DDS Department of Developmental Services

EASTERN LOS ANGELES REGIONAL CENTER

SPECIAL PRESENTATION

UNDERSTANDING THE NEW GRIEVANCE PROCESS



Join us for a special presentation featuring **Katie Hornberger**, Deputy Director of the Community Assistance and Resolutions Division at the Department of Developmental Services (DDS). Katie will share important information about the **new statewide Grievance Process**, launching in February 2027, and what individuals, families, and representatives need to know.

"Your Voice Matters"

NOVEMBER 5, 2026

5:00 PM–7:00 PM

ELARC Alhambra Office
Assembly Room A8
1000 S. Fremont Ave.
Alhambra, CA 91803

What You'll Learn:

- **Understand What's Changing**
  Learn how multiple complaint processes will come together into one streamlined grievances system.
- **Know Your Options**
  Learn the difference between a grievance and which process may apply to your concerns.
- **Your Voice Matters**
  Discover how grievances can be submitted and what types of concerns can be reported.
- **Know What to Expect**
  Learn about the review process, response timeline, and DSS oversight.

Come learn, ask questions, and stay informed!

Click here or Scan QR Code to Register

For more information, please contact:

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Event will be hosted in English. Interpretation and translation will be provided in American Sign Language, Chinese, Korean, Spanish, and Vietnamese, funded by the LACC Program.