

# Memo

To: Disability Rights California Board of Directors  
From: Katie Hornberger, Director  
Date: September 1, 2016  
Re: Annual Consumer Satisfaction Survey  
July 1, 2015 through June 30, 2016

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Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent for the period of July 1, 2015 – June 30, 2016. OCRA selected every fourth service request for the case management system to receive a survey by mail, which included a self-addressed, stamped envelope.

Two thousand one hundred and thirty-eight (2,138) surveys were mailed out. Two hundred and sixty-five (265) people returned the surveys. This represents a 12 percent return rate. Of those responding to the questions, 97 percent of the respondents who answered the questions felt they were treated well by the staff. 97 percent of the respondents believed their call was returned within two days. 97 percent of the respondents reported that they understood the information they received. 95 percent of respondents felt their Clients' Rights Advocate listened to them. 97 percent of respondents felt they were helped with their question/problem and 94 percent of respondents said they would ask their Clients' Rights Advocate for help again.

	<u>Satisfied</u> (Happy)	<u>Not Satisfied</u> (Sad)	<u>Did Not Check</u>
1. I was treated well by the staff.	249	9	7
2. My call was returned within two (2) days.	229	28	8
3. I could understand the information I got.	234	22	9
4. My Clients' Rights Advocate listened to me.	233	20	12
5. I was helped with my question/problem.	227	30	8
6. I would ask for help from the Clients' Rights Advocate again.	233	17	15

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

-Hannah Liddell has been professional and is very knowledgeable and I appreciate all of her help.

-Aimee Delgado was very helpful with all info provided. She really knows how the regional center operates.

-Excellent service. I received valuable and clear instructions and explanations on our rights in regards to protective supervision. As a result, we have gotten approved on PS from IHSS. Thank you so much for your help.

-I have a right to call them and speak with Kimberlee or Lorie.

-My questions were answered and I received helpful suggestions.

- Es muy servicial y me encanto. (It is very helpful and I loved it.)

- Great advice.

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<sup>1</sup> This is all 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"

- Excelente (Excellent).
- Thank you Aimee! Without you my life would be a lot more stressful. You are very kind, helpful, and of course very knowledgeable. Until next time. (Smile face)
- Thank you so much. Happy holidays!!
- -I truly appreciate all the great help you have given me. You are always very knowledgeable and professional.
- The "little bit" of help I got was superb!! Unfortunately, because they are so understaffed, they were only able to scratch the surface. There is such a huge need. Is there anything you can do about adding staff?
- Difficult as our children get older. I am still in most ways responsible for my son but was reminded by OCRA frequently that my son was the client, and I was not. Hard to realize my role as advocate is limited because my son is over 18.
- Muchas Gracias por sus servicios me ayudaron mucho. Muy agradecida. (Thank you for your services you helped me a lot. Very Grateful.)
- Everyone was always kind and compassionate with just enough professionalism. The disappointment and frustration was learning that due to budgets that help was not available to our family.
- Though I greatly appreciated the help I received from the Kendra and Gina, I think it is unfair and an absolute disservice that my disabled son was denied direct representation because of my assumed ability to advocate for him as his conservator. More staff is needed.
- My first attempt to get assistance for my grandson who is autistic with Asperger disability. He is 33 years of age, needs a situational assessment for employment. Our request was denied but I appealed. I sent in all of his school information over 2 months ago and had no response.
- Very helpful, grateful for the help.
- So I have to do all of the work running around. They are only there for advice?
- Que son servicios excelentes, a uno como padre nos dan las herramientas para saber cómo ayudar a nuestra hija. (Are excellent services, as a parent they give us the tools to know how to help our daughter.)
- The staff tries really hard to meet all my needs.
- I'm not really sure when I called? Can you please send me a date and when I called and what was call about??
- I really appreciate the help you have given me and for the time you have helped me in my case.

-Vanessa and Melissa gave such excellent customer service. I love Office of Clients' Rights Advocacy! My conversation with Melissa was very helpful and informative. I felt much empowered after our talk.

-OCRA es de gran ayuda y nos ofrece mucha información. Yo estoy muy agradecida con OCRA. (OCRA is helpful and gives us a lot of information. I am very grateful to OCRA.)

-Great service. People there are empathetic and caring. Lucy is a professional and knows exactly what to do.

-Utterly useless. Should be defuncted! Monies directed to an entity that actually provides advocacy.

-Hannah was great and really helped me understand the procedures.-They were kind and caring and also understanding to my needs. Thank you.

-Thank you for excellent service.

-OCRA closed my case without resolution. They are unable to assist me with Kern Regional Center appeal.

-Jazmin was very helpful. She took the time to hold a class for myself and another family and that was very helpful.

-Excellent services.

-I was not sure what problem I was into. I did not understand what action I need to take. No one helped me how to deal with the Social Security overpaid notice.

-Ha sido de mucho beneficio para mi porque me han ayudado también a entender los derechos que tiene mi hijo con necesidades especiales. Gracias. No tengo ningún problema en que me llamen. (It has been very beneficial for me because I has also helped to understand the rights of my child with special needs. Thank you. I have no problem in being called.)

-Have been satisfied by my local Tri-Counties office; but not by OCRA. Very disturbing.

-Mr. Espinoza and Alejandra were very professional and understanding.

-Very professional, very timely.

-It was nice to have someone to turn to. Thank you Lynne.

-Me gustaría que la información fuera en persona. Que lo vieran en una entrevista. Realmente sentí que no me querían ayudar por aver sido representado por un abogado. (I would like that information in person. They/we should be seen in an interview. I really felt that they did not want to help me for being represented by a lawyer.)

-Estoy muy contenta con los servicios la persona que me ayudo, fue muy amable y me regresaba las llamadas en horas no dilataron más de dos días. Muchas gracias por su ayuda. (I'm very happy with the services the person who helped me provided, was very friendly and I was returning calls

in hours did not delayed no more than two days. Thank you very much for your help.)

-The OCRA team were respectful of the clients' rights and needs at all times. Thank you. (Smiley face)

-I want to thank Mario and Alejandra for helping me with getting Protective Coverage from IHSS for my grandson. Mario is very knowledgeable and kind. I am a better advocate for my grandson because of the things I learned from Mario.

-I am very thankful to have won the case with your help.

-Mi hijo ya cumplió los 18 años de edad y sus ingreso SSA es lo mismo. (My son has already reached 18 years of age and his SSA income is the same.)

-I am satisfied with the service that I got from OCRA.

-It's hard to understand or know what services you provide.

-Don't send surveys after a phone call question.

-If not attorneys that you don't provide, what do you provide? I will call again when I feel the need to. I will leave the bottom blank.

-Me siento muy satisfecha con la ayuda de la señorita Aimee Delgado y gracias a la preparación de ella, mi caso se resolvió, so excelente profesionales. (I am very satisfied with the help of Miss Aimee Delgado and thanks to her preparation my case was settled, they are excellent professionals.)

-The procedure of having to call and make an appointment instead of responding to information provided by email seems very inefficient.

-Quiero decirles que estoy muy agradecida por la ayuda que me dieron. Muchas gracias y se in el futuro tengo mas preguntas, no dudare en llamarles y pedirle información relacionada al caso. (I want to say that I am very grateful for the help they gave me. Thank you very much and if I have more questions in the future, I will not hesitate to call and ask for information related to the case.)

-I liked their services but didn't resolve case. I was denied my benefits that I applied for. Thank you! I really did appreciate your help.

-Excelente Servicio, muchas gracias. Dios los bendiga. (Excellent service, thank you very much. God bless you.)

-They saved my daughter!

-This service is a blessing to have access to, and very helpful.

-Thank you Marisol! You are a great help and resource. I will always as for your help. And the online publication have been extremely helpful.

-We have looked for years to find an advocate for our grandson, thank you so very much for an awesome service and being very informed and being there for us.

-Recibi talleres sobre IHSS, SSI y Regional Center. (I attended workshop on IHSS, SSI and Regional Center.)

-Very good overall support. Provides invaluable/excellent service to persons needing support.

-Yes I call to Yulahlia Hernandez for help and when I explained why this case (NBRC presented to me a person as a ILS specialist we meet her at NBRC and with Supervisor and \_\_\_\_\_ my CPC and when I call Yulahlia to get help she said to me the this person is her boss. She was the imposter presented to me as ILS specialist she is not working with the parents but against the parents. When my children start to get services in NBRC, Yulahlia to make me think the this agency was all ready working against the NBRC clients. I really want to this stop because has been happened like this for years and is not fair for people with special needs.

-He recibido mucha ayuda, muy amables, muy eficientes, y nos orientan y gracias a ellas le van a dar las terapias a mi hijo. Gracia por la ayuda mucho tiempo de terapias aprobadas y no se las dan. (I received a lot of help, very friendly, very efficient, and guide us and thanks to them they will give my son therapies. Thanks for the help of approved therapies, long time and are not given.)

-My voicemail/calls were returned by an assistant a few days later. Your attorney/legal staff did not speak with me at all. The assistant gave me an outside attorney's contact info and asked me to find help somewhere else.

-It's very helpful.

-They could not help me with my situation with my sons education.

-Hannah is always willing to help and is efficient and knowledgeable.

-\_\_\_\_\_, I was promised my medical records from all aspects of this process. Work programs thru Central Valley Regional Center California Center – all ignored again and all placement residential vendors and Dr. from the system under and in CVRC all disregarded 2013, 2014, 2015, 2016.

-Your office refused to provide me with any legal help. My son's dispute with school district is still unresolved.

-Muchas gracias por este tipo de programas que en lo personal me han ayudado. (Thank you very much for this type of programs, which personally have helped me.)

-Todo bien. (Every good.)

-Hannah was very nice to me.

-Es excelente el servicio. (The service is excellent.)

-We successfully fought the regional center + were able to continue the services my son needs. Thanks for the help!

-I have used them in the past and they have always been helpful and provided useful information. OCRA Westside Regional Center Clients' Rights Advocates are a great resource.

-Sobre mas horas de respiro y sobre mas servicios de terapia del IEP. (On more hours for respite and on more services of therapy of IEP.)

-I really appreciate all the help!

-I've needed help on several occasions and didn't receive call back or was told how long they've been on the phone or was told there are 10,000 clients who have problems they have to help.

-Muchas gracias por la ayuda que me brindan me ha sido muy útil. (Thank you for the Help provided, it was very helpful.)

-No todo esta muy bien fueron muy amables. (Not everything is well. They were friendly.)

-I, Calif.'s with I/DD, would like to have "civil + service" "rights." We want 'wait' regional center's say Self determination is coming. We Calif.'s with I/DD, want, Department of Developmental Disabilities say Self determination is coming/the Federal people say it too. We the People of Calif. With I/DD say turn on Self determination now fine tune it as we go But do it now, as we are still above ground.

-Gracias por su apoyo. (Thanks you for your support.)

-Phone calls was returned immediately. Meeting was planned without long delays. Kept me involved without long waiting period. Knowledgeable as to the process as to how to solve the problems.

-Thank you for doing what you do!

-Mrs. Rita Defilippis and Mrs. Filomena Alomar are our family angels. They are very professional advocators. They treated very well and feel as a mom, I got to get help for our son and my son's case was denied by SARC. After I got the denied paper I was really stress, disappointed and felt really, really down. I felt there was no hope to be eligible from SARC for my son but when I Mrs. Alomar and Mrs. Defilippis talked and explained to me how they will review our son's case that gave me hope and believed there were still angels look out for us. Mrs. Rita Defilippis had to work more extra hours, days and nights to work on our son's case. She worked really hard because she has a very big heart, a loving heart for the children with disability. I hope Mrs. Rita Defilippis and Mrs. Alomar will be stay a very long time in office of Clients Rights Advocacy Disability Rights California in Campbell so they can help more and more for the families with disabled

children. They stay in business for even so they can use their professional knowledge to advocate for more families who are really need them. I wish I can say more but no word can thank you them enough.

-Ms. Hannah Liddell is an excellent advocate.

-Too bad that they are so busy that they are in a position to help with only questions.

-Celeste is an outstanding advocate. She is both skilled and compassionate in her work. She quickly helped us with a complicated situation regarding Social Security that made a significant difference in my son's quality of life.

-Me ayudaron con el papeleo y a que CRA me ayudara, me informaron paso por paso y se preocuparon por ayudarme. (They Help me with the paper work, and for the CRA to assist me, I was step by step, and cared about helping me.)

-Helpfully.

-Maricruz Magdaleno fue muy amable en todo momento, muchas gracias. (Maricruz Magdaleno was very friendly at all times. Thank you.)

-Megan Chambers was very kind and very helpful.

-They are very helpful and great customer service!

Megan Chambers is a very kind and understanding person. An asset to the State of California.

-Que les agradezco en todo mi corozon, que dios me los bendiga!! (I thank you with all my heart, may God bless you!!)

-I wanted to let you know that Jacqueline Miller was so helpful to me even though she could not represent my son at fair hearing for eligibility due to limited resources. She helped me enough to learn to help myself and \_\_\_ was found eligible without going to fair hearing. If there is something I can do to help OCR get more funding for Jacqueline to get more help, please let me know. She is an invaluable unbiased resource to families.

-These services are very helpful because of alots government agencies making mistake and OCRA protect the rights of disable families impact with no costs which we could not have money to hire attorney or legals aid at all.

-It has been quite a while since my call with Asa Marie Standfeldt (apologies) but am still grateful for the time she took to answer all my questions, provide information, and make very helpful suggestions. It is incredibly refreshing to encounter a service with such competent, helpful and carrying professionals. Thank you!

-Me trataron con amabilidad y paciencia, me ayudaron en todo lo que necesitaba. I thank you for all your support. (They treated me with



kindness and patience and they helped me with everything I needed. I thank you for all your support.)

-They are not really understand my need for help. Even with the interpreter, I did not know if my message has been truly passed to them. But the final result was I did not get help my son, \_\_\_\_, did not get his full benefit from SSI. Family has been burdened to support \_\_\_\_ living costs.

-Annie Breuer is great to work with. Extremely helpful. Informative and knowledgeable. Have talked to her now regarding few different issues.

-Muchas Gracias, me ayudan y educan. (Thank you, you help and you educate.)

-I am a married disabled adult who is a parent with a wife who has developed a rare depression disorder where our child must come home.

-Thank you for your advice & services may God Bless!

-Hannah Liddell is awesome each time I reach out.

-Que estoy muy agradecida con ustedes por orientarme, su consejo a mi duda, gracias esto arreglo la situación por lo que estaba pasando me hijo. (I am very grateful to you for directing me, your advice to my concerns, thanks, this help resolved the situation my son was going through.)

-It worked well

-Veronica – the assistant – is amazing to work with. She's friendly, on-the-ball and a kind voice dealing with over tired parents!

-No recibí ayuda, realmente lo necesitaba y al final de cuentas tube que batallar muchísimo para poder lograr algo con el distrito escolar y el Centro Regional. Pense encontrar ayuda, decirme que camino tomar, como obligar a que cumplan con la ley y estuvieran protegidos los derechos de mis hijas y a ustedes fallaron. No porque se que no se logro nada. (I did not receive help, I really needed it and at the end of the day I had to struggle a lot to achieve something with the school district and the Regional Center. I thought I would find help, tell me steps to take such as forcing them to comply with the law protect the rights of my daughters and you failed. No because I know that nothing was achieved.)

-The stress level this caused and they handled for me, made it possible for me to continue to care for my son who requires 24/7 care.

-Gracias por escuchar mis preguntas y su interes en mi hijo gracias. (Thank you for listening to my questions and your interest in my son thanks.)

-The services should be listed either on the web or phone, too long of delays to talk to an attorney, when your on a time sensitive issue. This is not conducive to good services to special needs people.

-I liked them very well.

-Celeste Palmer did an amazing job helping my sister get SLS from regional center. We could not have done it without her help. Thanks again.

-She's very nice. She always helps me. I'm happy with her job.

-They provide me with the materials I need and had given me good advice.

-Thanks.

-I tried to call OCRA several times, but no one picked up my call. So I left a message, but again, no one got back to me. Then I found the lawyer's email online, and emailed her directly and got a response from her shortly.

-Gracia por la información que comparten con las familias que tienen niños especiales signa con este trabajo que ayuda mucho. (Thanks for the information that you share with families with special needs children continue with this work that helps a lot.)

-\_\_\_\_\_ no me gusta que ellos quieren que el cliente les pida los servicios pues si el no puede por su incapacidad se supone que yo tengo legalmente sus derechos de mi hijo. (\_\_\_\_\_ I do not like that they want the client to ask for the services because if he cannot for his disability I'm supposed to have legal rights of my son.)

-Me han orientado muy bien en todas las clases y me han servido mucho. (They have oriented me very well in all the classes and they have helped me a lot.)

-I was treated nice and fairly. She helped me all the way until my son's issue/problem with RCEB was resolved.

-Fueron básicos, pero buenos ya que necesitaba urgentemente orientación y me dieron esperanza. (They were basic but good since I need urgently orientation and they gave me hope.)

-Even though my son was denied services OCRA allowed me to vent my story, gave me 2 follow up calls and mailed to my home, a step by step packet of info to guide me to Appeal within 30 days. My appt. for ADOS testing is not until 06/30/16 which passes 30 days.

-Aimee and Marisol are very professional, I'm very happy with the help that I received from them.

-I \_\_\_\_\_'s mom wants the office to call her due to my daughter's disability, she can not understand a lot nor can she speak very well, I don't know or understand this paper. P.S. My daughter can't read this paper. We didn't get no help, that I know of, just papers, sent to me that they wanted me to fill out.

-They are very helpful with my son, \_\_\_\_\_.

-Jackie was very helpful, listened to the whole convoluted story, and provided useful advice.

- My case is complicated but they were very helpful.
- I am very impressed with the knowledge and assistance by Kimberlee Candela, \_\_\_\_\_ not as much.
- Very helpful.
- Promptly and with respect, care, concern.
- I want to thank Ms. Kendra McWright and Ms. Gina Gheno for their help and support and for being super kind and nice to me all the time!! I want to wish them all the best. Thanks.
- My only problem with the service is it feels like another system just there to tell you to call someone else.
- Leinani was a Godsend. Our daughter, \_\_\_\_\_, got the help she desperately needed, due to Mrs. Walter's efforts and knowledge.
- Estoy satisfecha de los servicios que me brinda el abogado Arthur Lipscomb y también de los servicios de la señora Celeste Palmer. Siempre fueron muy amables conmigo y siempre me trataron con excelente respeto. (I am satisfied with the services provided to me by attorney Arthur Lipscomb and the services of Ms. Celeste Palmer. They were always very nice to me and always treated me with great respect.)
- No encontré ninguna ayuda, solo me ayudan a platicar los problemas que tenía con mis hijos con discapacidades y me desajoje en eso me ayudaron pero realmente para ayudar a la situación no me ayudaron y creo realmente que no les importo nuestros casos. Se que de nada sirve. (I did not find/get any help, they only help me to talk about the problems I had with my children with disabilities and I had to vent, with that they did help me, but really for help with the situation, they did not help me and I really believe that they did not care about our cases. I know that it is useless.)
- Marisol returned all my calls and scheduled my appointment to meet with Aimee. They are very professional, and courteous. Aimee was very prepared with all the questions that I need help with. She also gave me written information to be able to help my kids more.
- Llame pidiendo ayuda y no me ayudaron. (I called asking for assistance and they did not assist.)
- Gran ayuda del personal. (Great assistance from staff.)
- It's been quite a while since my call with Asa Marie Stanfeldt (apologies) but am still grateful for the time she took to answer all my questions, provide information, and make very helpful suggestions. It's incredibly refreshing to encounter a service with such competent, helpful and caring professionals. Thank you!
- None at this time.

-THEY TOLD ME THINGS ABOUT THE LAW THAT I DIDN'T KNOW, AND THE INFORMATION WAS PRICELESS, AND HELPED ME WIN MY CASE. CELESTE WAS MY BIG AND ONLY HELP FROM THIS OFFICE. THANK YOU!

-En mi opinión Yulahlia H. me ayudo en todo con mi cuestionario y eso facilito mi proceso en contestarlo, gracias por la ayuda recibida se que puedo en un futuro acudir a ustedes nuevamente. (In my opinion Yulahlia H. helped me throughout my questionnaire and that helped my process in answering it, thanks for the help received I know that I can come to you in a future again.)

-I understood OCRA could not assist. What I thought if OCRA can't assist you would be a resource in referring to appropriate agency or entity. When I wanted an Attorney, I was not given one to get my daughter back. They said that I and my wife's case is not there job to help us, but on the website, it says it is.

-I honestly don't remember even speaking to someone in the OCRA.

-Nothing.

-They very helpful & great customer service!

-The staff was very professional, courteous and friendly and listened to my concerns.

-Very very helpful. I felt so alone as I have never done this. Jackie Dai save me lots of information. I learned so so much. God bless you!! I will continue to call to get help as needed.

-Took way too long for someone to call me back.

-The help I've received from OCRA has helped me become a stronger voice for my daughter. An invaluable service. Thank you!

-Katie is very helpful and professional. I'm so appreciate her.

-My son was rejected from this program. All of his problems was rejected. Like, partly blind, unable to speak and be understood.

-They have helped advocate several issues for me in the past. The Advocates are very knowledgeable and educated for me to understand by my mom.

-Cynthia was very nice and informative. I only wish there was more funding so someone could've helped me during IEP meeting at school.

-I am still receiving services on issues pertaining to my healthcare by Hannah Liddell and my service coordinators.

-I helpfully

-Hannah Liddell is an excellent advocate.

-Thanks a lot!

-They helped me out in a situation I couldn't do on my own.

- It is unfortunate that more services are not available to further represent assist families so that they can obtain educational services and build independence for their disabled child. We have incurred considerable but with minimal success to keep our child in school.
- Services were helpful and useful. Directives were close and concise.
- I met with Jackie Dai. She assisted me with my concerns. She is very patient with and would like to give credit her for that.
- Very slowly. For ask question.
- They are not available to help, supposedly they have to many clients so, they can't help somebody outs.
- It has been very useful and the suggestions we have got from Kendra were very helpful in getting our IEP.
- The assistance if OCRA was not adequate (not enthusiastic) when assistance was required with court/hearing. Thanks
- Thank you – Kendra and Gina are wonderful.
- I'm very happy to have worked with Bebo (and Carlos) he was knowledgeable and so helpful with my case. I won! Thanks again to all of you.
- Hannah Liddell and Adam Hamer are very helpful to me.
- I would like for staff to talk slowly.
- Great follow-up by Filomena Alomar! @ Campbell offices
- Good customer service and they provide very good informations. Thank you.
- Very helpful.
- Very professional, helpful and compassionate.
- Kimberlee was very professional, helpful and understanding. Returned calls and e-mails promptly. Seemed very knowledgeable. I would absolutely like to work with her in the future if/when needed.
- Katie Meyer was very helpful and understanding.
- The service I received was outstanding. (smile) I will definitely be in touch w/OCRA should I have any more questions or concerns.
- They went above & beyond with their help – thank you so much!!
- The information that I was promised was never emailed to me. Ms. Debra Marcia did not email me the information she received from IHSS.
- Very helpful.
- I got really good experience.
- Mary Melendrez is helping with my IHSS case regional enter and give information on SSI. She was really nice explaining my situation.

- Ocra service has been a great help and very pleased to work with Kendra and Gina. They share a client's problems seriously and responds on timely manners, leading to solving the issues mostly time!
- I would not be able to navigate the bureaucracy of Regional Center without the assistance and publications of OCRA.
- Not OCRA's fault. We weren't qualified for the benefits we were trying to get.
- Took nearly a week to get a call back.
- Telephone consultation is not adequate. A visit appointment to see OCRA staff is needed. I hope your office will offer more accessible to provide your service.
- I was happy that someone Megan took chance of to my problems and helping \_\_\_\_\_ and asking questions went with what had happened for me in past 4 month find out the solution to the problems.
- Lorie has always helped me and listened to me. I love talking with her she seems to always understand me and its always present to talk with...Lorie takes good care of us.
- They could not help me with a Special Needs Trust issue we were and are currently having with SSA...If there is more info/help you can provide re above issue.
- Marisol and Aimee are very helpful and supportive. I appreciate all the hard work they do to get me the answer.
- I appreciate the help I received from OCRA. It was very helpful. Thank you.
- I was treated promptly and respectful with all my questions and concerns.
- I hope that my son's case can be documented and help other families that run into this issue. The fact that he was unable to receive services for the remainder (90 days) of school was sad and a huge set back for him.
- Thank you so much.
- Resident chose not to complete this survey. Thank you for your help to him.
- She was very helpful with what I had to deal with and I would use her (your) service again if I had too. I was very please. Thank you.
- They saved our family.
- OCRA absolutely provides extremely helpful services to families with disability! Jacqueline & Stephanie are both crème de la crème. I always appreciate your help! Thank you.
- Excelente servicio. (Excellent Service.)
- They are always helping us with answers that sometimes we don't know.

-La ayuda no es completamente satisfactoria (Dire x falta de tiempo no puede) (The assistance is not fully satisfactory (I will say, lack of time, or cannot).)

-Excellent representation from start to resolution. Mario Espinoza was very focused with his questioning and suggested responses.

-This is the ONLY agency I called that was willing to listen to & then help problem solve with us. They were wonderful & did not give up on us.

-I got a call from Filomena and she did not nothing about my case and made me fell so bad because when I was explainin my case to her she laugh about it. I'm still fill so bad about it. Please do something to stop this kind of unhelp people. Thank you so much.

--I was not able to talk to Ms. Jackie Dai since I missed her call and try to call her back right away but went to voicemail. I was not connected there is no live person to take the calls, her appointment full book and a phone consult is inadequate to solve my issues.

-He recibido conserjeria y apoyo con relacion a servicios del WRC y SSI, siempre que lo he necesitado. (I have received advice and support in relationship to services from WRC and SSI every time I have needed it.)

-Gracias por su allude fal de mucha provecho para mi, Dios los bendiga. (Thank you for your assistance it was very helpful for me, may God Bless you.)

-Great people! Wonderful help. Step by step follow up and help.