OCRA ANNUAL REPORT 2006 – 2007

TABLE OF CONTENTS

	<u>PAGE</u>
I.	INTRODUCTION
II.	PERFORMANCE OBJECTIVES
	B. Issues and complaints are resolved expeditiously and at the lowest level of appropriate intervention
	C. Collaborative and harmonious working relationships are fostered
	D. Consumer Satisfaction
	E. Coordination of Services with the DDS contract manager, stake holder organizations, and multi-cultural community11
	F. Self-Advocacy Training
III	. TITLE 17 COMPLAINTS
IV	. DENIAL OF CLIENTS' RIGHTS
V.	CONSUMER GRIEVANCES

TABLE OF CONTENTS – PAGE TWO

PAGE
VI. ATTORNEYS FEES COLLECTED14
VII. RECOMMENDATIONS FOR ENHANCEMENT OF SERVICES15
VIII. CONCLUSION15
EXHIBIT LIST PAGE
EXHIBIT A (OCRA Staff Roster) 1
EXHIBIT B (OCRA Statistics)
EXHIBIT C (Advocacy Report Spring, Advocacy Report Summer) 2
EXHIBIT D (Outreach and Training Annual Report)6
EXHIBIT E (Report by Service Level)
EXHIBIT F (Memorandums of Understanding)
EXHIBIT G (Consumer Satisfaction Surveys
EXHIBIT H (OCRA Advisory Committee and Meeting Minutes) 12
EXHIBIT I (Self-Advocacy Trainings)13
EXHIBIT J (OCRA Annual Denial of Rights)13
EXHIBIT K (OCRA Annual Consumer Grievance Report)14 EXHIBIT L (OCRA Annual Attorneys Fees)14

TABLE OF CONTENTS - PAGE THREE

ATTACHMENTS (Under Separate Binder)

	TAB
OCRA TRAINING MATERIALS	
GENERAL	1
What is OCRA?	
SELF-ADVOCACY	2
Clients' Rights Information	
Voting Rights	
Clients' Rights Bingo	
Your Rights	
Hands of My \$\$\$	
Do I want to be my Own Boss?	
Be Your Own Boss	
TRAINING EVALUATION SAMPLES	3
GENERAL TRAINING MATERIALS	4
Vietnamese Health Education	
Changes to Special Education	
Due Process Fair Hearings	
Special Education Fair Hearings and Mediations after 18 Tips For Getting Quality Special Education Service	
Child December 2 Occupational and Dhysical Thomas in IEDs	
Recording Occupational and Physical Therapy in IEPs	
Rights of Students with Disabilities Who Are Being C	onsidered for
Expulsion Special Education Rights and Responsibilities for Chil Attention Deficit Disorder	dren with
Conservatorships and Alternatives	
IHSS Fair Hearings and Self-Assessment Packet	
Supplemental Security Income & Related Benefits	
Transition to Adult Services	
Your IPP	