

# ORGANIZATIONS THAT CAN HELP

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## Who can help you with your appeal and how they may be able to help

You may be able to get help from any of the following organizations:

### The Office of the Ombudsperson

You can reach this office at (877) 658-9731 or [Ombudsperson@dds.ca.gov](mailto:Ombudsperson@dds.ca.gov).

The Office of the Ombudsperson assists regional center clients and their families to access their regional center services available under the Lanterman Act. The Office of the Self-Determination Ombudsperson assists people with the Self-Determination Program.

The Ombudsperson can:

- Provide information to regional center clients and their families. This includes information about the appeal process.
- Help you understand the forms you receive about your appeal. Help you learn how to fill out an appeal request form.
- Facilitate resolution to disagreements and complaints.

The Ombudsperson cannot:

- Decide disputes in favor of one party or another,
- Represent someone in the appeal process,
- Make a recommendation to a court or hearing officer, or
- Overturn a final hearing decision.

### The Office of the Self-Determination Ombudsperson

You can reach this office at (877) 658-9731 or [SDP.Ombudsperson@dds.ca.gov](mailto:SDP.Ombudsperson@dds.ca.gov).

The Office of the Self-Determination Ombudsperson assists regional center clients and their families to access the Self-Determination Program.

The Ombudsperson can:

- Provide information to regional center clients and their families about the Self-Determination Program.
- Help you understand the program and steps to take to enter it.
- Facilitate resolution to disagreements and complaints.

The Ombudsperson cannot:

- Decide disputes in favor of one party or another,



- Represent someone in the appeal process,
- Make a recommendation to a court or hearing officer, or
- Overturn a final hearing decision.

## **Your Clients' Rights Advocate (CRA)**

You can reach your CRA at (800) 390-7032 for Northern California or (866) 833-6712 for Southern California. Or find the CRA for your regional center here: <https://www.disabilityrightscalifornia.org/what-we-do/programs/office-of-clients-rights-advocacy-ocra/ocra-staff-links>

Your CRA can:

- Help you get services.
- Provide information about rights and services.
- Provide information about the appeals process.
- Review the information you received from your regional center and help you fill out appeal forms
- Represent you at meetings and in hearings.

## **Family Resource Centers (FRC)**

You can find your local FRC at <https://frcnca.org/get-connected>

Your FRC can:

- Provide peer-to-peer support for all families whose infant or toddler receives Early Start services. Help you navigate the Early Start system.
- Some FRCs also help families whose child is age 3 or older. These FRCs can help you navigate the regional center system and provide you with information about the Lanterman Act.
- Provide you with information about the appeal process, and the steps you might take to resolve your disagreement with your regional center.

## **State Council on Developmental Disabilities (SCDD)**

To find your local State Council on Developmental Disabilities (SCDD) office from their webpage: <https://scdd.ca.gov/about/>. Click on Regional Offices and choose your area. You also can reach them at (833) 818-9886.

The SCDD is established to ensure that people with developmental disabilities and their families receive the services and supports they need through advocacy, capacity building and systemic change.



## Disability Rights California (DRC)

Disability Rights California (DRC) is the agency designated under federal law to protect and advocate for the rights of Californians with disabilities. DRC provides litigation, legal representation, advocacy services, investigations, public policy, and provides information, advice, referral, and community outreach.

You can get help by calling 1-800-776-5746 or TTY call: 1-800-719-5798. They are available Monday, Tuesday, Thursday, and Friday from 9:00AM – 3:00PM. The intake line is closed on Wednesdays. You also can complete an online intake form at <https://www.disabilityrightscalifornia.org/post/intake-form-step-1>

## Other Resources

Your regional center may know of other local parent support groups or community-based organizations that can help you. Ask your regional center service coordinator or another regional center staff for a referral. They also may be able to provide you with information about how they can help you.

