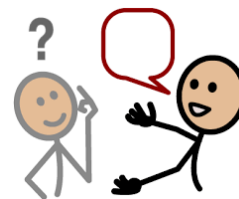




Self-Determination Program

Who do I contact if I have a complaint or concern?



Redwood Coast Regional Center

You can contact the Participant Choice Managers at RCRC if you are having any issues related to Self-Determination.

Participant Choice Managers are employees of RCRC whose job it is to support people with Self-Determination. They can help resolve problems, provide information and resources, help communicate with FMS providers, work with Independent Facilitators, and answer questions.

Humboldt and Del Norte Counties

Alex Chesstell

Participant Choice Manager

(707) 445-0893 ext 317

achesstell@redwoodcoastrc.org



Redwood Coast
Regional Center

Mendocino and Lake Counties

Sheila Keys

Participant Choice Manager

(707) 462-3832 ext 254

skeys@redwoodcoastrc.org

DDS—Office of the SDP Ombudsperson

The office of the SDP Ombudsperson is an independent office within DDS that helps people in SDP and their families.

They can investigate complaints, provide information and assistance, help find solutions to problems, and recommend changes to DDS and the state legislature.

<https://www.dds.ca.gov/wp-content/uploads/2023/06/English-Office-of-the-Ombudsperson.pdf>



Phone: (877) 658—9731

Email: SDP.Ombudsperson@dds.ca.gov

Disability Rights CA: The Office of Clients' Rights Advocacy (OCRA)

OCRA helps protect the rights of regional center clients by providing information about rights and services, representing you during meetings and hearings, and investigating complaints about denial of rights.

<https://www.disabilityrightsca.org/what-we-do/programs/office-of-clients-rights-advocacy-ocra>



Phone for RCRC Clients: (707)268-1388

General Northern CA Phone: 1-800-390-7032

Email: OCRA.RCRC@disabilityrightsca.org