

# Memo

To: Disability Rights California Board of Directors  
From: Katie Hornberger, Director  
Date: June 30, 2017  
Re: Annual Consumer Satisfaction Survey  
July 1, 2016 through June 30, 2017

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Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent for the period of July 1, 2016 – June 30, 2017. OCRA selected every fourth service request from the case management system to receive a survey by mail, which included a self-addressed, stamped envelope.

One thousand seven hundred and fifteen (1,715) surveys were mailed out. Two hundred and eleven (211) people returned surveys. This represents a 12 percent return rate. This is significantly lower than the last reporting period, the first half of the fiscal year, which was 22 percent. We are reviewing the timeline of when the surveys were sent and service levels of the service requests. We will continue to monitor and make adjustments as need be. Of those responding to the questions, 95 percent of the respondents who answered the questions felt they were treated well by the staff. 89 percent of the respondents believed their call was returned within two days. 94 percent of the respondents reported that they understood the information they received. 95 percent of respondents felt their Clients' Rights Advocate listened to them. 88 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. These percentages almost exactly mirror the last reporting period. We will continue to work with staff to ensure that are clients felt helped by the assistance we gave them.

	<u>Satisfied</u> (Happy)	Not <u>Satisfied</u> (Sad)	<u>Did Not</u> <u>Check</u>
1. I was treated well by the staff.	196	10	5
2. My call was returned within two (2) days.	176	22	13
3. I could understand the information I got.	190	13	8
4. My Clients' Rights Advocate listened to me.	190	9	11
5. I was helped with my question/problem.	179	25	7
6. I would ask for help from the Clients' Rights Advocate again.	190	11	10

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

-So grateful for the efficient and hard work. Big help in everything. Very knowledgeable.

-Very helpful.

-I received a professional service.

-Vanessa is very helpful.

-Megan has been our lifeline throughout an extremely difficult year and ½ - We are so grateful!

-I realize there's only so much you can do. It's hard to tell if it was helpful. Annie and Yulahlia were very nice. Thank you.

-I am so thankful for the service and the information that I received. Thank you so much for the support and the help.

-Staff is Fantastic.

-Thank You.

-This is in respond to the survey as I mention in the telephone call I will "fill out" later because I may need legal representation.

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<sup>1</sup> These are 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"

- Pilar “ran” a meeting as a professional, and an advocate. She was great, and my son received the services we’d been requesting for three years.
- I had a difficult situation and they helped me understand how to best move forward. They also explained some very technical issues in a way I understood.
- Bebo Saab is terrific and tries to be helpful.
- treated by the staff very good satisfied with services. I was helped problem and understand they helpful disability people.
- I was not actually represented. They only did a review of my papers/assessment. I would have liked actual representation.
- Staff is very helpful with questions. They offer guidance and now to accomplish such guidance. They are so helpful.
- I called months ago and really got no assistance.
- The help I got enabled me to move my child from SDC to 70% mainstream. We are so HAPPY and its going great. Extremely Thankful for the help we got.
- Celeste Palmer was a tremendous help in seeking protective supervision from IHSS. She is incredibly knowledgeable, clear, and thoughtful in addition and most importantly, she is so caring and understanding of the difficulties in dealing with the bureaucracies. Call back only if you want to hear more glowing reports of Celeste!
- Los servicios son fantasticos y personal muy amable e interesado in ayudar. (The services are fantastic and staff very friendly and interested in helping.)
- Our situation is a loophole in our blind daughter’s insurance that has prevented her from receiving dental treatment. Your rep’s did not resolve the issue.
- I want to thank you for all your help.
- Bebo Saab is terrific and tries to be helpful.
- The recommendation for an attorney was very helpful.
- I’m so grateful for all the great supportive help from the “OCRA.”
- If it wasn’t for this office, I would not have been able to appeal and “win” this case. They did the research and gave me all the information I needed.
- Being told that the advocate was “overwhelmed” marked the start of what ended up feeling like a total waste of time – hire more staff.
- I can’t remember when I was helped.
- Outstanding job by Jacqueline and Debbie also helped me. Highest quality of care and expertise provided!
- I got all my questions answered.

-Agradezco todo el apoyo, asesoramiento, y toda lo que he pedido aprender a través de Ustedes. Gracias. (I appreciate all the support, advice, and all that I have asked to learn through you. Thank You.)

-The OCRA is very helpful to us “parents of special needs.” I am very satisfied because of the humbleness and very responsible and caring lawyers of OCRA. I am very thankful to OCRA, the lawyers are not only smart and intelligent but also honest and faithful to the work with heart.

-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.

-Son personas muy amables respetuosas yo las recomendaria a familias. (They are very friendly and respectful people and I would recommend them to families.)

-Subject matter too difficult to understand in phone call. Need to bring paperwork and meet someone in person. Office understaffed. Takes days to talk to someone – not helpful when trying to solve problem.

-Katie Meyer was very helpful and understanding.

-Fueron muy amables, comprensivos y muy Buenos profesionales. (They were very friendly, supportive and very good professionals.)

-Bebo ask my regional worker \_\_\_\_\_ how I’m doing and has never did a thing living here and had over \$2,000 given away by the regional worker up north and put in this living spot by their choice not by my choice. I was to be taken to Long Beach not here. Go to piece of paper.

-Just like beating a dead horse what’s the point. What a waste of time. No excuse is a good excuse. Quite wasting taxpayer dollars. Find somebody who cares. I would put my name but I’m too embarrassed that I even called them for help! And this wasn’t the first time.

-Si que la Sra. Eva Casas y Cynthia las dos forman un buen equipo y son muy profesionales. (Yes, Ms. Eva Casas and Cynthia both form a good team and are very professional.)

-The information that I was promised was never emailed to me. Ms. \_\_\_\_\_ did not email me the information she received from IHSS.

-I didn’t understand the letter sent or did I receive a call from them on time and date stated.

-I have received help for 2 hearings (KRC & CCS), advice on conservatorship/Power of Attorney and received a recommendation for GBLA for a Medi-Cal hearing. I have always received sound advice and follow thru – very grateful. I have been happy and extremely grateful for the assistance.

- It was wonderful.
- Todo Excelente. Gracias. (Everything Excellent. Thank you.)
- I would like help on filing a financial back pay owed to my son thru the regional center.
- Their service are excellent.
- Thanking all the staff whom are knowledgeable and courteous. Thank you.
- Just want to express my great gratitude with OCRA. Thanks to this organization I live independently. Mary Melendrez (former staff) listened to my problem and found the solution to my situation. Please, keep hiring people who can work with disabled persons, not everyone can see beyond a disability. I was seeking for help for years but no one listen before Mary Melendrez.
- Excelente servicios. Cynthia una persona muy amable reponsable. (Excellent services. Cynthia a very friendly responsible person.)
- Though everyone was very nice, they could not help much. For example, I asked for specific help w/IHSS Protective Supervision. I received links to "Nuts and Bolts" and "FAQ's" etc. Not helpful. I hired a paid advocate a week later.
- Kendra McWright is very helpful and wonderful to work with!
- Very helpful, pleasant to talk to and concern.
- They need more funds to be able to help people out. They were great at first when Mary was helping me out but then Melissa told me they were low on funds.
- I thought he was going to take on my case, he only gave me info. I'm disappointed!
- Gracia por su ayuda dios es bueno amen. (Thank you for your help God is good amen.)
- Very helpful info.
- High level of professionalism yet able to understand clients frustrations and concerns; very personable and a great problem solver. Great ability to help read and understand IEP's; and help with annual IHSS forms.
- This service is extremely valuable.
- You need more housing right At.
- You need to explain things a bit better.
- Me recibieron mis preguntas muy rapido con mucha amabilidad. (They received my questions very quickly with kindness.)
- I was given hints and tips on how best to pursue my child's case. Also since this was related to Lanterman services, I found the Lanterman related PDF's sent to me very useful and immensely readable.

-Fueron muy amables, atentos muy profesionales. Muchas Gracias. (They were very friendly, attentive, and very professional. Thank you so much.)

-Thank you so much for the service you provide. It was very difficult finding anyone who could listen and find an answer to my social security problem and I am grateful for your help!

-Ms. Oppel was very professional and yet personable. She provided assistance to me to be able to see my son \_\_\_\_, while he was in jail and answered many questions for me.

-We need/want access to NLACRC records and have not been allowed. We asked for information about a Fair Hearing & DOR CAP advocate being assigned to \_\_\_\_ and how to get all services restored especially since \_\_\_\_ was not ever notified that his services would be terminated.

-There was no service. I had very specific ADA law questions which to this day have never been answered. What is this entity paid by presumably the state to do?

-They have been a great help! We are still dealing with KHSD. IEP #4 to be held soon...

-Your people there are great. Thank you.

-We were told that we could not receive help at this time.

-Son muy profesionales y gracias espero me puedan seguir ayudando porque esto solo a enpesado. (They are very professional and thanks I hope they can continue to help me because this just started.)

-They were amazing!!! They were professional, comforting, extremely knowledgeable, Louisa is my hero!!

-Your staff was professional and attentive. There's nothing worse than seeking help and no one takes your concerns seriously. Thank you, again.

-Very helpful.

-Good customer service and they provide very good information. Thank you.

-I would like my Medical ID No. \_\_\_\_\_ Benefit Identification Card be reinstated. I do not like a L.S. Care Plan.

-I feel like what is the purpose of this office. I really need help for my son with Regional Center and this office could have helped me before I got to the point where I am now I can't afford an attorney. The judge made it where I can't apply.

-Les doy las Gracias por ayudar a mi hijo \_\_\_\_\_. Desgraciadamente el murió de Leusemia, y Martin Arias de la oficina de San Diego fue muy atento con el caso. Gracias. (Thank you for helping my son \_\_\_\_\_. Unfortunately he died of Leukemia, and Martin Arias of the San Diego office was very attentive with the case. Thank you.)

- OCRA are always very helpful and willing to help. I always get the answers I am looking for from them.
- I'm happy with my services.
- Thank you for all your help.
- Very good, help me understand more. Thanks a lot.
- Yulahlia is an excellent advocate for the disabled, was very impressed with her knowledge and guidance. Thank you again!
- Ms. McWright & Gheno did a wonderful job. With their guidance, resolution of four issues would not have moved along as smoothly as they did.
- I felt heard and relieved that there was an advocate on my son's & my side to help us through our difficult time. Thank you!
- Ms. Liddell has consistently provided professional and compassionate support to my daughter. Her communication skills and willingness to listen, research and follow through have successfully helped my daughter to keep her unique supports to remain in her family's home.
- Mrs. Melendrez & Mrs. Rivera were both very rude and dismissive. They said they were too busy to help my family.
- Thank you very much for all your help. My sister really appreciates having someone on her side and so do we.
- Excelente servicio (Excellent service)
- Hannah Liddell was very attending. She called me back and emailed me promptly. Probably the best help I have had in a long time. I was in a horrible situation and Hannah explained to me that I don't have to deal w/that.
- The interpreter was a little rude. The advocate did not give us the right information. Through another agency we were able to get increased hours.
- My problem may be (on going) a little longer?
- They were very knowledgeable and helped us multiple times. I would definitely recommend to others!
- helpful and very informative
- Immediately (with end days) I heard from Alta service worker. As of now they were supposed to approve AB (Applied Behavior) therapy for \_\_\_\_.
- I was happily surprised how much help they gave me. Thank you.
- Thank you so much! We got the help we needed.
- Other question I would like to ask.
- I would like information on Spanish up on request.
- Brittnee did a wonderful job. If I ever need help in the future I would definitely ask for Brittnee. She took her time to explain everything & asked if I had questions. She even send me the forms in Spanish so I could

understand. Jessica Tellez was also great. She has very nice, polite, knowledgeable, always follow through & explained everything in Spanish/English and returned my calls on a fair amount of time. I believe Brittnee and Jessica did a great job.

-Fueron muy amable y contestaron a todas mis preguntas y sobre toda pacientes, gracias. (They were very friendly and answered all my questions and over all very patients, thanks.)

-Cynthia also sent helpful info to me via e-mail.

-This help is extremely valuable to me & my entire family. I's so grateful for the help & support over many years.

-Me negaron los servicios por falta de fondos y necesito de su ayuda. (Denied me services for lack of funds and I need your help.)

-Hannah Liddell and Ada Hamer were very attentive to my concerns.

-I not very know what else OCRA can't help? Can you let me know more about it. Please!

-Thank you for telling me about the new placement coming up.

-I want to tell you about the OCRA phone number is routed through Sacramento and the phone does not recognize it as a local call.

-Emily Sciortino was very professional; the advice she gave was instrumental in the approval of Protective Supervision (IHSS) for my daughter. Thank you Emily!

-Brittney was very helpful, professional and courteous. I would highly recommend her to other families.

-Awesome Employees. Gave Excellent info also sent very important info by mail. God bless.

-I need more help since I turned in a Group Home while in Las Vegas, "\_\_\_" and they were investigated now I am being investigated and being stalked, phone is under surveillance, harassed and much much more.

-She was very helpful and really cared!

-The help me a great deal. I was able to save almost 100k! Thx!!

-Very helpful and caring about my issue.

-Yulahlia exceeded expectations, thank you!

-I called Veronica and Debra when Veronica talked to Citibank and they went back to a lower amount. She sent me names of lawyers which I will give to \_\_\_ when he gets back from vacation. Thank you for your help.