

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

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December 5, 2022

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: ESTABLISHMENT OF THE OFFICE OF THE OMBUDSPERSON

The Department of Developmental Services (Department) received funding through the 2022 Budget Act to establish an Office of the Ombudsperson to assist individuals and/or their families who are applying for or receiving regional center services regarding the Lanterman Developmental Disabilities Services Act. Beginning December 1, 2022, this new Office will be available to provide information, facilitate resolutions to disagreements and complaints, make recommendations to the Department, and compile and report data.

The following is contact and webpage information for the Office:

- Toll-free telephone number: 1 (877) 658-9731. Calls will be answered on workdays by an Ombudsperson staff member during the hours of 10:00 a.m. to 3:00 p.m. Outside of these hours, the caller will be able to connect to the Office's voicemail via automated options. Ombudsperson staff will return the call by close of business the next workday.
- Webpage: [Office of the Ombudsperson](#)
- Intake form: [Online intake form](#)
- Email address: [Ombudsperson@dds.ca.gov](mailto:Ombudsperson@dds.ca.gov).

Regional centers should begin providing this information to their communities and post a link to the Office's [webpage](#) on the regional center's website no later than December 31, 2022.

Katie Hornberger, Acting Ombudsperson, will host informational meetings with regional centers and stakeholders to share information regarding the Office, to include the duties, roles and contact information.

**“Building Partnerships, Supporting Choices”**

Regional Center Executive Directors  
December 5, 2022  
Page two

If you have any questions regarding this correspondence, please contact Katie Hornberger, Acting Ombudsperson, at [Ombudsperson@dds.ca.gov](mailto:Ombudsperson@dds.ca.gov).

Sincerely,



NANCY BARGMANN  
Director

cc: Regional Center Administrators  
Regional Center Directors of Consumer Services  
Regional Center Community Services Directors  
Association of Regional Center Agencies  
Brian Winfield, Department of Developmental Services  
Pete Cervinka, Department of Developmental Services  
Katie Hornberger, Department of Developmental Services  
Ernie Cruz, Department of Developmental Services