



Department of
Developmental
Services

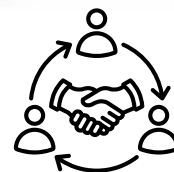


San Gabriel/Pomona
Regional Center

SPECIAL PRESENTATION

NEW GRIEVANCE Process

"Your Voice Matters"



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.

OCTOBER 1, 2026

10:00 AM-12:00 PM

SG/PRC - Pomona Office
75 Rancho Camino
Pomona, CA 91766

[Click here](#) or Scan QR
Code to Register



What You'll Learn:

- ✓ **Understand What's Changing**
Learn how multiple complaint processes will come together into one streamlined grievance system.
- ✓ **Know Your Options**
Learn the difference between a grievance and a Lanterman Appeal; and which process may apply to your concern.
- ✓ **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 DDS oversight.

Come learn, ask questions, and stay informed!

For more information, please contact Community Outreach Specialists:
Josie Martinez | jmartinez@sgprc.org | (909) 710-8817 or Amos Byun | abyun@sgprc.org | (909) 710-8815

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.