

# CASE SERVICES AND PROGRAMS



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## COMMUNITY CONSULTATION SERVICES

### Telephone Consultations

CASE advocates offer parents and community professionals **free technical assistance** on special education rights and services. A consultation is a 45-minute discussion, usually provided over the telephone, that is specific to a particular student or issue. During a consultation, a CASE advocate will advise the caller on how to better advocate for a student and/or clarify a matter of special education law, practice or procedure. During this consultation, the CASE advocate will determine whether the family may need direct representation. If such a determination is made, the family is asked to send the student's educational records to CASE for review.

### On-Site Staff Consultation

CASE offers public agencies and community organizations **face-to-face consultation services** on special education rights, responsibilities, and services. A CASE consultant will travel to public agencies or service organizations for a 1 - 2 hour consultation session. Agency staff will be able to bring questions about specific clients or address specific special education topics during these sessions. Consultation services are designed to meet the needs of each agency or organization.

## DIRECT REPRESENTATION SERVICES

CASE conducts objective, in-depth file reviews on each student before providing direct representation to a family. Once CASE accepts a case for direct representation, a CASE advocate **attends the student's Individual Education Program (IEP) meeting/s** with the student's parents and school staff. At this IEP meeting, educational programming will be developed for a student based upon their individual needs. In addition, the CASE advocate reviews service and placement options with parents and observes specific classrooms if requested. If the family and the school district disagree on the services needed for the student, CASE continues to **represent the student at Mediation Conferences and Administrative Hearings** if necessary. Every effort is made to promote cooperation and develop constructive solutions between parents and the school district. CASE works with school district administrative staff to remedy school district compliance issues.

# EDUCATIONAL TRAINING SERVICES

## Staff Training

CASE designs specific **training programs to meet the specific needs of agency or organization staff**. The training sessions range from one hour to four hours in length, depending on the topics selected. Training topics include but are not limited to: An Overview of the Special Education Process, Basic Parent and Student Rights, Individual Education Program (IEP) Development, IEP Dynamics, Due Process Procedures, Suspension/Expulsion Procedures, Hughes Act Procedures (Behavior Management and Planning), Full Inclusion, Educational Evaluation Procedures, Mental Health Services (AB 3632), Transition Planning (both Infant and Secondary), Infant, Toddler and Preschool Early Intervention Services, the California Children Services (CCS).

## Parent Training

CASE designs **training programs to meet the specific needs of the families of the children with disabilities**. All of the training topics listed in the Staff training section above can be provided to parents as well. In addition, CASE can provide an "IEP Clinic" training approach for parents. In this model, parents bring their child's IEP to the training to discuss specific issues or questions relating directly to their child. All parent trainings will be designed with an extensive period for questions and answers, so that parents will be able to discuss specific special education issues involving their children.

## Special Education Rights and Responsibilities Training Workshop

The CASE Special Education Rights and Responsibilities Workshop is designed to provide **training on specific special education topics to the Bay Area special education community** - parents and community professionals. The Workshop is co-sponsored by over 50 Bay Area community service organizations, groups or agencies serving children with disabilities and their families.

## RIGHTS AND RESPONSIBILITIES HANDBOOK

CASE has available for sale and use our Special Education Rights and Responsibilities Handbook. The Handbook, co-written with Protection and Advocacy, Inc., is **one of the most complete and useful resources on the special education process available today**.

The Handbook can be provided in either English, Spanish, Chinese, Korean, or Vietnamese.

To order a copy of the handbook, [click here!](#)

## CASE PROGRAMS

### THE OPEN GATE

CASE is a member of a six-member collaborative that is funded by the San Francisco Mayor's Office of Children, Youth and Their Families (MOCYF). Open Gate, which is located in the Mission District, is a **"one-stop" resource center** for parents of children with disabilities and the special education community in San Francisco. Other collaborating agencies and the services they provide include: **Support for Families of Children with Disabilities** - information and referral, parent-to-parent support, trainings for parents; **Kids' Project** - disability awareness and education; **San Francisco Community Mental Health** - mental health case management, short-term mental health counseling; the **Community Advisory Council for Special Education** - parent support and systems advocacy; and the **San Francisco Unified School District**.

### THE STUDENTS WITH DISABILITIES EMPOWERMENT PROJECT

CASE provides **training on the special education process and disability rights to students with disabilities**. This unique program is designed to improve student self-esteem, to empower students to participate in the educational planning process for the development of their own IEP, to improve students' scholastic achievement, and to make students aware of disability resources available to them. Topics addressed in this eight session training are disability culture and resources; disability rights and reasonable accommodations; basic special education rights; IEP development; techniques for success used by positive role models with disabilities; and college/job training resources. The Project's curriculum was written specifically to reach middle and high school students with visible and non-visible disabilities ages 12 - 21.

### SPECIAL MINDS AT WORK

The Special Minds At Work program provides comprehensive CASE **services free of charge to indigent families**. The program also enables CASE to provide its services on a sliding scale, based on family income, to all low/moderate-income families of children with disabilities at risk to fail in school. In addition, the program supports a free one-hour technical assistance consultation to all clients. Financial support of CASE services for these families are derived from contributions/grants from corporations and foundations.

## **VOLUNTEER SPECIAL EDUCATION ADVOCACY PROJECT**

CASE trains and supervises **volunteer attorneys who provide advocacy services** for indigent families to protect the educational rights of children with disabilities. The program was designed to ensure that children with disabilities receive appropriate educational services as required by federal and state law, so they can succeed in school and get a job after leaving the public school system.

## **CASE SATELLITE OFFICES**

For addresses, phone numbers, and maps of CASE locations, [click here](#) !.

### **CASE IN THE NORTH BAY**

In collaboration with the [California Parenting Institute \(CPI\)](#) , CASE has a satellite office located at CPI. CASE special education advocacy, representation, technical assistance consultation, and training to the special education communities in the North Bay are available from this site.

### **CASE IN FREMONT**

In collaboration with the [Youth and Family Services Department of the City of Fremont](#) , CASE has a satellite office located at Youth and Family Services office. CASE special education advocacy, representation, technical assistance consultation, and training to the special education community in Fremont are available from this site.

### **CASE IN HAYWARD**

In collaboration with the **Eden Youth Center and the City of Hayward**, CASE has a satellite office located at the Eden Youth Center. CASE special education advocacy, representation, technical assistance consultation, and training to the special education community in the Hayward are available from this site.

### **CASE IN SAN FRANCISCO AT THE OPEN GATE**

In collaboration with the **Open Gate Collaborative**, CASE has a satellite office located at [Open Gate](#) in San Francisco. CASE special education advocacy, representation, technical assistance consultation, and training to the special education communities in San Francisco are available from this site.