

OFFICE OF CLIENTS' RIGHTS ADVOCACY

CONSUMER GRIEVANCE PROCEDURE

In order to ensure that individuals with developmental disabilities have access to high quality advocacy services, OCRA has the following Grievance Procedure which consumers or their representatives can use to address concerns regarding the quality of advocacy services, including, but not limited to, timeliness, accuracy, completeness of response, and quality of treatment.

I. YOU HAVE THE RIGHT:

A. To file a grievance if you are a regional center consumer or applicant for regional center services who:

1. Asked for help from the Office of Clients' Rights Advocacy (OCRA) but were told you were not eligible for help; OR
2. Currently receive help from OCRA but are dissatisfied with the help given (this includes, but is not limited to, dissatisfaction with timeliness, accuracy, completeness of response, and quality of treatment to your concerns); OR
3. Was receiving help from OCRA that ended or further help was denied for reasons with which you disagree.

B. To be assisted in the grievance process by a representative of your choosing, at your expense.

II. GRIEVANCE PROCEDURE STEPS:

A. STEP A--OCRA:

If you are dissatisfied with the services of your Clients' Rights Advocate or Advocate Assistant, you may appeal their action within 30 days. The appeal may be either orally or in writing to the OCRA office in Sacramento. OCRA must respond to your grievance within 15 days unless the timeline is mutually extended. Please state the problem with the services and how

you would like the problem corrected.

OFFICE OF CLIENTS' RIGHTS ADVOCACY
100 Howe Avenue, Suite 240 North
Sacramento, CA. 95825
(800) 390-7032 or (916) 575-1615
TTY (916) 575-1624
FAX (916) 575-1623

B. STEP B--PAI EXECUTIVE COMMITTEE:

If you are not satisfied with OCRA's response or proposed action to your appeal, you may seek review by the Board of Directors, Executive Committee, Disability rights California, Inc. The Executive Committee must respond to your grievance within 30 days of its receipt. This timeline may be extended by mutual agreement. The request for review by the Executive Committee may be made by writing to:

President, Board of Directors
Disability Rights California
100 Howe Avenue, Suite 185 North
Sacramento, Ca. 95825
(800) 776-5746 or (916) 488-9955
TTY (800) 776-5746
FAX (916) 488-2635

C. STEP C--CONTRACT MANAGER

DEPARTMENT OF DEVELOPMENTAL SERVICES:

If you are not satisfied with Disability rights California response to your grievance, you may seek review by the Contract Manager, Department of Developmental Services. This request must be made within 30 days of the receipt of the final decision from the Board of Directors of Disability Rights California. The Contract Manager shall respond to the grievance within 45 days of your request to review. This timeline may be extended by mutual agreement. The request for review by the Contract Manager may be made by writing to:

Office of Human Rights
OCRA Contract Manager

Room 340
Department of Developmental Services
1600 Ninth Street
Sacramento, Ca. 95814
(916) 654-1888
TDD (916) 654-2054
FAX (916) 654-2263

III. OTHER ADVOCACY SERVICES:

If you need more help than your CRA could give you, you may receive additional assistance by calling:

Disability Rights California --1-800-776-5746
Area Boards I through XIII --Look under the State of California in your telephone directory for the phone number of your local Area Board.

This grievance procedure complies with the requirements of Contract HD 989040, Exhibit C, Paragraph 11, entered into between the State Department of Developmental Services and Disability Rights California, Inc., for the establishment of the Office of Clients' Rights Advocacy, pursuant to Welfare and Institutions Code, Section 4433.

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