

# Memo

To: Disability Rights California Board of Directors  
From: Katie Hornberger, Director  
Date: August 31, 2015  
Re: Annual Consumer Satisfaction Survey  
July 1, 2014 through June 30, 2015

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Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent out for the period of July 1, 2014, through June 30, 2015. Every fourth closed service request was randomly selected from OCRA's case management system to receive a survey, which included a self-addressed stamped envelope.

Two thousand and fifty-four (2,054) surveys were mailed out. Four hundred and ninety-one (491) were returned. This represents a 24 percent return rate, the same as last year. Of those responding to the questions, 96 percent of the respondents who answered the questions felt they were treated well by the staff, 95 percent understood the information they were provided, 97 percent believed their CRA listened to them, and 91 percent would ask for help from the Clients' Rights Advocate again. These numbers are very similar to last year.

We did have declines in both the percent of people indicating they received a call back within two days, and those who felt they were helped by the CRA, 88 percent compared with 93 percent last year. We continue to better utilize technology to ensure timely callbacks and are working with staff to better explain the services that are provided for callers. We are optimistic that the satisfaction will increase in the coming year.

A member of the management team calls back every negative survey or survey where the respondent indicated they would like a call back. This enables us to ensure that callers have the advice they need and we can improve our service delivery based on that information.

	<u>Satisfied</u> (happy face)	<u>Not Satisfied</u> (sad face)	<u>Did Not Check</u>
1. I was treated well by the staff.	464	19	8
2. My call was returned within two (2) days.	424	56	11
3. I could understand the information I got.	456	25	10
4. My Clients' Rights Advocate listened to me.	460	16	15
5. I was helped with my question/problem by my Clients' Rights Advocate.	427	57	7
6. I would ask for help from the Clients' Rights Advocate again.	444	42	5

### Comments: <sup>1</sup>

- Celeste Palmer has provided advocacy on behalf of my son for at least 10 years. I was delighted to know that she is still with OCRA & showing the same level of dedication & commitment as she did back then.
- Couldn't have gotten started without them.
- I had a SSI question and the information was helpful and useful. Thank you.
- I would like to thank Celeste.
- Bebo Saab and others at the office were extremely courteous and quick to follow up as well as make the process understandable.

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<sup>1</sup> This is a sample of the comments received on the surveys. They are copied directly from the survey forms, including punctuation and spelling. If an adverse statement was made about a specific person or agency, the name was deleted for purposes of this report. ["Return to Main Document"](#)

- The support I received from Eva and Cynthia is very valuable and what I need to help my son.
- She was very, very nice and kind. Seem to care about my son as well as what the business was about. Need more people like that. Thanks.
- Asa saved me from losing a lot of extra hours. Her advice was perfect.
- Glad this resource is available to agencies and consumers.
- Celeste helped my girl's case in Jan/14, then she can't help again due to short man-power. Arthur was out. I was told to ask help from other resources.
- I was very happy with the service I just hope they can call back faster. Thank you!
- Thank you!!
- I'm very happy that I'm working with Golden Gate Regional.
- Staff is very knowledgeable.
- C. Palmer has empathy even if what she tells you is not what you want to hear.
- Excellent!
- Great help, great people-compassionate and smart.
- I'm very pleased and grateful what I received for my two special needs children.
- Was excellent service the lawyer and assistant did all they could and more than was expected. They even came to my house when it was not possible for my son to travel. Thank you so much!
- I worked with Arthur Lipscomb. He is very helpful and professional. You are very fortunate to have him as part of your staff. My issue was resolved. Arthur was prepared and ready to help me.
- They resolved the problem and help us with professional guidance and once we told the Client Right Advocacy was helping us the problem was corrected immediately. They cared about what was happening and supported throughout the situation until it was corrected. Thank them so much. They cared about what was happening.
- Celeste Palmer was very helpful in my needs. She is friendly and seems to care for others. Thanks again Celeste for your help with my son's needs I could not have done it without you.
- I called a few times. Mostly I received good timely services.
- Everything was good.
- I absolutely love the help I receive from Jazmin Romero. I have contacted her for several different reasons and she always helps me. (happy face)

- Thank you for reviewing my son's records/file to verify if he was eligible for services or not. It's good to have another set of eyes when you're not sure.
- He was very nice when we went to RCEB, but when I called back for a question the secretary was not helpful.
- Wonderfully kind and helpful staff. Thank you!
- I met twice with Margie who was extremely busy yet helped me advocate for my son to receive services from CVRC in the 5<sup>th</sup> Category. Her advice was essential in prevailing against a denial for services.
- Both Jackie Dai and Lucy Garcia were very helpful. They treated me as if I was the only person needed their help the whole day. Jackie answers my emails quickly. She went extra mile to further help me. I'm very thankful for both of them.
- Fueron amables pero nunca recibí ayuda, me refieieron con lincenciada y me dijeron que ellos no hiban a perder su dinero y solo recibí humillaciones, tener hijos con necesidades especiales es un crimen por favor hablen conmigo. (They were cordial but I never received assistance, they referred me to an attorney and they told me that "they were not going to lose their money and I only received humiliations. Having children with special needs is a crime.)
- Yulahlia and Annie were both amazing. I am very thankful for their help. I truly appreciate all their hard work to help me and my family. (happy face) Thank you for all your help!
- Gracias por ayudarnos en nuestro idioma Español. (Thank you for helping us in our language.)
- Aimee was very nice & patient. She is our life saver. I will need her help for the next IPP meeting.
- Megan was very accommodating. She listened and answered my questions well. She let me understand the issue.
- Tal vez tuve la suerte de tener un trabajador eficiente. (Perhaps I had the luck of having an efficient worker.)
- Christine Armand is a great OCRA Representative. Very knowledgeable and informative.
- La ayuda que he recibido de Ramona Landeros ha sido fabulosa y aprendido cosas nuevas. (The help I have received from Ramona Landeros has been fabulous and I have learned new things.)
- The staff here was extremely helpful with their information, my special needs son became a client of CVRC. I am very thankful for them.
- Aimee was so helpful. Thank you very much for helping \_\_\_ and myself to solve the issue.

- Jazmin is always ready to help and find and send information. She is caring and knowledgeable. She is also fast and thorough.
- They are very caring and thoughtful.
- I need service during school fall breaks, anger management home assistance + housing assistance. Possibly change of offices.
- I got useful information.
- I figured my issue out primarily on my own. Your staff is friendly and professional.
- I would like to call in the future.
- I had quite a struggle trying to get benefits for my disabled brother—the system is designed to shut people out. Without Luisa and Katie’s help, I don’t think it would be resolved to date—as it is, it took 6 months.
- I only had a brief encounter this time. Mr. Mora returned my call & clarified my IHSS issue. I would need to officially apply & be denied for Protective Services before Mr. Mora can take the case.
- Thank you so much, God bless you.
- I requested a list of attorneys (Family Law) which they provided. However, none of the attorneys were in my area of Santa Barbara. I have used OCRA in the past and they have always been very helpful.
- Katie and Luisa are lovely, thoughtful, helpful and welcoming.
- I like my care giver Michelle.
- I was seeking information and that was provided to me in my phone call. Not only did I receive appropriate information but I felt the compassion as I shared my reasons for calling. My son was terminal and my heart was aching with pain as I was also in the process of “fair hearing” with Alta. I would recommend OCRA to others in need of your services!.
- Both Rita Defillippis and Filomena Alomar are very polite, caring thoughtful and always there for my needs.
- Orientaciones y como abogar por nuestros hijos y donde podemos recibir ayuda. (Orientations that have to do with advocating and where to get help for her kids.)
- Celeste Palmer was very knowledgeable and very helpful.
- Invaluable to me as we went up to Fair Hearing! I do not know what I would have done without her support and information! Excellent work!
- Very helpful and polite.
- Lorie has been very supported when I needed. She always return my calls. Thank you!!!
- No mas darles las gracias y disirles Dios los bendiga. (Just want to say thank you, and may God Bless you!)

- Muy agradecidos de contar con su ayuda. (We are very grateful to count on your help.)
- Without the help I received from Hannah and Ada I would not understand my son's rights and what is required by law. They have been instrumental in my son receiving the current services.
- It was extremely helpful!
- I've worked with both Katie and Luisa and they both listen and provide excellent support, guidance and information.
- Los servicios fueron excelente. Todo el personal es muy amable. (Services were excellent. Staff is very courteous.)
- Excellent service, professional, compassionate caring.
- I was told they could not help at that time so was helped by Area Board 4. They were great help!.
- Their help has eased the frustration and understanding when dealing with the School District and other governmental bodies. Without their assistance my son would not have the right services.
- Mi hija\_\_\_ sigue necesitando ayuda de un representante de OCRA porque las oficinas del SSA Wilshire Center no aprobaron my renunciacion. Y ustedes tienen mucho mas entendimiento que yo para quitarle esta deuda \$23,439.38 y es una presion para pagarlo. Desde cuando comenzo y porque el sobre pago, el porque le dieron mas dinero? ¿Cual es la razon, porque mi hija \_\_\_ tiene un diagnostico de nacimiento, o sea tiene un a discapacidad con su hermana gemela \_\_\_\_\_. (My daughter\_\_\_ still needs help from a representative of OCRA because the offices of SSA Wilshire Center did not approve my resignation. You are more knowledgeable than I am to help with taking out this debt of \$23,439.88 and it is a pressure to pay it off. Since she started, and because of the overpayment, and why did they give her more money? What is the reason that my daughter\_\_\_ has been diganosed since birth or has a disability with her twin sister \_\_\_\_\_.)
- After several phone calls, I did talk to a representative from OCRA only once. I did call back more than once and did not get response back. I did left phone message.
- Amazing. Thank you! (happy face)
- I have received alot of kindness and treated with respect. I am grateful! (happy face)
- I could not have gotten thru the hearing without Eva's assistance and understanding of law.
- Wonderful. Do not cut this program. Huge problems in Lake County.

- No trabajamos con el caso de mi hijo pero si me ayudaron y si necesitara ayuda nuevamente no dudaria en hablarles. Muy buenas personas. Gracias por ayudar a la gente que los necesitamos que Dios los bendiga siempre. (We did not work on my son's case, but you did help me. If I needed any more assistance on a new issue, I would not hesitate in calling you. Really great people. Thank you for assisting the people whom need it the most. May God forever bless you!)
- Dar las gracias por la ayuda que recibí y mi caso se resolvió. Estoy muy contento. Gracias! (I give thanks for the help I received and my case being resolved. I am very happy! Thank you!)
- Hannah Liddell was a great help to me and my son.
- Consumer/parents could benefit on a "step by step" workshop on How to ask for services and How the NOA process is done "step by step."
- Friendly staff—however by the time they get back to you their help is no longer valid. This causes one to navigate the system alone. I realize there are many clients served but I felt very frustrated trying to get help.
- Cynthia was very helpful and helped us better understand the laws related to special needs children.
- With prompt support I received, we were able to resolve our son's transportation service reinstated without any delay! The request I made to the district made reinstate all services to students who currently reside in more than one household! Thank you. (happy face)
- Que he recibido toda las respuestas de muchas preguntas que yo tenia por que yo nunca havia encontrado a quien preguntarle y ahora si lla tengo que es OCRA. (I have received all the answers to many questions I had because I've never found someone to ask these questions to. Now I do have someone, and that is OCRA.)
- They did not show up since Sept 22<sup>nd</sup> and no call or anything.
- Que son muy profesionales y sensibles a las necesidades del cliente. (You are very professional and sensitive to the clients' needs.)
- Well, we didn't actually get any services. We contacted you for help with appealing a decision which was that \_\_\_\_\_ was no longer eligible for protective services. We now have an attorney and are prepared to go to court.
- Hannah Liddel helps me in every way posible words cannot express on how thankful I am with her.
- Wonderful service, prompt.
- Everything was so helpful and staff very good listener.
- I really appreciated the time, information and advice Megan gave me. Thank you!

- Estoy muy contenta con la Sra. Celeste Palmer. (I am very happy with Ms. Celeste Palmer.)
- Muy contenta con la Sra. Mary Melendrez. Ella llevo a nuestras vidas cuando mas la necesitabamos. Nuestra familia esta muy agradecida por toda su ayuda. (Really happy with Ms. Mary Melendrez. She came into our lives when we needed her most. Our family is really grateful for all her help!)
- Estoy bien agradecida por toda la ayuda que me dieron. (I am very grateful for all the help they gave me!)
- I kindly requested assistance with all three of my kids cases, specially with two of them that have not been able to receive assistance from regional center for more than 7 years, OCRA was not able to assist me, except with two pamphlets. Wow!
- I've worked with Ms. Armand. She left. She not working there no more so when I do call Ms. Melendrez is playing on the phone like a big kid. There no help also told me to call every 3 times in 6 months. Thank you for your time.
- I received great help from the office with regards to insurance. It helped greatly.
- Excelentes. (Excellent.)
- Solo quiero agradecerles por la ayuda que me brindaron. (Just want to thank you for the help you gave me!)
- I had a very complex case and the legal issues were eluded from the grasp of the very junior lawyer who did the intake & initial review of the case. I have since retained private counsel.
- It improved my life.
- I was very satisfied with the service I was given by OCRA. Jazmin was very helpful and took time to explain the process & policies thoroughly. Thank you!
- Thank You!
- Very knowledgeable and caring staff. Thank you!
- Ms. Candela explained everything to the fullest extent. She was very helpful and got me right in to help with my problem.
- TERRIFIC!!! They were prompt, thorough and effective.
- When ever I had any kind of problems that needed to be taken care of right away, she would go out of her way to help me take care of the problem. And she would go to all of my appointments with me. I have no complaints. I'm satisfied with the service.
- Christine Armand was the Best Help for my son. I am so grateful!
- I need your help still. I need your help!



- In the past Megan and Susan have been very helpful. We recently moved to San Diego County and have continually been challenged w/day program, respite supports, IHSS & Medical. They have both helped us through it all. Great attitude, great help. Thanks!
- No por ahora gracias. (Not at this moment. Thank you!)
- I was later told that they cannot continue to assist me further due to lack of resources. I was not sure if I can ever resume their services again.
- 1. I would like more information on how to get low cost legal help in dealing with school districts and perhaps regional centers. 2. I would also like more information and clarification on EXACTLY what services regional center is supposed to be providing. They are NOT helpful AT ALL in regards to helping me w/ my son. 3. I would also like to be kept up to date on when the SERR Manual will be updated because I feel it is significantly missing real-world strategies and sciences, not to mention legal updates that parents need to navigate this awful “system!!!”. 4. I would also greatly appreciate more information on how to change laws, so that our kids have more than a fair shot, a decent and sucesful shot at being the best they can be, not these law, grossly, “standards” that are set for our children now. These school districts as well as regional centers need to be help accountable for the well-being of our children, not just academically, but whole body, so they can grow up to be fully functionable adults and contribute to society to perhaps make it better!
- Una excelente abogada. (An excellent Attorney)
- I was not satisfy with the services. I felt discriminated. I see no interest on helping me. They only said, they will but it never happened.
- These women were not helpful. I did not feel respected with help like that, well “nevermind,” who needs that!
- Exelente Servicio. (Excellent Service.)
- I was treated like what I had to say was not important. Case was not looked into by OCRA. I was under stress and just put off.
- Que muy buenos servicios la trabajadora Rita muy amable y buena defensora de nuestros niños. (Really great services! Rita the attorney very sweet and great at defending our children).
- Been calling Cynthia and Eva’s office for months now and Anthony R. in L.A. Haven’t received a call for my inquiries. Cynthia messaged me that she appologized and also she’ll be on maternity leave. Came in a few days ago advised me that she’ll email Cerritos office just for Cynthia’s call. I’d like to inquire if I can also include you as one of my mentors in advocacy.

- I truly appreciate Katie and Luisa's assistance over the past several months. They were able to give me some valuable advice on several issues.
- I wish I could have been represented at second hearing. How could I have gotten that kind of help or appeal in supreme court? I know I wasn't on wait list in August. How could I have had more representation?
- I am being assisted by Disability Rights of CA San Diego Regional Center for educational placement support and services for my son \_\_\_\_\_
- Hannah has been an outstanding source of help and guidance in addition to helping me with \_\_\_ IEP, IPE of which I had no clue. OCRA should be grateful that she is a part of your family, and I say this after working for attorneys for the past 18 years.
- Very helpful. Although it would have been nice if they could have actually represented us at a hearing.
- I just want to say thank you for your help!.
- All the staff was very courteous and helpful.
- Called for landlord/tenant handicap accommodation and discrimination. But help is so extremely limited and inept. They redirected me and said that they only help developmentally disabled children. They said I had to call \_\_\_ of L.A. & \_\_\_ said I had to call San Diego. I am in O.C.! How can they help so far went to Legal Aid, but attorney has a lot to juggle away. Trying and has helped but landlord has the power. (legal aid is govt. funded and she can't be my "witness". )
- I am very satisfied with their services.
- My name is \_\_\_ I am \_\_\_ sister & conservator. I have never received any help from OCRA. I need some help with a question.
- Las abogadas nunca pueden representarnos legalmente porque dicen que estan ocupadas. Solo nos dan la informacion y no nos asesoran. Es pobre la asesora legal. (The attorneys were never able to legally represent us, because they said, there were busy. They only gave us information and they did not assist. Legal help is really poor.)
- Thank you! & Happy Holidays.
- Margie Oppel has been absolutely amazing. A blessing to my life that I found someone who is competent and empathetic to our situation. She is informative and prompt with all her information & knowledge that I lack. I will only boast about her excellent service, to my son.
- I would like to receive a list of advocates to fight with Regional Centers.
- Gracias por los servicios, estoy muy satisfecha! (Thank you for your services, I am very satisfied!)

- Hannah has been an exceptional help. I can't say enough good things for the outstanding help, advice and support she has given both myself and my son. Hannah has been a blessing to us. She is amazing in what she does with a touch of care and understanding that clients should deserve.
- Que estoy muy satisfecha y contenta el abogado respondió mis preguntas y inquietudes, muy feliz. Gracias OCRA. (I am very satisfied and happy the attorney answered my questions and put my worries at ease. I am very happy. Thank you OCRA.)
- Veronica is an asset to your staff. We found her knowledge extremely helpful in our endeavours with the very adversarial IRC.
- Gracias a OCRA mi hija recibe servicios, Gracias a OCRA y al Señor Mario y la Señora Valerie. (Thanks to OCRA, my daughter receives services. Thank you to OCRA and Mario and Valerie.)
- I received outdated lists of organizations to help with eviction. At least 3 phone numbers were no longer in service of the free agencies.
- I had help twice two different OCRA's and daughter would not have been with me today. I am the mother of eighteen children adults and would not have been able to finish the job God gave me without them. Thanks again.
- Llame por segunda ocasión y me dijeron que ellos no hacen representaciones. (I called for a second issue and they told me that they do not represent their clients.)
- My appreciation for the help that was provided.
- I was very dissatisfied from the services I received from Aimee Delgado's office.
- Hannah is exceptional supportive, & compassionate. OCRA is truly fortunate to have Ms. Liddell. Her work ethic, patience, and knowledge & kindness are rare. Any family who has good fortune of working with Ms. Liddell will always be in good hands. Ms. Liddell fights for her clients. I would work with Ms. Liddell anytime.
- She was informative and kind but I didn't trust that she had my daughter's best interests above the sort of safe company line of the deny by delay bureaucratic Regional Center but I appreciated her information.
- Si yo necesito saber si pueden ayudarme para yo tener los servicios in home services por que yo no trabajo por atender a mi hijo que tiene discapacidades, y para mas servicios del Centro Regional. (Yes, I need to know if you can help me to receive benefits and services with IHSS. I

do not work because I have to care for my son who is disabled. I would like to get more services with the Regional Center.)

- I had very good service by OCRA. Both Mr. Saab and Mr. Mora were very kind and helpful.
- She help me with \_\_\_\_\_ and North Bay. I really thank her so much. I don't know if I had help for North Bay to take away my time with \_\_\_\_\_.
- I'm highly satisfied with OCRA's services. I received good legal advice anytime that I needed. Mrs. Casas-Sarmiento is a wonderful and knowledgeable attorney.
- Excellent service. Kind people that walked me through all I needed to know and very compassionate and caring and listened to me.
- Hannah Liddell help me out alots. She is amazing.
- We are extremely grateful to Celeste Palmer. The support we received was critical in getting our daughter in the proper placement with the proper support. A year later is like "night and day," thankfully!!
- Very successful in resolving my case. Very happy with Arthur Lipscomb. Thank you.
- I was told and am always told they won't let me be on Regional Center to get help.
- I could not have received better then both Asa and Ramona. \_\_\_\_ and I would not have been able to have her with me.
- Everything is going very well now.
- Siempre fui escuchado y gracias a Celeste el caso se soluciono porque Celeste is muy atenta y amable y habla mu idioma. "Muchas Gracias." (I was always heard. Thank you Celeste, the case was resolved because Celeste is very attentive and loving and she speaks my language. "Thank You.")
- I worked with Annie Breuer and is very knowledgeable and very helpful. She returned my calls very quickly and provided me with exact info that I needed.
- Arthur was helpful with my questions.
- Asa and Ramona are awesome. When no one would genuinely listened to me, they were there for me and my disabled son \_\_\_\_ I am grateful for their help!!
- They were like part of our family. They know what is happening and they listen with sincerity. Their goal is our best interest.
- He did as he promised on the day he will take care of the issues. He is really good.
- Thank you for your help. It was informative and I appreciate all future emails, and updates Re: my situation. Thanks again.

- Asa is the best. She went above and beyond her scope of work, even calling me after hours to provide me the legal help I needed for my situation. 5 stars!!
- Thanks again, I received two of these forms because I have 2 disabled adult children on IHSS. Asa was great. Appreciate all her help. Also appreciate the emails, and ongoing updates. Thanks again.
- Office and staff were great!
- Excellent services.
- I am glad with you guys for the help you always gave me.
- I can always count on OCRA as a valuable resource in dealing with challenges related to my son's disability. Celeste Palmer is always responsive and timely. She is awesome!!
- I do not like the way the OCRA ran. They need to retrain and be lay off or fired. And don't trust them. And bad advice and lies to client.
- We are grateful for this invaluable entity. Staff always professional, respectful, sensitive, to one's case. We are fortunate to turn to OCRA!
- Asa is Great!!
- Gracias por el apoyo que dan. No se si siguen en algun momento acompañar a los padres a las mediaciones con los centros regionales. (Thank you for your support. I do not know if you can represent parents at a Regional Center hearing?)
- Very helpful.
- I appreciate everything that has been done for my daughter. Thank you!
- Katie was very pleasant to talk to.
- Si yo estoy muy contenta con los servicios que le dan a mi hijo. Todo esta muy bien. Gracias. (Yes I am very content with the services that you gave my son. Everything is really great. Thank you.)
- Las atenciones que recibimos mi hijo yo, por la Lic. Eva Casas-Sarmiento fueron excelentes. (The attention my son and I received by Attorney Eva Casas-Sarmiento were excellent.)
- Happy I was helped by them.
- My problem was resolved without the intervention of OCRA, but I'm sure that Arthur would have helped if needed.
- Recibi servicios por parte de Veronica Cervantes y Jazmin Romero y las dos siempre fueron amables y profesionales. (I received services from Veronica Cervantes and Jazmin Romero and they both were very friendly and professional.)
- Gracias. (Thank you)
- Annie Breuer is very helpful, knowledgeable, and great to work with.

- Asa Marie Standfelt came across very compassionate, concerned, and competent in her work & support. I have only had positive and hopeful experiences with her. I would and have asked for her help again. Absolutely!
- Ms. Hannah Liddell is very understanding, helpful & compassionate. She did excellent job in advocating for my daughter.
- When I needed help again they didn't answer or call me back.
- I really like your guy's work a lot. Thank you!
- Aimee (and Marisol) have been amazing. They have been very helpful. Aimee is able to give me information and she needs more resources to be able to personally take on the actual calling or meeting with Regional Center Staff. She has provided lots of information and phone time to guide me through the process. I would not have gotten as far as I have without the information she has provided me with.
- It was pleasant and very helpful. Hannah Liddell was very professional and help me out.
- I am desperately searching for a summer day camp for my 8yr old. I understand it has to be approved by the agency. But can you recommend one.
- Phone conversation felt rushed.
- Ms. Palmer is detail oriented and compassionate. Outstanding assistance from her.
- Que no quiero que me cambien aquí estoy agusto con el personal. (I wouldn't like to change advocates. I am comfortable with the staff.)
- No one is trying to help me. I have been rejected every time I ask for help. They refuse to process or even consider my circumstances. I have been a IEP student from K-12, I have intellectual developmental disabilities, even though all info from school reports and department of reahab they still reject me forcing my mom to get attorney. Please help me.
- They were great! Thanks for all your help!
- Veronica and Jazmin was very helpful.
- Ms. Miller does a great job!
- Muchas gracias por la ayuda que recibí. Gracias!!! (Thank you so much for the help I received. Thank you!!!)
- Quiero darle las gracias a Ada Hamer, ella si me quiso ayudar desde el primer momento en que llame. Siempre ha sido muy gentil, muy humana, y sensible a nuestras necesidades. Me ayudo mucho haciendo mi archivo sobre todo el caso de mi hija y presentando el archivo a la trabajadora social cuando llevo a mi casa a evaluar a mi

hija \_\_\_\_\_. Todas las veces que yo llame a Ada Hamer, las veces me contesto y siempre trato de ayudarme en todo. Todo mi agradecimiento a Ada Hamer, yo si volveria a pedir la ayuda de Ada Hamer por que ella si me ayudo y Dios la bendiga siempre por su bondad y generosidad. Con mucha pena quiero decirles que Hannah Liddell no tuvo buena voluntad en quererme ayudar, dijo que yo no calificaba para IHSS y no me quiso ayudar y ahora yo les demuestro a ustedes que yo califique para IHSS por mas de 200 horas mensuales. Yo sabia que mi hija calificaba pero Hannah Liddell nunca me quiso ayudar. Ella no tuvo buena voluntad y yo termine apelando el caso de mi hija yo sola ante Sacramento y despues de negociar me aprobaron las mas de 200 horas. Quiero repetir las gracias a Ada Hamer, toda mi gratitud solo para ella. Atentamente \_\_\_\_\_ (I would like to give thanks to Ms. Ada Hamer. She did want to help me since the first time I called. She has been very nice and sensitive to our needs. She helped me by creating a file when the social worker came to my house to evaluate my daughter \_\_\_\_\_. All my gratitude to Ada Hamer. I would ask for her help again because she did help me. God bless her always for her kindness and generosity. With so much regret and lament, I would like to tell you, Hannah Liddell did not have great willingness in wanting to help me. She said I did not qualify for IHSS and she did not want to help me and now I can prove that I do qualify for IHSS because of my 200 monthly hours. I knew my daughter qualified, but Hannah Liddell never wanted to help me. She wasn't willing and I ended up appealing my daughter's case by myself before Sacramento and after negotiating, I was approved more than 200 hours. I would like to once again, say thank you to Ada Hamer, all my thanks only to her. Sincerely, \_\_\_\_\_).

- I was given good information and was able to resolve my issues with the Regional center and my landlord without an appeal or legal action.  
Thank you!
- Very professional and helpful.
- I worked with Luisa Delgadillo and she was prompt and thoughtful. She emailed me when I was unreachable. The only challenge is that the office is so busy that when I called back, majority of the time I have to leave a message.
- Cuando necesito enseñarles algun papel o necesito que me ayuden a llenar algo siempre estan dispuestos ayudarme sin cita. (Whenever I need to show you some documents, or I need help to fill out forms, you are always willing to help me even without an appointment).
- Excelente Servicio (Excellent service).

- Super Terrific. God bless for fighting for my son's rights. Thank you!
- Muy buen servicio y ayuda estoy muy agradecida con la Sra. Eva porque trabajo muy bien en mi caso. (Great Service. I am very grateful with Ms. Eva because she worked very well on my case.)
- These ladies are amazing and extremely helpful! All the services my brother has are thanks to them. I'm glad families have them for support.
- The staff was extremely helpful and very knowledgeable. And we felt very comfortable with them and they explained things to us.
- Jaqueline was helpful with my Medi-Cal/school question. One question I asked remains unanswered: "Does a SELPA Director who is a member of the Bar (her name is listed with the SELPA as her address on the State Bar website) have to disclose that she is an attorney when she attends an IEP meeting? I would still like to know, as \_\_\_ director did not disclose this.
- Christine was amazing to help explain things to me and to help me fight for my son! I greatly appreciate all efforts and am thankful to have the support.
- Hannah Liddell, is an excellent asset.
- Kimberlee was fabulous. The whole process, even though we did not have a favorable outcome. Services were great!
- Mrs. Christine Armand was the best OCRA representative. Now I am being helped by Mr. Delgadillo in Downey CA. Very helpful and informative.
- Ms. Jackie Dai is very knowledgeable and very helpful! Thank you very much! Ms. Garcia is very helpful. Thank you very much!
- The person helped me was very polite.
- Thanks!
- Son muy buenos ayudan mucho. (You're very great. You help a lot).
- I've sent faxes to one of your attorneys and they take weeks to return or call.
- El Señor Mario tiene la respuesta igual para todas las personas es abogado solo detrás del escritorio. (Mr. Mario has the same response for everybody. He is a lawyer behind the desk.)
- Both Rita and Filomena were helpful. Filomena was good at getting me through to Rita who was very helpful.
- I was treated very respectfully, but nothing was resolved at all. I did not speak to the attorney herself. My daughter is still without any nursing services, and while each reporting process is incredibly validating (which is so sad for many families). There are no solutions. At home nursing can get rid of families who ask for accountability, and there are no



alternatives. One of the most heartbreaking aspects of advocating in this, is the lack of surprise. Many know that there are medically fragile children w/o services.

- The help I had received was excellent good customer service attentive and follow up; this service is for my son and just relocated from another area. I truly appreciate their services. Thanks. Hope they will continue, keep office and service open we need people to advocate for the ones who can't speak for themselves.
- I couldn't have done it without Kay! I feel so blessed to have found the help I needed!
- Very nice people thank you for all your help.
- Bebo Saab & Carlos Mora were a big help in providing me information that are of big help with my issues w/ IHSS. Thanks to the both of them.
- Very professional, helpful and courteous service. I always feel like I am being heard and supported.
- Luisa Delgadillo was very professional and was extremely helpful. However, I did not feel that Katie Meyers was accessible.
- This is the 2nd time I have answered this! I worked with Hannah Liddell.
- Hannah was an exceptional person to work with. She listened to my concerns, went through options with me, explained the whole process and was just an amazing person to help fight for my sons needed services.
- OCRA has been a great help – very sensitive and caring – Thank you.
- I had been treated bad by the man at the car lot. He grabbed my key from me and told me to get the “F” off his property. I felt like the abused me!!
- Mrs. Delgado is: very arrogant, impatient, does not help.
- I got EVERYTHING I NEEDED AND THEN SOME.! I AM SO HAPPY WITH THE SERVICE PROVIDED THAT I WOULD RECOMMEND OCRA TO ANYONE IN NEED OF HELP WITHIN THE PERAMETER OF SERVICE!!!
- Hannah Liddell is an advocate for those who use this service.
- To improve your services we advise you to actually pay attention to peoples problems. Thank you! Please call back in Spanish, thank you!
- Thank you for help my son everything \_\_\_ and the staff.
- She was patient with me (Annie) and I was able to understand her.
- I spoke to Celeste Palmer. She was very understanding, patient, kind, caring, considerate...I hope I get a chance to meet her before I passon.
- I have nothing but great things to say about Katie and Christine. (happy face)

- Celeste is awesome and saved our lives. Thank you.
- The Quality of Life for our daughter is tremendously improved, and it is all thanks to the Clients Rights Advocacy office. Thank you Kimberlee Candela! Our family is forever grateful to you for all your help!!
- I have gotten help from both Bebo and Carlos. They are truly professional, informative, & helpful. I was very happy with OCRA.
- It was great to have someone help me with my autistic child. Please keep this service going.
- Bus Ticket Help with my paperwork. P.S. I would like to work for the (office work) is one of my dream job. Thanks again (happy face) Have a great day (happy face)
- Did not offer any help, only referred me to attorneys to get questions answered.
- HANNAH IS UNDERSTAND, SUPPORTIVE, SENSITIVE TO FAMILY'S NEEDS & SITUATION. OCRA IS FORTUNATE TO HAVE AN OUTSTANDING LAYWER SUCH AS MS. LIDDELL
- They really helped my son \_\_\_ to the fullest.
- Expanded my knowledge on how this system really works and what my sons rights are.
- Gracias por su servicios (Thank you for your services).
- Very informative.
- Thankful to have such amazing resource for assistance and information can't thank you enough.
- Thank you Ramona you rock!! (happy face) I desperately need help with IHHS, been trying for (2) years on and off. Please help.
- Hannah was very nice to talk to on the phone and was so helpful. Thank you!
- I am greatly thankful for the help, support and advice received. Thanks again.
- Wonderful service & very grateful that the service is available.
- I am extremely pleased with the help I received from OCRA staff. Danny Delgadillo was especially thorough, he returned my calls, sent emails with document instructing me with regards to the specifics of my case. I would not have received better if I paid an attorney. I am completely satisfied.
- The advise was valuable and the staff was very nice. Thank you!
- They know what they are talking about.
- I am very appreciative of the assistance I've received. The "system" is very difficult to navigate, and Kendra and Gina have been most helpful.
- You did your job right.

- Great service! Priceless for families of CSHCN. Very knowledge & supportive.
- We really appreciated the prompt assistance.
- She was great!
- Awesome!!!
- There needs to be better services and more advocates to actually help, esp. w/my case. I didn't get my help whatsoever.
- I was directed to a Whittier Regional attorney who is still working on my case.
- \_\_\_ is a BIG help to me he calls me back the same day. He also answers my questions. I am glad they have people look out for us Clients. (OCRA is a BIG HELP to me. I am glad they have a place for us to call for help.)
- Change program.
- Hannah was wonderful and very professional. Just awesome! (happy face)
- Thank you for all your support.
- Thank you for your help. (happy face)
- Me dieron toda la informacion que nesecitabe que Yulahlia es una persona extraordinaria y muy amable. (They gave me the information I needed. Yulahlia is an extraordinary and caring person.)