

Get In Touch

HOW TO GET INFORMATION OR ASSISTANCE



Phone Number

(877) 658-9731



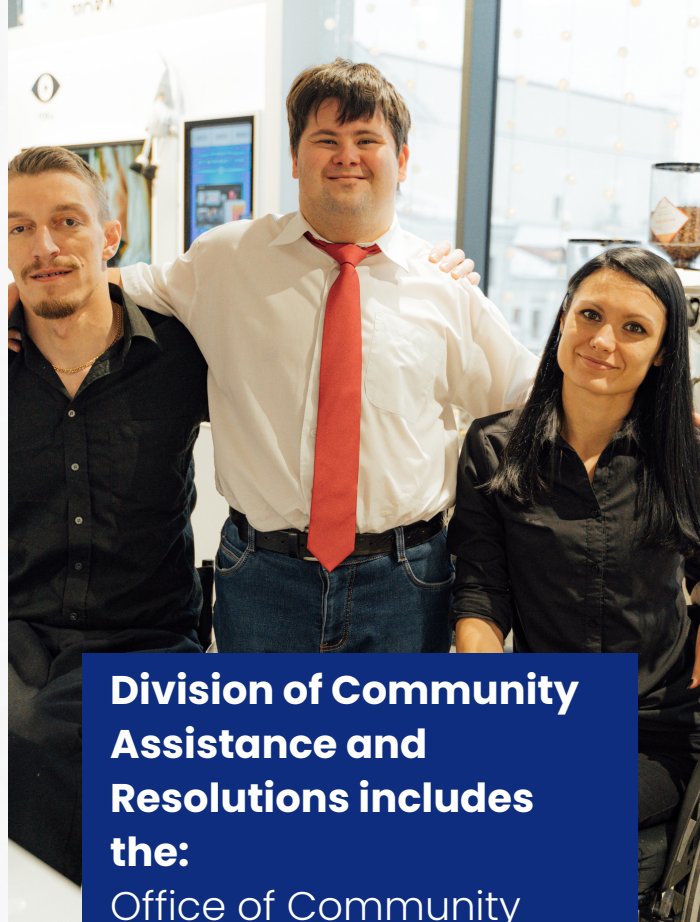
Ombudsperson Email:

Ombudsperson@dds.ca.gov



Self-Determination Ombudsperson Email:

SDP.Ombudsperson@dds.ca.gov



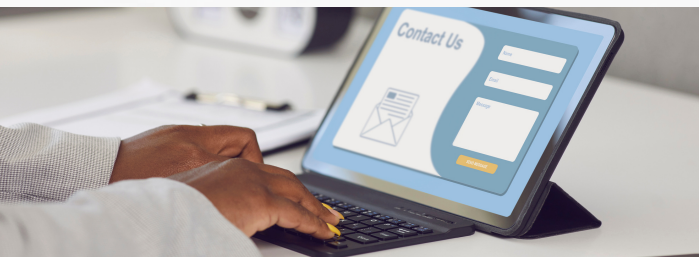
Division of Community Assistance and Resolutions includes the:

Office of Community
Appeals & Resolutions,
Quality Assurance,
Risk Management,
Self-Determination
Ombudsperson, and
Ombudsperson.



OFFICE OF THE OMBUDSPERSON

OFFICE OF THE SELF- DETERMINATION PROGRAM OMBUDSPERSON



WHAT DOES AN OMBUDSPERSON DO?

- Provides information and assists individuals, families, regional centers or community members
- Facilitates solutions to disagreements
- Provides information about the appeals process
- Investigates complaints
- Recommends strategies and policy change
- Compiles and reports data to the legislature
- Provides outreach and information to individuals or groups



SOME EXAMPLES OF WHY PEOPLE REACH OUT:

- General information about regional center services and supports
- Information or clarifications about traditional service or SDP service
- Questions about SDP individual budgets, spending plans, or payments
- Assistance with connecting to the regional center

THE OMBUDSPERSON CANNOT:

- Decide disputes in favor of one party or another
- Represent someone in the appeal process
- Overturn a fair hearing decision or make a recommendation to a court or hearing officer

