

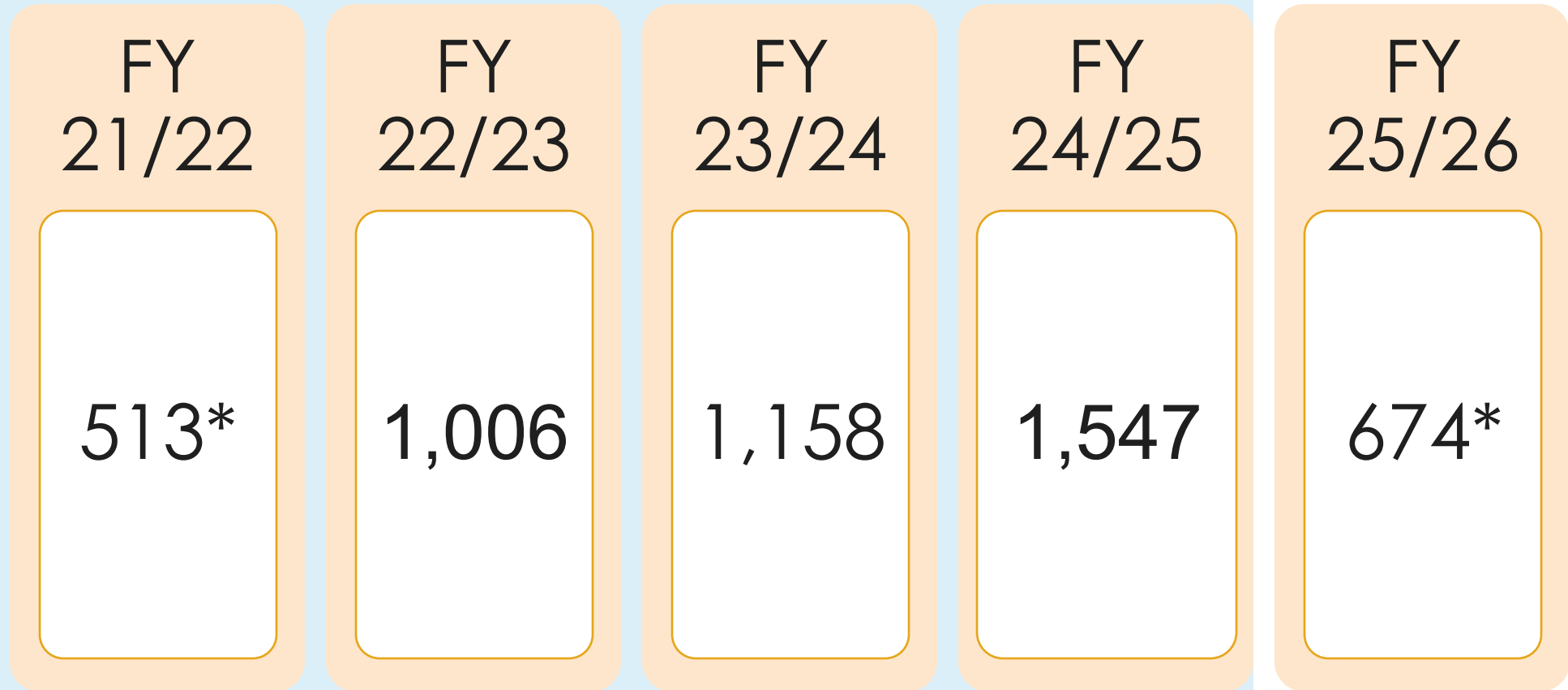
Photo by [Chona Kasinger](#), from [Disabled and Here](#)

Office of the Self-Determination Program (SDP) Ombudsperson

Cynthia Salomón-Ponce,
Acting SDP Ombudsperson
November 25, 2025



SDP Contacts by Fiscal Year

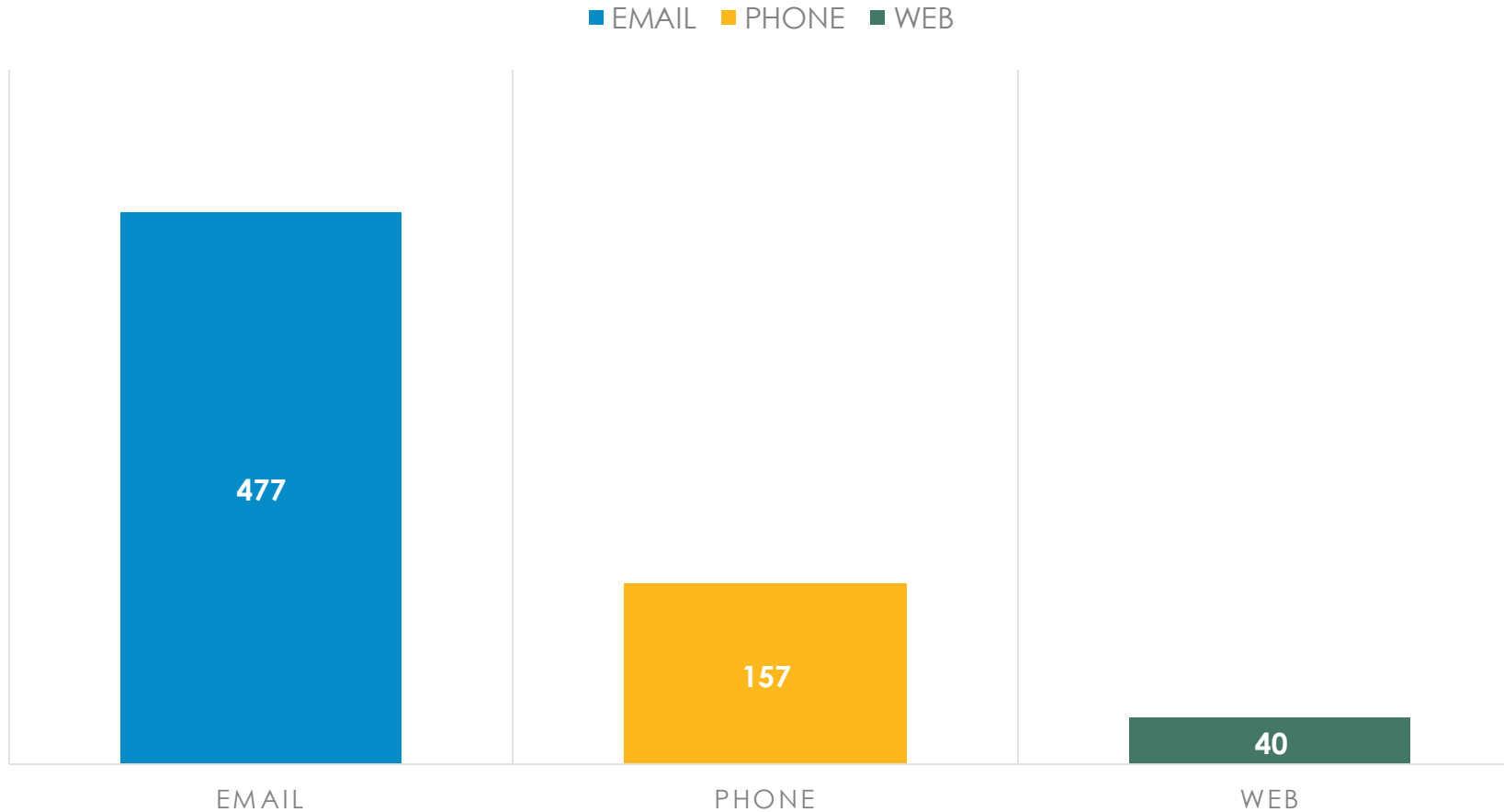


*FY 21/22 data reflects period from October 12, 2021 – June 30, 2022

*FY 25/26 data reflects period from July 1, 2025 – November 25, 2025

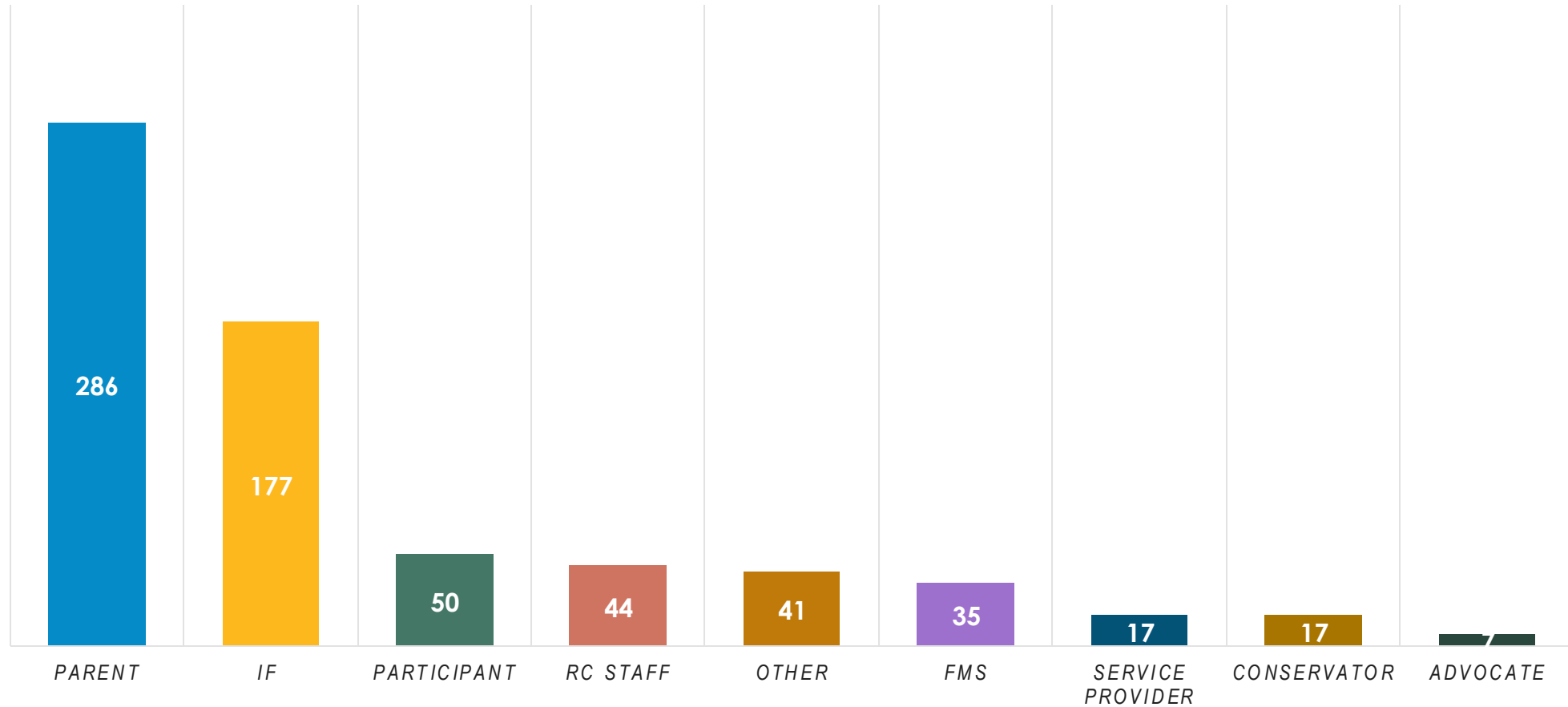
SDP Inquiries by Contact Type

JULY 1, 2025 – NOVEMBER 25, 2025



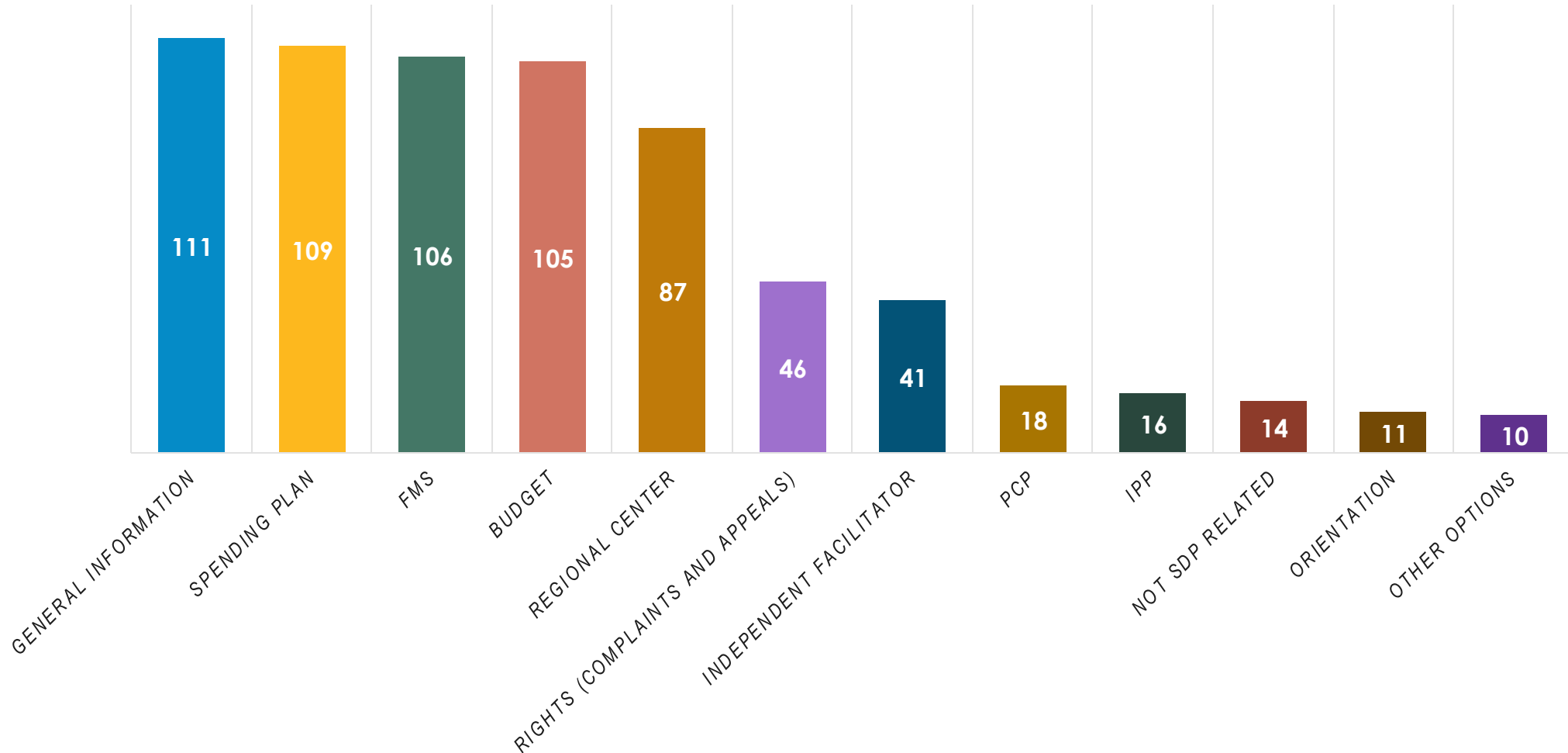
SDP Contacts by Caller Type

JULY 1, 2025 – NOVEMBER 25, 2025



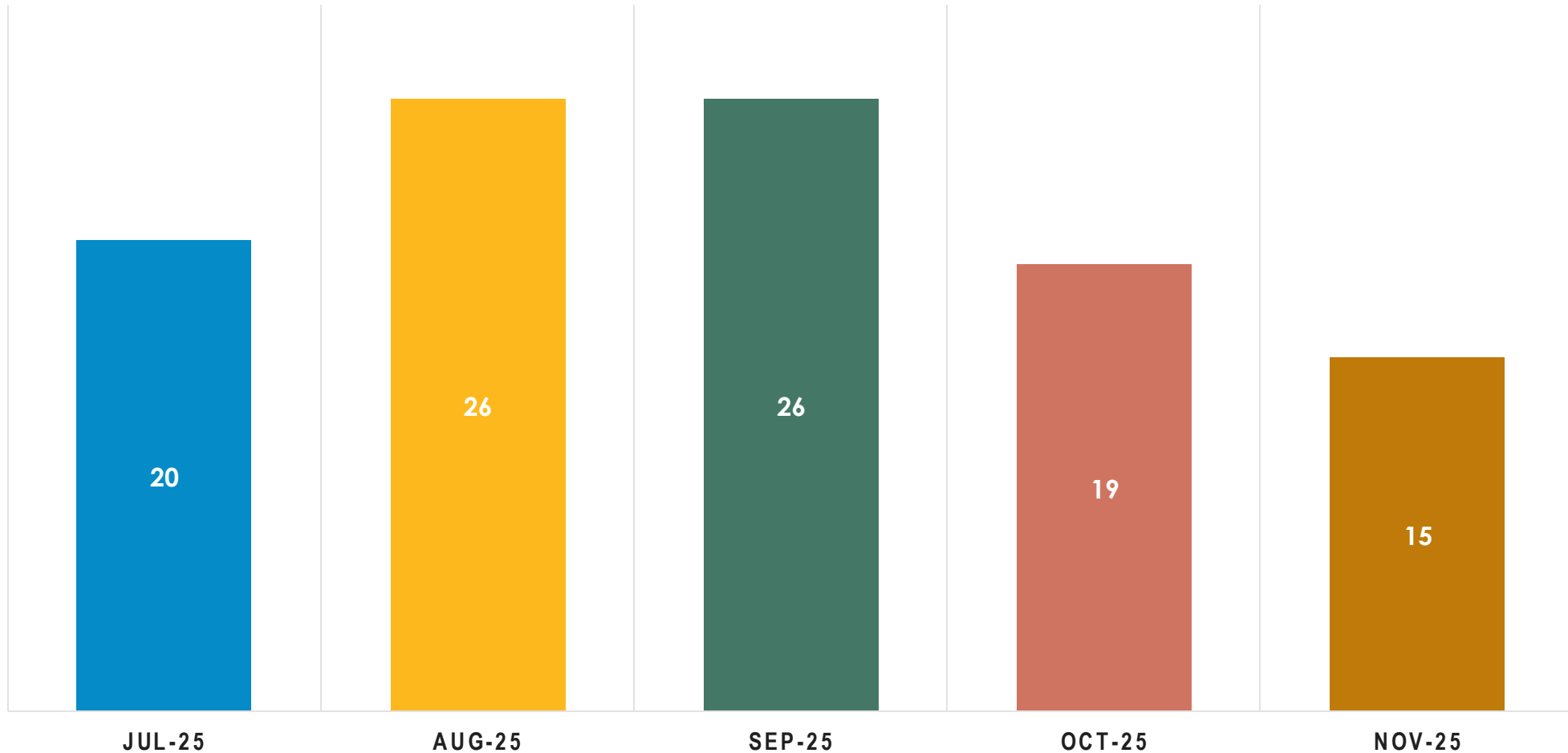
SDP Categories of Contacts

JULY 1, 2025 – NOVEMBER 25, 2025



SDP Contacts Regarding FMS by Month

JULY 1, 2025 – NOVEMBER 25, 2025



SDP Contacts by Regional Center

IRC	88	GGRC	23
NLACRC	65	FDLRC	22
ACRC	49	CVRC	13
RCEB	49	SGPRC	13
RCOC	46	TCRC	11
SDRC	40	ELARC	10
HRC	32	KRC	9
SARC	31	NBRC	7
WRC	29	RCRC	3
VMRC	27	UNKNOWN	66
		TOTAL	674



What SB471 Does

- Creates the Office of the Developmental Services Ombudsperson.
- Builds on the foundation of the SDP Ombudsperson Office.
- Provides information, training, and technical assistance on rights and services.
- Helps individuals understand processes, timelines, and options for resolving concerns.



Core Responsibilities

- Receives and reviews complaints from individuals or representatives
- Decides whether to investigate, refer, or close a complaint.
- Communicates decisions and progress on an investigation to the individual.
- Attempts to resolve issues involving eligibility, services, placement, or communication.
- Submits a written plan to the relevant state agency, regional center, or vendor recommending a plan of action. The recipient has 30 days to respond in writing.



Authority Under Statute

- May request and access records or access to a premises from state, local, and regional center agencies.
- Can share information from conversations as needed to resolve a complaint. Otherwise, all information is confidential.
- Provides recommendations for legislative and policy updates.
- Publishes de-identified statewide data and trends.



What is NOT the Ombudsperson Role

- We do **not** replace the regional center service coordinator.
- We do **not** decide eligibility, approve services, or create the IPP.
- We do **not** provide legal advice or legal representation.
- We do **not** overturn decisions made by a regional center.
- We do **not** act as an advocacy organization – we stay neutral.
- We do **not** take sides; our role is to help solve problems and look at the big picture.

How to Get Information and Assistance



Website: [Office of the Self-Determination Program Ombudsperson : CA Department of Developmental Services](#)

For assistance:

Email to SDP.Ombudsperson@dds.ca.gov

Call: 1-877-658-9731

Web Intake: [Get Help Here](#)