

# Office of the Ombudsperson for Self- Determination

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# Agenda

- Introduction
- Explanation of Role
- Review of Activities
- What the Ombudsperson Doesn't Do
- Measures of Success
- How to Get Assistance
- Questions

# Introduction

- WIC 4685.9
  - Established and independent and autonomous Office of the Self-Determination Program Ombudsperson. The law established rights and duties for the office. The Ombudsperson is appointed by the DDS Director for a term of 4 years and may be reappointed. The person must have adequate training and experience for the role. Calls to the office are confidential unless release is agreed to.
  - [Law section \(ca.gov\)](#)
  - [https://leginfo.legislature.ca.gov/faces/codes\\_displaySection.xhtml?sectionNum=4685.9.&nodeTreePath=9.8.6&lawCode=WIC](https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=4685.9.&nodeTreePath=9.8.6&lawCode=WIC)
- AB 136
  - The budget bill signed by the Governor on July 16, 2021 putting that law into effect.
  - [Bill Text - AB-136 Developmental services. \(ca.gov\)](#)
  - [https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill\\_id=202120220AB136](https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202120220AB136)

# Explanation of Role

- Providing information
- Assisting RC consumers and families
  - Facilitating solutions to disagreements
- Investigating Complaints
- Reporting to the Legislature
- Recommending changes to DDS and the Legislature

# Review of Activities

- Attend stakeholder meetings
- Share information
- Resolve individual matters
- Investigate systemic matters
- Facilitate improvement in the program

# What the Ombudsperson Doesn't Do

- Decide disputes in favor of one party or another
- Overturn a judicial decision or make a recommendation to a court

# Measures of Success

- The Ombudsperson will strive to:
  - Increase the number of people in SDP
  - Reduce the amount of time it takes to enter SDP
  - Recommend policy change at regional centers and DDS
- Satisfaction surveys will be sent to all callers to the Office.

# How to Get Information or Assistance

- Website at [Office of the Self-Determination Program Ombudsperson - CA Department of Developmental Services](#)
- Email to [SDP.Ombudsperson@DDS.CA.GOV](mailto:SDP.Ombudsperson@DDS.CA.GOV)
- Call 1-877-658-9731