

WESTSIDE REGIONAL CENTER

Delegated Conservatorship Policy

Health and Safety (H&S) Code Section 416.19 authorizes the Department of Developmental Services (Department) to delegate the day-to-day services of a conservator (hereafter Delegated Conservator) to the regional center serving the conservatee (individual). This policy is developed to describe the regional center's responsibilities in providing these services and to mitigate conflicts that may arise when a regional center is designated to provide these services while also providing service coordination to the individual. It will also address the process an individual or their legal representative may use if they are dissatisfied with the way the regional center is carrying out the services of a conservator as delegated by the Department.

Delegated Conservator Responsibilities:

To mitigate potential conflicts of interest for individuals served by the Westside Regional Center (Regional Center) with a delegated conservatorship, the day-to-day conservatorship duties for those individuals shall be carried out by the regional center's Appeals and Resolution Specialist and overseen by the Deputy Executive Director. The day-to-day conservatorship duties will be separate and removed from the service coordination activities conducted by the individual's assigned Service Coordinator and the Program Manager of that unit.

The Appeals and Resolution Specialist, in consultation with the Deputy Executive Director, shall:

- Meet at a minimum, quarterly, in person, with the individual. This is separate from the quarterly review of the IPP conducted by the assigned service coordinator.
- Maximize the individual's autonomy and support the individual in making their own decisions. Timely inform the individual about all decisions made by the regional center on their behalf.
- Monitor and timely address with the appropriate regional center staff or external consultants any concerns about the individual's health, safety and well-being, violations of their rights, their satisfaction with current services and living arrangement and the need for additional or different services. They also shall support the individual in raising any concerns they may have.
- Complete the DDS monthly reporting tool in accordance with the Regional Center Contract ensuring that any changes which impact the individual's health, safety or

well-being, as well as modifications to their services or service needs, are accurately documented.

- Provide information about the individual's preferences and needs as part of the development of the comprehensive person-centered biennial assessment.
- Provide recommendations about the need for conservatorship, alternatives to conservatorship, changes to the conservator's powers, and the availability of others who may be able to serve as conservator.
- Support the individual's participation in the Individual Program Plan (IPP) review meeting and other meetings, as requested by the individual.
- Assist the individual in resolving any concerns they may have about the conservatorship or their regional center services by informing them of the process to request assistance from the Department and/or referring them to other resources who may be able to assist them.

Qualifications and Training of the Appeals and Resolution Specialist

At minimum, the Appeals and Resolution Specialist will have a bachelor's degree in a social or behavioral discipline, life science or special education and 3 to 5 years of experience working with people with developmental disabilities.

In accordance with the roles and responsibilities of the delegated conservatorship duties, the Appeals and Resolution Specialist will be required to receive additional training on the following topics:

- Alternatives to Conservatorships and Supported Decision Making
- Clients Rights
- Futures Planning
- Person Centered Planning Facilitation Skills
- Cultural Competency

This policy will be disseminated to the Appeals and Resolution Specialist, the Client Services Department and the Community Services Department. All staff are required to be informed of this policy in order to prevent conflicts of interest between service coordination and delegated conservator responsibilities. The policy will be presented to staff at department meetings on a quarterly basis.

Board Approved 9/10/2025

DDS Approved 10/2/2025

Process for Requesting Assistance from DDS:

An individual or their legal representative who is dissatisfied with a regional center's performance in carrying out its delegated conservatorship responsibilities may request assistance from DDS in resolving their concerns through:

- The DDS Ombudsperson at: Ombudsperson@dds.ca.gov or (877) 658-9731.
- The DDS conservatorship liaison office at: ddsconservatorship@dds.ca.gov or (833) 4210061.