

Memo

To: Disability Rights California Board of Directors
From: Katie Hornberger, Director
Date: September 1, 2018
Re: Annual Consumer Satisfaction Survey
July 1, 2017 through June 30, 2018

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent for the period of July 1, 2017 – June 30, 2018. OCRA selected every fourth closed service request from the case management system to receive a survey by mail, which included a self-addressed, stamped envelope.

One thousand eight hundred and forty-six (1,846) surveys were mailed out. Three hundred and eleven (311) people returned surveys. This represents a 17 percent return rate. Of those responding to the questions, 90 percent of the respondents who answered the questions felt they were treated well by the staff. 86 percent of the respondents believed their call was returned within two days. 93 percent of the respondents reported that they understood the information they received. 93 percent of respondents felt their Clients' Rights Advocate listened to them. 86 percent of respondents felt they were helped with their question/problem and 89 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.	270	31	10
2. My call was returned within two (2) days.	256	41	14
3. I could understand the information I got.	277	20	14
4. My Clients' Rights Advocate listened to me.	278	21	12
5. I was helped with my question/problem.	260	41	10
6. I would ask for help from the Clients' Rights Advocate again.	266	32	13

Comments:¹

Fue muy amable la abogada con migo que le tome carrion (The attorney was very kind to me that I felt affection toward her).

-I only wish personal would better understand the connection between Rec program >Out-about and parent committee, Also ran by Special Olympic personal who is involved in these 3 agencies.

-Son muy amables y serviciales con nosotros de lo cual estoy muy agradecida con ellos (They are very nice and helpful with us for which I am very thankful with them).

-Todas la familias del centro somos muy afurtunadas de tener estos servicios. Gracias. (All the families from the Center are lucky to have these services. Thank you).

-Satisfied

-Show me how to handle problem about my son; with a therapist speech

¹ 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"

-Muchas gracias por asesorame, sobre los derechos de mi hija. Ella ya esta recibiendo mas ayuda (Thank you very much for advising me, around my daughters rights, she is already receiving help).

-ATTY Author & staff was very helpful explaining the Disability Act for Children of Disabilities

-We applied to have private support to be 30 days, took 7+ months. That denied me speedy resolution. Also I faxed all SSI letters to office, this didn't seem to have road them or understand them. Seems they are best at offering which form to fill out.

-Me senti decionada con los servicios eupese que heran buenos los servicios pero me equiboque no me alludaron en nada quede sola con mi problema. (I felt disappointed with the services I thought they were good services but I was wrong they didn't help me in nothing I was left alone with my problem).

-Gracias (Thank you)

-Soy muy afurtunada, Bueno no solo yo sino todas la familias de centro Regional de tener estos servicios. (I am very fortunate, well not only I but all the families from Westside Regional to have these services).

-I repeatedly wrote to them & called, left messages and no one reached out to me.

-I give thanks so much for you/their advice that helped me to know better how to advocate for my son and know the right that he has. I felt more confident because the legal advice. Thank you!

-I am a conserved adult with Down syndrome by my parents. ____ and ____.
No one would talk with me.

-Brittnee is out "goto" for any help when we are needing assistance! Best help ever!

-I didn't follow through my court hearing due to not receiving psych eval plus the psych doctor wanting to further test my son and I am still waiting for the results of the testing.

-Se necesita mas publicaciones que esten a disposicion de los padres, y mas cursos y talleres (More publications need to be available to the parents, more courses and workshops).

-I was told that since I hired an advocate, the attorney, who might be able to help, could only speak with my advocate. But my case has been ongoing or 1 ½ years & I was looking for ways to save money on my advocate as it prohibitively expensive at this point.

-They were very helpful.

- Hannah was so knowledgeable and helped us to solve not only one problem but also couple. I would definitely recommend her if other clients need help. Thank you again for her fantastic job.
- Definitely needed service!!! Please keep up the excellence!
- They were extremely helpful with the difficult situation for getting home care.
- When trying to schedule a meeting with Mario I am only able to speak with a secretary and he doesn't seem to take thing seriously. He takes weeks to schedule regardless of urgency. I found a much better advocate out of town. There is little to no help in Kern County. My son was hospitalized during the time we waited for apt. Again no sense of urgency.
- La Sra. Yulahlia es una persona muy profesional y quede satisfecha con su ayuda. (Mrs. Yulahlia is a very professional personal and I was very satisfied with her help).
- Mas personal por favor Gracias (More personnel please Thank you).
- She explained she was sick. No problem at all. She was excellent to deal with – so helpful!
- Muchas gracias el servicio es muy Excelente! Que Dios los bendiga!!! (Thank you very much the service is Excellent! God bless you all).
- Great
- Needed help with school IEP, ongoing for 3 years Regional center said _____ could help, but he never attended any IEP. I called the 800 phone # on the internet, the person I spoke to at OCRA said that I called an out of area office, but _____ should help- he NEVER helped. My child is a client of the regional center. What is _____'s job if he isn't representing clients from regional center who need legal help?
- Ms. Gillespie is very knowledgeable. She is compassionate about the rights of her clients. She is such a gift.
- The help was given the morning of the IEP. I gave all the information to OCRA more than 1 month ago
- Extremely helpful staff
- I want to thank you for all your support patience and understanding.
- Es la segunda bes que le llamo por el mismo problema y mo degan pasar el tiempo y mo acen nada. (It's the second time I called for the same problem, and times goes on without doing nothing).
- Was very well done no problems at all! Me and Megan got a long very well!
- Jacqueline Miller is a great advocate for the disability community.

- Maria was very helpful and time management good w/ returns calls wonderful service gainful knowledge per client Rights.
- I will write a formal letter about the treatment I received from OCRA Orange County. The door is always locked?
- Bebo Saab was a very intelligent, committed and compassionate advocate for my son! I'm extremely grateful for the excellent work he did on my behalf.
- Very helpful and knowledgeable, we appreciate all the advice and help dealing with a difficult I.H.S.S Social worker.
- They are short staff and could not help me. I'm still trying to find help, but have no faith in OCRA and will never phone them again.
- Ms. Liddell listens all the time. She is very kind.
- Attorney Hannah Liddell was and is amazing! And of great help!
- Would like a call back from your office please. Thank you
- Un servicio muy profesional que dio el personal y muy amable, muchas gracias por todo. (Personnel was very professional and nice, thank you for everything).
- The timing was a little off for hoping to get more information.
- Si me respondieron y me ofrecieron la ayuda me dieron consejo y Apollo. (They responded and offered me help, they advised me and gave me support).
- Brittnee is fantastic to work with- both "down to earth" and effortlessly professional.
- Very helpful and informative. Thank you!
- I needed help because my IHSS was taken away. Staff told me they could not help me at all. I've been without IHSS since 11/1/17 and had to hire someone to go with me to the hearing. I live on SSI, this is very expensive for me to do. I was disappointed that OCRA could not help me.
- Very helpful! Highly recommend
- You provide a wealth of information- great resource! I am very grateful for all of your assistance.
- Hannah Liddell is amazing. She was extremely helpful and knowledgeable in her field
- Thank you for helping...providing guidance for _____.
- The advocacy our family has received for special education has been exceptional. Thank you so much!
- Ms. Hernandez and Ms. Breuer are always helpful. They present information in a professional manner. We are grateful to be able to get their assistant. We've had successful resolutions with their assistance.
- Excelente Ayuda (Excellent help)

-Gracias por ayuda y cooperacion (Thank you for help and cooperation.
-Yulahlia Hernandez and Annie Breuer always do and excellent job.
-They have always been helpful to me and my son.
-Solo puedo decirles que yo no tengo como pagarles toda la ayuda que me han dad. (I can only tell you that I don't know how to repay all the help I have received. Thank you very much!).
-I never got to speak to the attorney, however, I did receive info in the mail, but it only answered part of my dilemma.
-Si en primer lugar quiero agradecer alas personas que me asistieron me ayudaron a resolver mi problema. Estoy muy satisfecha y muy agradecida muchisimas gracias. (In the first place, I want to thank the people that assisted me, and help me resolved my problem. I am very satisfied and very appreciative, thank you).
-I was treated well but there was no follow up after the first contact.
-Met with Chris to go over survey & this is how he answered ????
-Kimberlee was very helpful an exceptionally nice
-Maricruz is amazing and a blessing.
-Outstanding!
-Brittnee is awesome, smart, helpful resourceful, and considerate polite and friendly! We need more advocates like her!
-Excelente servicio, apoyo, y guia. Estamos muy agradecidos de poder contar con su ayuda. (Excellent service, support, and guidance. We are very grateful to have be able to count on their help).
-You always help us and give us the right solution to our problems. We understand our rights better and you always solve our problem. Thanks a lot!
-Lady was very courteous & very helpful. She was able to help me with my problem.
-Free advocacy for Representation or appeals
-I talked to Mrs. Candela myself over the phone and address the matter to her Far Northern have taken advantage of me. Since I've been in the system and I'm putting a stop to this RIGHT NOW NO MORE !!!
-My current case is not close yet, Vanessa and Sandy still working w/me about SSI
-I am extremely satisfied with the help I received from OCRA. Brittnee and Jessica, they were both courteous and knowledgeable. Because of their super expertise, my case was solved without any hearing. The case was against the county. The county withdrew its case before the hearing. I give both Brittnee Gillespie and Jessica Tellez an overall A+ for their excellent advice and performance. Thank you.

-Gracias a Maricruz Magaleno Defensora de los Derechos estoy totalment agradecida porque ahora mi ijo esta receiviendo sus terapias qui me negaban y me a ayudado bastante. Dios los bendiga y sigan ayudando a estor ninos y padres. Muchas gracias. (Thank you to Maricruz Magdaleno attorney of Rights, I am totally appreciative because now my son is receiving his therapy's that were denied, and I've received a lot of help. God bless you and keep helping the children).

-Recent help with referral to an excellent new day program for my daughter.

-Thank you for the help. My issue was the closure of the program. School district since decided to reverse the closure. Thank you for inspiring and encouraging parents.

-They never offered any help. The first time, I was referred to their office, they promise to help if my son was denied services by Regional Center. When I went back to them after my son was denied, they said they don't have anyone to help me and I should google and find information on the communitive and represent myself at the court.

-I thank God for having this program. They really help me & my son. So bless!! Thanks again.

-All went well.

-Having implemented P & A this was the first time I've needed services I'm happy to see all our initial work is providing services.

-They gave me a lot of info on certain things concerning my son's SSI and IHSS. It was all very helpful.

-Kimberlee is AWESOME! She has been very helpful. I will definitely seek her help again if needed.

-Gracias por su ayuda y amavilidad (thank you for your help and kindness).

-Hannah Liddell and Ada Hamer are helpful to me. Whenever I have questions to Hannah she responses to me right away.

-2 veses he buscadp ayuda y solo me mandan una lista de abogados donde bucar ayuda (2 times I've asked for help and I only get a list of lawyers where I can look for assistance).

-Gradeciendote servicio y ayuda y por este personal tan eficients, prefesional y dedicando a su trabajo y ayuda quien lo neceita. Donde el tiempo nececario amablemente . Muchas gracias (Thanking you for the service and help, and this personnel that is very efficient, professional, and dedicated to their work. And helping to whomever needs it. Where the required time is kind).

-All good

-Thank you all for your support and advice

-This is in Spanish and I am English speaking. Hannah Liddell has helped me a great deal with my son____.

-For now, I might have to call again once the section 8 opens again. I get back on the section 8 list for Torrance or something changes with my situation.

-I never received an email. ____ @gmail.com

-Somehow the information got sent to the wrong person and Department.

-I need help and I don't know who to turn to.

-Excellent customer service & support

- No, they did not help me. They refused. ____ is neither a paralegal, advocate, atty or experienced parent, gave me unuseful unsolicited advice! Required me to detail my case when ____ refused even to communicated directly. It was a waste of my time that I could have spent talking to a lawyer who was willing to help. Probably not if I have to go through Ms. Palmer perhaps it will be a diff atty. ____ had previously helped us- but this year I spent a lot of time providing info and case & getting advise from _____. But _____ never spoke to me & told his assistant to tell us he could not provide what I have since learned is very basic legal advice.

-Que parece que hubo un cambio y fué muy bueno por que fueron atentos y escucharon y me ayudaron excelentemente, me siento muy aliviada encuanto búscar ayuda cada vez que necesite , muchas gracias asu nuevo equipo sinceramente. (Seems like there had been a change and it was very good because they were attentive, listened, and gave me excellent help. I feel very relieved to look for help next time I need it. Thank you for the new equipment, sincerely).

-I was treated with respect and professionalism. My concerns were heard and addressed in a timely manner.

-I always got a good feed backs and helpful info from Amy. She is a great helper.

-They help me with so much. I am really thankful.

-She do not help me talk to SSI for them to amount me more.

-Hannah Liddell went over and beyond her job.

-I am most grateful to have Ms. Gettleman to represent my autistic son _____ and myself regarding the housing issues with the _____. I was in despair before Ms. Gettleman came to rescue. Entirely beyond my expectations, as soon as she gathered sufficient information of my concerns and issues, she immediately went to work on this project. In just a matter of days, the problems were satisfactory resolved in our favor. Truly amazing. I was completely relieved. Of course, her superior legal expertise and compassion to her clients contributes to this rapid resolution, I would

like have her represent us in the future. Please forward my immense gratitude to her dedication to her profession and her clients. Thanks again.

-Both times I called for assistance the person I spoke with was very knowledgeable about my specific concern(s).

-I am fine.

-We spoke via email & that helped since our availability did not always overlap due to my schedule. Thank you for that!

-She take the time to help me understand.

-Ms. Liddell is a brilliant advocate. She is informative, supportive and empathetic with our family's needs. Mr. Liddell always has a solution and is wonder attorney. OCRA is fortunate to have such an advocate on staff. She deserves a raise!

-They complicated my situation with social security with ____ instead of helping me I felt disrespected because you were supposed to help me with 1 case.

-Aimee is amazing and really advocated for all my rights. We need more advocates like Aimee!

-I have more questions, need more support in (other) my family & self. Please call me.

-Brittnee was incredible. She was knowledgeable supportive, and responsive. Her help made a difficult situation manageable. She was able to provide guidance that kept our long term and short term goals in mind.

-Arthur was always prompt, courteous, and professional. He helped out a great deal and overall it was a positive experience.

-No comment at the moment

-OCRA did help me contact ____ services however they did not follow up with my additional concerns regarding _____. I even put them in writing and asked them to contact me. So far no one has.

-I just want to thank the whole personnel that works in the office of WRC (OCRA) specially Luisa Delgadillo.

-Thank you for all your hard work on this case.

-We did not get help from anyone. We do need help because Westside Regional is not responding to the need of my son _____.

-Debra was great patient and caring. She helped me resolve my issues and was a great advocate during my IPP.

-OCRA staff has always been there and always been helpful whenever I have any questions about disability rights. I am so grateful for OCRA.

-Thank you!

-Thanks to the help I was given I went better prepared to my daughters meeting and I was able to accomplish 1 on 1 aid to work with her. I'm grateful for their help excellence all the way around!

-I was invited to call back with the outcome of case; I actually am still in the process of settling differences.

-Que siempre que tengo preguntas siempre son contestadas (Every time I have questions they are always answered)

-No comment at the moment.

-I have recently sent Mr. Weafer more emails on the latest IEP issues and haven't heard back.

-Ojala pudieran tener mas recursos de representacion y para poder dar mas cursos de informacion para nosotros los padres. Muy agradecida, (Hopefully there could be more resources of presentation and give more courses of information for us parents. Very gratefully).

-I was given a run-around that ended nowhere. This was my second time to have contact with OCRA and the same thing happened.

-After extensive struggle in trying to get Regional Center to help pay for my son's care, his vendor finally received an email indicating that the Regional Center is going to make benefits effective 9/6/17 at daily rate of \$250.00 per day. I can now work stress free. I can't tell you how difficult it is for a widow mother caring for a child with disabilities & making ends meet, and then having to face unforeseen challenges. I thank you both from the bottom of my heart and may God bless you and yours.

-Gracias por la ayuda, me explicaron bien lo que pedi (Thank you for the help, they explained everything I asked for perfectly.)

-No one ever called me.

-Este servicio que tienen es excepcional, Estoy muy agradecida por su ayuda. Se las volviera a pedir si lo necesitara. (The service you have is exceptional. I am very grateful for your help. I would ask for help again if I needed to. Thank you.)

-Reponder a las llamadas mas rapido y si se van de vacaciones dejar el caso a otra person (Respond to the calls quicker and if you go on vacation leave the case to another person)

-Brittnee has been our advocate and her expertise is far beyond our expectations. She is the best kind of compassionate and knows her job! Thank you!

-Siempre que he pedido ayuda, me han ayudado con ecelencia y profenalismo, ademas con Buena actitud y buen servicio. (Every time I have asked for help, I've been helped with excellence and professionalism, as well as good attitude and good service).

-He tenido la oportunidad de tartar tanto a Hannah como a Ada, ambas son muy accesibles, de ecelente trato, muy profesionales. Estoy muy agradicida de la forma en la que me han afiliado. (I have had the opportunity to have dealt with Hannah as well as Ada, they are both accessible, excellent treatment, very professional. I am very pleased in the form they have affiliated with me).

-No comment.

-Se interesaron much por asistirme y aclarar mis dudas. (They were very interested in assisting me and they cleared my doubts).

-For me the case is not finished it due to she didn't help me speaking for! Yo he pedido ayuda de orto programa _____. De una comadre que tubo ayuda para su nieto y le ayudaron muy bien se llama _____. (I have asked for help from another program. _____. From a girlfriend that had help for her grandson and they helped her very well her name is _____).

-Filomena is extremely helpful with all of my questions, comments and concerns regarding all my SSI matters as well as all other matters I needed help with. Shannon was present at my IPP and very helpful as well.

-Estoy muy satisfecha con el servicio por parte de Jessica Tellez y la abogada B. Gillespie (Gracias) (I am very satisfied with the service by Jessica Tellez and the Attorney B. Gillespie (thank you))

-I called recently and left a voicemail and have not heard back.

-I was given a lot of information to appeal the case which armed me with legal info. I learned a lot.

-They are great, but could not help me in my Quest for continuing regular medical. Overall great service.

-I have a roommate that uses Alta and gets respite care and he was told there was enough respite care for us. But I was told that there was nothing. I also asked to have our case done by the same lady who handles my roommates stuff. I never got a call back on those two issues. Also the lady who came into my apartment documented some info the wrong way so I would like a manager/customer service person to go over ___ file so I can make sure his in file and records. But the front desk lady/secretary was a ten! She handled a lot of my issues before and I felt like she helped me out the most! Thanks

-The conversation I had over the phone provided invaluable advice information. In the end, I won the appeal and I couldn't have done so without speaking to Jacqueline.

-Thank you.

-Ms. Dai was extremely helpful in advising and informing me of my rights in regards to my special needs daughter. She is clearly an expert in her field of work. I specially appreciated her attentiveness and patience.

-Megan was extremely helpful and went out of her way to provide excellent research and feedback.

-Very helpful.

-It's hard not to take the lack of service personally. My son and I have suffered as a result of. I am currently getting assistance with getting more services that my son needs from ALTA. I still wasn't sure if I am getting help with getting my son on track or at least getting IEP close to what he had when we moved here.

-Everything when I need 100%.

-En dos ocasiones contacte a la oficina de donde trabaja Marsha Johnson y la primera vez me hizo dar vueltas a varias oficinas del SSI y medical cuando mi problema era muy simple solo era una falla en el input de informacion de mi hijo... ya tambien me dejo saber qui si no tenia la certeza de ganar un caso...no lo tomaria. La segunda vez que la contacte me encontraba en una situacion muy delicada con una apelacion. Se comunico despues de tiempo y me hizo saber que se iba de vacaciones y no me podia ayudar. Realmente estoy muy decepcionada de esta oficina. Sencieramente _____. (In two occasions I contacted the office where _____ works and the first time she made me take unnecessary trips to SSI and medical offices when my problem was very simple it was just a mistake of inputting information of my son...and also she let me know that if she didn't have the certainty of winning a case...she wouldn't take it. The second time I contacted the office I was in a very difficult situation with an appeal. She communicated with me time after and let me know she was going on vacation and she couldn't help me anymore. Actually I am very disappointed of this office. Sincerely _____)

-OCRA will be very helpful if Service Coordinators know when to refer a client/family to you. I was looking for help to do the process for Conservatorship for my son and the service coordinator gave me your phone number, TCRC also has a brochure where it says call this number for more information. But when I call you, I found you don't help to do the process and not even to complete the paperwork, my question is if the service coordinator understand what service your office provides for clients/families. Sorry but I think Service Coordinators need more and better training to don't make families fell frustrated giving us wrong information.

-I received from OCRA (Aimee Delgado) excellent services.

- Ms Liddell was very thorough; our document was reviewed, her concerns were shared with us and eventually assisted us (again) in solving the issue.
- Asi como me envian en Engles la informacion, Asi les contesto De verda no encuentre la ayuda efectivade parte de Ustedes. Siento que ustedes apoyan mas al distrito que a los padres o nuestros ninos con necesidades especiales (Just like you sent me English information, this is how I will respond honestly I didn't find effective help on your part I feel that you guys are supporting the district more than the parents or children with special needs.
- It was a pleasure to work with Hannah and Ada!
- I was referred to a colleague who had the specific information I needed.
- They are too busy to provide needed help.
- Aimee's knowledge, kindness, and availability has been absolutely priceless to me. Her presence has been a true blessing and we are grateful for all her guidance and support!
- This is the second time they help me, really good service and really professional. Thank you!
- They had no answers, let me write out answers.
- People were nice and knowledgeable.
- Very condescending and patronizing attitude by _____. Very upsetting.
- The ladies were nice.
- Ms. Chambers is extremely knowledgeable and compassionate, she helped me resolve an issue with the SDRC.
- Too many got involved having to explain my situation, got referrals but really not a solution to resolving the issue of why I contacted OCRA. Gave information but Advocate did nothing with it. Need to be more resourceful and knowledgeable about child/disabilities rights w/special needs to when to transition after 3 years old. When RC no longer provides services.
- It was a pleasure to work with Hannah and Ada!
- Overall awesome experience for my family. Can't thank enough to Brittnee for being so acknowledging & attentive, also very informative & clear. I'm sure all you do will go a long way. This support means a lot to the families.
- Had much difficulty communicating with Filomena. Had very little to no positive outcomes from seeking the services. Filomena was often abrasive speaking to client's mother who did not speak much English.
- OCRA did a very good job, the staff who helped me named Jazmin, was a very good person explained to me very well, she sent me copies of information and thank her so much for her help.
- Always informative and know what they are doing.

-Arthur is very attention and listens well. He really knows his work and laws. Very friendly and helpful. Great to work with.

-Mi llamada no fue contestada en 2 intentos de comunicacion dejando mensaje especifico de la ayuda que necesito (My call was not answered in 2 attempts of communication leaving a specific message of the help I need.)

-Mrs. Cruz was very nice and informative. She really helped me Thank you.

-Jackie Dai was no longer at East LA office I talked to someone OCRA no help from them Help came from Matthew Pope-Lawyer.

-I was referred to a colleague who had the specific information I needed.

-I writing this in regards to my working with Maricruz Magdaleno regarding our son, ___ and transportation service he was getting to his day program from the town in which he lives (___) to ___ in Visalia, CA. Initially she told me that a service cannot just be discontinued without a written notice, I told her we did not receive one from RC or from ___. It seems that after she spoke with someone else, I believe it was someone from RC or who knows, it no longer applied, what she said, that "He should've received a written notice for the reason as to why the service was terminated". RC nor OCRA were not able to tell us (both of us, my husband and I, are educated people) why our son did not deserve or need a written notice other than, "The contract is between RC and ___". So we are left to assume that ___'s needs are not a priority. What matter most in this case, is that the new manager at ___ (a pro profit) is in charge of who comes and who goes, who gets and who doesn't regardless of how it affects (in this case, adversely) the RC (a nonprofit State Organization) client, in this case, our son. That leads us to believe that RC no longer has a mission to keep people with disabilities in their home setting out to cater to that of a for profit agency. So now we as his parents, have no choice but to place our son (in a city outside our home) as the system doesn't not allow for services for disabled adults who happen to live rurally with their parents, be given if the service is not profitable to the agency providing the service in this case, ___. So no, the explanations (none) nothing that states why our son does not deserve a written notice was given nor was the outcome in our son's best interest considering where he lives and his disability.

-Excellent!!! This office very helpful specially Mr. Jacqueline Miller is thoughtful and have a very big heart; staffs are working so hard to support the family with disable one. Thank god for having this Advocate.