

DAN — California Regional Center Navigation

From the self-advocate and family point of view

Impact report · California regional center system · through August 2, 2026

The DAN effect — what changed for families

80%

of engaged families left with a **concrete next step** — a draft, a fair-hearing path, a referral. Across 465 engaged sessions (3+ turns).

~91%

left **more able to act** on their regional center situation than when they arrived. A newer read, on the 405 full closing records since June 9 — a small sample, growing every day.

How to read this report — four populations, each named where it's used

Reach — 1,549. Everyone DAN helped.

Read closely — 639. The sessions DAN's classifier reads in depth (since May 13). Base for *why families came, where they are, what they're up against*.

Engaged, 3+ turns — 465. About **3 in 4** (73%) of read-closely sessions run 3+ turns — real conversations, not quick lookups. Base for engagement-depth claims.

Full closing record — 405. Sessions with the complete end-of-session record (since the close-of-session read launched June 9). Base for denials, delays, rights, and the DAN effect.

Newer measures cover fewer sessions because they started more recently — not a smaller reach.

What families say they value — and what DAN's data shows

Timely, clear answers — in writing, with the loop closed.

"What would help most is clearer, more timely answers — especially in writing." — San Andreas, family member

WHAT DAN SHOWED

621 written action drafts delivered. And the silence made countable: roughly 1 in 7 read-closely sessions was a family waiting on a response that never came.

The same rules, applied consistently everywhere.

"I hear other regional centers approve things that would never pass at mine." — RCOC, family member

WHAT DAN SHOWED

Reached all 21 regional centers; the denial and delay record breaks down center by center, so where the rules diverge becomes visible.

An SDP you can actually navigate.

"Spending-plan reviews that should take days take months." — Inland, family member

WHAT DAN SHOWED

SDP is among the top reasons families come — 21% explicitly, plus 43% of "not sure" sessions that turn out to be SDP.

Real authority over your plan, and knowing your rights.

"Why develop an IPP if the regional center has no obligation to implement it?" — RCOC, family member

WHAT DAN SHOWED

DAN surfaced fair-hearing window, NOA appeal window, IPP addendum — often the first time a family heard they had them.

1 Access — who DAN reached, how deeply, and whether access was fair Reach

Family sessions

1,549

Regional centers

21 of 21

Outside business
hours

55%

Hispanic/Latino, of
those who shared

~20%

Reach by regional center top centers; all 21 represented



Who's reaching DAN of those who said

Family / circle of support **71%**

Independent facilitator **15%**

Self-advocate **9%**

Other **5%**

Statewide — and open when regional center offices are closed.

How deeply families engage — not quick lookups

27%

3–5 turns · 48%

6+ turns · 25%

About **3 in 4** read-closely sessions run 3+ turns; the 27% that stop at one or two are quick questions or window-shopping. "Engaged families" means the 465 who really used DAN.

The equity case — advocacy that used to cost money, delivered free

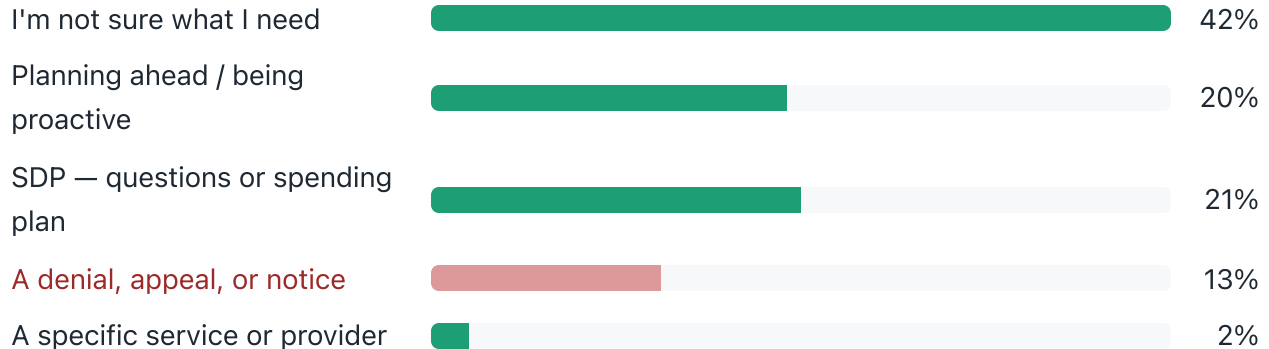
Naming the problem, surfacing the right, drafting the letter — advocacy once within reach only of families who could find and pay an advocate. DAN gives it free, in two languages, around the clock. Across roughly **967 engaged family and self-advocate sessions** (setting aside paid facilitators), at a deliberately conservative **\$75 a session** — still a fraction of a private advocate's \$100–300 hourly rate — that is on the order of **\$72,525 of advocacy made free**, and growing with every session. The families least able to hire an advocate are exactly the ones DAN reaches.

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Insight — what brings families to DAN, and what they're up against

Base noted per chart

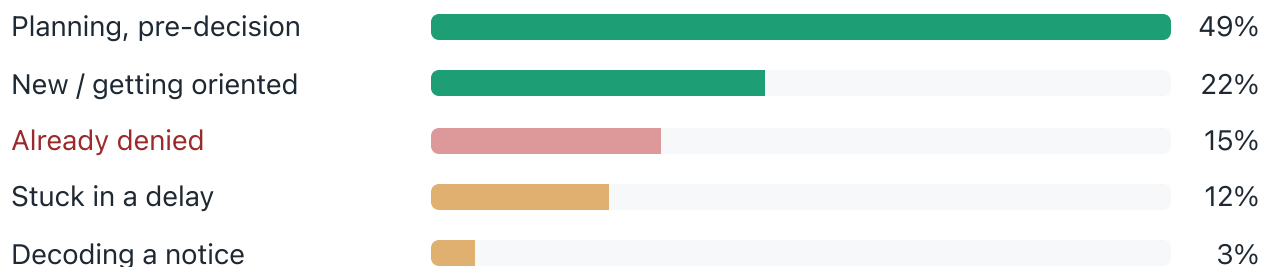
Why families came to DAN of reach



...and when DAN works it out with them: 64% turn out to need a concrete service request, 41% the IPP, 43% SDP (a session can involve more than one). They arrive without the system's vocabulary; DAN names the problem.

How families find DAN is shifting toward each other. Among people arriving now (the in-session question, n=536), word of mouth (a friend, family member, or Independent Facilitator) is **30% of arrivals**, essentially even with the two channels the team actively drives (SDP Connect / Disability Voices United and social media). When registration was outreach-driven earlier on, word of mouth was about 9%. Families are increasingly bringing DAN to each other, the kind of organic spread a lasting service needs.

Where families are when they arrive of read-closely sessions (n=639)



Put together, nearly 30% of the families DAN reads arrive already past "just asking" — already denied or holding a notice, or waiting on a silence that never becomes one. People rarely say "my rights are at risk"; they say "I'm trying to get something," with a clock running they can't see.

The thing no existing system can see

When a request meets *silence* instead of an NOA, no appeal clock ever starts — so it appears in no monitoring data anywhere. DAN makes it visible and countable: **roughly 1 in 7 of the 639 read-closely sessions is a family waiting on a response that never came.**

DAN family reports — counted from families' own words; full closing record, since June 9 (n=405)

26% reported a denial (107 of 405)

75 · raised a fair hearing
47 · owed an NOA, never issued
24 · deflected elsewhere

20% reported a delay (82 of 405)

15 · waited over 6 months
6 · coordinator unreachable

Services most often in question

respite · social/recreational · independent living · behavioral

Rights DAN surfaced often the first time they heard them

fair-hearing window · NOA appeal window
· IPP addendum

What no one else in California can see — every count grows, and breaks down center by center, as sessions accumulate.

3 Impact — what changed for the family engaged / closing record

Among families who engage (3+ turns), after using DAN:

Left with a concrete next step

80%

Left clearer or ready to act

~91%

Action drafts delivered

621

Two reads, on different bases: across the **465** engaged sessions, **80%** reached a concrete next step we can observe — a draft, a fair-hearing path, a referral. And among the **405** with the full closing record since June 9, **~91%** left clearer or ready to act. The tables below show that second read.

The DAN effect — how families left, on two axes closing record, n=405

HOW THEY FELT ↓ · HOW PREPARED THEY LEFT →

	Stuck	Somewhat clearer	Clear & ready	All
Overwhelmed	1	1	1	3
Frustrated	5	11	6	22
Worried	1	9	8	18
Neutral	28	139	89	256
Hopeful	—	1	3	4
Determined	—	14	87	101
All	35	175	194	404

In these 405 sessions, no exit mood was worse than frustrated — defeated, overwhelmed, and worried appear nowhere on the way out. Families describe it the same way: *"it felt like an advocate wrote it for me."*

How families felt, start to finish closing record, n=405

FELT STARTING ↓ · HOW THEY FELT LEAVING →

	Overwhelmed	Frustrated	Worried	Neutral	Hopeful	Determined	All
Overwhelmed	2	—	1	1	—	1	5
Frustrated	—	20	9	35	2	56	122
Worried	—	—	6	12	—	3	21

Neutral	1	—	1	154	—	6	162
Hopeful	—	—	—	—	1	—	1
Determined	—	—	—	40	1	31	72
All	3	20	17	242	4	97	405

Of the **148 families who arrived frustrated or worried, 110 left calmer or determined.** And in this sample, no family left more upset than they arrived.

One family's path through DAN — a composite, drawn from real sessions

A family arrives having been told no on respite — "does not meet requirements," and no Notice of Action ever came. They're frustrated and stuck. Over a handful of turns, DAN names it: a denial that owed them a written notice. It surfaces the 30-day fair-hearing window and the duty to secure the service — rights they hadn't known they had — drafts an appeal letter in their own words, and points them to OCRA. They leave clear and ready to act. As one parent put it: *"I used DAN today, and in 30 minutes it unstuck a conversation I'd been having with my regional center for months."*

Accountability — how DAN holds itself to account Reach

106 rated helpful **29** not helpful **0** still open

Every "not helpful" with a specific problem is investigated. Of the 29, 27 are resolved and 2 are being monitored for recurrence — none remain open.

What this can and can't say yet

- **Directional only.** The closing record and the DAN effect draw on 405 sessions since June 9 — a small, growing sample. Capture was partial before a June 16 fix and is substantially higher going forward. Direction, not precision.
- Why-they-came, journey, and engagement read the conversation, so they cover the 639 sessions read closely since the classifier launched in May — about a quarter of reach, and every new one from here. About 3 in 4 of those run 3+ turns ("engaged").
- Demographics and role come from the families who chose to share them, so they read as a floor.
- This is a sample built on real pilot data to illustrate the reporting DAN-CA-RC delivers; every figure regenerates from live data.

