



Office of Clients' Rights Advocacy
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MEMORANDUM

TO: Department of Developmental Services
FROM: Shannon Cogan, Acting Director
RE: Annual Consumer Satisfaction Survey
July 1, 2020 – June 30, 2021
DATE: August 31, 2020

Following are the results of the current Consumer Satisfaction Survey. OCRA sent surveys for the period from July 1, 2020 to June 30, 2021, selecting every fourth closed service request from the case management system to receive a survey by mail, which included a self-addressed, stamped return envelope.

OCRA mailed out 1553 surveys and received 319 returned surveys, a 21% return rate. Of those responding to the questions:

- 96% indicated staff treated them well.
- 87% believed their call was returned within two days.
- 90% understood the information they received.
- 92% felt their Clients' Rights Advocate listened to them.
- 85% reported they were helped with their question/problem.
- 90% 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.	305	11	3
2. My call was returned within two (2) days.	279	31	9
3. I could understand the information I got.	286	22	11
4. My Clients' Rights Advocate listened to me.	294	19	6
5. I was helped with my question/problem.	271	37	11
6. I would ask for help from the Clients' Rights Advocate again.	288	21	10

Comments:¹

- I am very grateful for the technical assistance received by attorney Jacqueline Miller. She helped me a lot in my case with the regional center.
- I don't remember talking to any of the names.
- Even though they were busy, they were helpful.
- Alexander Scarlis Really Helped me get my Social Security Benefits Back. I am Really Thankful and Greatful for His Help and Service.

¹ These are all of the comments written on returned surveys and OCRA copied them directly, including capitalization, punctuation, and spelling. For privacy's sake OCRA redacted specific names of clients, people or agencies outside OCRA, and addresses.

- Very knowledgeable with reference to school's obligation during Covid crisis.
- Thank you very much you are all so kind.
- When Alejandro refused to help, another person to be recommended by OCRA.
- Thank you for your help.
- An outside referral service for clients OCRA cannot help!
- Both Brittnee & Jessica were wonderful. They were both so kind, compassionate and professional. Thank you to them both!
- Mariana Nava is a great element. Thank you for your support and information.
- Mario was & has been a great help.
- Yulahlia Hernandez - I don't remember what we talked about
- This is a very important service. Since ggrc case mgrs. no longer do this, it is imperative that the OCRA exists.
- Lack of follow through and commitment received by Bebo, Roxanna and Fatima.
- Excellent!!!
- The services provided were excellent. Fatima Perez was informed and prompt. Thank you so much, Fatima for emailing me so much information above & beyond our phone call.
- Love Kristen!
- Keep up the great work for clients! Thanks for your services, God Bless!
- The staff at OCRA have been great at assisting with problems with SSI. I have been dealing with SSI for months and they have given ongoing

advice and support to unscramble multiple issues/mistakes made by SSA!

- Brittny was always helpful.
- We appreciate your assistance in solving the issue. It was very helpful.
- Brittnee Gillespie was exceptional.
- I was happy to Be given advice and a plan for how to proceed with my issue in 2 months. They also gave me useful legal information to refer to in future.
- Ms. Miller is an EXCELLENT attorney with a lot of knowledge and experience. They helped me a lot and their support was key to my process with the Regional Center. She and Maria Rojas make an excellent “team”. They treat families with empathy.
- Thanking you for the services you offer, because they are very helpful, as in my case, I am a person with limited economic resources, thank you.
- I gave interviews. Chair of OCRA Committee and did bingo also they are there when I need to talk.
- Wish they could have helped me with my over the phone hearing with the Administrative Law Judge I had on 8/13/2020.
- Of all the services my son has gone thru, this has been the most comforting, enjoyable, honest people I have been around. The best experience ever Thank you so much.
- Excellent lawyer Mr. Miller and Mrs. Rojas with great professionalism and excellent work. Thank you very much for all your help and for solving this problem of my son REDACTED's SSI without your help this would have not been achieved. Thank you, OCRA for allowing me to be represented and work hard to achieve success on this case. Thank you very much.

- I appreciate the empathy and compassion with which you served me. They helped solved the problem in hand with my son and legal documents, thank you.
- The help we received from Ms Kristen Evans was exceptional. She was very kind and patient.
- ATTEND school but I Don't Like so I quit I CAN NOT hear and CAN'T speak Also I do Not Know In SIGN LANguAgue
- I feel like they listen but nothing else there is no other help. It is my comment.
- Maria and Jacqueline are very professional and excellent response regarding my requests.
- She was helpful (I mail it late due to the Covid restrictions) (we are on high risk)
- It help me A lot. It kept me save. And have someone to talk to.
- The service was very good thanks.
- The people who work there are very kind and very responsible.
- Thank you Yulahlia and Emely. Thank you for always helping me.
- I CALLED OUT OF FRUSTRATION DUE TO MY SON VIOLATE BEHAVIOURS. SHE SENT AN EMAIL OF THE LATERMAN ACT BUT NO RESOURCES OR HELP
- Arthur Lipscomb and Celeste Palmer helped solve my son's case. They always answered and received my visits with kindness. They do their job defending client disability rights, they do it wholeheartedly.
- I received some information, but IHSS have called me and they don't want to help the first date I delivered the package to them.
- Thank you so much for this great support, help. Mrs. Jacqueline Miller is an excellent attorney with a lot of knowledge and responsibility, kindness

and love of her work. We made our case successful thanks to her and you who allowed her to represent my son REDACTED. Mrs. Maria Rojas excellent responsible person, friendly, very efficient interpreter. Thank you so much for everything.

- I always ask OCRA for help because they have to know what my son is going through, even if they do not represent him legally.
- Alejandro brushed off my valid concerns that GGRC had labeled my daughter as having “disruptive behaviors.” So, Ryan Bradley started helping me, then it looks like he left OCRA. Now Brittnee Gillespie has sent me one email. Email is better – no phone tag.
- We had great service. We were advised and cared for we would definitely use your services again. Thank yo so much
- Case reopen and send to my worker sas or irc worker and im not sure if I filled it out.
- I Do!Not Like Kimberlee Candela She is Rude She is No Help She ats Like She above me.
- They were responsive in a timely matter by email and phone. They were helpful in what my issue was with the petscreen people.
- IN ADDITION TO BEING POLITE AND PROFESSIONAL, LORIE PROVIDED AN ALTERNATIVE SOLUTION THAT I HADN’T CONSIDERED AND WORKED BETTER :)
- Always treated well, staff always go above and beyond Thank you !!!
- NEED TO HIGHER MORE HELP/KNOWLEDGEABLE STAFF ALEJANDRO AND LOURDES WERE EXTREMELY OVERWHELMED AND SEEMED BUSY/RUSHED TO HELP ME. I STILL NEED HELP FOR MY SONS SERVICES.
- Was working with Gina G. Then she seemed To have “disappeared”. Then I goT conTacTed by Erica Clark. Was surprised ThaT no one had conTacTed me about This change. Will I now be dealing with Erica?

- I have been helped by OCRA couple of times and they are really nice and willing to help in future too. Thank you.
- She was wonderful and very helpFull
- Aimee is so helpful and knowledgeable. She took time to explain and answered all of our questions and she made sure we understood them
- Maitria has been supportive and very helpful!
- Maitria and Brenda were very accommodating and compassionate. They listened to all my concerns. They would always simply informations are easy as possible for me to understand. I've speak to Maitria about hoping to meet her in person one day, or even stop by office to personally thank her myself. I wish this day is possible!
- response to email within 24 hours
- Brittnee gillespie made me Feel heard + really helped me on my case. IF it wasn't For her assistance, I don't think my son would've gotten his needs met by the School District. I am very grateFul to her For her support + assistance. Thank you so much For your program!
- I did not get help and i want a phone call back.
- I should have been referred to the Dept. of Justice for my Police Misconduct. A personal injury lawyer wasn't what I needed.
- Very professional and helpful
- I was treated very well, And the nurses were very nice & Helpful if I had any Questions. Thank you
- I am so overjoyed that mrs. scott helped me win my case with Regional Center. She was able to prepare me well and now my son is a regional Center Client. I'm so happy with her Service and Staff and will continue calling for Advice and recommending OCRA with friends and families. Thank you !!!
- GOOD + HELPFUL PEOPLE. THEY NEED MORE STAFF.

- Thumbs Up !!!! for their knowledge !!
- BRITTNEE GILLESPIE is amazing !
- Never return phone call or call back weeks later
- It intertesting but for the mean time everything seem fine.
- Alejandra was kind understanding and very knowledgeable. She listend and explained everything in detail! Thank you!
- All Information
- In the future my mailing address is REDACTED
- Excellent communication! They really were concerned about me and my disabled son's appeal case. Samantha and Alex were great!
- Annie was helpful and she did a lot of paperwork that was needed.
- THEY KNOW MY CASE FOR AAP, BUT YOU CLAIM THAT MY SON IS NOT ELIGIBLE FOR THE PROGRAM. THIS IS TOTALLY UNTRUE.
- I am thankful for all the support I got from Kristen.
- Our family has a long withstanding relationship with being tremendously helped by Ms. Kimberlee & Lori Atamian before & after campfire → Paradise, Calif. (If we wrote a book it probably couldn't hold all our praises) Honestly, LoRi Atamian, is the best person I have ever found for me an my daughters & we love her advocacy, pup, Jasper. Her kindness & devotion go far beyond client/attorney Relationship. Right now, I am tearing up thinking back to all the times she has been there for us. I have two daughters 20 and 25 with Autism/Adhd/Bipolar diagnoses (Both young Ladies) I have health issues & no other family. I don't think I could of gone through everything alone. We would all be separate now. We all love one another very much and want to stay together. Right now, Lorie is working with another gifted, attorney with my IHSS dilemma. It is frightening because we rely solely on the income from IHSS. Though difficult we are grateful. Plus she is helping my younger daughter with school testing & her IEP. I would like to Add

- only wish there were more Attorneys, so many are needing help.
Kimberlee, Kathy & Lorie, are AMAZING! Thank you! :)
- My concern with the school district has been resolved due to the services I received from OCRA.
- Muy agradesida por el apollo que me brindaron muy contenta que de por medio de la Sra Maria Rojas que contesto todas mis llamadas y especialmente a Jacqueline Miller
(Very grateful for the support you gave me, very happy that through Mrs. Maria Rojas who answered all my calls and especially Jacqueline Miller.)
- Your services were excellent. You gave us great supports and suggestions.
- They were helpful
- After all information/documents given to OCRA East LA Clients Rights advocate. Mr. Scarlis email me back that they could not help my problems/case due to no resource available. I am disappointed.
- I would not be taken seriously by my child's school or FNRC if it weren't for Kimberlee Candela. She is a bright light in a terrible – awful – horrible – process of trying to obtain services for my child.
- Thank you
- I am very satisfied with OCRA services
- So helpful and luck to have them guide me along the way
- No, my son's case manager is REDACTED in San Leandro, CA
- They were wonderfull and helpfull.
- They helped me a lot because I did not know anything about this and they guided me to know what I had to do with SSI and IHSS, it was a great difference with them. That's great!

- I feel that they need to help solve the problems we have, for example I asked for medical records from the hospital, they only gave me the phone number that I already had but they did not answer. I need them to please ask them for me.
- Alejandra was great, She was patient, understanding and very helpful. thank you so much!
- What's is the Proces or Information about transition to be adult
- My daughter and I can rely on this office. The people who work there are all very helpfull.
- Thanks for ALL your help! The legal questions are difficult.
- I was very pleased the service I received from Celeste Palmer. I am Grateful
- Thank you for all your help.
- They are excellent and their workshops and their consultation are excellent thanks
- Thank you for giving me info. that was haRD to find!
- OCRA staff waisted our valuable time! They gave us promises of help, but not actual Help or Advice. These workers are getting paid by the State, waisting the taxpayers money. They are NOT doing work, but get paid only! We were NOT Helped!
- Ms. Miller is a very good listener. She answered all of my questions. She helped me resolve my problem.
- Very Helpful!
- I'm glad to have founded OCRA I had many doutes with CVRC Brenda has assisted me with answers and direction. thank you
- Was clear and explicit

- Everyone was very helpful and informative
- alejandra is awesome! She is easy to talk to and helps you through the process 😊
- Aimee did a great job of helping us for the IHSS application for supervision protection for our son and it got approved.
- Thank you for all that you do, ladies. You are my unsung heroes!
- Such great service. So grateful for your help.
- Not only did no one return my call for days, but when I did speak to an attorney he seemed unfamiliar w/ the statutes relevant to my son's case.
- Very nice people and made me
- Rachel was very helpful and thorough. She listened and didn't rush me. If she didn't know the answer she asked a supervisor and got back to me. She made me feel heard & understood.
- I am very happy and grateful for your help and attention. Thanks
- Both helpful & kind. Alex very knowledgeable. He spent a considerable amount of time advising me.
- Disapointed that lack of Resources prevented OCRA from getting directly involved in helping my daughter's issue.
- They were very kind. Efficient and they gave me the confidence to be able to speak with her. My son and I are very happy with the service.
- Yulahlia Hernandez and Annie are very kind and gave me the information I needed.
- Thank you for the assistance.
- I was treated very well by Lori and Kristin. I was very worried and afraid. They gave me comfort with their knowledge. They were helpful.

- They were nice and kind with helping with our situation. They were professional and empathetic.
- Great, timely support. Much thanks
- Aimee Delgado is professional, prompt & extremely helpful!
- Excellent attention and always willing to cooperate.
- Thank you
- Tania Schloss and Maria Salas are very helpful, amiable and efficient.
- Thin ARE PRETTY good at REDACTED HOME
- THANK YOU FOR ALL YOR HELP AND PATIENCE. I AM VERY GRATEFUL THERE IS A Resource Like yours for people in Need.
- They do NOTHING. What are they there for? They need to up their game.
- They were on my side and seemed eager to help.
- They were very kind. Efficient and they gave me the confidence to be able to speak with her. My son and I are very happy with the service.
- All info received was helpful & excellent!
- It does not look like they understood my situation
- Ana Rivas was very helpful and kind.
- Without OCRA's help, I don't how to help/provid care to my son. Appreciated have OCRA.
- I'm so incredibly grateful for having OCRA as a resource. They have helped us so many times over the years with the school district, Regional Center, IHSS and Medical. I have also learned so much from them and the online publications. They are a priceless resource!

- they were very helpful, and did very well with what I needed Thank you I call again if needed.
- I am very happy with OCRA's service, Jackeline Miller has helped me a lot and so has Maria Rojas. Thanks a lot !!!
- Gina did help me with the questions I had & was very kind & friendly. I never received the email with the other information I needed She said she did e-mail it twice, but I never received. Gina was also very knowledgeable and professional, would ask for her again for help over the phone.
- We will definitely be following up with OCRA. Super helpful
- REDACTED was very pleased with Kimberlee and all the help she received. REDACTED would use her again.
- The person who took my intake info was very helpful. Then the advocate sent me a few PDFs with information that I did not understand. I promptly replied to the email asking specific questions about the PDFs and if we could clarify the info and no one responded. Received no help.
- They treated me well with the respect and with all the confidence I deserve thanks for all the help.
- Jacqueline was very resourceful, attentive, and showed much empathy for our family. We are so grateful to have had her services available to us. Thank you so much!
- She was informative
- Excellent service, very attentive and highly recommended
- It was excellent
- Attentive and helpful
- Great services – very helpful!

- Thank you Yinka and staff
- I received SSI documents to appeal for my son in English and Ms. Clara Torres helped me understand in my language Spanish, she is very patient and clarified all my doubts, I am very happy with her work. Thank you!
- I had the best experience with our services and would highly recommend the agency to others. Rachel went above and beyond to provide me with help.
- Samantha help me. But as soon as I Explain My Situation She came in to conclusion and just said my son was NOT Algeable For IHSS also She didn't help me with SSI Nor my Daughters cas.
- I REDACTED received good help and services from OCRA and yes I Would ask for help again From OCRA.
- They were able to give advise But I continue to not have lawyer For divorce? I will go alone. They helped with my son school advise But wish they could take part of IEP meeting. Thank you for listening to me.
- I Don't like email's I Asked for you to call me and you Did Not./ And You guys Need to help with criminal law. There is no program out here that wold help us with criminal law.
- Always very respectful and kind. Also provide with resources.
- Unable to attend IHSS reassessment as parent was capable to help child
- They are so amazing! Thank you!
- I should go call them again if they can help me with other things
- I believe this organization pick and chooses who they want to service, please equality for all.
- None

- All I was given was a resource with insurance. I'm still having issues and my case w/ OCRA is closed. I was under impression that this was legal aide.
- They are bery helpful and patient.
- You guys are so cool thank you for the help.
- Very helpful
- The help I received was exceptional!
- The service was very limited. They couldn't offer more support due to their regulations. The case is closed with OCRA but we are still pending with the SSI appeal.
- Thank you for service
- Thank you so much for the help you offered me I got the help I needed and the service was excellent. Thank you very much again.
- Celeste Palmer was Super Helpful we are so grateful for her and the service she provided.
- After working with OCRA re my disabled son's problems w/ Social Security they just dropped the case and told me to contact my congressman.
- I am very satisfy with services from clients rights
- They just pointed out what I knew
- I was given list of lawyers for superior court representation but none would accept my case. I would be better off if OCRA were to give a list where they'll accept pro-bono cases
- Thank you so much for your kind and sincere help with everything.
- Thank you for what you do!

- I am truly grateful that there is such an office where I can get legal advice and help with our special needs' child. Thank you for offering these services pro bono!
- Response was very good.
- THEY WENT ABOVE AND BEYOND MY EXPECTATIONS. ANA WORKED WITH THE ATTORNEY TO ANSWER ALL OF MY QUESTIONS REGARDING THE LAWS AND REGULATIONS INVOLVING THE EARLY INTERVENTION PROGRAM AND THE APPEALS PROCESS.
- Although I was given the guidance on what to do, to some extent. I was also told that they would not be representing me in my son's case.
- Very fast and friendly service. Made sure I understood fully what was advised in my situation.
- Ms. Salas & Ms. Schloss always treated my son cases like a person not like a number, they always make sure all the information is clear & they are always open to answered all of my questions, Ms. Salas is always amazing.
- I am the father of the client. My son asked me to fill out this form, because I understood the interactions with OCRA much better than he did.
- Kristen and Anna were very helpful. We really appreciate the services OCRA provided
- OCRA was very helpful and knowledgable. I wish I called them years ago!
- I APPRECIATE THE HELP AND SUPPORT.
- Need more of these programs
- I was very well supported for my 2 children. They were attentive and the explanation was very good. Thank you for supporting me.

- Kristen Evans was very professional in answering me and reviewing all documents. I really liked the way she worked, and I recommend her.
- The application & reapplications was not settled by SSA in 2 yrs. But with OCRA's assistance, SSA responded accordingly in less than 2 weeks. That was fast! Thank you OCRA. I was very pleased and thankful!
- Alex and Lourdes are amazing!
- The services are excellent but we need more help in Spanish or in processing cases more quickly.
- They are very kind people and they always have answers to my questions. Thank you.
- Want to Be living on own. Independent living
- Actually the services I needed you didn't take case so in reality I was on my own and loss the case. See attached.
- Without OCRA I would have given up on services my child is entitled to w/ both FNRC & his school (CUSD)
- They gave me a good attorney.
- Helped me out to understand