

# CRA NEWSLETTER

January 29, 2007

Editor's New Agency Introductions, Taxonomy and Service Highlights



**Happy New Year to all!**

**Some unique services have been added to the 211 database.**

### ***ABC Casket Factory***

This company, located near the LA County USC Hospital in East Los Angeles, makes caskets, as its name implies. The service they provide is very sensitive to the needs of low-income families. Through the factory, a family may purchase a casket at a lower price than the mortuary can offer. In addition, the staff can direct needy families to other suppliers of funeral services, such as flowers, where they also provide discounted services to low-income families. They counsel families on their rights and the regulations on funeral issues, so that they can make informed choices when dealing with mortuaries.

**Taxonomy:** Interment Accessories [PB-500.330]

### ***Family Advocate Services***

The agency provides individual advocacy services for families in the DCFS Child Protection system. The staff of this non-profit are ex-DCFS case workers and are able to help parents and relatives understand the complexities of the Child Protection system, the foster care system and the Children's Court requirements. They also can help families prepare a report to the Court summarizing their compliance with the case plan in order to regain custody of the children. There is a free phone consultation, and sliding scale fees for other services.

**Taxonomy:** Individual Advocacy\*Children's Issues

### ***Free 411***

The program provides telephone number information for individuals nationwide. Though users are not charged for this assistance, the program is funded by advertisers that place their ads on the line as the caller waits for the number. Callers have the opportunity to choose the alternative advertisement in the place of the number they requested if it is a business. The service also

issues a warning that if the number requested is an 800 number, the company cannot prevent their calling number from being transmitted via Caller ID to the company dialed, and therefore confidentiality cannot be guaranteed.

**Taxonomy:** Directory Assistance [IJ-320.160]

### ***Quick Caption, Inc***

The agency provides services for people with disabilities in Los Angeles County. Service includes real time translation for deaf and hearing impaired individuals. Real-time captioning, also known as CART, Communication Access Real-time translation, is the instant translation of the spoken work into English text. It provides real-time captioning services both on-site as well as remotely via the internet. This service is most often utilized by deaf and hearing impaired clients who do not use sign language as their mode of communication.

The agency also offers closed and open captioning of all media formats such as video, DVD, iPod, webcasts and streaming media. Fees are sliding scale beginning at \$75.

**Taxonomy:** Computer Aided Real Time Translation [PH-350.150]

### ***Special Needs Advocates for Parents (SNAP)***

The program provides services for families of special needs children. The Medical Insurance Empowerment Program helps parents understand their private medical insurance coverage, and provides assistance to families with insurance coverage problems related to their child's disability.

Specialized information and referral services provide parents with information about special needs resources such as transportation, therapies, and transition to work services.

The program also provides special needs trust information to assist parents in finding professionals who can assist them in planning for future, including SSI and other governmental benefits for which their child may be eligible. Materials are provided; the agency also does educational presentations to groups on Medical Insurance problem-solving and on special needs future planning.

**Taxonomy:** Specialized Information and Referral\*Parents of Children with Disabilities. [IJ-300.800\*YJ-675.650]

Individual Advocacy\*Developmental Disabilities [FP-050.330\*YF-180]

Individual Advocacy\*Orthopedic Disabilities [FP-050.330\*YF-650.625]

Special Needs Trust Preparation Assistance [FT-270.860-80]

## FLASH

### ***DHS Public Private Health Partners***

As mentioned in the CRA Memo of January 23, 2007, we are now receiving direct information from the DHS Facilities Coordinator's office regarding PPP Clinics that are temporarily not accepting new patients for Primary Care Services. These sites will be placed on Temporary Hold in the database, and the status will be updated monthly. The hold does not affect ongoing patients or specialty services such as pediatrics, or podiatry.