

OCRA

The Office of Clients' Rights Advocacy (OCRA) is a statewide office run by Disability Rights California, formerly Protection & Advocacy, Inc., through a contract with the California Department of Developmental Services. OCRA employs a Clients' Rights Advocate (CRA) at each regional center. The CRA is a person trained to help protect the rights of people with developmental disabilities.

Who can get clients' rights advocacy services?

Any person with a disability, family member, or interested person may ask a CRA about the rights of a person with a developmental disability. The CRA will answer your question or refer you to another resource.

Your Clients' Rights Advocate:

- Can consult with and help people who have developmental disabilities and their families get services.
- Can directly represent people with developmental disabilities in administrative hearings.
- Can provide training about rights to consumers, their families, regional center service providers, and interested community groups.
- Can investigate complaints about the denial of any right to which a consumer is entitled, if the complaint involves a facility.
- Can assure compliance with the law involving a denial of rights in a facility.

You may file a grievance if you are not satisfied with the services provided to you by OCRA.

What service issues/agencies can my CRA help me with?

Schools
Social Security
Medi-Cal
Neglect
Rehabilitation Mental Health
Discrimination
Regional Centers
In-Home Services
Private Insurance
Guardianship
Abuse
Day Care
Criminal Matters
Personal Autonomy
Conservatorship and Alternatives
Other miscellaneous areas of law

How will the CRA decide whether to represent me directly?

In deciding to represent you directly, OCRA will consider:

- The merits of your claim
- Your ability to advocate for yourself
- Availability of OCRA resources
- Other advocacy sources you could use

**and what
can
your
Clients'
Rights
Advocate
do
for you?**

www.disabilityrightscalifornia.org

Your CRA's name and
phone number are:

or you can call:

1-800-390-7032

916-575-1615 Voice

877-669-6023 TTY

916-575-1623 FAX

Bob Sulin's artwork adorns the cover. A Sacramento resident, Sulin's art has been shown in exhibits all over California. He works mainly with paints, ceramics and block prints, and is well known for his deadpan humor and political satire. Sulin is a student at Short Center North and an Alta California Regional Center consumer.

**What is the
Office of
Clients'
Rights
Advocacy?**



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