

**Disability Rights California
OCRA Advisory Committee Meeting Minutes
Thursday, September 10, 2020, at 2:00 p.m.
Via Zoom Meeting**

PRESENT: Marty Omoto (Chair), Elizabeth Gomez, Jeff Thom, Katherine Perez, Sandra Smith, Tammi Bradley

ABSENT: Deaka McClain, Diana Powell, Rene Rodriguez, Yolanda Vargas

STAFF: Alice Ximenez, Andy Imparato, Jasbir Soomal, Katie Hornberger, Koleen Biegacki,

CLOSE CAPTIONING SERVICE: Danielle Dzioba, NorCal

ASL SERVICE: Brenda Rees, Cherie Robinson, NorCal

1. Welcome and Introductions

Marty Omoto established a quorum and brought the meeting to order at 2:05p.m.

2. Approval of May 29, 2020 Minutes

The Committee reviewed the minutes.

It was M/S/C (Smith/Bradley) to approve the May 29, 2020 meeting minutes.

3. OCRA Semi-Annual Report

Katie Hornberger shared the history of the Office of Clients' Rights Advocacy and the contract description of services, including details regarding how OCRA can represent individuals in matters before the Office of Administrative Hearings but cannot take cases up to the Superior Court. However, OCRA can defend cases in Superior Court. Andy Imparato asked for clarification regarding OCRA representation and Tammi Bradley asked why OCRA could only represent sometimes. Ms. Hornberger explained that OCRA tries to resolve issues at the lowest level possible. She further explained that OCRA tries to refer out cases where the private bar is available to take them. For example, special education cases,

because attorney fees are available in those matters. Ms. Hornberger then explained attorney fee provisions.

Mr. Omoto asked for additional information regarding OCRA reporting and whether OCRA sees cases from start to finish after cases are referred. Ms. Hornberger explained that OCRA does not always know the outcome once referred out and that this information is not captured in regular reporting to DDS.

However, Ms. Hornberger also shared that once the pandemic started, OCRA did pull lists of people who were referred out to make sure they were okay. Much feedback was received including people not receiving calls from regional centers and many families were still needing a lot of help so OCRA assisted where it could.

Ms. Hornberger continued with additional reporting details including the definitions of OCRA Service Levels, Title 17, 4731 complaints, denial of rights, the regional center Behavior Modification Review Committee, ECT, Self-Determination, Special Incident Reports and the OCRA Grievance procedure. In regards to OCRA Service Levels, although OCRA cannot serve everyone at the level they want to be served due to resources, OCRA reviewed its level of services by ethnicity and race to determine if people of color were being served at parity. OCRA was pleased to report that the majority of cases OCRA assisted with at a higher level were to people of color.

Mr. Omoto asked more about OCRA reporting and whether OCRA reports trends in particular issues so they could be addressed. Ms. Hornberger explained that some issues are shared in the OCRA Advocacy Report, presented to the DRC Legislative Committee for future legislation, and the information also becomes part of the agenda topics at regularly scheduled meetings with regional center directors.

Jeff Thom and Katherine Perez expressed concern about families not getting services from OCRA and wanted more information. Mrs. Hornberger reminded the committee that the developmentally disabled population is 350,000 people and OCRA is 65 staff, and that Disability Rights California has many units that can provide help in other ways so people are still being served, but at times, not at the level they want.

4. Information Sharing and Next Steps

Elizabeth Gomez talked about particular communities not being served by OCRA and the barriers that have occurred when receiving help such as receiving website information, publications, or referrals. Ms. Gomez shared potential next steps for the OCRA Advisory Committee including determining how DRC can better serve people with disabilities, restructuring the advisory committee, giving feedback towards the OCRA renewal of contract, having monthly committee meetings, and listening more to the community by including them in meetings.

Tammi Bradley agreed with Ms. Gomez regarding the way help has been given to consumers from regional centers and from OCRA, in the form of links or website information, or publications to read. Ms. Bradley explained that some consumers have a hard time following the links and reading the information; and some consumers do not know how to use technology.

Mr. Imparato asked if there was a DDS contractual requirement to have an OCRA Advisory Committee and Mrs. Hornberger explained that the requirement is that OCRA receive community input. OCRA receives this input via consumer satisfaction surveys, training evaluations, and this committee. OCRA has a friendly relationship with DDS and is able to share information directly.

Mr. Omoto summarized the next steps to be: 1) monthly unofficial advisory committee meetings and allowing the public, 2) possibly identify workgroups, 3) identify urgent issues.

All members agreed to proceed with next steps and the importance of looking beyond just OCRA and enlisting other community groups to help where possible.

Mr. Imparato shared that DRC has an ad hoc governance committee where recommendations could be submitted. Mr. Imparato also explained that a debriefing would be needed with Mrs. Hornberger before proceeding with next steps.

It was M/S/C (Smith/Gomez) to end the meeting at 4:05p.m.

ATTEST:

Marty Omoto, Chair