

Office of the Developmental Services Ombudsperson

May 5, 2026



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

Effective 10/01/2025:

Created the Office of Developmental Services Ombudsperson:

- Independent and autonomous entity within the Department
- Repealed provisions and ended prior Offices
 - Now available to individuals who receive services through a Regional Center including those individuals who are in the intake process, pending assessments or have reached out to Regional Centers for information about eligibility.
- Full-time Ombudsperson position
- Identified core responsibilities
- Strengthened confidentiality

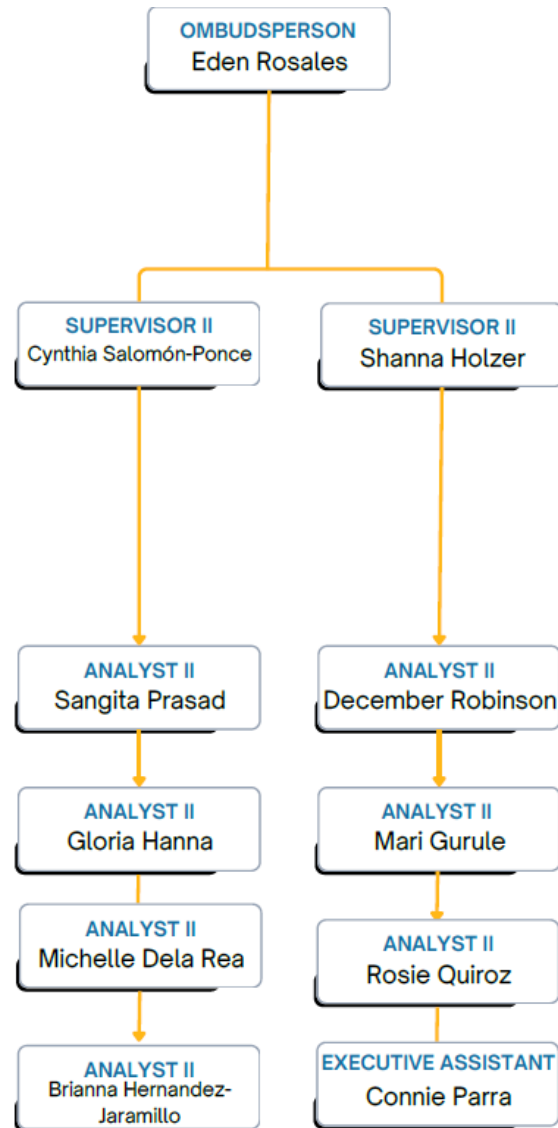
Confidentiality

Welfare & Institutions Code § 4506.4(c))

- All information obtained by the Office is confidential and may only be disclosed as necessary to carry out the Office's duties, as authorized by law



The Office



Core Responsibilities

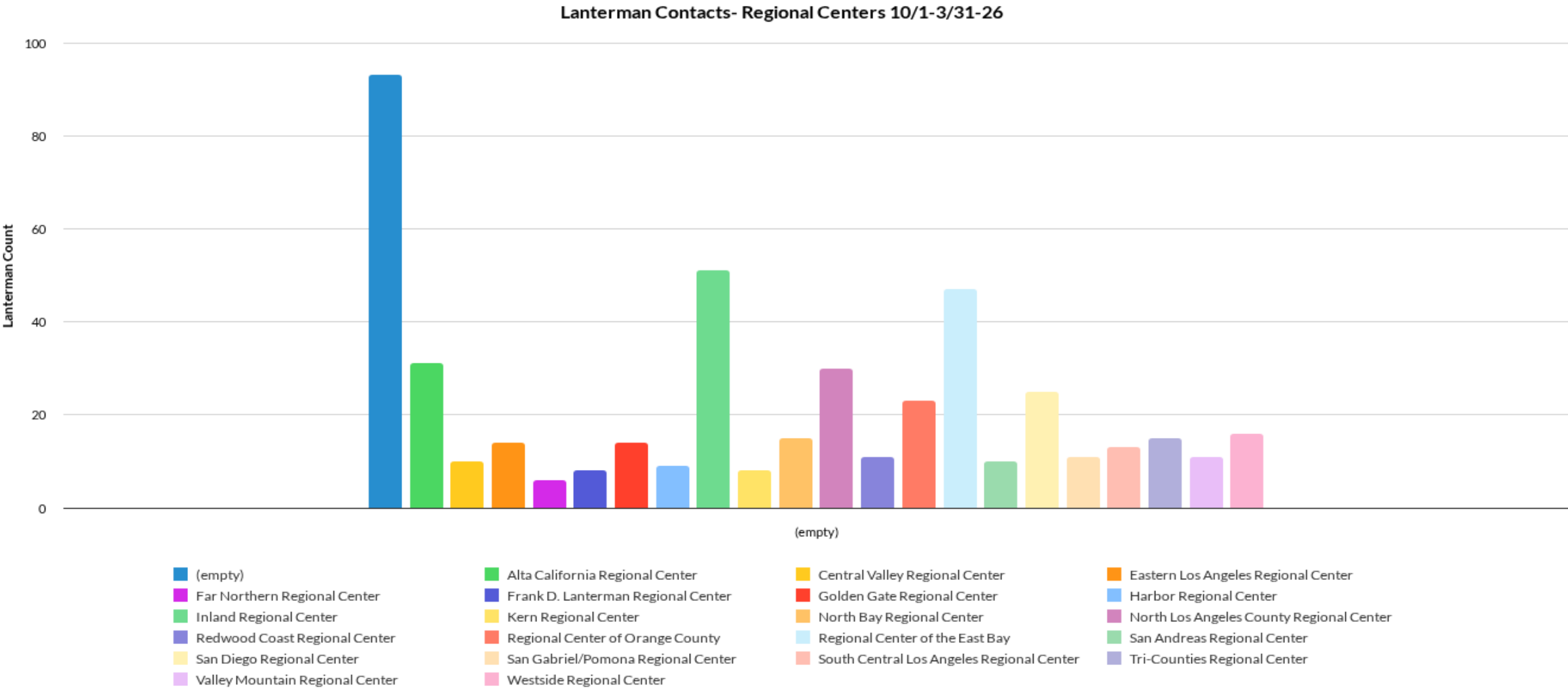
- Disseminate information and provide technical assistance
- Investigate and/or refer complaints from individuals or representatives related to their care, placement, or services
 - Attempt to resolve issues informally
 - Maintain communication on progress and outcome
- Submits a written plan to the relevant state agency, regional center, or vendor recommending a plan of action.
- Provides recommendations for legislative and policy updates
- Publishes de-identified statewide data and trends.



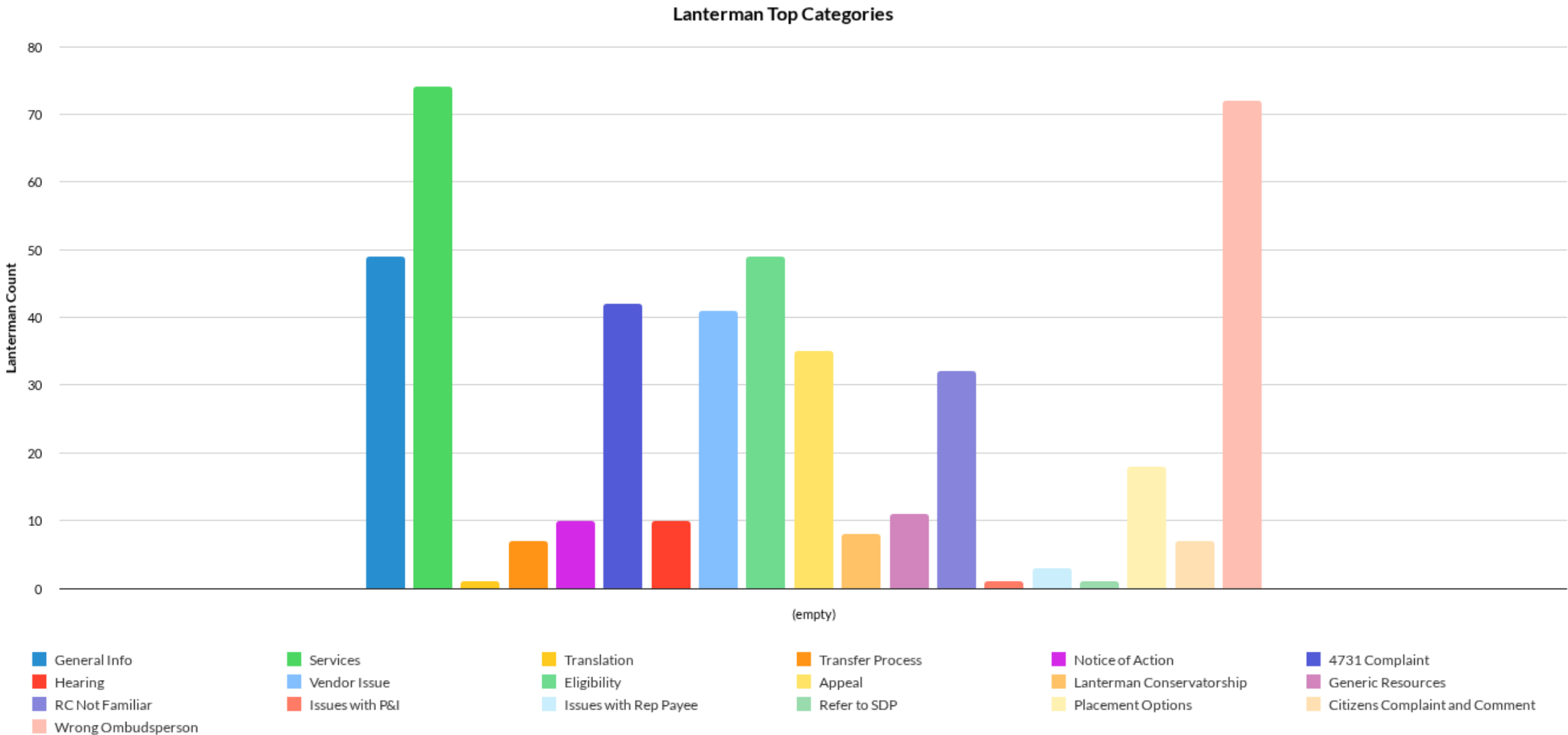
What is NOT the Ombudsperson Responsibility

- 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.

Lanterman Contacts for All Regional Centers

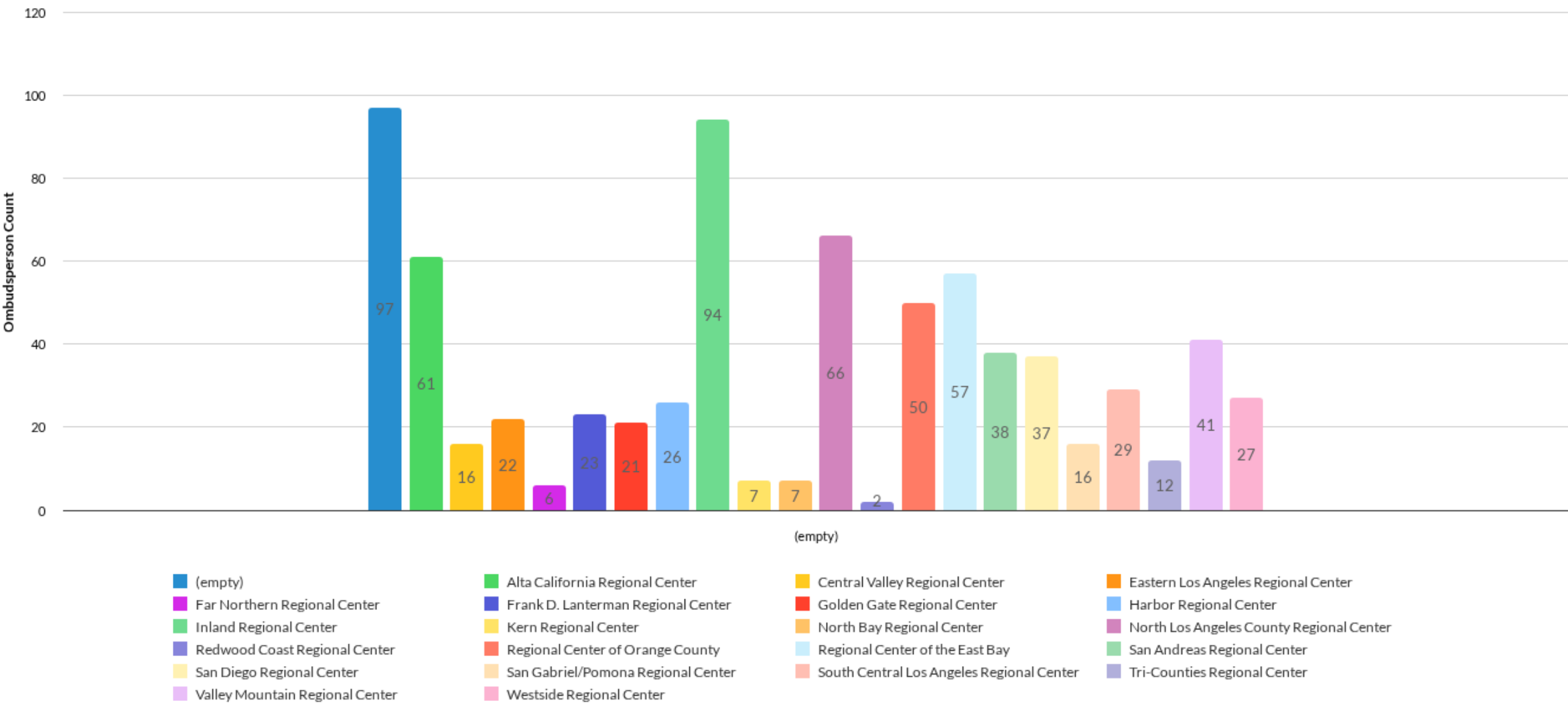


Lanterman Top Contacts

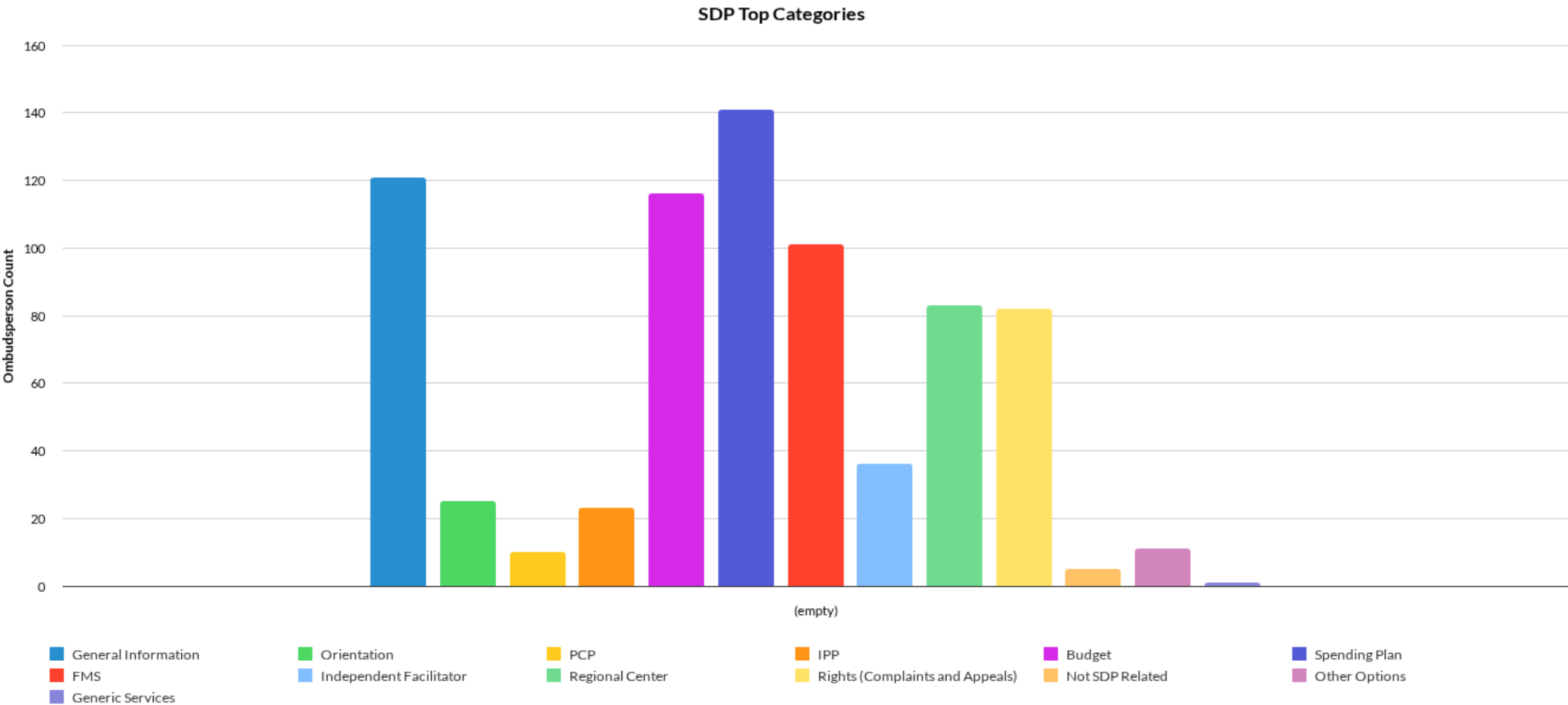


SDP Contacts for All Regional Centers

Contacts- All Regional Center 10/1-3/31.2026



SDP Top Categories



Developmental Services Ombudsperson



Contact us

Website: Office of the Developmental Services
Ombudsperson: CA Department of
Developmental Services **(Coming Soon)**

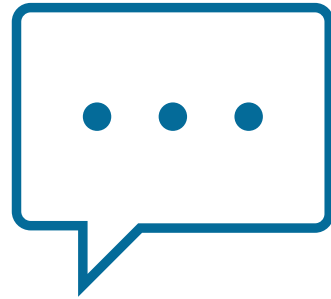
For assistance:

Email to Ombudsperson@dds.ca.gov

Call: 1-877-658-9731

Web Intake: [Get Help Here](#)





Thank You.