

OFFICE OF THE DEVELOPMENTAL SERVICES OMBUDSPERSON FAQs

Q1. How does the Ombudsperson help?

A1. The Ombudsperson's job is to support fairness and good communication in California's developmental services system. The Office can help individuals and families by:

- Explaining your rights and the services you can get
- Getting neutral information to help with decisions
- Connecting you with community partners or other resources that can help solve problems
- Providing training and using data to suggest what to improve California's developmental services system

Q2. Who can the Ombudsperson help?

A2. The Developmental Services Ombudsperson can help:

- People receiving Lanterman Act services (also called "traditional services")
- People in the Self-Determination Program (SDP)
- Infants and toddlers receiving Early Start services
- Families, tribes, advocacy groups, service providers, and others who want to understand or improve California's developmental services system

Q3. Is working with the Ombudsperson's Office private?

A3. State law requires the Ombudsperson Office to collect some information about the people who ask for help

- You can choose what information you share with the Ombudsperson's Office
- If you choose not to share certain information, the Office may not be able to help you as much
- The Office keeps your information private and only shares it if the law requires, or allows sharing
- Any information you do provide is only used to:
 - Understand your issue(s)
 - Support an investigation
 - Help improve California's developmental services system
- You can read more about the laws protecting your personal information, including Welfare and Institutions Code sections [4506.1](#) and [4506.4](#) online.