

OCRA ANNUAL REPORT  
2008 – 2009

<u>TABLE OF CONTENTS</u>	<u>PAGE</u>
I. INTRODUCTION.....	1
II. PERFORMANCE OBJECTIVES.....	1
A. Services are provided in a manner that maximizes staff and operational resources .....	2
1) Advocacy Reports.....	2
2) Analysis of Consumers Served .....	5
3) Outreach/Trainings.....	6
B. Issues and complaints are resolved expeditiously and at the lowest level of appropriate intervention.....	7
C. Collaborative and harmonious working relationships are fostered .....	7
1) Memorandums of Understanding .....	8
2) Meeting with Association of Regional Center Agencies (ARCA).....	8
D. Consumer Satisfaction.....	8
1) Consumer Satisfaction Survey .....	9
2) Letters of Appreciation .....	9
3) Cases will be handled in a timely manner .....	13
E. Coordination of services with the DDS contract manager, stake holder organizations, and multi-cultural community.....	14
F. Self-Advocacy Trainings.....	14
III. TITLE 17 COMPLAINTS.....	16
IV. DENIAL OF CLIENTS’ RIGHTS.....	16
V. CONSUMER GRIEVANCES.....	16

<u>TABLE OF CONTENTS</u>	<u>PAGE</u>
VI. ATTORNEYS FEES COLLECTED.....	17
VII. RECOMMENDATIONS FOR ENHANCEMENT OF SERVICES .....	18
VIII. CONCLUSION.....	18

### EXHIBIT LIST

- EXHIBIT A...OCRA Staff Roster
- EXHIBIT B...OCRA Statistics
- EXHIBIT C...Advocacy Report Spring, Advocacy Report Summer
- 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....Title 17 Complaints
- EXHIBIT K...OCRA Annual Denial of Rights
- EXHIBIT L...OCRA Annual Consumer Grievances
- EXHIBIT M...OCRA Annual Attorneys Fees

(Under Separate Cover)

OCRA SELF-ADVOCACY TRAINING EVALUATION BINDER