We link parents with resources, often saving them hours of research and frustration. WarmLine Family Resource Center can make a difference in the lives of families we serve. Our services include:

- ♥ Information and Referral: Linking families with services.
- ♥ Family Support: Providing one-to-one parent support and support group referrals.
- ♥ Outreach: Increasing public awareness of disabilities and available services.
- ♥ Advocacy: Strengthening parents’ knowledge and decision-making abilities.
- ♥ Workshops and Seminars: Training parents and professionals.
- ♥ Resources: Offering books, tapes, and articles on disability.
- ♥ Information Packets: Customized information on disability related subjects.
- ♥ Helpful Publications: “The Family Notebook”, “Turning Three Years Old” and others.
- ♥ Newsletters: *The Networker*
- ♥ Community Resource Parents: Local representatives in each county.



## About the Frequently Called Numbers in this Booklet...

While every effort has been made to ensure the accuracy of the information in this booklet, phone and contact information may have changed. Please contact WarmLine for current information. Also, please let us know if you are organizing a group or an event so we can share the information. We are here to help.

### Looking for Support and Information?



There are many fine support groups & parent organizations in Yolo County and the surrounding region that offer opportunities to meet other families who also have children with special needs. Parents often learn a lot from other parents, and parents are a driving force in improving the lives of children in education, at home, & the community.

Please call WarmLine in Sacramento at (916) 922-9276 or (800) 660-7995 or in Roseville at (916) 782-7147 for information about support groups. You will find listings of support groups and events in our Networker Newsletter which is also available at our website [www.warmlinefrc.org](http://www.warmlinefrc.org). At our website you will also find information, links, and downloadable information that may be of help to you.

WarmLine offers consultation, information, and training about the Special Education Process including the Individualized Education Program (IEP) for kids 3 and older, and the Individual Family Service Plan (IFSP) for Early Start (birth to three).

## Telephone Tips

**BE PREPARED.** Think about what concerns you have about your child.

Describe what you or your child need. Ask if the agency provides any other services.

**ALWAYS HAVE A PEN AND PAPER** with you before calling an agency. (It is a good idea to keep information you are collecting in a notebook.)

**TELL WHERE YOU LIVE;** a large agency may need to refer you to an office that services families in your city or area.

**STATE THE REASON** you are calling:

I'm calling for information about...

I would like to make an appointment for...

I was told to call your office by (name) from (agency)...

I am returning a call from (name)...

**FIND OUT IF THERE IS A SPECIFIC PERSON** or branch within that agency with whom you should speak. Write down that person's name and phone number so that you may contact them directly. This way you will be sure you are talking to the right person and, hopefully, you will not have repeat your whole story!

**HAVE INFORMATION AVAILABLE.** The person helping you may need income or insurance information, names of doctors, health clinics or case managers, social security numbers, etc.

**TAKE BRIEF NOTES** of your conversations so that you may refer back to them.

If you do not understand what is being said, repeat what you do understand and ask the person to clear up any misunderstanding.

**FOLLOW-UP**

Find out if and when you need to call back.

Let the staff know when it is best for them to reach you.

Write down any appointments or office visits that you will need to make.

Double check the address and business hours of the agency.

Find out what papers, documents or other information you will need before you contact the agency.

If the agency is sending information to you, ask when you should expect to receive it.

**FURTHER ASSISTANCE-** Contact WarmLine if you want to talk about your concerns with a parent who has had similar experiences.



## Reasons for Concern

*Excerpted from "Reasons for Concern" from California Department of Education and Department of Developmental Services*

Children develop at different rates and in different ways. Differences in development may be related to personality, temperament, and/or experiences. Some children may also have health needs that affect their development.

The first five years are very important in a child's life. The sooner a concern is identified, the sooner a child and family can receive specialized services to support growth and development. It is always a good idea for families to discuss any questions they may have with the child's doctor.

### Risk Factors

The following factors may place children at greater risk for health and developmental concerns:

- ✓ Prematurity or low birth weight
- ✓ Vision or hearing difficulties
- ✓ Prenatal exposure or other exposure to drugs, alcohol or tobacco
- ✓ Poor nutrition or difficulty eating
- ✓ Exposure to lead-based paint
- ✓ Environmental factors, such as abuse or neglect

### Behaviors & Relationships

Some of the following behaviors may be cause for concern:

- ✓ Avoids being held or touched
- ✓ Cannot be comforted
- ✓ Avoids eye contact
- ✓ By age 4 months, does not coo or smile
- ✓ By age 1, does not play games such as peek-a-boo or wave by
- ✓ By age 2, does not imitate parent or caregiver doing everyday things, such as washing dishes, cooking or brushing teeth
- ✓ By age 3, does not play with others
- ✓ Acts aggressively on a regular basis

### Hearing

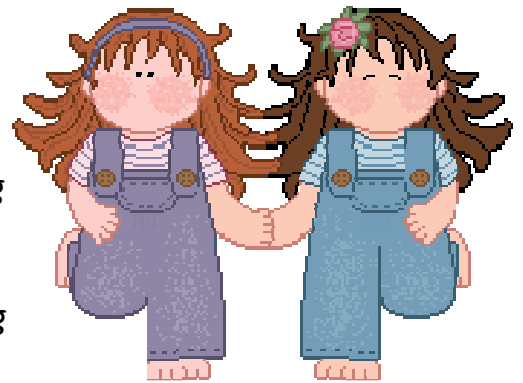
- ✓ Has frequent earaches; many ear, nose and throat infections
- ✓ Does not react to sounds or when called by name
- ✓ Talks in a loud or low voice or has an unusual sounding voice
- ✓ Turns body so that the same ear is always turned toward a sound

## Seeing

- ✓ Has reddened, watery eyes or crusty eyelids
- ✓ Rubs eyes frequently
- ✓ Closes one eye or tilts head when looking at an object
- ✓ Has difficulty focusing or making eye contact
- ✓ Usually holds books or objects very close to face or sits with face very close to television
- ✓ Has an eye or eyes that look crossed, or eyes do not move together

## Moving

- ✓ Has stiff arms or legs
- ✓ Pushes away or arches back when held close
- ✓ By age 4 months, does not hold head up
- ✓ By age 6 months, does not roll over
- ✓ By age 1, does not sit up or creep using hands & knees, does not pick up small objects with finger and thumb
- ✓ By age 2, does not walk alone, has difficulty holding large crayons and scribbling
- ✓ By age 3, shows poor coordination and falls or stumbles a lot when running, had difficulty turning pages in a book
- ✓ By age 4, has difficulty standing on one foot for a short time
- ✓ By age 5, does not skip or hop on one foot, has difficulty drawing simple objects



## Communicating

- ✓ By age 3 months, does not coo or smile
- ✓ By age 6 months, does not babble to get attention
- ✓ By age 1, does not say words to name people or objects, such as “mama” or “bottle”, or shake head “no”.
- ✓ By age 2, does not point to name objects or people to express wants or needs
- ✓ By age 2, does not use two-word phrases, such as “want juice” or “mama go”
- ✓ By age 3, does not try to say familiar rhymes or songs
- ✓ By age 4, does not tell stories, whether real or make believe, or ask questions
- ✓ By age 4, does not talk so that adults outside the family can understand

## Thinking

- ✓ By age 1, has difficulty finding an object after seeing it hidden
- ✓ By age 2, does not point to body parts when asked such questions as “Where is your nose?”
- ✓ By age 3, does not play make-believe games
- ✓ By age 3, does not understand ideas such as “more” or “one”
- ✓ By age four, does not answer simple questions, such as “What do you do when you are hungry?” or “What color is this?”
- ✓ By age five, does not understand the meaning of today, yesterday or tomorrow.

If you have concerns about your child’s development, discuss them with your child’s doctor. The doctor may recommend calling the local regional center (for children 0-3 years old) or the special education program in the district in which you live (for children over three years old.)



Anyone, including parents, can make a referral for a child birth to three by calling Alta California Regional Center’s Early Start intake unit at **916-978-6249** (for Spanish speakers, call **916-285-4532**). Or, you may call WarmLine Family Resource Center for more information.

## California's Early Start Program for Children Birth to Three

The California Early Start Program assures that Early Intervention services for infants and toddlers birth to three with developmental delays or disabilities (or who are at risk for a disability), and their families will be provided in a family-friendly, coordinated manner. The vision for Early Start includes family/professional collaboration and family support, as well as coordination of services provided by agencies and service providers in your community.

### Early Intervention Can Help Your Family

Early Intervention services and supports in California are provided generally at no charge under a program called Early Start. Early Intervention or Early Start services may be provided by your local school district or Alta California Regional Center and may include:

- Assistive technology
- Audiology (hearing) services
- Family training, counseling and home visits
- Some health services
- Medical services for diagnostic or evaluative purposes only
- Nursing
- Nutrition counseling
- Occupational therapy
- Physical therapy
- Psychological services
- Respite
- Service coordination (case management)
- Social work services
- Speech and language services
- Transportation services
- Vision services
- Others as needed



## When Your Child Turns Three Years Old...

As your child approaches three years old, you will be preparing to leave the early intervention program and transition to a preschool program. After age three, your local school district may be responsible for providing services to support your child's opportunity to have a "free appropriate public education". If your child is in Early Start, your service coordinator will assist you with "transition" to preschool. An IEP (Individualized Education Program) meeting will be held with the school to determine if your child qualifies for special education services, and if so, determine goals in the areas where your child has identified needs.

For more information or help understanding the process of transition to preschool, please call WarmLine Family Resource Center. You may also want to download WarmLine's booklet, *"Turning Three Years Old"* from the publications page at [www.warmlinefrc.org](http://www.warmlinefrc.org)

## Over Three Years Old...

If your child is over three years old and you have concerns about development or learning issues, including speech problems, you may send a letter to the special education director of the school district in which you live and request assessment for special education services. For more information, please call WarmLine. You may also download WarmLine's booklet, *"Understanding Special Education"*, which contains an example of what to write in the letter from the publications page at [www.warmlinefrc.org](http://www.warmlinefrc.org).

See page 10 for phone numbers of Placer County Office of Education and the California Department of Education.



## Frequently Called Numbers

### Information & Referral for Developmental Programs & Services

\* Alta California Regional Center – Early Start...and Beyond

Roseville..... (916) 786-8110

Auburn..... (530) 885-8447

Truckee..... (530) 550-2220

Sacramento..... (916) 978-6400

Grass Valley..... (530) 272-4231

[www.altaregional.org](http://www.altaregional.org)

\* California Dept. of Developmental Service (DDS)..... (800) 515-2229

[www.dds.ca.gov/EarlyStart](http://www.dds.ca.gov/EarlyStart)

### Infant Development/Education

\* Early Head Start/Head Start/State Preschool..... (530) 885-5437

Placer Community Action Council (PCAC) KidzKount

\* Placer Co. Office of Ed. (PCOE) - Early Start

Infant Development Services..... (916) 435-9804

### Educational Services

\* Placer County Office of Education Special Education Local Plan Area (SELPA)

Infant/Preschool..... (530) 745-1342

School Age ..... (530) 745-1343

[www.placercoe.k12.ca.us](http://www.placercoe.k12.ca.us)

\* California Dept. of Education Special Education Division..... (916) 319-0800

[www.cde.ca.gov/sp/se](http://www.cde.ca.gov/sp/se)

\* California Dept. of Education

Procedural Safeguards Referral Services..... (800) 926-0648

### Child Care / Respite

\* California Kids..... (916) 786-5437

[www.californiakidsrocklin.com](http://www.californiakidsrocklin.com)

\* Child Care Services Resource and Referral (PCOE)..... (530) 745-1380

[www.placercoe.k12.ca.us/departments/childcare](http://www.placercoe.k12.ca.us/departments/childcare)

- \* Sierra Nevada Children's Services
  - Grass Valley..... (530) 272-8866
  - Truckee..... (530) 587-5960

[www.snCS.org](http://www.snCS.org)

- \* Children's Crisis Nursery
  - Nevada City..... (530) 265-6520
  - Placer/Sacramento..... (877) 543-7752

[www.crisisnurseryonline.org](http://www.crisisnurseryonline.org)

### Recreation

- \*City of Roseville Adaptive Recreation..... (916) 774-5975
- \* Kid Zone Museum-Truckee..... (530) 587-5437
- \* NorCal Kids Club [www.norCalKidsClub.com](http://www.norCalKidsClub.com)
- \* Placer Nature Center..... (530) 878-6053

[www.placernaturecenter.org](http://www.placernaturecenter.org)

### Medical / Financial Assistance

- \* California Children's Services (CCS)..... (530) 886-3630
- \* Child Health and Disability Program (CHDP)..... (530) 886-3620
- \* Child Support Services..... (866) 901-3212 / (530) 889-5700
- \* Health and Human Services (HHS)..... (530) 889-7199 / (530) 889-7141
- \* In Home Support Services (IHSS)..... (530) 886-5401
- \* Medi-Cal..... (800) 541-5555
  - Auburn..... (530) 889-7610
  - Roseville..... (916) 784-6000
- \* Placer County Mental Health..... (530) 889-6700
- \* Public Health..... (530) 889-7141
  - North Lake Tahoe..... (530) 546-1970
- \* Supplemental Security Income (SSI)..... (800) 772-1213
- \* Temporary Assistance for Needy Families (TANF)
  - Auburn..... (530) 889-7610
  - Placer..... (530) 546-1900
- \* Women, Infants and Children (WIC)..... (530) 889-7187
  - Roseville only..... (800) 829-7199 ext 7187

## Advocacy / Legal Support

- \* Area Board 3 (Advocates for people with disabilities)..... (916) 324-7426  
[www.areaboard3.org](http://www.areaboard3.org)
- \* Advocacy, Respect & Commitment (ARC)..... (916) 552-6619  
[www.arccalifornia.org](http://www.arccalifornia.org)
- \* Court Appointed Special Advocates (CASA)
  - Nevada County..... (530) 265-9550
  - Placer County..... (530) 885-4361
  - Sacramento County..... (916) 875-6460[www.casaplacer.org](http://www.casaplacer.org)
- \* Disability Rights California..... (916) 488-9950 / (800) 776-5746  
(Formerly Protection and Advocacy) [www.pai-ca.org](http://www.pai-ca.org)
- \* Health Rights Hotline..... (916) 551-2100 / (888) 354-4474  
[www.hrh.org](http://www.hrh.org)
- \* Legal Services of Northern California..... (916) 551-2150  
[www.lsn.net](http://www.lsn.net)
- \* Office of Clients Rights Advocacy (OCRA)..... (916) 575-1615 / (800) 390-7032  
[www.pai-ca.org/ocra](http://www.pai-ca.org/ocra)
- \* Patients' Rights Advocates..... (916) 737-7104  
[www.consumerselfhelp.org](http://www.consumerselfhelp.org)

## Family Support / Crisis

- \* Child Protection Services Tahoe / Auburn..... (530) 886-5401  
[www.placer.ca.gov](http://www.placer.ca.gov)
- \* Family Resource Centers
  - Auburn..... (530) 887-3536
  - Colfax..... (530) 346-9575
  - Kings Beach..... (530) 546-0952
  - Lighthouse-Lincoln..... (916) 645-3300
  - Roseville..... (916) 774-6802[www.childresources.org/programs](http://www.childresources.org/programs)
- \* North Tahoe Family Resource Ctr..... (530) 546-0952 / (530) 546-1450
- \* Placer County ACCESS Mental Health Crisis Line..... (530) 886-5401
- \* Suicide Prevention..... (800) 784-2433  
..... (800) 799-4 TTY (For deaf and hard of hearing)
- \* Poison Control..... (800) 222-1222  
[www.calpoison.org](http://www.calpoison.org)

## Support / Resources

- \* Circle of Inclusion [www.circleofinclusion.org](http://www.circleofinclusion.org) (Spanish also)
- \* United Cerebral Palsy Association.....(916) 565-7700  
[www.ucpsaCto.org](http://www.ucpsaCto.org)
- \* UC Davis MIND Institute..... (888) 883-0961  
[www.mindinstitute.org](http://www.mindinstitute.org)
- \* McGruff Safe Kids Total ID System..... (916) 435-0156  
[www.mcgruff-tid.com/norCal](http://www.mcgruff-tid.com/norCal)
- \* Mental Health America..... (800) 969-6642  
[www.nmha.org](http://www.nmha.org) (Spanish also)
- \* National Fathers Network..... (425) 747-4004 ext 4286  
[www.fathersnetwork.org](http://www.fathersnetwork.org) (Spanish also)
- \* National Information Center for Children and Youth with Disabilities  
(NICHCY)..... (800) 695-0285  
[www.nichcy.org](http://www.nichcy.org) (Spanish also)
- \* National Organization for Rare Disorders..... (800) 999-6673  
[www.rarediseases.org](http://www.rarediseases.org)
- \* Placer Superior Court (STEP) Program..... (530) 889-7423
- \* Golden Sierra Life Skills Men, Infants & Children (MIC)..... (530) 887-9245  
[www.goldenlifefskills.org](http://www.goldenlifefskills.org)
- \* Breast Feeding Coalition of Placer County..... (916) 780-6454  
[www.placerbreastfeeding.org](http://www.placerbreastfeeding.org)
- \* Info Line Sacramento..... (916) 498-1000
- \* Resource Foundation for Children with Challenges  
[www.specialchild.com](http://www.specialchild.com)
- \* Safe Kids Placer County..... (916) 772-6300  
[www.safekids.org](http://www.safekids.org)
- \* Shriner's Hospital..... (916) 453-2000  
[www.shrinershq.org/Hospitals/Northern California](http://www.shrinershq.org/Hospitals/Northern California)
- \* Shots for Tots KIDS..... (916) 447-7063 ext. 350
- \* UC Cooperative Extension Nutrition BEST..... (530) 889-7350  
[www.ceplacer.ucdavis.edu](http://www.ceplacer.ucdavis.edu)



# WarmLine Family Resource Center

“Serving families and professionals involved with children with special needs”



“Our mission is to provide information, education, and support to promote and strengthen the foundation of families and children with special needs so they can face the challenges of the present and create new dreams for the future.

WarmLine services and resources in Placer County are made possible by the funding support of First 5 Placer,

And by the

CA Dept. of Developmental Services

Early Start Program,

Our Annual WL Golf Tournament,

and the generous support of

Our community partners,

and Friends Like You.

Thank you!

WarmLine Family Resource Center

is a public benefit

501 (C) (3) nonprofit organization.

