STATE OF CALIFORNIA
Budget Change Proposal - Cover Sheet
DF-46 (REV 07/23)

Fiscal Year	Business Unit Number	Department
2025-26	4300	Department of Developmental Services

Hyperion Budget Request Name	Relevant Program or Subprogram
4300-058-BCP-2025-MR	4149001 – Program Administration

Budget Request Title
Staffing for Health and Safety Investigations and Due Process Caseload

Budget Request Summary
The Department of Developmental Services requests 9 permanent positions and $1.4 million ($1.2 million General Fund) in 2025-26 and $2.0 million ($1.7 million General Fund) in 2026-27 and ongoing to support continuing and increasing workload related to health and safety concerns, and rising appeals and complaints workloads.

Requires Legislation (submit required legislation with the BCP)	Code Section(s) to be Added/Amended/Repealed
☐ Trailer Bill Language ☐ Budget Bill Language ☒ N/A	N/A

Does this BCP contain information technology (IT) components? ☒ Yes ☐ No *If yes, departmental Chief Information Officer must sign.*	Department CIO Jim Switzgable	Date 5/14/2025

For IT requests, specify the project number, the most recent project approval document (FSR, SPR, S1BA, S2AA, S3SD, S4PRA), the approval date, and the total project cost.

Project No. N/A **Project Approval Document:** N/A

Approval Date: N/A **Total Project Cost:** N/A

If proposal affects another department, does other department concur with proposal? ☐ Yes ☒ No
Attach comments of affected department, signed and dated by the department director or designee.

Prepared By	Date	Reviewed By	Date
Denise Thornquest	5/14/2025	Pete Cervinka	5/14/2025
Department Director	**Date**	**Agency Secretary**	**Date**
Pete Cervinka	5/14/2025	Debra Cooper for Kim Johnson, Secretary	5/14/2025

Department of Finance Use Only

Additional Review: ☐ Capital Outlay ☐ ITCU ☐ FSCU ☐ OSAE ☐ Dept. of Technology

Principal Program Budget Analyst	Date submitted to the Legislature
Christopher Odneal	5/14/2025

A. Problem Statement

The Department of Developmental Services (Department) requests $1.4 million ($1.2 million General Fund) in 2025-26 and $2.0 million ($1.7 million General Fund) in 2026-27 and ongoing for 9 permanent positions and contracted resources to support ongoing and increasing workload related to health and safety concerns and rising appeals and complaints workloads. The Department has seen an increase of over 20 percent in the number of individuals with developmental and/or intellectual disabilities served over the past five years and the number of complaints and appeals filed with the Department have grown even faster.

The volumes of several work-intensive categories of complaints, whistleblower issues, and appeals have doubled, and in some categories tripled, in the past three fiscal years. These appeals and complaints are handled by Office of Community Appeals and Resolutions (OCAR) staff, in partnership with the Office of Community Operations, Early Start, and Office of Legal Affairs. Despite the increasing use of automation, investigations training, improved triage processes, and cross-training within the team, more staff are necessary to properly manage and timely investigate the higher volume of cases, and particularly cases with risks to health and safety or unusual complexity. In addition, a System Platform Administrator is needed to address interfaces and enhancements that will be required on an ongoing basis.

Office of Community Appeals and Resolutions Resource History

(Dollars in thousands)

Program Budget	2020-21	2021-22	2022-23	2023-24	2024-25
Authorized Expenditures	$410	$338	$408	$661	$911
Actual Expenditures	$371	$377	$292	$723	TBD
Revenues	N/A	N/A	N/A	N/A	N/A
Authorized Positions	5.5	4.5	5.0	8.0	11.0
Filled Positions	5.3	4.6	3.3	8.7	TBD
Vacancies	0.2	-0.1	1.7	-0.7	TBD

Information Technology Division Resource History

(Dollars in thousands)

Program Budget	2020-21	2021-22	2022-23	2023-24	2024-25
Authorized Expenditures	$7,088	$7,649	$8,822	$11,021	$11,216
Actual Expenditures	$6,659	$7,094	$8,110	$10,838	TBD
Revenues	N/A	N/A	N/A	N/A	N/A
Authorized Positions	76.0	77.0	88.0	106.0	103.0
Filled Positions	71.3	64.8	73.7	98.0	TBD
Vacancies	4.7	12.2	14.3	8.0	TBD

B. Justification

The increased workload for which these positions are requested results from a combination of factors, including heightened public awareness of the legally required complaint processes, changes in the Lanterman Act appeals process that became effective March 2023, and caseload growth. The complexity of some complaints also has increased, requiring more time for investigation, and there are more complaints requiring immediate welfare investigations. OCAR needs increased staff support to maintain the Department's timely ability to address: immediate health and safety issues; triage and investigate complaints; coordinate with individuals and families and regional centers (RCs), authorized representatives, and the California Department of Education; investigate and resolve complaints and disagreements within statutory requirements; and oversee and monitor the timely implementation of agreements and hearing decisions. In addition, the number of other types of cases with required statutory timelines are increasing each month. The existing six positions dedicated to these efforts are insufficient to meet the growing need.

Caseloads History

Workload	2021-22	2022-23		2023-24	
	Cases	Cases	% Increase from Previous Year	Cases	% Increase from Previous Year
Client's Rights Complaints filed with RCs	238	346	45.4%	444	28.3%
Client's Rights Complaint Appeals to OCAR	47	74	57.4%	78	5.4%
Citizen's Complaints	8	12	50.0%	13	8.3%
Early Start Complaints	24	26	8.3%	40	53.8%
Early Start Appeals	31	30	-3.2%	35	16.7%
Whistleblower Complaints	41	53	29.3%	129	143.4%
Lanterman Appeals	905	1,201	32.7%	1,611	34.1%
Total	**1,294**	**1,742**	**34.6%**	**2,350**	**34.9%**

Current Year Workload

2024-25

Workload	Processing time	Cases	Required Hours/Yr.
Complaint processes data collection, analyzing, and website posting	100 hrs./mo.	100 hrs. X 12mo.	1,200 hrs.
WIC 4731 Client's Rights Complaints to RCs	1 hr.	444	444 hrs.
WIC 4731 Client's Rights Appeals to DDS	18 hrs.	102	1,836 hrs.
Citizen's Complaints	5 hrs.	17	85 hrs.
Early Start Complaints	18 hrs.	52	936 hrs.
Early Start Appeals	3 hrs.	38	114 hrs.
Whistleblower Complaints (requires more follow-up and meetings).	20 hrs.	240	4,800 hrs.
Lanterman Appeals	4 hrs.	2,158	8,632 hrs.
Inbox/telephone contact, information collection, complaint triage and letter collection, assistance and support staff functions	120 hrs./mo.	120 hrs. X 12mo.	1,440 hrs.
Totals			**19487 hrs./1800 hrs. = 10.8 FTE (have 9 existing FTE (6 analysts and 3 managers); staff and managers are working significant overtime)**

To meet the projected need identified below, and to prepare for anticipated ongoing future caseload growth, the Department is requesting 9 total permanent positions including: 1 Staff Services Manager I (Supervisory), 2 Staff Services Manager I (Specialists) dedicated to investigations, and 5 Associate Government Program Analysts (AGPA) to collect documents, review associated laws and analyze the outcomes, and write the formal determination letters representing the Department.

Additionally, 1 permanent IT Specialist II position and $500,000 for contracted services are needed annually to define requirements, document them, work with a contractor to develop the enhancements, work with the contractor and Enterprise Data Operations to implement data flow between the application and data warehouse, develop test plans, conduct user acceptance testing, provide training templates, implement the product, and administer the system.

2025-26 assumes a half-year phase-in period for non-supervisory and non-IT staff, with full year costs assumed for management and the IT position and contract cost.

Projected Need

2025-26

OCAR Duties/Workload	Processing time	Cases	Total Hours Per Year
Complaint processes data collection, analyzing, and website posting	120 hrs.	120 hrs. X 12 months	1,440 hours
WIC 4731 Client's Rights Complaints to RCs	1 hr.	812	812 hours
WIC 4731 Client's Rights Appeals to DDS	18 hrs.	134	2,412 hours
Citizen's Complaints	5 hrs.	22	110 hours
Early Start Complaints	18 hrs.	68	1,224 hours
Early Start Appeals	3 hrs.	41	123 hours
Whistleblower Complaints (requires more follow-up and meetings).	20 hrs.	446	8,920 hours
Lanterman Appeals	4 hrs.	2,892	11,568 hours
Inbox/telephone contact, information collection, complaint triage and letter collection, assistance and support staff functions	180 hrs./mo.	180 Hours x 12 months	2,160 hours
Totals			**28,769 hrs./1800 hrs. = 16 FTE.** (plus supervision and planning for future growth through training)

C. Departmentwide and Statewide Considerations

Complaints about violations of rights, health, safety, and treatment must be promptly investigated to avoid harm to individuals and exercise the Department's oversight of the developmental services system in a prevention capacity to avoid adverse outcomes and future harm to additional people. This proposal requests the resources necessary for the Department to timely triage, investigate, and resolve the growing volume of these issues.

D. Outcomes and Accountability

With the requested resources the Department can keep pace timely with the current and near-term projected workload.

E. Implementation Plan

Upon approval, the Department will recruit and fill these positions and will assign incoming workload to these new positions to enable continued timely triage and resolution. Data provided to support this proposal will continue to be collected to monitor workload, impacts, and equitable access and utilization of available processes by individuals and families.

F. Supplemental Information (If Applicable)

Please see Attachment A – Workload Analysis

Attachment A

WORKLOAD ANALYSIS

Division of Community Assistance and Resolution
Office of Appeals and Resolutions
5.0 Associate Governmental Program Analyst

Tasks and Activities	Annual Hours	FTE
Perform analytical and investigative assignments associated with RC eligibility and service appeals, and formal complaints involving the Early Start program, clients' rights, citizen complaints, and whistleblower complaints. Review and research allegations, regulations, statutory requirements, policies, and procedures, and prepare written determinations of findings and alleged violations. Correspond with individuals and families, RCs, and internal or external departments and agencies to obtain relevant information. Gather, organize, and evaluate documents to substantiate decisions. Verify the completeness and accuracy of forms and documents. Formulate and prepare written decisions addressing alleged violations; determinations verifying the validity of the allegations; and recommended solutions for resolving the complaint and preventing similar situations.	3,250	
Collect, analyze, and maintain data files, databases, and various reports and displays related to trends and outcomes. Prepare bill analyses, reports, correspondence, charts, and other written documents that respond to inquiries, issues, complaints, and/or assignments related to appeals or complaints. Develop ad hoc data reports to monitor trends and assist in evaluating departmental, RC, and provider engagement with I/DD and their families. Prepare, review, and edit detailed technical reports for diverse audiences. Summarize findings and identify trends, issues, and concerns for the Department management review. Direct and guide stakeholders, RC staff, and other members of the public on various state processes (e.g., websites, tools, programs, application processes) to provide information and/or resolve issues.	2,250	
Collaborate and act as liaison with other department divisions and with other state agencies, RCs, individuals and families, and stakeholder groups. Maintain effective, ongoing communication with, and provide training, technical assistance, and support to internal and external entities. Coordinate activities with departmental units, and other state departments and agencies, as necessary.	2,250	
Perform special projects as required to fulfill the Department's mission, goals, and objectives. Special projects include outreach to diverse communities. Collect documents and materials regarding program and departmental activities in response to specific inquiries from a variety of sources.	1,250	
Total	**9,000**	**5.0**

Attachment A

WORKLOAD ANALYSIS

Division of Community Assistance and Resolution
Office of Appeals and Resolutions
2.0 Staff Services Manager I – Specialist

Tasks and Activities	Annual Hours	FTE
Responsible for the triage, evidence collection, and full investigation of informal and formal dispute resolution processes, including appeals and complaints. Provides a high level of assistance and reporting to management and/or Executive Management on all phases of the case investigations, including formal reporting and written responses. Monitors and has oversight of RCs' first-level investigations, which includes working with Executive Management at the RCs. Ensures that the Department responds timely and accurately to statutory mandates regarding data reporting that falls within the unit's responsibilities.	1,260	
Provides expertise in formal and informal dispute resolution methods and practices. Works closely and collaboratively with management and/or Executive Management within the Department and other state departments to gather information to enhance understanding of programs, consumer outcomes, issue resolutions, and budget impacts. Leads and manages the design of the data collection, reporting, and visualization processes and tools used to monitor appeal and complaint processes. Makes recommendations to the Division Chief and/or Deputy Director for practice and policy changes to improve dispute resolution processes and the experiences of individuals and families.	900	
Provides ongoing oversight and monitoring of the unit's triage, evidence collection, and investigation process, including training and development of the unit's employees to ensure the highest level of quality and consistency. Develop and manage communications about complex and sensitive issues regarding complaints and appeals.	900	
Coordinates engagement with RCs and external stakeholders regarding appeal and complaint processes. Develops, memorializes, and maintains written desk references for complaint and appeal processes. Manages complex investigative and administrative tracking systems related to the complaints and appeals processes.	540	
Total	**3,600**	**2.0**

Attachment A

WORKLOAD ANALYSIS

Division of Community Assistance and Resolution
Office of Appeals and Resolutions
1.0 Staff Services Manager I

Tasks and Activities	Annual Hours	FTE
Provides full supervisory responsibilities for the unit staff over informal and formal dispute resolution processes, including service and eligibility appeals, clients' rights complaints and appeals, Early Start complaints, citizen complaints, and whistleblower complaints. Leads and supervises all other activities of the unit including staff performance evaluations and reviews. Monitors and directs work with the Department of General Services' Office of Administrative Hearings for mediations and hearings in the service and eligibility appeal process. Provides a high level of assistance and direction to the Office of Administrative Hearings through the contract and ongoing coordination regarding its processes, data collection, and communication with appellants and RCs. Corresponds with individuals and families, RCs, and internal or external departments and agencies to obtain relevant information.	630	
Provides expertise in formal and informal dispute resolution methods and practices. Works closely and collaboratively with other Department divisions and state departments to gather information to enhance understanding of programs, consumer outcomes, issue resolutions, and budget impacts. Leads and supervises the design of data collection, reporting, and visualization processes and tools used to monitor and forecast the impact of ongoing process improvements for appeals and complaints.	450	
Provides ongoing training and development of the unit's employees to ensure the highest level of quality and consistency in designing and managing communications about complex and sensitive issues regarding appeals and complaints. Review, approve, and advance staff recommendations to address individual and systemic issues and concerns regarding dispute resolutions.	450	
Responsible for oversight of how requests and resolutions are handled throughout the appeal and complaint process, identifying trends, and making recommendations to the Division Chief and/or Deputy Director for practice and policy changes to improve dispute resolution processes and the experiences of individuals and families. Ensures that the Department responds timely and accurately to statutory mandates regarding data reporting that falls within the unit's responsibilities. Coordinates engagement with external stakeholders regarding all aspects of appeal and complaint processes. Performs HR functions equivalent to a first level supervisor.	270	
Total	**1,800**	**1.0**

Attachment A

WORKLOAD ANALYSIS

Information Technology Division
For Office of Appeals and Resolutions

1.0 IT Specialist II – IT ServiceNow Administrator

Tasks and Activities	Annual Hours	FTE
Lead system administrator for the development platform. Setup, enhance, and maintain configurations, users, setup workflows, and notifications. Provide advanced technical support to program areas supported by these applications.	450	
Perform the most complex data configuration and programming tasks using the Department's ServiceNow application, other approved low code/no co platforms, system tools and utilities. These tasks typically include performing advanced level analysis, design, coding, testing, reporting and documentat in support of automated processes, service mapping and discovery solutions. Provide first and second level implementation support for program implementation.	450	
Design, build and maintain interfaces to other Department-hosted and cloud-based systems, applications, and processes dependent on application processes and data. Independently work on customer requests to perform advanced level data configuration tasks using administration and configuration tools. Interact extensively with other support staff, vendors, and customers in order to successfully complete the requests. Create custom reports for analysts and management. Monitor system health.	360	
Perform software product/application installations, work closely with technical teams and customers to implement and maintain the application infrastructure/architecture. Verify applications work on the vendor supported web browsers and operating systems. Utilizing hardware and software utility tools as necessary to maintain systems and diagnose network problems.	360	
Documents and maintains operational procedures, release management, and technical system documentation. Maintain written business solutions and application systems procedures and protocols. Provide training templates, and tools to end users and IT personnel on ServiceNow.	180	
Total	**1,800**	**1.0**

BCP Fiscal Detail Sheet

BCP Title: Staffing for Health and Safety Investigations and Due Process Caseload
BR Name: 4300-058-BCP-2025-MR
Budget Request Summary

Personal Services

Personal Services	FY25 Current Year	FY25 Budget Year	FY25 BY+1	FY25 BY+2	FY25 BY+3	FY25 BY+4
Positions - Permanent	0.0	9.0	9.0	9.0	9.0	9.0
Total Positions	**0.0**	**9.0**	**9.0**	**9.0**	**9.0**	**9.0**
Earnings - Permanent	0	504	794	794	794	794
Total Salaries and Wages	**$0**	**$504**	**$794**	**$794**	**$794**	**$794**
Total Staff Benefits	0	269	424	424	424	424
Total Personal Services	**$0**	**$773**	**$1,218**	**$1,218**	**$1,218**	**$1,218**

Operating Expenses and Equipment

Operating Expenses and Equipment	FY25 Current Year	FY25 Budget Year	FY25 BY+1	FY25 BY+2	FY25 BY+3	FY25 BY+4
5301 - General Expense	0	11	18	18	18	18
5302 - Printing	0	6	9	9	9	9
5304 - Communications	0	6	9	9	9	9
5306 - Postage	0	6	9	9	9	9
5320 - Travel: In-State	0	17	27	27	27	27
5322 - Training	0	6	9	9	9	9
5324 - Facilities Operation	0	44	72	72	72	72
5340 - Consulting and Professional Services - External	0	500	500	500	500	500
5346 - Information Technology	0	50	81	81	81	81
Total Operating Expenses and Equipment	**$0**	**$646**	**$734**	**$734**	**$734**	**$734**

Total Budget Request

Total Budget Request	FY25 Current Year	FY25 Budget Year	FY25 BY+1	FY25 BY+2	FY25 BY+3	FY25 BY+4
Total Budget Request	**$0**	**$1,419**	**$1,952**	**$1,952**	**$1,952**	**$1,952**

Fund Summary

Fund Source

Fund Source	FY25 Current Year	FY25 Budget Year	FY25 BY+1	FY25 BY+2	FY25 BY+3	FY25 BY+4
State Operations - 0001 - General Fund	0	1,235	1,662	1,662	1,662	1,662
0995 - Reimbursements	0	184	290	290	290	290
Total State Operations Expenditures	**$0**	**$1,419**	**$1,952**	**$1,952**	**$1,952**	**$1,952**
Total All Funds	**$0**	**$1,419**	**$1,952**	**$1,952**	**$1,952**	**$1,952**

Program Summary

Program Funding

Program Funding	FY25 Current Year	FY25 Budget Year	FY25 BY+1	FY25 BY+2	FY25 BY+3	FY25 BY+4
4149001 - Program Administration	0	1,419	1,952	1,952	1,952	1,952
Total All Programs	**$0**	**$1,419**	**$1,952**	**$1,952**	**$1,952**	**$1,952**

Personal Services Details

Positions

Positions	FY25 Current Year	FY25 Budget Year	FY25 BY+1	FY25 BY+2	FY25 BY+3	FY25 BY+4
1414 – Info Tech Spec II (Eff. 07-01-2025)	0.0	1.0	1.0	1.0	1.0	1.0
4800 – Staff Svcs Mgr I (Eff. 01-01-2026)	0.0	2.0	2.0	2.0	2.0	2.0
4800 – Staff Svcs Mgr I (Eff. 07-01-2025)	0.0	1.0	1.0	1.0	1.0	1.0
5393 – Assoc Govtl Program Analyst (Eff. 01-01-2026)	0.0	5.0	5.0	5.0	5.0	5.0
Total Positions	**0.0**	**9.0**	**9.0**	**9.0**	**9.0**	**9.0**

Salaries and Wages

Salaries and Wages	FY25 Current Year	FY25 Budget Year	FY25 BY+1	FY25 BY+2	FY25 BY+3	FY25 BY+4
1414 – Info Tech Spec II (Eff. 07-01-2025)	0	118	118	118	118	118
4800 – Staff Svcs Mgr I (Eff. 01-01-2026)	0	94	187	187	187	187
4800 – Staff Svcs Mgr I (Eff. 07-01-2025)	0	94	94	94	94	94
5393 – Assoc Govtl Program Analyst (Eff. 01-01-2026)	0	198	395	395	395	395
Total Salaries and Wages	**$0**	**$504**	**$794**	**$794**	**$794**	**$794**

Staff Benefits

Staff Benefits	FY25 Current Year	FY25 Budget Year	FY25 BY+1	FY25 BY+2	FY25 BY+3	FY25 BY+4
5150350 - Health Insurance	0	42	66	66	66	66
5150500 - OASDI	0	39	61	61	61	61
5150600 - Retirement - General	0	133	209	209	209	209
5150800 - Workers' Compensation	0	8	13	13	13	13
5150820 - Other Post-Employment Benefits (OPEB) Employer Contributions	0	15	24	24	24	24
5150900 - Staff Benefits - Other	0	32	51	51	51	51
Total Staff Benefits	**$0**	**$269**	**$424**	**$424**	**$424**	**$424**

Total Personal Services

Total Personal Services	FY25 Current Year	FY25 Budget Year	FY25 BY+1	FY25 BY+2	FY25 BY+3	FY25 BY+4
Total Personal Services	**$0**	**$773**	**$1,218**	**$1,218**	**$1,218**	**$1,218**