

# MUTUAL CONSENT

## What Is Mutual Consent

Mutual consent means that you and the regional center agree on your services. Your agreement must be in writing about the regional center's decision to:

- Reduce, change or stop a service in your Individual Program Plan (IPP)
- Deny a new service you want

## What If You And The Regional Center Do Not Agree

When you and your regional center do not agree, the regional center must send you a notice of action. (NOA). The NOA tells you about the regional center's decision. It also tells you about your right to appeal.

## Ways Your Regional Center Can Show There Is Written Mutual Consent

Mutual consent exists when:

- You signed an IPP with the proposed change or denial in it. The IPP must be in your preferred language.
- You signed a list of services with the proposed change or denial in it. The list of services must be in your preferred language.
- You sent the regional center a written document, that says you agree with the decision to change or deny a service. The written document can be an email or letter or any other written document.

## Steps When There Isn't A Written Document Showing Agreement

If there is not a written mutual consent document the regional center can:

- Send you a letter explaining why the regional center believes you agreed with their decision. This is called a Good Faith Belief letter.
- Send you a Notice of Action (NOA).

## Information That Must Be In A Good Faith Belief Letter

The Good Faith Belief letter must be sent within 5 business days of the day when regional center believes you agreed.

The Good Faith Belief letter must include:

- The facts showing why the regional center believes you agreed
- The action the regional center plans to take
- The reasons for the action
- Information about the appeals process
- Information about how to say you disagree
- How to get other information about the appeals process, and
- An appeal request form.

This letter must be in your preferred language.

If you tell the regional center you disagree, the regional center must send you a NOA.

## Help is Available:

- Your service coordinator or another regional center staff person may be able to help. They can explain the good faith belief letter or the NOA. They may also refer you to other people or agencies who can help.
- The Office of the Ombudsperson at the Department of Developmental Services may be able to help explain the Good Faith Belief letter or NOA. They can also talk to you about your options if you disagree. The Ombudsperson can provide you with information about your appeal rights. You may contact the Ombudsperson at: (877) 658-9731 or [Ombudsperson@dds.ca.gov](mailto:Ombudsperson@dds.ca.gov)
- Your local Clients' Rights Advocate (CRA) at (800) 390-7032 for Northern California or (866) 833-6712 for Southern California. Your CRA can help you understand the confirming letter or NOA. They can give you information about your options. The CRA can help you decide what steps to take.