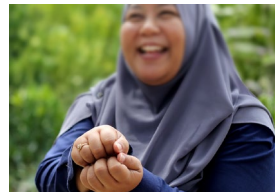


Appeals Process

Changes and Updates

May 2022



Thank You

- Self-Advocates
- Families
- Advocacy Organizations
- Regional Centers (RC)

For sharing your experience, time, and input with us.



Themes

1. Improve Information for Consumers and Families
2. Clearer Process of Notices of Action (NOAs)
3. Help Navigating the Process
4. More Time to Appeal
5. Improve Language Access
6. Less Formal Hearings



Changes Proposed in the State Budget

- A new Office of Community Resolution.
 - Responsible for appeals, complaints and the SDP Ombudsperson
 - Additional staff to establish an information line
 - Consumers and families can get assistance understanding their appeal rights
 - Training for hearing officers, consumers and families
- Changes to the appeal process.

Less Formal Appeals and More Choices

- All appeal requests are sent to DDS
- Consumer/family chooses appeals steps they want
- RC attends mediation if requested by the consumer/family
- RC gives position statement before the hearing
- RC cannot be represented by an attorney unless the consumer/family is
- Hearing officer helps bring out the facts

*“We opted to go to an informal meeting and waive our mediation right, which in hindsight was a mistake.”
- Family Focus Group*

Improve Information for Consumers & Families

Develop consumer and family friendly materials in plain language and translate them into threshold languages:

- New appeal information packet
- New Notice of Action (NOA) form
- New appeal form

When asked about the NOA form, the Consumer Advisory Committee said

No, I would not be able to understand it...this is awful.

Clearer Process of Notices of Action

The Notice of Action is sent when there is not agreement with the proposed changes.



If there is verbal agreement, the RC sends a written letter confirming agreement of change to a service and provides appeal information and form.

Agreement happens when:

- IPP with the proposed changes is signed
- A list of IPP services with proposed changes is signed
- Another written document shows agreement



More Time to Appeal

	Current Days		Proposed Days
Aid Paid Pending	10		30 <u>and</u> before the change
File an Appeal	30		60

“Sometimes it takes longer than 10 days to get someone to return the family’s call to answer questions about the NOA.”

– Advocacy Organization Focus Group

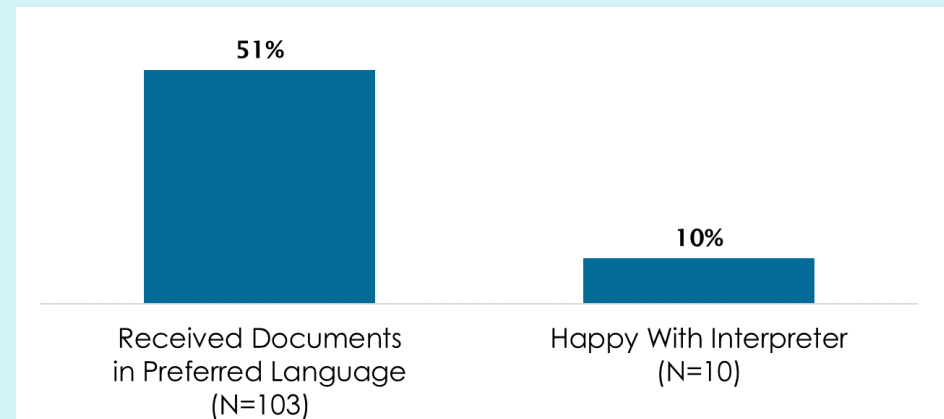


Improve Language Access

- Information and interpretation given in the preferred language
- **Interpreter** is someone who can speak accurately and in an understandable way

Consumers/families Survey Results

Of those who requested one, most were not happy with the interpreter



Better Data Collection

- DDS and Hearing Office meet with stakeholders to learn what works and what could improve
- Improve ability to search hearing decisions
- Expands DDS data to track consumer's ethnicity

Send comments or questions to
familyinput@dds.ca.gov
Or call (833) 421-0061

