

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
- Call 1-877-658-9731