$\frac{OCRA\ ANNUAL\ REPORT}{2009-2010}$

| <u>TABLI</u> | E OF CONTENTS | <u>PAGE</u> |
|---------------|--|-------------|
| I. INTRODU | JCTION | 1 |
| II. PERFORM | ANCE OBJECTIVES | 2 |
| | es are provided in a manner that maximizes | |
| | nd operational resources | 2 |
| | Advocacy Reports | |
| | Analysis of Consumers Served | |
| | Outreach/Trainings | |
| B. Issues | and complaints are resolved expeditiously and | at the |
| | level of appropriate intervention. | |
| | orative and harmonious working relationships | |
| | Memorandums of Understanding | |
| | Meeting with Association of Regional Center | 10 |
| | Agencies (ARCA) | 10 |
| D. Consu | mer Satisfaction | 10 |
| | Consumer Satisfaction Survey | |
| | Letters of Appreciation | |
| | Cases will be handled in a timely manner | |
| | ination of services with the DDS contract mana organizations, and multi-cultural community. | • |
| F. Self-A | dvocacy Trainings | 16 |
| III. TITLE 17 | COMPLAINTS | 18 |
| IV. DENIAL | OF CLIENTS' RIGHTS | 18 |
| V. CONSUM | IER GRIEVANCES | 19 |
| TABLI | E OF CONTENTS | <u>PAGE</u> |

| VII. RECOMMENDATIONS FOR ENHANCEMENT OF SERVICES | | |
|---|--|--|
| Of SERVICES20 | | |
| VIII. CONCLUSION21 | | |
| | | |
| EXHIBIT LIST | | |
| | | |
| EXHIBIT AOCRA Staff Roster | | |
| EXHIBIT BOCRA Statistics | | |
| EXHIBIT CAdvocacy Report Spring, Advocacy Report Summer | | |
| EXHIBIT DOutreach and Training Annual Report | | |
| EXHIBIT EReport by Service Level | | |
| EXHIBIT FMemorandums of Understanding | | |
| EXHIBIT GConsumer Satisfaction Surveys | | |
| EXHIBIT HOCRA Advisory Committee and Meeting Minutes | | |
| EXHIBIT ISelf-Advocacy Trainings | | |
| EXHIBIT JTitle 17 Complaints | | |
| EXHIBIT KOCRA Annual Denial of Rights | | |
| EXHIBIT LOCRA Annual Consumer Grievances | | |
| EXHIBIT MOCRA Annual Attorneys Fees | | |
| · | | |

(Under Separate Cover)

OCRA SELF-ADVOCACY TRAINING EVALUATION BINDER