

Memo

To: Department of Developmental Services
From: Katie Hornberger, Director
Date: June 30, 2020
Re: Annual Consumer Satisfaction Survey
July 1, 2019 through June 30, 2020

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent for the period of July 1, 2019 – June 30, 2020. OCRA selected every fourth closed service request from the case management system to receive a survey by mail, which included a self-addressed, stamped envelope.

Eighteen hundred and fifteen (1,815) surveys were mailed out. Three hundred and ninety-three (393) people returned surveys. This represents a 22 percent return rate. Of those responding to the questions, 96 percent of the respondents who answered the questions felt they were treated well by the staff. 86 percent of the respondents believed their call was returned within two days. 91 percent of the respondents reported that they understood the information they received. 94 percent of respondents felt their Clients' Rights Advocate listened to them. 85 percent of respondents felt they were helped with their question/problem and 91 percent of respondents said they would ask their Clients' Rights Advocate for help again.

	<u>Satisfied</u> (Happy)	<u>Not Satisfied</u> (Sad)	<u>Did Not Check</u>
1. I was treated well by the staff.	376	16	1
2. My call was returned within two (2) days.	329	52	12
3. I could understand the information I got.	355	34	4
4. My Clients' Rights Advocate listened to me.	364	23	6
5. I was helped with my question/problem.	327	57	9
6. I would ask for help from the Clients' Rights Advocate again.	348	34	11

Comments:¹

- It's wonderful to have that resource available. Thank you!
- They went over and beyond to help me. Really wonderful from them.
- Both Cherri & Filomena was excellent in helping me solve the issues I was having. So glad I walked into that office that day, it made the biggest difference for my brother & I.
- Annie B. is very helpful. She is amazing! All my questions/concerns are answered!
- OCRA is an amazing group of folks that are always very kind and thoughtful, great listeners and oh so helpful every time I work with them. (smile face)
- Thank you for your help
- Ms. Palmer provides many useful information and guide us in a Right direction for the great advice. Ms. Palmer is awesome! And very helpful.

¹ These are all of the comments received on the surveys. They are copied directly from the survey forms, including punctuation and spelling. If an adverse statement was made about a specific person or agency, the name was deleted for purposes of this report. "RETURN TO MAIN DOCUMENT"

- The issue has been solved. Thank you.
- I am very grateful for the fact that this resource exists. I am an attorney and it was nice to get a second opinion from experts.
- They could not advise me because we had already obtained our attorney.
- There is one thing we need to let you know that your program is great. Mrs. Celeste Palmer is so wonderful about helping us to really understand many important things. We can't compliment enough, Thank you very much.
- OCRA is a great program. I felt that they gave me great information and are a great tool for children & parents with disabilities.
- I was disappointed that some kind of action didn't take place when I complained about my handicap parking spot where I live. Top of ramp 4 to 5 inch high tree root, bottom of ramp popped up pavement from tree roots it's Horrible and it's for handicapped. I thought your organization would help me fight to fix this problem. I have for 4 years – no luck. Fell got hurt in January.
- Thank you for helping me with my problem maybe you can help me in the future. Thank you.
- I believe OCRA was listening, but the State of California is not.
- I'm just not getting the help that I need I have them on voice record and on camera.
- Thank you on behalf of xx.
- You are limited what problems you could handle. With Tri-Counties clients there are a variety of legal issues and if it isn't paid for by the grant – you can't get help. Some of us can't afford to go elsewhere. I suggest you publicize what you can help with.
- Need options for representation available to clients. Gina Gheno always helps very good!
- Not enough communication/not enough updating.
- I really appreciated the attorney & rep that helped me.
- We have tried to use them 2 times over many years – they were not able/willing to help.
- It was great to have the support especially dealing with IRC appeals process for the 1st time. Laura Coto-Ortega always responded quickly and I really appreciate the information she provided and the kind word of encouragement!
- Professional Genuine
- I want to thank you for help me out you very nice to me to know how I feel and in the future I well call again anytime.

-Having two kids with Autism I truly appreciate all sources, community workshops which is where I met Paula Sandoval. Please continue funding and providing us special families resources of professionals like this.

-I thought they would come with me to SSI office. To help with the paperwork they say to pay back \$16,000! (sad face)

-Gina was extremely helpful. She then sent me a packet which helped answer my questions.

-I wish we could have an ongoing support team and not have to close out the case after each situation is resolved. I don't like that I have to call and open a new case each time (then re explain the previous issues.)

-Quiero agradecer por toda la informacion que recivi (I want to thank for all the information I received)

-They never returned my calls.

-I was called the day before to attend IEP meeting. It was not very professional to call families on short notice. Although CALS represented me at the hearing they never did anything. I reached out to OCRA CVRC but they closed my case without understanding why I reached out to them. I have more comments. Please call so I can share.

-No sirven para nada cuando uno los necesita solo dicen lo siento no podemos alludar con este problema (They are useless when you need them they just say sorry we can't help with this problem.)

-I got information from OCRA about my problem but I would be more confident if Atty. Karis was present during my son's IEP, like what Atty. Katy Luson did when I also have problem in the past. The IEP team solved my problem fast because of her representation. I was very happy.

-Brittnee is awesome! Very responsive, clearly listens and communicates and helpful. Thank you!

-SSI el dinero de Junior esta a 57 dolares el mes de Julio y no lo subieron como dijeron (SSI the money of xx is at 57 dollars for the month of July and did not raise it like they had said they were)

-Ms. Miller and Ms. Rojas even sent me copies I needed. Thank you so much.

-It would have been nice if they did more than just advice because of my situation with my parents & the program community connections.

-Not at this time. Thank you!

-To whoever is concern? Please I am requesting to put attention to my notes. In 2017 I sent a note to your office regarding another issue never got respond. My name is xx mom-legal conservator of xx 55 years old. March 1 2019 I visited OCRA office meeting with Filomena and Iska Elias looking for guides because didn't have an idea how to handle a situation

with my son who live in not license facility who got a black eye I was asking why cameras there are not allow. After spoke with them they explained me the first step to take in a situation of abuse need to be reporter to APS They asked me if a reporter to the director of the facility and SARC I said yes. They were surprise either of them reporter to APS. Then Iska process the report. Days later, I came back Filomena or Iska weren't working I spoke with Cherri how I can help. Getting information about the investigation and what happen with the case she told me they cannot get involve The only alternative is to call aps I have a question that don't let me sleep at night. (I am 76 years old asking myself from so many organization who supposed to be to PROECT our lives and make sure his right are Respect) who or where is a CLIENT RIGHT where are not Limit or impediment to help them Special in facilities that don't have license. What alternative families have (I am alive and will happen when won't be here) and the one Don't have any family. .What make me feel worst is if my son were living with me and He goes to a day program or a job facility with this condition The situation were Complete different and probably I could lose my conservative. I will appreciate respond. Thank you very much and God bless. My address is xx.

-Muchas Gracias (Thank you very much)

-Extremely helpful, clear, and responsive service – very grateful.

-I have been called Sandra and Christine many times and finally they wrote email on 3/June/2019, and make appointment with me June 5 they should inform earlier, I have to arrange my off day, so it was cancelled, and do not give me the day exactly just July. They work slowly and not good, hardly to contact.

-They are fantastic! Invaluable! Debra Marcia & Luisa Delgadillo are both extremely well-informed and helpful. Regional center clients and the families absolutely need access to this specialized resource.

-There was no resolution reached regarding my daughter's treatment by xx of the xx xx Film Program.

-The staff was very professional and very pleasant during my stressful time of handling my daughter's affairs. Thank you.

-I received great services from OCRA, and I would like for them to help me again in the near future if any problem is arise again.

-I appreciate the help from OCRA, I always get answers to my questions! Thank you!

-Aimee always returns my call quickly answers all the questions I asked she was very helpful. We feel very confident to work with her.

-They were very attentive and helpful.

- She was a good person staff help me all my problems.
- Good
- I noticed my case was being closed before I was done with issues at hand. The same thing happened to me about 3 years ago by Maria Cruz. Maria Cruz closed son case at the beginning of October 2019 and was unaware she did that.
- Ms. Gillespie and Ms. Tellez treated us very well. Both are very educated on children's rights and we felt comfortable talking to them.
- Hable con los trabajadores de ocra me dieron sugerencias sobre el asunto de mi hijo, pero no me pudieron acompañar a la audiencia tampoco tienen personas para representar a mi hijo me senti sola con mi problema. (I spoke with the workers of OCRA they gave me suggestions about my son's case but they could not accompany me to the hearing, nor do they have people to represent my son, I felt alone with my problem.)
- No es todo gracias (No that is all thank you)
- Friendly
- I would like them to do more for clients to get services from Inland Regional Center because I couldn't.
- non-judgmental, courteous, knowledgeable, efficient.
- I hope we have another bingo game with People First.
- Todavía seguimos en el caso abierto Bebo Saab en un excelente abogado seguimos en el caso. (We still continue in open case Bebo Saab is an excellent lawyer we continue in the case.)
- The service we received was way beyond our expectations. We appreciate the assistance we received. There is no way that we could have done this without the help of Aimee and Alejandra. Thank you for all you have done.
- You are too busy and don't have enough staff, to help with school issues (IEPs). I was able to have a family member help me obtain legal help, and solved my case but it was very expensive.
- Celeste was excellent! She responded promptly, knew just what to do, and solved my problem within just a few days. Exceptional service!!! Arthur was great in referring me to Celeste. He analyzed my problem for a proper referral.
- Yes, I did received good service but wished there was a way if I was cut off completely from Social Security that I would have gotten some temporary help with some money. Because I'm having a tough time paying my bills and food now. Plus rent.
- Helpful advice regarding respite care.

- But if I ever need help for anything again I would be sure and call you if I need help again.
- You did not help a disable person. You return the call after (4 months) What kind of help you provide for Disable-? As a mother very disappointed I am glad I look for help somewhere else.
- Ryan's team (Cherri, Filomena, Cristina) have done an amazing job to support our child for SARC application. They fulfilled our dreams. Our child is now eligible for SARC services. Cherri and Filomena also participated in our child's IPP and recommended services. Their dedication, brilliant advocacy, knowledge, experience and passion deserve an over 5 star rating. OCRA is always in our hearts because of their excellent work!
- Muy mal servicio y es una perdida de tiempo tomar esos servicios muy fatal. (Very bad service and it's a waste of time to take those services very fatal.)
- They were awesome and got IRC to contact me within the same day. Thank you!
- Very professional staff, prompt and conscientious. Obtained a positive solution for xx.
- The Eureka office made me feel hopeless and helpless, saying they would help and not following through. Please formally investigate those in practice as well as RCRC staff. I am a currently still awaiting assistance for my issue, but do not feel comfortable pursuing it due to the level of nepotism I have encountered. RCRC clients should not feel as though they cannot voice their needs for fear of neglect from the case workers/agencies/staff supposedly there to help them.
- Gracias por el apoyo y gracias a eso mi hija va a tener major servicio en su escuela. (Thank you for the support and thanks to that my daughter will have better service in her school.)
- Ms. Aimee Delgado, the Attorney, was wonderful and so her secretary Alejandra. Both were very professional and willing to help at all the time
- I was very satisfied about everything. Thank you OCRA.
- I had a problem with CBHS wanted me homeless but I grateful that they keeping me from being homeless persons. The Police Dept calls me king of xx Ave.
- They were great.
- Very good staff
- helps a lot about my questions.
- Para que las dos veces, esentido muy tristemente que no quieren ayudar los papeles que Mandan dan instrucciones que sabemos, y uno illama,

para ayuda representacion. (So that both times, I feel very sadly that they do not want to help, the papers sent give instructions that we know and one calls for help, representation.)

-It was good to know that you had someone to listen to your situation and help you to navigate to find a solution when you are in need of ones help.

-I received a call to tell me that Christine was out of the office and that she would be in contact with me but I never received returned call; as I would like to update her on what we had discussed.

-She is great helper for me. Thank you so much.

-I would actual representation. Be able to meet in person.

-Tuve problemas para recibir llamada de regreso a fin de cuentas nada soluciono. Pedro se quedo sin adult program por falta de transporte. ACRC no consiguió transporte y OCRA no pudo hacer nada al respecto. (I had trouble receiving a call back and at the end nothing was resolved. xx was left without an adult program due to lack of transportation. ACRC was not able to get transportation and OCRA could not do anything about it.)

-Thank God for this resource. The advocacy required for special needs persons requires physical representation by lawyers. We need them available at court!

-Me senti muy apoyada y contesto Celeste todas mis preguntas (I felt very supported and Celeste answered all my questions)

-They were great.

-All they did was try to advise me & give me information about things I already knew – like preaching to the choir. They will not attend meetings with you or assist you in getting needed services from school districts, regional centers, or Dept. of Mental Health.

-I was very satisfied with your services.

-Solo que lla tengo mi comunicacion otrabes Gracias por su alluda. Pero me ace falta que me alluden con un clases de entrenamiento. (Only that I already have my communication again, thank you for your help. But I still need you to help me with a training class.)

-Thank you!

-I had issues with being the provider for my son. She was not helpful with that & I'm still figuring that out on my own.

-I was received well and everything was explained to me. They helped me explain forms that I have to fill out.

-Son exelentes gracias. (They are excellent thank you.)

-I received prompt, thoughtful and courteous service from Aimee Delgado. She is very knowledgeable about the law as well as the particular things

that the regional center is looking for. Talking with her was a great experience.

-Muy amables y cooperativos (Very kind and cooperative)

-Very good service

-Esta fue la segunda vez que pido ayuda y soy ignorada y me Mandan instrucciones, despues que deben mandarlas, la primera vez illegaron los papeles despues de la fecha. (This is the second time I ask for help and I am ignored and they send me instructions, after they must send them, the first time the papers arrived after the date.)

-It brought the stress and anxiety I occurred and wrong doing by the SGPRC during survey and to have an advocate go with me for my IPP.

-Thank you for trying!! xx is not "Fair" Numerous Inland Regional issues and concerns!! Specifically, xx, Consumer Service Representative, did not give us enough time to allow for OCRA advocate lawyers to attend the appeal. In fact, when an extension was considered she said she would dispute that too. Matter approved finally by Admin Law Judge. (smile face)

-Fueron amables, atentos, comprensivos y me explicaron muy bien todo. (They were nice, attentive, comprehensive and explained everything very well.)

-Lorie was very helpful. Thank you.

-Words cannot express my gratitude for DRC! Jacqueline Miller was a huge help to me. I couldn't have pursued a case w/RCOC w/out her aide. She went above & beyond to help & counsel me! Thank you so much. I did send Marianna an email a few months ago with an attachment, but I never heard back. My follow up email was not answered either.

-They were very professional.

-Que fueron muy amables y son personas que de verdad abogan por las personas con necesidades diferentes. (They were very friendly and are people who really advocate for people with different needs.)

-HCBA waiver under San Ysidro Health requires 6-month process for a nurse to become a provider with Medical. That is State's error. Class action case possible. I was told OCRA can't help me went to private attorney and got help. I got help elsewhere for my son. So many families out there are in similar situation and can't get help...

-Thank you so much for your help! EDCOE really needs to step up their hiring of aides to make sure IEP's are followed for the safety and inclusion of our kids.

-We appreciate the support and information that Brittnee offers!

-Atencion rapida, la informacion fue clara (Quick attention, the information was clear)

-Very professional, informative and sensitive to my situation. In my situation, Ms. Orate was able to provide me information that is unique and understand that over the holidays I needed time to regroup before continuing with the information to pursue on.-I was told that OCRA can help me/my son to increase with the IHSS hours which I plan to contact OCRA

-Alejandra was great very knowledgeable and responsive to my questions and are needs to secure IHSS

-Once I was contacted, Staff were amazing and knowledgeable, the information was great; unfortunately our school district still gave us a difficult time. Thank you for all your support.

-Michael and his coworkers where beyond helpful I am so pleased; I would definitely use this service again and recommend it to anyone and everyone with these issues.

-In question #3,... I could understand all the info and what not; I have a very severe case of Epilepsy on top of that I've had to take a lot of different meds which all have this side affect on my memory so I'm not sure if I did do everything I am so to. Thank- you,... it feels so nice to be care about when your as disabled as I am so to.

-Yes, we were satisfied with your services. Thank you

-Ms. Gillespie went above and beyond to help me advocate for my son's interest. She is highly motivated, knowledgeable and very pleasant to work with. I highly recommend her.

-I would like to mention that I could not find an email from their office. I called spoke to Monica she was very polite and resent me the email.

-My son was a client since birth until 12-13 yrs because he is 25 now I can't help him because of his age and that is hard for a parent but thanks

-No

-I NEED HERE 10 MONTH I HAD NOT BE HAPPY I DO NO LIKE THIS I WISH I NEVER MOVE HERE

-Mr. Lombardi was very respectful and helpful. He even called back after the case to make sure things were okay. He was very compassionate towards our case.

-I was told that OCRA does not help with finding a lawyer to help file a malpractice suit from Dr. neglect

-Family law matter (Mom, ***, child custody), but minor (Daughter, ***, disabled, regional ctr. Client) ADA Rights violated during court process and mom upset OCRA wouldn't assist. Mom's family law atty not representing child (16 y/o) + not ADA.

-Great! Great Great

- I love the service

- The service by Debra and Luisa has always been excellent. I would highly recommend their services.
- They sent the wrong information resources to me. They wasted my time.
- Didn't have too many options for legal counsel in S.F. otherwise great svc.
- Congratulations! From your stay because you help people! For the service God blessing! Thank you very much!
- Thank you for the orientation
- It was not fully explained to us what OCRA was about or what they could help us accomplish.
- All good
- I am very much happy and satisfied with the help my client is receiving. She see to it that everything is done by the person/agency involved promptly and efficiently. She follows up on the case and I appreciate it very much.
- OCRA is very informative, and I appreciate the help and service that I have received from them.
- Excelente Recurso!!! (Excellent resource!!!)
- Prompt, professional, problem resolved (happy face)
- VMRC always very helpful.
- A really great service to have by your side.
- Mrs. Scott prepared me very well for my son's Regional Center Assessment and my son got Approved! So happy with her service, patients and knowledge! Thank you for Being there for our children with special needs.
- I already ask 2 times for help from this place, but they never been able to help me, they always have an excuse even when my son have cerebral palsy.
- Cherri and Filomena have done an amazing job supporting our child to become eligible for SARC services. After that, they continued to guide our family. Their dedication and passion make us feel OCRA is always with us. Heartfelt thanks to Cherri and Filomena for their excellent work, sincere love and for bringing our family on a positive path!
- Limited support for clients applying or not receiving full benefits from SSA will living with a family member.
- Ms. Carreno was very diligent about getting in touch with Clients and made sure they timely filed. Mr. Gastelum advised clients on counter-filings and was instrumental in their complete victory at mediation.
- THANK YOU ALL FOR YOUR ASSISTANCE
- REALLY grateful to OCRA Specially to Hannah Liddel.

-felt like we were talked down to, we were told “what do you want from us” in a condescending tone. Never were told our options.

-I was Asked to Fax Social Security paperwork to Office to open a case aNd told that id be emailed a copy oF paperwork And a response but its been A couple OF weeks.-I’m not sure if I received services from OCRA but I don’t recall. Don’t mind the NO Answer I recall and yes OCRA helped and gave me good advice and tips about my case.

-Keep up the good work! I feel fortunate that they are always there to Answer any questions I’ve had on behalf of my son, TCRC client.

-She was very prompt and patience.

-None

-She was Awesome!!!

-No puedo evaluar, puesto que en ELARC, Nos que-damos sin abogado, Eso no hace major el servicio al cliente. – I cannot evaluate, given that at ELARC we were left without a lawyer, that does not, ale customer service better.

-I don’t know

-Finest job

-I was Treated poLitely By the staff and was Helped out. However I was Not “fully” Helped. Therefore the issue was Never Actually, Completely Resolved.

-Thank you So much, because 2 years ago we applied for IHSS and our case was denied, we had no idea to appeal, so now at the first visit they say my daughter qualify for IHSS service, Thank you again for the information you provide us.

-although things were professional, they made a decision without ever meeting xx in person. Decision was made only through information from North Bay Regional Center.

-I am vary disabled with epilepsy. Every time I’ve had questions to ask that are important to me “..... xx” has always been there for me, also the worker before her “nancy” Their angels. That’s because I’m grateful! Thank you!

-Services I got From you is a Run around No Help and the staff ON the phone where Nasty

-I would be happy to help OCRA if they need my assistance with anything. Please feel free to contact me at the number below.

-VERY Effective in providing services.

-When xx was Assessed for 20 minutes I Felt doctor was in A rush & never spent enough time Reading previous documents that I provided. Was

ARRogant, wting for decision, meanTime xx is showing signs of Retardation.

-Jacqueline Miller is great

-They were very nice.

-I found it difficult to get my son's needs met. He attends a Public School and gets Bullied Continuously! He has High Functioning Autism and looks like all other kids on the Playground, but has no True Friends – No more invites to Play-dates or Birthdays?

-Can't remember the girls name that helped me. But she was very helpful

-The staff is responsive, however not to the point of solving my problem, but more like a generic answer system for generic inquiry. When I need to escalate the question to lawyer, which is also considered necessary by staff, the answer is lawyer too busy for this.

-Very helpful and I received information that I wouldn't have had without the assistance.

-EXCELLENT ANY SATISFIED

-Fatima and Roxanna were extremely helpful. Thank you! Power of Attorney & Advance Medical Directive

-You help me to understand more about the services and what it's right for my son needs. thank you! And Ms. Nubyaan was so nice and understood all my question & doubts that I had.

-I had the chance to work w/ client rights advocate. Vanessa Juarez she's knowledgeable, helpful and show much concern to the problems of our client. She is prompt to set the goals of the client & provides solution to the problem.

-The RCEB clearly owes us for transportation services we provided and your office is unable to provide any help

-Thank you for everything that you do for me and my family.

-That you couldn't do nothing to help & that LAUSD could abuse of authority to OVERRule an IEP contract & parent – to do as they please with child's Education.

-Very courteous and helpful in every way. Felt comfortable talking to her. I appreciate the help immensely.

-I don't know about the OCRA

-She was very knowledge and a good listener

-It all went well I understand what the phone call was about

-I need a representative at an IEP meeting which is headed to a fair hearing but the office is over whelmed with cases and couldn't help me in time. I did find an attorney in the bay area

-I was very pleased

- Please Read the Note/Document Attached to the Back
Other Things I Want To Tell You About The Services I Received From
O.C.R.A.

PreFerred Name: xx

Legal Name: xx

D.O.B: xx

Telephone: xx

Email Address: xx

Mailing Address: xx

Hello & I thank you for the much needed opportunity to provide Feedback about the Office OF Clients Rights Advocacy – Frank D. Lanterman Regional Center. My overall experience w/ Natalie Klasky was extremely poor and terribly awFul. Never have I ever worked w/ a professional that has acted the way that she has. Prior to becoming connected w/ Natalie K. in regards to xx & xx, I contacted the O.C.R.A and was assigned to her for another case but In regards to disabled housing. During this time oF contact she asked why did she have to help me and why couldn't I find someone else to help me. This resulted in her never returning phone calls and leaving me to suffer w/o any kind of help. Moving forward, when I was referred to the O.C.R.A to help w/ my appeal for the Regional Center, I was shocked when I ended up working with Natalie again. This time the phone calls were going better than the past interactions that I had w/ her. I only had a few conversation w/ Natalie until I began to have issues. It was at this time that I informed her that I had worked w/ her in the past & that her unprofessionalism was a disservice. After I confronted her she replied back w/ Ohthe O.C.R.A does not have any resources to help you and I'm closing your case. I was completely shocked that she had denied me oF services (2) times now. I asked her to speak w/ her supervisor & she refused. I asked for a grievance form and she refused to provide me w/ one of those forms either. The only thing that I knew to do was contact xx & xx & let them know of Natalie Klasky's behavior. I spoke to xx & due to Natalies behavior she agreed to extend the time that I needed to get ready for court. At this time I am unprepared and still in need of adequate representation and do not feel knowledgeable enough to prepare for an appeal court case to get the services that I need as an Adult that is in the High Functioning Spectrum of Autism.

Best, xx

-Excellent service – I hope you can expand your services to get in touch with providers and clients/patients.

- Despite the Covid-19 causing a pause in case meet ups they have been very helpful and understanding.
- Thank you very much for listening and helping me whenever I have a need that I do not know what to do to help my daughter.
- Mr. Michael Lombardi was very helpful, clear & thorough. Very supportive and understanding to my son's needs, clement. Miss Antonia Sereseres was very understanding, comforting & relays message to Mr Lombardi in a timely manner. I appreciate both of them. xx
- A great experience contacting the attorney and clarifying all interested questions and problems resolution
- I was told OCRA could not provide services in terms of advice or advocacy for my son's SSI Disability hearing because OCRA does not have anyone trained to do that. Since the name of the agency includes "Advocacy" I find it ironic there are no trained advocates what else is it OCRA even does? We were denied services
- Filomena is always responsive & thorough in her explanations. I have spoken with her several times & she is very knowledgeable & helpful.
- Survey question 5 " I was helped with my question/problem by OCRA" – Only refer, not solved
- I really appreciate Brittnee Gillespie's help with my son, xx case. Brittnee's patience, understanding, support, feedback, & direction helped guide me in the right direction to advocate for my son. If it weren't for her assistance my son's educational needs would not be met. I appreciate Brittnee & your agency's service so very much. Im very grateful.
- I wish someone could help me with the issue my daughter encountered but it looks like it'll be "swept under the rug"
- Brittnee was very helpful as always & she listened and provided helpful tips and advised what to say to IHSS Rep.
- We have received excellent service from the OCRA services ELARC Clients. Thank you so much
- They were very rude didn't want to meet in person, they didn't answer any of my question.
- This is about xx transportation from school to center for Autism & Related Disorders. XX USD is not obligated to provide this service. Can something else be done about that. Who can transport a minor to essential Autism ABA Therapy Services.
- Bingo with People First South Bay/Harbor Area after the State of Emergency.
- I appreciate your support and help. Thank you so much.

- Yes, I have felt very good with your help in everything I have needed with Emely Lopez.
- The monitoring process of my child's case was interrupted; from the beginning when I knew about the OCRA program, so many people listened to my story and talked to me but no one became involved in resolving my case effectively. Even now I don't know who is the main person handling my case. I signed a legal representation agreement and authorization for use or disclosure of information records. But this time I was asked to sign it again, and I did not understand. Looking forward to your call. Thanks.
- Please it is very important that you hire a lawyer for the ELARC office, make sure they commit to helping and listening to us thanks.
- I thought that a lawyer would contact me and advise me but it was not like that. I am very unsatisfied.
- They were very helpful. Thanks for the support they gave us.
- Info for Kimberlee: xx has developed a problem with expressing himself with issues that are on his mind - He expresses with confusing and incorrect information – that is what happened @ NUS – I realize they are not in tune to their clients problems w/ self.
- Jacqueline and Maria are very knowledgeable and professional. They have been an invaluable resource for me. Many thanks to them and the excellent work that they do. I am more than satisfied.
- Not sure whether I received the handouts
- Investigation was incomplete + inclusion Specialized not only still owes us \$ for xx personal funds for February + March of 2020 they dumped him in LA County Psychiatric Augustus Hawkins Unit since February + only gave refund of \$44.00 – he had no way to spend 1+¾ mos \$ while in Gloria Rodriguez Hosp + there are No itemized statements to prove otherwise.
- I just felt like I brought everything & was asked to bring then I wasn't helped
- I was impressed by the genuine report that I rec'd during my call. In the midst of Covid, having gotten sick w/ sever flu – these women were authentic and empathetic to my needs & did not make me feel like they read from script.
- I am looking for a job and wash my hand and I still have my sick mother xx and I want you to help me get her out and bring her to my house.
- Thank you very much for your help and service you offer it is something that parents with special children need.
- The kindness of the personal Thanks
- Filomena + Cherri were great resources. Thank you!
- Very helpful information!

-My son needs special services for his health therapies training – his doctors have asked for it even though when we have asked for them he does not qualify we do not know where the error is so we asked for the help of lawyer Yulahlia but not function where the error is we do not know we feel frustrated because time is already there solution.

-We could not connect. “Phone Tag”

-Brittnee Gillespie was Professional. Easy to understand. Has good composure. I am very satisfied

-I was not given any assistance by OCRA when my daughter faced a 24 hr Notice Eviction from an SLS house. I had to hire private council for her!

-Vanessa Juarez – She always call back follow up properly and very helpful. Priscilla Ankrah – Personally meet with us and helpful. She oFFer to do whatever to could. We appreciate all.

-Original contact in 2019 for same issues with HRC, 2020 support for complaint + IPP meeting was significant. Continued support for mediation prior to State Hearing is greatly appreciated as I wouldn’t have a clue as to how to advocate for my cousin without direction from OCRA.

-I love the whole idea of this place. It just bothers me that you have to be a Regional Center Recipient to get complete help.

-That the program is very advisable to us when I have a problem or I am going to have an apy they help me the program helps a lot

-I’m happy here