

Memo

To: Department of Developmental Services
From: Katie Hornberger, Director
Date: December 31, 2019
Re: Semi-Annual Consumer Satisfaction Survey
July 1, 2019 through December 31, 2019

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent for the period of July 1, 2019 – December 31, 2019. 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.

Eleven hundred and eighteen (1,118) surveys were mailed out. Two hundred and seven (207) people returned surveys. This represents a 19 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. 87 percent of respondents felt they were helped with their question/problem and 92 percent of respondents said they would ask their Clients' Rights Advocate for help again.

	<u>Satisfied</u> (Happy)	Not <u>Satisfied</u> (Sad)	<u>Did Not</u> <u>Check</u>
1. I was treated well by the staff.	198	9	0
2. My call was returned within two (2) days.	174	29	4
3. I could understand the information I got.	188	18	1
4. My Clients' Rights Advocate listened to me.	192	13	2
5. I was helped with my question/problem.	176	26	5
6. I would ask for help from the Clients' Rights Advocate again.	186	17	3

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 advise. 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.
- 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.
- They could not advise me because we had already obtained our attorney.
- 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.
- We have tried to use them 2 times over many years – they were not able/willing to help.
- I'm just not getting the help that I need I have them on voice record and on camera.
- Thank you on behalf of xxx.
- They never returned my calls.
- 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. Gin Gheno always helps very good!
- Not enough communication/not enough updating.
- I really appreciated the attorney & rep that helped me.
- 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.

-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)

-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. Kathy Lusson 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.

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

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

-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 xxx mom-legal conservator of xxx 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 xxx.

-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.

-The staff was very professional and very pleasant during my stressful time of handling my daughters 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.)
- I would like them to do more for clients to get services from Inland Regional Center because I couldn't.
- No es todo gracias (No that is all thank you)
- Friendly – non-judgmental, courteous, knowledgeable, efficient.
- I hope we have another bingo game with People First.
- 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.
- 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.)
- 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.
- 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.
- 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 of 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.

-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 a 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!

-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. xxx 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.)

-Very professional staff, prompt and conscientious. Obtained a positive solution for xxx.

-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.

-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.) Para gue las dos veces, esentido muy tristemente que no quieren ayudar los papeles que Mandan dan instrucciones que sabemos, y uno illama, para ayuda reprecentacion. (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.

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

-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.

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

-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 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 was received well and everything was explained to me. They helped me explain forms that I have to fill out.
- Son excelentes 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)
- 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.
- 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...
- Very good service
- Thank you for trying!! xxx 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 of pursued a case w/RCOC w/out her aide. She went above & beyond to help & counsel me! Thank you so much.
- 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.)