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
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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

- 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
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