

Memo

To: Disability Rights California Board of Directors
From: Katie Hornberger, Director
Date: June 30, 2019
Re: Annual Consumer Satisfaction Survey
July 1, 2018 through June 30, 2019

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent for the period of July 1, 2018 – June 30, 2019. 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 seventeen (1,817) surveys were mailed out. Two hundred and sixty-three (263) people returned surveys. This represents a 14 percent return rate. Of those responding to the questions, 95 percent felt they were treated well by the staff. 89 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. 94 percent of respondents felt their Clients' Rights Advocate listened to them. 90 percent of respondents felt they were helped with their question/problem and 91 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.	245	12	5
2. My call was returned within two (2) days.	228	28	6
3. I could understand the information I got.	240	18	5
4. My Clients' Rights Advocate listened to me.	240	14	6
5. I was helped with my question/problem.	230	26	6
6. I would ask for help from the Clients' Rights Advocate again.	230	24	8

Comments:¹

--OCRA are professionals that know what they're doing. I'm thankful and appreciate all the help you've done for us. Thanks.

-Brittnee was very helpful & informative.

-Follow up help was also given and was helpful.

-Karis was friendly, knowledgeable, helpful, patient and very informative. You are so lucky to have her. We are grateful for her help.

-Jacqueline was very warm and professional. She truly made a very stressful time more bearable because of her support.

-I have received great services from the OCRA over the years. They've helped me a lot.

-Provided excellent service

-Muchas gracias por su tiempo. Dios quiera no tenga la necesidad de llamarles y creanme no lo dudaria. (Thank you so much for your time.

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"](#)

God forbid I will need to call you again and believe me if I have to, there is no doubt that I will.)

--Yulahlia and Annie have been amazing with everything I have ever asked for help with. I am truly grateful for their services and kind hearts.

- Para mi en lo personal recibí la ayuda que esperaba con Yulahlia Hernandez. Amable educada y muy claras sus contestamientos por cada pregunta. (For me personally, I received all the help I was hoping I would receive with Yulahlia Hernandez. Friendly, educated and gave a very clear response to each of my questions.)

-I got all the help we needed and always with a smile all the ladies are very nice and respectful.

-Brittnee was amazing I can't thank her enough. Unfortunately the OCRA was clearly understaffed and wasn't able to provide the in-person support I needed in meetings with my son's school once the situation escalated. This has nothing to do with Brittnee's skills, responsiveness or compassionate concern for my son's educational rights. Hopefully staffing can be increased to allow her to more fully support more families. We ended up retaining an attorney and are in the process of filing for due process. She was a lifesaver. Without Brittnee we wouldn't have made it this far.

-Grateful for the help and information.

-I have spoken with Brittnee many times and she is very helpful, professional, and down to earth. I have a lot of respect for her.

-Friendly and helpful. Thank you.

-They did an excellent job.

-Aimee is very knowledgeable and detail oriented. I was always assured by her way of solving problems and answering my questions.

-I was informed that my brother with special needs was entitled to transportation by you but he has been denied transportation for 11 months. _____ and _____ both did not provide transportation – they did not attempt to fill out the applications for ADA eligibility nor even contact the para transit _____ service. Your information given to me was correct and helpful but the services were denied by RC.

-I was treated with the out most respect every step was explained thoroughly. Very professional.

-Thank you very much. I am happy now with my new RC coordinator.

-Thank you for all your help Office of Clients' Rights Advocacy Disability Rights. I don't know what I would have done if I didn't find your office.

-Without OCRA's help, it wouldn't had been as easy for me to know how to apply for SSI/ SSDI or SSA. Thank you OCRA (smile).

- My daughter, 18, and myself, received kindness, respect, and dedication, integrity and perseverance. We are very grateful. We have had a horrible time with P.U.S.D! It is better because Lori helped!
- Son muy utiles (They are very useful)
- They could help me only so far but I won my case partly because of their help.
- OCRA thank you for your help.
- My helper helps me socialize and I have fun on our outings she takes me on.
- The OCRA staff I spoke with regarding my question was not knowledgeable about special education at school situations and had to look up and call me back many days later, which at that time I've got answers to my initial question. She was very polite and courteous. Lack of knowledge as compared to the previous staff.
- I feel discriminated desepcionada not heard explain why I'm a complaint and everything turned out well I do not understand.
- It's hard to contact with Ms. Perez, the secretary took the intake then Ms. Perez contacted me, she still had to call me back about my issues. I prefer office visit meeting, which she did not offer. I don't understand all the attachments from the email.
- Jacqueline and Maria were superb! Their professional and empathetic service made a stressful time bearable!
- Made me comfortable and helped me understand the rights of my child
- Although we achieved our goal of receiving funding from Regional for LVN hours we have not been able to utilize any of the additional hours due to no LVN's are available at the current rate of pay from Regional.
- 1. We did apply to the Self-Determination Program but were not selected to participate.
- 2. Although we achieved our goal of additional hours from Regional and had a new service coordinator appointed, our situation has not changed.
- 3. Bebo and Samantha have been awesome and if the need should arise we will gladly call again.
- 4. I was wondering if we could utilize Regional funds to an LVN privately and not have to go through a nursing agency? When going through a nursing agency the LVN only earns \$16 - \$18 an hour. I believe if we hired independently we could pay the LVN more. Any assistance or advice would be greatly appreciated
- 5. My family chips together to pay for someone to be at the house 24 hours a day. We do utilize all of ___ IHSS hours 279th but have only found LVN's

for about 120 hours a month. We hire family and friends to cover the other 321 hours a month from our own funds

-Gracias por sus servicios todo estuvo bien y me atendieron muy bien (Thank you for your services everything was great I was attended by the staff very well).

-Just having an advocate who could assist in IEP's was a tremendous help to our family.

-Gracias por su ayuda Mayra Lira me asistio a todas mis dudas (Thank you for your help, Mayra Lira helped me with all of my doubts)

-Fueron muy amables y comprensibles (They were very friendly and understanding. Thank you)

-I did not get the help and support I requested. Very unsatisfied.

-Totalmente decepcionada de Disability Rights California (Totally disappointed with Disability Rights California)

-They were awesome. Thank you for helping me.

-Kind, understanding and knowledgeable.

-Well informed people, kind, and patient. I will seek them out again as needs arise.

-Celeste Palmer was more than helpful. Thank you!

-I found the services to be very helpful.

-Estoy muy agradecida porque me han sacado de todas mis dudas. (I am very grateful because they have taken me out of all my doubts.)

-I am extremely grateful for the services I received. It allowed me to effectively advocate for my son and obtaining a favorable outcome in our state hearing.

-OCRA was very effective in helping to refer a suitable day program for my adult daughter.

-Thank you for your wonderful service to our special children.

-The staff listened to me but did not help me. I had to do everything myself to find the answers to my questions.

-Thank you Christine Hager, muy amable (very friendly)

-I cannot say enough good things about the assistance I and my son (the client) received from Natalie. She called me right back, did research and emailed me the information that we needed. My son is now living in his own apartment for the first time and doing very well. Without Natalie and the Clients Rights Center this may not have happened. So, thank you from the bottoms (and tops!) of our hearts!

-Luisa Delgadillo was highly professional and personable, helped understand my daughter case with, SSI and presenting my case

- The service I have received by Debra and Luisa has always been exceptional. I would highly recommend to other clients of the Westside Regional Center.
- Aimee Delgado was an excellent lawyer. She knew the entire process and prepared me well for the hearing. In fact, the night before the hearing the Regional Center retracted and decided to grant what I am requesting. Without her help, I would not have won the case. Thank you!
- Gracias por la ayuda que nos brindan, se los agradezco mucho (Thank you for the help you give us, I thank you very much.)
- Me ayudo mucho (They helped me a lot)
- Debra is a great person and helped me out perfectly. Thank you.
- Your office was not helpful regarding my concerns.
- Brittnee is amazing! So glad she's on our side.
- She did a great job. Thank you.
- Fueron muy Buenos me atendieron me escucharon y me dieron solucion a lo que necesitaba. Gracias (They were very good, they helped me, they listened to me and they gave me a solution to what I needed. Thank you)
- Very helpful, don't know what should I do without their help.
- Great service.
- The staff have been very great and very helpful.
- All kids have SSI, EPU, Talk Team, Fresno Unified, children left behind for everything! I have filed grievance and changed doctors 3 times due to not finishing referrals. I asked for ___ discussion to be done before he turns 3 years on 1/11/19, he has a hearing over phone and cries every time I clean and wipe his private. I spoke to attorney lady and she said to go to Santa Clara for a walker for ___ gross motor. All kids have speech delay. Said would not represent me or kids Margie is retired, no help :(
- Services were absolutely useless and a waste of my time. They were no help to my situation. All they offered was to send me "links" so I can see what to expect at a hearing.
- We are very very pleased and thankful for all the hard and professional work done for my daughter ___ in her case from Miss Hernandez, and Annie her secretary. Thank you for all the hard work and help!!!
- Very disappointed. Did not get the help I needed. My emails were ignored. I needed actual help from OCRA not a referral to private attorneys, which I could not afford.
- Maria Rojas is always the best worker that I've met
- Marlene and Fatima were amazing. They helped us out so much and were so empathetic.
- Thanks so much

- Jacqueline Miller is wonderful. She was empathetic and helpful. She has made a big difference to our family.
- Son grandiosos 100% satisfactorios (They are great, 100% satisfied)
- They are very kind, serviceable, and very helpful
- I asked for advice on my rights on my grievance and they declined. It felt like they were avoiding me. They offered no help at all.
- The person I needed to speak with was never round. Have not had a service provider in months.
- _____ Service Coordinator violates _____ Disability Rights and conservatorship and accuse of drug use. Plus he is not my service coordinator _____ and _____ wasn't supposed to be at court without permission.
- Both Sandy and Vanessa were a great help.
- We felt discouraged and hopeless after speaking to Natalie and staff. But fought on and won although hearing now sad for 5 others we depend on you to be independent and helpful. Not helpful, left me and the client in call the Regional Center. FIX THIS
- Thank you for your helpful information. It is very stressful for me to deal and fight with school district, but you made me feel like I am not alone.
- I pretty much had done all the work. Not much they could help with. I won my hearing!
- I am very pleased with the information that was provided and how I was treated.
- They were very professional and courteous.
- I would like to make an appointment with someone to come to my house and to explain me my questions and need instead of talking over the phone.
- It is very helpful and helps me to avoid problems.
- Thank you for listening to my problem when I felt I didn't have any other help.
- My son's case was not the kind they worked with for SSI appeal—so they sent a referral list. Timely office.
- El señor Lombardi me digo que no habia nada que haver para resolver mi problema. Yo decidi mandar una queja al departamento de educacion y la gane no me gusta trater con el (Mr. Lombardi told me there is nothing they can do to resolve my problem. I decided to send a complaint to the Department of Education and I won. I don't like to deal with him)
- Kimberlee is an exceptional attorney. She has a balanced perspective and knows how to work through issues through legal advocacy while leveraging and maintaining personal relationships aka collaboration.

- Muy amables y dispuestos a ayudar con su apoyo tecnico. (Very friendly and willing to help with technical support.)
- First time to use the OCRA services (previously just referenced the website- for many years!) got great advice, and both staff members were very willing to spend time with me. Not sure why I got called by both people though.
- Great help
- A week late I received a phone call about my situation and was given to re-direct my concern to my case manager, after that my situation never got better.
- Brittnee has been very helpful and provided excellent help, services and advice. She is continuing to be of assistance.
- Both Cherri and Filomena are the best people I have ever met. They are very professional. Knowledgeable. Supportive
- Gracias a Nubyaan y Paula ganamos el caso contra South Central Los Angeles Regional Center. Un trabajo profesional y efectivo. (Thanks to Nubyaan and Paula, we won our case against the South Central Los Angeles Regional Center. Such a professional and effective job.)
- Brittnee Gillespie and Jessica Tellez both did a fantastic job helping my family through a difficult time. They were very supportive and professional. We felt comfortable and confident with them. Definitely recommend them.
- A lot of thoughtful consideration
- Thanks again my OCRA staff great service you been a blessing
- OCRA IS THE BEST!!!
- OCRA was unable to help me at the informal hearing and the fair hearing which was somewhat disappointing.
- My services, information was extremely valuable
- Es la primera vez que utilize este servicio. Estoy muy satisfecha, por el trato recibido,por la ayuda y todos los conocimientos que compartieron en mi caso IHSS supervision protectora. Gracias a ellas gane mi caso. Me presente sola y aplique lo aprendiclo. Estoy llevando mas familias. (It is the first time I utilize this service. I am very satisfied, for the treatment received, for the help and all the knowledge that you shared in my IHSS protective supervision case. Thanks to that, I won my case. I represented myself and applied what I learned. I'm taking more families.)
- Thank you
- Huge thanks to Brittnee for listening and try to relay a lot of the same info to the sleep deprived mother. Her patience is very much appreciated, many thanks!

- Lo que quiero decir es que gracias a la persona que me atendio me di cuenta que mi hijo no la abian puesto su caso en el Sistema, sino me allan dicho yo siguieria pensando que estaba en proceso su caso. (What I want to say is thank you to the person who helped me. I realized they had not put my son's case in the system and if they didn't tell me, I would have continued to think that his case was still in process.)
- Very professional, kind and patient with me.
- We are truly grateful for all the guidance we received. Brittnee was knowledgeable and always available to listen and offer help. She is amazing and we appreciate her for all that she has done for us.
- Very kind, understanding and helpful!
- Fue una muy buena ayuda. Lo unico que quisiera aver tenido representacion en las citas. (It was a very great help. The only thing I would like to have had is representation at the meetings.)
- I was surprised that this service was there and didn't know. I'd like other parents to know and use it.
- We were hoping that someone from OCRA could pf came to the meeting with us to the Medical court. We lost the case.
- Muchas gracias por su ayuda y servicios dados para resolver el problema sobre mi hijo Brian. Mis respetos, admiracion y felicitociona ha abogada Jacqueline Miller y Sra. Maria Rojas por su professionalism y excelente desempeno de su trabajo. Gracias a usteded OCRA Disability Rights California por este servicio dado a nuestros hijos. Dios los bendiga. (Thank you for your help and services given to resolve the problem regarding my son Brian. My respects, admiration and congrats to attorney Jacqueline Miller and Maria Rojas for their professionalism and excellent performance in their work. Thank you OCRA and Disability Rights California for these services given to our children. God bless you.)
- Vanessa understood what I needed and printed out the emailed parts of the Lanterman Act that applied. I was eventually successful in larger part to Vanessa's information and help.
- Thank you very much. If _____ does not want the to go to Independent Focus. I request a hearing by the state judge. Only if that happens.
- Just thanks a lot.
- Everyone involved was as good as you would ever want.
- I would like to express gratitude to Karis Daggs and Gloria Delgadillo for resolving my matter as quickly as possible and for achieving the desired outcome. Karis Daggs motivated me to continue fighting with Medical office.

- Without Kimberlee's persistent help on my son's case, we wouldn't of received the help we did and our lives would have been in the trenches. We were sitting in before without help, without what we needed until we met. Now our paths are on the upside getting the help we need and it's going to be a start to our journey but our sons and our family's new beginnings I am truly grateful because of Kimberlee. I am a momma bear that was tired of fighting my son's battles and she walked along the side of me and fought with me and us. Thank you. She became a part of my family to fight my son's fight and we never met :)
- There was no help from the person I spoke to. It was useless and disappointing. They told me they couldn't help me with my case (with the _____ Regional Center.)
- Brittnee is the best! She was responsive to calls/emails, listened to our concerns, easy to understand, and did great (and won) the hearing! Love her!
- She was knowledgeable, professional, personable and coordinated well with the Alta worker and me.
- The information is very helpful! Thank you very much!
- The OCRA advocacy have always been a great support system for my family. Yulahlia and Annie are wonderful and compassionate people who have a great understanding of their clients' needs. They are a wonderful asset to OCRA.
- Very informational and curious.