

Information in Your Preferred Language

What to Know

Right to Written Information In Your Preferred Language

During your appeal you will receive information in your preferred language. All of the following information will be in your preferred language.

1. Written agreement about your regional center services. Your agreement may be to any of the following:
 - A signed Individual Program Plan (IPP) which shows the services the regional center will provide and the decision about any new services you asked for.
 - A signed list of services which shows the services the regional center will provide and the decision about any new services you asked for.
 - A letter from the regional center saying that you verbally agreed to the services the regional center will provide and its decision about any new services you asked for. The letter must say why they think you agreed. This is called a Good Faith Belief letter. You can get more information about this by clicking here: <https://www.dds.ca.gov/wp-content/uploads/2023/03/Mutual-Consent-and-Good-Faith.pdf>
2. A Notice of Action (NOA). If you and the regional center don't agree about your services or your eligibility to be a regional center client, you will receive a NOA. The NOA will include a notice about your appeal rights and the Appeal Request form. A copy of the NOA form is available at: <https://www.dds.ca.gov/wp-content/uploads/2023/02/DS1820-Notice-of-Action-NOA.pdf>
3. The Appeal Information Packet. The link to the packet is here: <https://www.dds.ca.gov/general/appeals-complaints-comments/fair-hearings-complaint-process/>
4. The Appeal Request form and any other letters or forms you receive about your appeal. The information you receive depends on the parts of the appeal process you use. This may include information from the regional center about your Informal Meeting. It may also include information from the Hearing Office about your mediation or hearing.
5. The regional center's position statement. The regional center must provide you with a position statement in your preferred language two days before your hearing.
More information about the position statement is available online at:



<https://www.dds.ca.gov/wp-content/uploads/2023/07/Exchange-of-Information-Fact-Sheet.pdf>

6. Documents that tell you what happened at the end of each part of the appeal process you use. This includes the regional center's Informal Meeting Decision. It also includes the Mediation Agreement, Hearing Decision, and Reconsideration Decision of a Hearing Decision.

Steps You May Take If You Don't Get Information in Your Preferred Language?

You may take one or more of the following steps if you don't receive information in your preferred language:

- Ask the regional center or the Hearing Office to provide the information in your preferred language.
- Contact the Office of the Ombudsperson to ask for help in getting the information in your preferred language. You may reach this office at (877) 658-9731 or Ombudsperson@dds.ca.gov
- File a complaint with DDS using form 6022, found here: <https://www.dds.ca.gov/wp-content/uploads/2019/05/DS6022.pdf>
- Send a letter or email to the Presiding Judge at the Office of Administrative Hearings you are assigned to. You can find the office information at <https://www.dgs.ca.gov/OAH/Contact>
- You may get help from others. Click the Getting Help tab at: <https://www.dds.ca.gov/general/appeals-complaints-comments/fair-hearings-complaint-process/lanterman-act-appeals-information-packet/>
- You may file a 4731 complaint. A 4731 complaint is used if you think the regional center or another service provider has violated your rights. Not providing information in your preferred language may violate your rights. Information about how to file a 4731 complaint is here: <https://www.dds.ca.gov/general/appeals-complaints-comments/consumer-rights-complaint/>

Right to a Qualified Interpreter

An interpreter is provided during all parts of the appeal process if your preferred language is not English. The regional center provides an interpreter for the Informal Meeting. The Hearing Office provides an interpreter for a mediation and a hearing.

The interpreter must be qualified. This means the interpreter must be able to interpret effectively, accurately, and impartially. For example, the interpreter must have the skills to accurately understand what you are saying in your preferred language and effectively tell that information to others. The interpreter must also be able to accurately tell you what others are saying in English and tell you that information in



your preferred language.

Steps to Take If the Interpreter Is Not Qualified

If you do not think the interpretation is accurate, effective, or impartial, you should tell the regional center, the mediator, or the hearing officer. It may be helpful to give examples of the interpretation problems you are having. If a supporter or someone else is helping you at the hearing they can also share information about the quality of the interpretation. You may ask about the options for having a different interpreter. You may ask to continue your informal meeting, mediation, or hearing if another interpreter is not available.

You may also do one of the following:

- Contact the Ombudsperson Office to ask for help getting the information in your preferred language. You may reach this office at (877) 658-9731 or Ombudsperson@dds.ca.gov
- File a complaint with DDS using form 6022, found here: <https://www.dds.ca.gov/wp-content/uploads/2019/05/DS6022.pdf>
- Send a letter or email to the Presiding Judge at the Office of Administrative Hearings you are assigned to. You can find the office information at <https://www.dgs.ca.gov/OAH/Contact>
- You may get help from others. Click the Getting Help tab at: [The Lanterman Act Appeals Information Packet - CA Department of Developmental Services](#)
- You may file a 4731 complaint. A 4731 complaint is used if you think the regional center or another service provider has violated your rights. Not providing information in your preferred language may violate your rights. Information about how to file a 4731 complaint is here: <https://www.dds.ca.gov/general/appeals-complaints-comments/consumer-rights-complaint/>

How to Get Help

You may get help to understand your appeal rights. Some agencies that may be able to help are found by clicking the “Getting Help” tab at: <https://www.dds.ca.gov/general/appeals-complaints-comments/fair-hearings-complaint-process/lanterman-act-appeals-information-packet/>

