I. INTRODUCTION

II. PERFORMANCE OBJECTIVES

A. Services are provided in a manner that maximizes staff and operational resources
   1) Advocacy Reports
   2) Analysis of Consumers Served
   3) Analysis of Consumers Assisted with Moving to a Less Restrictive Living Arrangement
   4) Outreach/Trainings

B. Issues and complaints are resolved expeditiously and at the lowest level of appropriate intervention

C. Collaborative and harmonious working relationships are fostered
   1) Memorandums of Understanding
   2) Meeting with Association of Regional Center Agencies (ARCA)

D. Consumer Satisfaction
   1) Consumer Satisfaction Survey
   2) Letters of Appreciation
   3) Cases will be handled in a timely manner

E. Coordination of services with the DDS contract manager, stake holder organizations, and multi-cultural community

F. Self-Advocacy Trainings

III. TITLE 17 COMPLAINTS

IV. DENIAL OF CLIENTS’ RIGHTS
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## EXHIBIT LIST

- EXHIBIT A…OCRA Staff Roster
- EXHIBIT B…OCRA Statistics
- EXHIBIT C…Advocacy Report January – June 2013
- EXHIBIT D…Outreach and Training Annual Report
- EXHIBIT E…Report by Service Level
- EXHIBIT F…Memorandums of Understanding
- EXHIBIT G…Consumer Satisfaction Surveys
- EXHIBIT H…OCRA Advisory Committee and Meeting Minutes
- EXHIBIT I….Self-Advocacy Trainings
- EXHIBIT J….Annual Title 17 Complaints
- EXHIBIT K…OCRA Annual Denial of Rights
- EXHIBIT L…OCRA Annual Consumer Grievances

(Under Separate Cover)

OCRA SELF-ADVOCACY TRAINING EVALUATION BINDER