

OCRA ANNUAL REPORT
2012 – 2013

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OCRA SELF-ADVOCACY TRAINING EVALUATION BINDER

I. INTRODUCTION

Disability Rights California provides state-wide clients' rights advocacy services for regional center consumers pursuant to a multi-year contract, HD119002, with the Department of Developmental Services (DDS) through the Office of Clients' Rights Advocacy (OCRA). The contract was renewed effective July 1, 2011, for a 5-year period ending June 30, 2016. This Annual Report is submitted pursuant to Exhibit A, Paragraph 13.O, for Fiscal Year 2012-2013.

OCRA has completed another successful year of service delivery. OCRA obtained positive results for numerous clients as evidenced in the attached statistics and Advocacy Report. During the past year, OCRA resolved 9,241 issues for consumers, an increase over last year. OCRA also participated in 368 trainings last fiscal year, presenting to approximately 13,197 people.

As a result of recent changes in the law the number of callers residing in restrictive settings has increased. This increase is expected to be even more significant in the coming years. The changes include notification to OCRA when a consumer is admitted to an IMD, there is a request for an extended stay for a consumer under age 21 in an IMD, a consumer files a petition for a writ of habeas corpus, or a comprehensive assessment for a consumer living in a developmental center is being reviewed at an IPP meeting. This is in addition to last years requirements related to notification of the CRA regarding admissions of new consumers to Fairview Developmental Center and the completion of comprehensive assessments for people residing in IMDs. These cases are time intensive and often require months of advocacy to successfully resolve. This a change from many of the types of cases previously handled by OCRA which could be resolved by attending a single IEP or IPP meeting or IHSS in-home assessment. Although the cases may be difficult, OCRA is excited about these new opportunities to secure community living for our consumers.

In addition to the emphasis on community living, OCRA has also participated in the stakeholder meetings regarding Purchase of Service (POS) data at almost every regional center. The disparities between ethnicities in the POS data reports is striking and needs to be better understood. OCRA staff participated in nearly all the

stakeholder meetings where the data was discussed. OCRA through its work with underserved groups is trying to understand and reduce this disparity. We are doing so through a combination of outreach, education, and direct advocacy. This is also time consuming but important work.

As people with developmental disabilities and their families are faced with challenges of trying to obtain services from generic agencies, the regional centers, and move from segregated institutional models of care to the least restrictive options, OCRA's work has grown even more vital. Just as vital has been our collaboration and positive working relationships with both DDS and the regional centers. With support from those agencies serving people with developmental disabilities, OCRA's efforts to help ensure the rights of people with developmental disabilities throughout the State of California continues to be successful.

To best perform this work OCRA currently operates 22 offices throughout the State of California, most of which are staffed by one CRA and one Assistant CRA. This enables our staff to be accessible and best understand the local community. A list of the current staff and office locations is attached as Exhibit A.

II. PERFORMANCE OBJECTIVES

Disability Rights California's contract with DDS requires performance objectives as established in Exhibit A, Page 14, Paragraph M, of the contract. Each of the specific required outcomes is discussed in the following Sections A through F. The contract does not set specific numbers for performance for the outcomes.

A. Services are provided in a manner that maximizes staff and operational resources.

OCRA continues its tradition of serving a large number of people with developmental disabilities. OCRA handled 9,241 issues for regional center consumers during the fiscal year. People with developmental disabilities face challenges obtaining benefits from a variety of agencies and require assistance in many different areas of the law. OCRA successfully represented and educated people on many different legal issues. OCRA also helped to remedy systemic

problems. The statistics, attached as Exhibit B, are discussed below and show the wide variety of issues and the large number of cases handled by OCRA staff, as does a copy of the advocacy report, covering January through June, 2013, included as Exhibit C.

1) Advocacy Reports.

OCRA staff take great pride in their cases. Each advocate regularly submits a summary of at least one case that has practical value to their supervisor. In an effort toward brevity, the case summaries have been greatly reduced to reflect just a sampling of the types of cases that OCRA handled. A longer Advocacy Report is available upon request. The first half of the fiscal year cases were summarized in the Summer and Fall, 2012, Advocacy Report, which was previously submitted in the Semi-Annual Report. The summaries from January, 2013, through June, 2013, are compiled and attached as Exhibit C.

We are pleased that these advocacy examples show the extraordinary value of OCRA's work. Many of these cases reflect resolution of systemic problems through direct representation in a few cases or through involvement on committees and building relationships. These cases also represent both new areas of need including the transition to Medi-Cal Managed Care and constant areas of need like IEP advocacy. Lastly, these cases are representative of the wide breadth of issues that OCRA handles.

A few examples of the advocacy:

OCRA Assists Consumer in Obtaining 24 Sessions of Speech Therapy from Medi-Cal.

M.F. is nine-years-old and he is five years delayed in speech, which causes him to have behavioral problems. His speech therapist submitted a Treatment Authorization Request (TAR) to the Medi-Cal managed care entity in his county. The TAR was denied and M.F.'s parents appealed.

The Managed Care entity issued a Notice of Decision denying the Appeal. It stated that "Medi-Cal does not cover treatment for Autism, which is the diagnosis listed as the cause of the patient's speech

problem. Disorders related to mental health issues are covered by the local health department. School districts often will provide speech therapy also.”

OCRA with the clients’ permission enlisted the help of the Disability Rights California (DRC) regional office staff. They contacted the Managed Care entity. Initially the entity cited Health and Safety Code Section 1374.72(d)(7), part of the Mental Health Parity provisions, for authority that autism is a mental health diagnosis. However that provision supported M.F.’s eligibility for the service. Regional office staff and OCRA argued that the broader provisions of Medi-Cal medical necessity and ESPDT law also applied.

The Managed Care entity stated that it would grant a resubmitted TAR. It then granted M.F. 24 speech therapy visits over a six month period.

OCRA Assists Consumer in Obtaining Reimbursement for IHSS Hours.

K.C. contacted OCRA to obtain assistance when his Medi-Cal benefits were wrongfully denied. OCRA quickly assisted in communicating with Medi-Cal and advocated for his eligibility to be reinstated. Although his Medi-Cal benefits were reinstated, K.C.’s IHSS benefits that were paid for by Medi-Cal were not paid for an entire month. K.C. had to obtain a loan to pay his IHSS providers for the services they had provided him throughout the month he was denied Medi-Cal benefits.

OCRA assisted K.C. in filling out a Conlan Claim to obtain reimbursement for Medi-Cal benefits that he paid out of pocket while denied benefits. A Conlan Claim is a process where a person can be reimbursed for out of pocket IHSS funding, when IHSS is wrongly terminated.

OCRA drafted the Conlan Claim on K.C.’s behalf and submitted it. After submitting the claim, K.C. received a full reimbursement of the IHSS hours.

F.P. Obtains Speech and Language Services from the School District.

F.P. is a 3-year-old with significant disabilities, including seizures, a G-tube and trachea tube, blindness, and constant hospitalizations for pneumonia and infection. F.P.'s parent contacted OCRA because F.P. was transitioning from the regional center into the school system, and F.P.'s parent was concerned that F.P.'s ongoing educational services would be terminated. The school district previously told the parent that F.P.'s speech and language services would be terminated because F.P. was not verbal and therefore would not benefit from language and speech services.

OCRA agreed to represent F.P. at the Individualized Education Plan (IEP) and advocated for the school district to provide speech and language services. At the IEP, the school district agreed to provide speech and language therapy including individual sessions.

OCRA Assists Client in Accessing Counseling through the Victim Witness Fund.

J.L. had been a victim of a crime and she was receiving counseling through her family's health insurance to deal with effects of the crime. The counseling sessions were helping with J.L.'s behaviors. However, the insurance co-payments and deductibles were making it difficult for her parents to continue paying for the counseling.

OCRA assisted the family in accessing the Victim Witness Program. OCRA wrote a letter to the Victim Witness Program, which accompanied J.L.'s application. The Victim Witness Program accepted J.L.'s application to the program. J.L. will be reimbursed for the health insurance co-payments and will be able to continue to receive counseling.

2) Analysis of Consumers Served.

OCRA handled a total of 9,241 cases from July 1, 2012, through June 30, 2013. Included as Exhibit B is the complete compilation of data for the fiscal year.

The data has been compiled by:

1. Age
2. County
3. Disability
4. Ethnicity
5. Gender
6. Living Arrangement
7. Type of Problem (Problem Codes)
8. Service Level

The largest number of consumers served by age, 2,408 during this time period, was individuals in the 4-to-17 years-old age group. The next largest is the 23-40 age group with 1,500 people served. The ratio of males to females served also remains consistent. For those cases where gender is recorded, OCRA has traditionally served more males than females, 64 percent of the consumers served being male and 36 percent being female in this reporting period. This representation of males in the system is consistent with historical trends related to people with developmental disabilities and the continuing research into autism and other disorders.

The percentage of consumers residing in the parental or other family home remains by far the largest number of consumers served with 6,623 consumers living in the family home or 71 percent of the cases handled. The next largest group served is those living independently, with OCRA serving 1,291 people or 14 percent with this living arrangement. OCRA represented four consumers admitted to Fairview Developmental Center pursuant to Welfare & Institutions Code §4418.7. Staff also participated in IPP meetings for consumers at Sonoma Developmental Center, Fairview Developmental Center, IMDs, and other restrictive settings.

OCRA strives to effectively serve all regional center clients across California. OCRA's statistics on the ethnicity of consumers served for the year show OCRA's continuing commitment and success in serving underserved communities. For example, 35.2% of consumers served by OCRA identified as Hispanic/Latino. This nearly mirrors the 35.6% of regional center consumers identified as Hispanic/Latino. The same is true for those consumers identifying as African American, 10.7% of consumers served by OCRA and 9.41%

of regional center consumers. To further this goal, OCRA staff carefully reviewed the Purchase of Service (POS) Data collected by regional centers under Welfare & Institutions Code § 4519.5. OCRA staff also attended many local stakeholder meetings. OCRA will continue to monitor the POS Data and participate where appropriate.

3) Analysis of Consumers Assisted with Moving to a Less Restrictive Living Arrangement.

Given the changes to the law regarding OCRA notification about people living in restrictive settings such as developmental centers, IMDs, and MHRCs, it is important to review the casework in this area. During this fiscal year, four consumers were placed at Fairview Developmental Center. OCRA has directly represented the consumer in all four of these cases. This involved reviewing records, interviewing and developing a relationship with the consumer, attending meetings and court dates, and continuous advocacy for movement back to the community.

Following the mandatory notification of OCRA regarding comprehensive assessments for people residing in IMDs and MHRCs, OCRA has represented in fourteen (14) cases. OCRA learned of cases through a variety of sources. Although regional centers are expected to notify OCRA, OCRA was only notified of seven (7) cases by regional centers, the other cases came through other referrals. This may have been a result of regional centers misunderstanding the requirements of the law. OCRA staff have been meeting with their regional centers to develop a structure for notification regarding these cases and cases under the recent changes to the law. We had an immediate increase in notifications in July 2013. For the fourteen (14) cases where OCRA provided direct representation staff spent considerable time advocating for less restrictive options. In many other cases, OCRA provided counsel and advice to consumers, family members, and public defenders. In both the developmental center and IMD cases, OCRA has been successful in getting many consumers moved into the community.

4) Outreach/Trainings.

Outreach and Training serve two important purposes: 1) notifying people about the availability of OCRA assistance and 2) educating

people about their rights. Teaching small groups of people is an effective tool in maximizing staff resources and ensuring that people have the tools to advocate for themselves. OCRA provides training on numerous issues to a wide variety of people. Training audiences include direct consumers, family members, regional center staff and vendors, and community members. These trainings include but are not limited to, consumers' rights, abuse and neglect issues, IHSS, special education, voting rights, SSI, rights in the community, and alternatives to conservatorships, among other topics.

During the last fiscal year, OCRA presented at 368 trainings with a total attendance of approximately 13,197 people at the various trainings. Although OCRA presented at the exact same number of trainings as during the last fiscal year, the number of attendees dropped. Some of these trainings were for smaller groups of people where OCRA staff could ensure that attendees fully understood the subject matter and had an opportunity for questions. Given the importance and complexities of many of the topic areas it is important that staff train in small groups.

In order to provide assistance to individuals from traditionally underserved communities OCRA has developed target outreach plans. Each OCRA office target at least three outreaches per year to a specific group of persons who are underrepresented in the office's catchment area. To help with this, OCRA has appointed Beatriz Reyes as the Southern California Outreach Coordinator and Kendra McWright as the Northern California Outreach Coordinator. The coordinators advise staff in implementation of their target outreach plans. These are two year plans based upon an evaluation of the original outreach plans' results, new census data and figures from DDS regarding the ethnicity of consumers served by each regional center. This fiscal year was the conclusion of the two-year cycle. A detailed report on target outreach and training is included as Exhibit D.

B. Issues and complaints are resolved expeditiously and at the lowest level of appropriate intervention.

From July 1, 2012, through June 30, 2013, OCRA resolved 9,241 issues for consumers. Of those served, all but 64 were resolved informally. This means that more than 99 percent of all the matters

that OCRA handled were resolved informally. Data showing this is attached as Exhibit E.

C. Collaborative and harmonious working relationships are fostered.

OCRA staff have done a wonderful job of collaborating with the local regional centers, stakeholders, and community members. Some examples of collaboration include serving on Behavioral Modification Review Committees, Risk Assessment Committees, County Coordinating Councils, Supported Life Training Planning Committees, Appeals and State Hearings Interagency Collaborative, Autism Taskforce, Transitions Coalition, and assorted others. Many staff also meet regularly with regional center staff and community partners to share ideas and expertise.

This philosophy of collaboration is not only incorporated into Disability Rights California's contract with DDS, but is also recognition that some of the most effective advocacy takes place because of interpersonal relationships and informal advocacy. The success of this philosophy is demonstrated by the number of calls OCRA receives from varied sources, by its ability to resolve matters informally, and by its recognition as an excellent resource for people with developmental disabilities.

1) Memorandums of Understanding.

OCRA has established Memorandums of Understanding (MOUs) with each regional center that addresses that center's individual needs, concerns, and method of operation. Generally, MOUs are updated as needed however, with a new OCRA Director this year MOUs are being reviewed and appointments are being set. These meetings have been productive and positive. OCRA has very good working relationships with many regional centers. During this fiscal year MOUs were updated at Alta California Regional Center, Far Northern Regional Center, North Los Angeles County Regional Center, Valley Mountain Regional Center, and Westside Regional Center during this fiscal year. Copies of all MOUs have been forwarded to DDS. The status of each revised MOU is listed in Exhibit F.

2) Meeting with Association of Regional Center Agencies (ARCA).

Catherine Blakemore, Executive Director, Disability Rights California, Katie Hornberger, Director, OCRA, and Eileen Richey, Executive Director, Association of Regional Center Agencies, met on November 8, 2012. At that time, several issues were discussed and it was determined that further meetings would be planned as needed. Since that time, Ms. Hornberger met with Ms. Richey and other ARCA staff regarding possible collaboration on future issues with generic service agencies with which consumers frequently interact.

D. Consumers and families are satisfied with the services provided.

Disability Rights California recognizes the importance of consumer satisfaction. OCRA is committed to serving consumers and family members in a manner and with results that ensure consumer and family satisfaction with the services provided.

1) Consumer Satisfaction Survey.

OCRA measures consumer satisfaction by use of an instrument developed jointly by staff, the OCRA Consumer Advisory Committee, and DDS.

From the results of the most recent survey, it is clear that consumers remain satisfied with the services provided by OCRA.

Two thousand and one (2,001) surveys were mailed out. Four hundred and fifty-two (452) people returned the survey. This represents a 23 percent return rate of the surveys. This return rate represents an increase over last fiscal year.

Of those responding to the questions, 95 percent of the responders felt they were treated well by the staff, 92 percent understood the information they were provided, 92 percent believed their CRA listened to them, 85 percent believed they were helped by the CRA, and 91 percent would ask for help from OCRA again. See Exhibit G, which discusses the results of OCRA's survey.

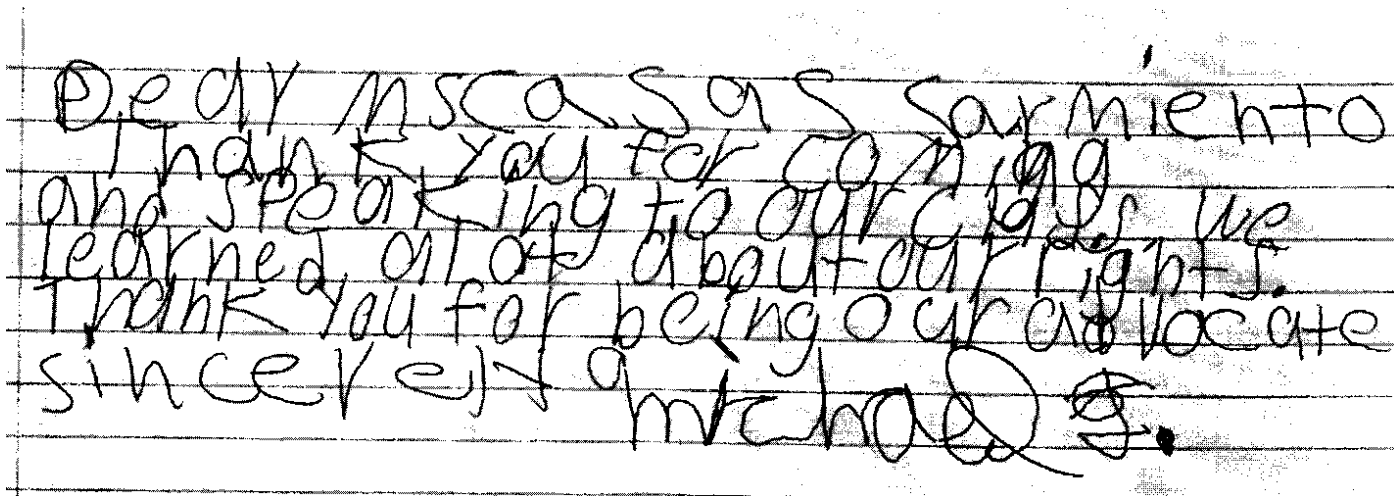
The OCRA management team call back all responders who request a call back and those with any negative responses that have supplied contact information. In this way we are able to remedy any concerns and provide additional support to consumers.

OCRA is concerned that only 85 percent of responders believed that they were helped by the CRA. To better understand this number we examined the data by regional center. We discovered particularly low levels of satisfaction at a handful of OCRA offices. Three of those offices had periods of staffing changes this year which likely contributed to the lower than expected levels of satisfaction. With new staff in place and staff back from leaves of absence I am optimistic that client satisfaction will increase. The management team has worked with staff at all of these offices to provide higher levels of service to callers.

2) Letters of Appreciation.

OCRA consumers and family members often take the time to write letters of appreciation. These kind words and the time it took to send them represent the high value of the work performed by OCRA staff.

Below is just a sampling of the many letters received.¹



Dear MSCASA's Sarmiento
Thank you for coming
and speaking to our class. We
learned a lot about our rights.
Thank you for being our advocate
Sincerely, Michael S.

¹ OCRA is providing the letters of appreciation with the wording from the originals, including any grammatical errors, unless otherwise indicated. We have also edited client names.

(Dear Ms. Casas Sarmiento:

Thank you for coming and speaking to our class. We learned a lot about our rights. Thank you for being our advocate.)

Asa,

Decision came in yesterday's mail.

We won.

The judge ordered a total of 221.3 hrs which includes 195 hrs of protective supervision retro to 12/11.

I will have it scanned later this am if it hasn't come to you yet. Just drop me a note or call if you'd like me to send it.

There is absolutely no possible way I could ever thank you enough.

You were a rock for us, and took over achieved what I could only hope to do. But most importantly, Pat now has a resource that can make his life better.

Thank you from all of us.

DeAR christine/mary

Thank You For Showing us the office of
Rights and Advocacy. I learned if Regional
center Doesn't help me find a Job I can
come here. You will talk to your Regional
center work to help you find a Job

(Dear Christine/Mary:

Thank you for showing us the Office of Rights and Advocacy. I learned if regional center doesn't help me find a job, I can come here.

You will talk to your regional center work to help you find a job.)

Estimada Beatriz Reyes gracias por su ayuda no sabe cuanto le agradezco que se preocupe por sus clientes yo personalmente le doy las gracias por todo su trabajo y apoyo que me a dado nunca nadie se abia portado tan bien con migo como usted usted es una excelente trabajadora y un gran ser humano que trabaja con amor y entusiasmo siempre atenta y buscando como ayudar a las personas que la necesitan usted no deja su trabajo para despues usted trabaja siempre contenta y haciendo el bien yo nunca me voy a olvidar de cuanto me a ayudado y siempre le voy a estar muy agradecida por todo y estoy muy contenta con la compañia de los derechos del cliente por saber elegir sus trabajadoras como usted y la srta Veronica que son tan profesionales y humanas dedicadas a su trabajo gracias por ser como son. Dios las bendiga siempre

(Dear Beatriz Reyes. Thank you for your assistance you do not know how thankful I am that you worried about your clients. I personally thank you for all your work and support that you have given me. Never has anyone treated me as well as you did. You are an excellent worker and a great human being that works with love and enthusiasm. Always attentive and searching for ways to help people that need you. You never leave your work for another time. You always work happy and doing good (for others). I will never forget how much you helped me and will always be grateful for everything and I'm happy with OCRA for being able to choose their staff like you and Veronica, which are very professional and dedicated to your work. Thank you for being the way you are. May God bless you always.)

Ms. Katie Meyer,
Once Again, thank you for all your help with our numerous concerns dealing with IHSS. We are grateful for your intervention. You made it seem easy however, we know how difficult this process is for all those who have not been as fortunate to receive help from Katie Meyer at Client Rights Advocacy!!

Thank you for letting us know Mr. Wong is in receipt of our timecards. We will let you know when we receive a response from the processing center. Also, going forward we are clear we need to keep following directions and sending our timecards as instructed. Trusting that this time the processing center will not lose them and everything will be processed in a timely fashion. The great news is to have a new case manager and hopefully have a better and more courteous relationship with her going forward.

Dear Rita and Filomena,

My family and I would like to thank you two for helping us. Because of you two, I have hope and confidence to advocate for my daughter. You two are making a difference in so many peoples' lives. I just want both of you to know that we appreciate everything you have done for us and more.

Keep up the good work.

(Dear Rita and Filomena. My family and I would like to thank you two for helping us. Because of you two, I have hope and confidence to advocate for my daughter. You two are making a difference in so many peoples lives. I just want both of you to know that we appreciate everything you have done for us and more. Keep up the good work.)

To Whom It May Concern,

This letter is in regards to Annie Breuer and Yulahlia Hernandez. I just wanted to take a moment on behalf of my son to thank Annie Breuer as well as Yulahlia Hernandez. I have worked with Ms. Hernandez in the past and have always found her to be thoughtful, considerate, kind, empathic, and compassionate as well as professional toward my son's disability. I have now found that Annie has the same qualities and high standards as Yulahlia. I really appreciate these two young ladies working together to keep me informed about what Andreas's rights actually are.

Annie was very diligent and professional in returning my phone calls and giving me very pertinent information that helped me advocate for my son. While I worked mostly with Annie in my latest attempt to find the best solution for Andreas I have always known Yulahlia is a wealth of information and support as well when I have needed her in the past. And I always know Yulahlia is there for the future if I need her if anything else comes up that may affect Andreas's future as he becomes a young adult. Yulahlia has worked with my family and my son since he was a little guy. He is now 21 and will be 22 on December 29th. Over the years Clients' Right's Advocacy has been a very supportive avenue in finding the right course of action for my son. Annie and Yulahlia are assets to this organization. Please recognize these two stellar employer's by acknowledging them in the organizations support and encouragement on behalf of me and my son.

Annee,
I really do not
know what I would
do without you. you
are a truly wonderful
lady with a caring
heart for our loved
ones with special
needs. I truly do
appreciate you Annee,
God Bless.

(Aimee, I really do not know what I would do without you. You are a truly wonderful lady with a caring heart for our loved ones with special needs. I truly do appreciate your Aimee. God Bless.)

Thanks so much Mario. I appreciate your time and helpful advice. Thank you too for choosing a career that helps people with disabilities and their parents. What you do makes a difference. Godspeed.

Leinani and Christine.

Your office has been involved with our family over the last year. You have been incredibly instrumental in our daughter's appeal of the denial of developmental disability services. What would we have done without your office? I do not know....we are incredibly grateful and now have more hope for the future.

As U.S. citizens, returning from living abroad for over 20 years, we have had our adjustments. The past 22 months back in the U.S. without necessary supports for our daughter have been very difficult. Even though the U.S. is our home country, we sometimes feel like foreigners. EB's situation has been some of that experience. In Canada, EB was accepted into "the system" with compassion. We actually were surprised Canadian professional's recommendations were not initially honored. The U.S. system would save a lot of time, money and pain if it were more open in that way.

Your office is a necessity in this system! It proves the necessary balance and a just and compassionate consideration of those who do not obviously fit the narrow parameters at first glance. Your office and the work that it has done for EB gives what its citizens need; we must make a priority to support people with disabilities.

This letter is meant as a big thank you for all you and your office have done. Without necessary social services EB would be more vulnerable to inability, illness and decline. Now we have hope that she will have more opportunity to grow into a contributing and more whole person in this society.

With deep gratitude,
EB's Mother

3) Cases will be handled in a timely manner.

Consumers and families contact OCRA because something has gone wrong for them. It may be that they are losing a government benefit,

being forced to move to a new more restrictive environment, or another urgent situation. Therefore, it is important that OCRA staff be responsive. For this reason, OCRA has, since its establishment, had a policy that all calls will be returned as soon as possible, but not later than closing of the next business day. OCRA measures its performance in this area by use of its consumer satisfaction survey; see Exhibit G, discussed more fully above. OCRA statistics shows that 85 percent of all callers to OCRA received a call back within two days during the last fiscal year. To better understand this number, we looked at the data by regional center. A small number of OCRA offices had dramatically fewer people indicating that they received a call back in two days. We provided targeted training to those offices with especially low statistics. OCRA hired an additional support person to assist with Spanish speaking callers at the busiest offices in the state. OCRA is also looking at a new call log system to ensure that it provides exceptional services for all callers. With these changes we are optimistic that we can increase our timeliness of serving clients.

E. The provision of clients' rights advocacy services is coordinated in consultation with the DDS contract manager, stakeholder organizations, and persons with developmental disabilities and their families representing California's multi-cultural diversity.

OCRA works through the OCRA Advisory Committee to ensure that this performance outcome is achieved. Attached as Exhibit H is a list of the members of the Disability Rights California Board of Director's OCRA Advisory Board Committee effective June 30, 2013.

Public members of the Advisory Committee are appointed by the Board of Directors. In the selection process, the Board considers geographical diversity, both rural and urban and north and south, type of developmental disability represented, and ethnic background, in addition to the qualifications of the individual applicants.

The Board OCRA Advisory Committee provides valuable insight to the OCRA staff. A wide variety of topics are addressed at the meetings and board members become better self-advocates as a result of having been on the committee. Minutes for the meeting held on September 21, 2012, were provided with the Semi Annual Report.

The minutes for the March 1, 2013, meeting are included as Exhibit H.

DDS staff is invited and encouraged to participate in the next meeting, which is set for September 20, 2013, in Burbank.

F. Self-advocacy training is provided for consumers and families at least twice in each fiscal year.

Welfare and Institutions Code, Section 4433 (d)(5), requires that the contractor providing advocacy services for consumers of regional center services provide at least two self-advocacy trainings for consumers and family members. Disability Rights California's contract with DDS mirrors this language. OCRA strongly believes in the importance of self-advocacy and requires each of its offices to provide at least one self-advocacy training for consumers per year, far exceeding the two mandated trainings. Many offices provide more than one training per year. For example, OCRA staff that serve Valley Mountain Regional Center consumers presented ten (10) self-advocacy trainings this fiscal year. These trainings serve a vital role in educating consumers about their rights and how to stand up for themselves.

Staff may present from any of the approved self-advocacy trainings. To date, OCRA has developed five separate packets of information for OCRA staff to use in the mandated trainings in addition to the DDS Consumer Safety materials and the living arrangement options materials developed by DDS as part of the settlement in *Capitol People First*.

OCRA also developed a new training on least restrictive housing options that was piloted at the May 2013 Self-Advocacy Conference in Sacramento. The training was well received and is being tested in Southern California currently. Once the training is tested again, we will provide DDS will copies of the materials.

Samples of the OCRA self-advocacy packets (all are in both English and Spanish), were provided separately in a binder marked OCRA Training Materials with the 2007-2008 Annual Report. In discussions with DDS's Contract Manager, it was decided that OCRA should not submit duplicate training packets in this year's annual report. As

always, OCRA welcomes comments from DDS on any training packets.

OCRA is required to report in its Annual Report an evaluation of the self-advocacy trainings. OCRA has randomly selected consumer training satisfaction evaluations for inclusion in this Annual Report. Almost without exception, consumers are pleased with OCRA trainings. A list of Self-Advocacy Trainings held last year are in Exhibit I.

III. TITLE 17 COMPLAINTS

CCR, Title 17, Section 50540, sets forth a complaint procedure whereby a regional center consumer, or his or her authorized representative, who believes a right has been abused, punitively withheld or improperly or unreasonably denied, may file a complaint with the Clients' Rights Advocate. The Complaint process is similar to that established by Welfare & Institution Code, Section 4731. However, the later law offers more consumer protections. There were no Title 17 Complaints filed during the last fiscal year, as noted on Exhibit J.

IV. DENIAL OF CLIENTS' RIGHTS

CCR, Title 17, Section 50530, sets forth a procedure whereby a care provider may deny one of the basic rights of a consumer if there is a danger to self or others or a danger of property destruction caused by the actions of a consumer. The Clients' Rights Advocate must approve the procedure and submit a quarterly report to DDS by the last day of each January, April, July, and October. OCRA is including the reports concurrently with the contractual date to provide OCRA's reports. If this is not acceptable to DDS, OCRA will submit duplicate reports as requested. Attached as Exhibit K is the current log of Denials of Rights from the OCRA Offices.

V. CONSUMER GRIEVANCES

Exhibit A, Paragraph 12, of the contract between DDS and Disability Rights California requires OCRA to establish a grievance procedure and to inform all clients about the procedure. DDS has approved the grievance procedure developed by OCRA. The procedure is posted

prominently in both English and Spanish at each office. Additionally, the grievance procedure is included in all letters to consumers or others who contact OCRA, when an office declines to provide the requested service to that person.

There were three grievances filed by consumers or their families during the past fiscal year. Two grievances continued to the second level to be heard by the Disability Rights California Board of Directors. One grievance was send on to DDS for review. OCRA provided staff with additional training in response to suggestions offered by DDS in response to the grievance. Information concerning each grievance has previously been submitted to DDS. Attached as Exhibit L is a chart detailing the grievances filed against OCRA during this period.

VI. COLLECTION OF ATTORNEYS FEES

OCRA does not charge consumers, their families or advocates fees for services nor does OCRA seek to recover costs from these individuals. Clients' Rights Advocates who are licensed to practice law in California, or Assistant , Associate, or unlicensed Clients' Rights Advocates, all of whom work under the supervision of an attorney, can collect attorney's fees and costs similar to those collected by private attorneys or advocates for special education cases or other cases where there are statutory attorney's fees. OCRA collects fees only in special education cases or Writs of Mandamus. Fees and costs may be negotiated at mediation or can be received in those cases where an Administrative Law Judge has made a determination that the petitioner is the prevailing party. Fees are collected from the opposing party, which is normally a school district. Costs include any expenses to the Petitioner or OCRA for suing, such as filing fees or costs of expert evaluations. Neither Disability Rights California nor OCRA ever collect attorney's fees from consumers.

OCRA did not collect any attorneys fees this fiscal year.

VII. RECOMMENDATIONS FOR ENHANCEMENT OF SERVICES

The contract between DDS and Disability Rights California requires that on an annual basis Disability Rights California make recommendations to DDS as to potential methods of enhancing the services that OCRA provides for regional center consumers.

The support of DDS through the years has made it possible for OCRA to effectively and efficiently serve consumers. However, the demand for OCRA services continues to increase. Disability Rights California was very pleased with the restoration of the 1.25% reduction from the 2011-2012 budget year and the case load increase and quickly turned it into additional staff to assist consumers directly, more could be effectively used to directly serve consumers in large facilities. As mentioned in Section II.A.3, OCRA has directly represented in 18 cases involving people living in restrictive settings and provided counsel and advice on numerous others. This number is expected to increase with the additional notifications to OCRA recently passed into law. Additional funding to increase staffing to aid in this additional work would be extremely helpful.

VIII. CONCLUSION

OCRA continued to provide exceptional service to people with developmental disabilities throughout the state. OCRA handled over 9,421 cases the last year, an increase over last year. Additionally, OCRA provided 368 trainings to over 13,197 consumers, family members, regional center staff and vendors, and interested community members. All while meeting each of its performance objectives. OCRA looks forward to continuing to work with people with developmental disabilities and helping access the services and supports they need to live the most independent and productive lives possible.

OFFICE OF CLIENTS' RIGHTS ADVOCACY LISTING

STATEWIDE TTY TOLL-FREE NUMBER 1-877-669-6023

Toll Free Number: 1-800-390-7032

Changes to offices – *as of June 28, 2013* - Change is italicized.

ALTA CALIFORNIA REGIONAL CENTER

Asa Marie Standfeldt - CRA

Ramona Landeros - Assistant CRA

Office of Clients' Rights Advocacy

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Email: Asa.Standfeldt@disabilityrightsca.org

Ramona.Landeros@disabilityrightsca.org

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CENTRAL VALLEY REGIONAL CENTER

Margie Oppel - CRA

Kay Spencer - Assistant CRA (part-time)

Maricruz Magdaleno – Bilingual Assistant CRA

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Phone: (559) 271-6736/Fax: (559) 271-6606

E-mail: Margaret.Oppel@disabilityrightsca.org

Kay.Spencer@disabilityrightsca.org

Maricruz.Magdaleno@disabilityrightsca.org

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Jackie Dai – CRA

Lucy Garcia - Assistant CRA

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Alhambra, CA 91802

NOTE: All items that are not mail should be directed to the ELARC reception area, 2nd floor at Bldg. A2 Room #3232 and not OCRA's office.

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INLAND REGIONAL CENTER

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Beatriz Reyes - Associate CRA (on leave)

Ray Argueta – Temp Assistant CRA(part-time)

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AND OFFICE LOCATION
(INCLUDING VOLUNTEERS AND TEMPORARY STAFF)**

1.	Alcaraz, Vanessa Ochoa	OCRASAC
2.	Alomar, Filomena	SARC
3.	Argueta, Ray	IRC (Agency Temp)
4.	Armand, Christine	SCLARC
5.	Arias, Jerry	NLACRC (Agency Temp)
6.	Atamian, Lorie	FNRC
7.	Breuer, Annie	NBRC
8.	Casas-Sarmiento, Eva	HRC
9.	Candela, Kimberlee	FNRC
10.	Cervantes, Veronica	IRC
11.	Chambers, Megan	SDRC
12.	Chiang (Dai), Jackie	ELACRC
13.	Cruz, Marisol	SGPRC
14.	Delgadillo, Luisa	WRC
15.	Delgado, Aimee	SGPRC
16.	Defilippis, Rita	SARC
17.	Espinoza, Mario	KRC
18.	Flugum, Gloria	FDLRC
19.	Freedman, Jessica	GGRC
20.	Garcia, Lucy	ELARC
21.	Geary, Valerie	KRC
22.	Gheno, Gina	TCRC
23.	Hager, Christine	VMRC
24.	Hamer, Ada	NLACRC
25.	Hernandez, Yulahlia	NBRC
26.	Hornberger, Katie	HRC
27.	Landeros, Ramona	ACRC
28.	Liddell, Hannah	LRC
29.	Lipscomb, Arthur	RCEB
30.	Lusson, Katy	GGRC
31.	Magdaleno, Maricruz	CVRC
32.	Martin, Patricia	SDRC
33.	McWright, Kendra	TCRC
34.	Melendrez, Mary	SCLARC
35.	Meyer, Katie	WRC
36.	Miller, Jacqueline	RCOC
37.	Mora, Veronica	NLACRC (Agency Temp)

38.	Mottarella, Katherine	TCRC
39.	O'Neill, Matthew	RCRC (Agency Temp)
40.	Oppel, Margie	CVRC
41.	Ortega, Maria	OCRALA
42.	Page, Lynne	RCRC-Eureka
43.	Palmer, Celeste	RCEB
44.	Patel, Aruti	GGRC
45.	Poe, Tim	OCRALA
46.	Reyes, Beatriz	IRC
47.	Romero, Jazmin	RCOC
48.	Saab, Ibrahim	NLACRC
49.	Salomón, Cynthia	HRC
50.	Spencer, Kay	CVRC
51.	Standfeldt, Asa Marie	ACRC
52.	Stoepler, Jim	RCRC-Ukiah
53.	Wagster, Irma	OCRALA
54.	Walter, Leinani	VMRC
55.	Ximenez, Alice	OCRASAC
56.	Zavala, Erika	KRC

Updated as of June 28, 2013.

Office of Clients' Rights Advocacy
Semi-Annual Report - July 1, 2012 through June 30, 2013
Clients by Age Group

AgeRange	ACRC	CVRC	ELARC	FDLRC	FNRC	GGRC	HRC	IRC	KRC	NBRC	NLACRC	RCEB	RCOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Total
0-3	6	11	16	11	8	8	21	17	6	3	3	20	18	1	11	23	6	19	13	9	31	261
4-17	75	166	156	90	77	60	97	147	99	93	78	193	105	52	158	199	91	155	104	83	130	2408
18-22	48	33	50	15	39	47	40	48	55	48	80	67	32	30	42	60	53	33	65	64	70	1019
23-40	52	44	82	39	91	80	51	60	64	86	65	136	58	98	49	48	88	37	89	72	111	1500
41-50	16	7	29	11	32	24	15	29	16	25	24	35	11	32	18	12	12	15	32	30	45	470
51+	17	16	16	4	31	44	8	17	19	36	20	47	15	40	11	15	25	20	39	31	49	520
Unknown	1		7	1		1					4						2					16
Total	215	277	356	171	278	264	232	318	259	291	274	498	239	253	289	357	277	279	342	289	436	6194

Office of Clients' Rights Advocacy
Semi-Annual Report - July 1, 2012 through June 30, 2013

Clients by Disabilities

	ACRC	CVRC	ELARC	FDLRC	FNRC	GGRC	HRC	IRC	KRC	NBRC	NLACRC	RCEB	RCOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Total
5th Category	12	18	7	10	27	46	18	13	18	46	20	44	12	9	6	7	13	4	23	16	26	395
Autism	79	96	155	72	56	66	83	116	74	62	97	181	108	45	129	153	88	105	99	79	152	2095
Cerebral Palsy	22	24	26	10	34	23	28	49	14	42	17	56	17	15	22	27	31	24	34	37	45	597
Dual Diagnosis - 5th Category	6	3	1	3	5	1		1	1	3		4			2		1			1		32
Dual Diagnosis - Autism	5	6	1	4	3	4	1	6	3	6	5	2	3	2	4		3	2	3	3	9	75
Dual Diagnosis - Cerebral Palsy	1	2			1	3	1	2	4	3	3	2		1	2		5		3	2	1	36
Dual Diagnosis - Epilepsy		5		1	2	3		2	3	1	3				2		3	2	2	2	1	32
Dual Diagnosis - Mental Retardation	12	9	2	13	11	14	6	6	9	5	17	19	3	8	4	4	10	7	12	15	13	199
Early Start	1	2	5	6	3	2	11	11		1	3	13	9	1	5	13	2	18	8	3	21	138
Epilepsy	10	14	13	7	21	10	3	29	5	5	5	18	3	6	11	10	14	13	26	35	40	298
Mental Retardation	93	105	120	47	129	128	79	124	142	141	108	196	34	154	122	117	136	94	143	188	182	2582
Unknown	13	44	58	24	17	3	36	40	21	5	11	20	65	40	24	67	25	50	63	6	24	656
Total	254	328	388	197	309	303	266	399	294	320	289	555	254	281	333	398	331	319	416	387	514	7135

Office of Clients' Rights Advocacy
Semi-Annual Report - July 1, 2012 through June 30, 2013
Clients by Ethnicity

Ethnicity	ACRC	CVRC	ELARC	FDLRC	FNRC	GGRC	HRC	IRC	KRC	NBRC	NLACRC	RCEB	RCOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Total
American Indian	3	1			5			2	2	2		6		8	2			1	2	3	1	38
Arab American	3	3	2	3		1	3	6	1	8	1	13	3		13		1	2	4	10	12	89
Asian	4	4	40	10	10	22	15	2	7	3	2	43	35	1	22		4	22	7	5	20	278
Black or African American	28	21	5	15	7	33	25	39	16	36	16	101	7	5	12	107	26	18	8	40	101	666
Hispanic / Latino	44	111	229	80	28	38	106	137	104	88	110	134	63	18	85	225	106	157	98	84	136	2181
Multiracial	2	17	25	5	7	18	8	24	3	1	8	23	5	3	11	12	9	16	18	11	15	241
Native Hawaiian or other Pacific Islander	8	2	6	6	1	11	5	3	2	4	6	11	2	2	8	1	10	4	3	7	2	104
White	121	111	37	32	220	137	55	90	124	148	115	158	99	207	134	9	119	56	165	128	140	2405
Unknown	2	7	12	20		4	15	15		1	16	9	25	9	2	3	2	3	37	1	9	192
Total	215	277	356	171	278	264	232	318	259	291	274	498	239	253	289	357	277	279	342	289	436	6194

Office of Clients' Rights Advocacy
Semi-Annual Report - July 1, 2012 through June 30, 2013
Clients by Gender

	ACRC	CVRC	ELARC	FDLRC	FNRC	GGRC	HRC	IRC	KRC	NBRC	NLACRC	RCEB	RCOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Total
Female	78	91	130	58	121	111	81	105	107	129	84	183	78	119	84	103	93	89	121	100	145	2210
Male	137	185	220	111	157	153	151	213	152	162	190	315	159	132	205	253	184	190	221	189	291	3970
Unknown		1	6	2									2	2		1						14
Total	215	277	356	171	278	264	232	318	259	291	274	498	239	253	289	357	277	279	342	289	436	6194

Office of Clients' Rights Advocacy
Semi-Annual Report - July 1, 2012 through June 30, 2013
Service Requests by Living Arrangement

	ACRC	CVRC	ELARC	FDLRC	FNRC	GGRC	HRC	IRC	KRC	NBRC	NLACRC	RCEB	RCOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Total	
Adult Residential Facility	6	2		2	6		1	15	1		7	39	1		1	1	8	7	3	33	6	139	
Board and Care	11	4	2		1	2		8			2	4	3			1	3		1	8	2	52	
Childrens Group Home	1									4	2	11		2	1		2	2	2	8	1	36	
Community Residential Home	4		1	1	1	2	1		1	2	8			1	3	12				10	1	48	
Detention Center								3				1										4	
Developmental Center	3	1		4			3	1		1	3				2	2	5		3			28	
Foster Care		1			2			1			2		3	1			3	1		2	2	18	
Foster Family Home		2	1			1	5	1		1	1	1		10		1	3		2	3	4	36	
Halfway House					1																1	2	
Homeless			1	5	3	2		1		2		7		4	1	3			1	1	4	35	
ICF DD						1		2		2	1			2	5	2	2		2	3	1	23	
ICF DD-H						7		1		2	3	2			1				3	7		26	
ICF DD-N							1	1		1		1									6	11	
ICF/MR/Nursing Home						1									1							4	
Independent Housing	35	32	20	16	154	40	19	22	102	110	52	74	37	122	50	43	47	30	92	46	148	1291	
Intermediate Care Facility/Nursing Home									1						1		1		3	1		7	
Jail				1	2	3	5	4	1	5	2	3	1	1		6	2	5	6			47	
Large Group Home (more than 3 beds)	14	11	4	7	7	61	11	2	27	29	16	4	13	3	6	2	18	12	5	3		255	
Legal Detention						4								5								9	
Municipal Detention Facility/Jail						1						2		2	2		1					8	
Not Selected		1																				1	
Nursing Home		1			1	1		1	1			3	1	3			4		2			18	
Other						2		1		4		1	2	2	2		10	3	3	2		32	
Other Federal Facility												2					1					3	
Parental or Other Family Home	222	289	433	256	195	221	293	360	272	295	241	482	359	116	301	504	256	439	343	224	522	6623	
Prison									1							15		1			1	18	
Private General Hospital Emergency Rooms											1					3						4	
Private Institutional Hospital/Treatment Facility	1	1	1	1		4	1		3	5	2		3			9		1	1			33	
Private Institutional Living Arrangement					1	3			2					1			2					9	
Private Institutional School						1					1	1			2		2					7	
Psychiatric Wards of Private General Hospitals																	2					2	
Psychiatric Wards of Public General Hospitals							5	1									4		1			11	
Public Institutional Hospital/Treatment Facility							1	2				5				1		1	3		3	16	
Public General Hospital Emergency Rooms															1					1		2	
Public Institutional Living Arrangement	2					1																3	
Public Residential School						1		1					1			1						4	
Semi-independent Home or Apartment	1	2		1	2	29	3		2	1		25	6	6	3				8	10	24	123	
Small Group Home (3 beds or less)	1	6	1	1	4	6	3		5	6	5	2	1	7	5		2	1	22		1	79	
Specialized Nursing Facility/Nursing Home		1			1				1	1		1		1			1	1	10	1	1	20	
Supervised Apartment		1	1	2	7	9					7	17		10				2	10	3	2	71	
Unknown		3	15	4	1	4	4	2	1	1		7	3	2	25		3	8		2	1	4	83
Total	301	358	480	301	389	407	356	430	420	475	358	688	432	324	389	610	386	506	528	373	730	9241	

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4731 Complaint	4731 - Regional Center				1		1	4		6	1	4	1		1	2	4	2		1	2		30	
	4731 - Service Provider				4					7		1	1		1					3	1		18	
4731 Complaint Total		0	0	0	5	0	1	4	0	13	1	5	2	0	2	2	4	2	0	4	3	0	48	
Abuse	Emotional / Psychological Abuse					1		1					2				1					2	7	
	Exploitation / Coercion						1						1					1			1		4	
	Financial Abuse	2	1			4			1		3		2				1	2			1		20	
	Inappropriate Medical Treatment	1		1								1	2				1	1					7	
	Other Abuse						1			1					1	1	1				1		6	
	Physical Assault	5	2	2		1	5	1	2	1			1	2			1	4			6	3	37	
	Physical Neglect		1				1	1		1	1		2		1	1		2			1		12	
	Physical Restraint / Seclusion			1			1				2	1					1				1		7	
	Sexual Assault				1	2	4			1	1		1		1			1			1		15	
	Verbal Abuse					2				1	1				1			1					6	
Abuse Total		8	4	4	1	8	15	2	2	6	9	2	11	2	4	4	4	12	0	12	3	8	121	
Assistive Technology	Assistive Technology - California Children's Services (CCS)										1											1	1	
	Assistive Technology - Medi-Cal						1	2			1				1						1		2	
	Assistive Technology - Other AT										1										1		6	
	Assistive Technology - Regional Center		1			2															1	1	5	
	Assistive Technology - Vocational Rehabilitation																	1					1	
Assistive Technology Total		0	1	0	2	1	2	0	0	2	0	0	0	0	1	0	1	0	0	2	2	1	15	
Consent	Capacity / Incapacity of Client										1	3	1		1								4	10
	Informed Consent			1																	1		3	5
	Other Consent										1							1			2	13	3	21
	Substituted Decision Making (Ex. DP/AHC)								1		3	1										2	2	9
	Withhold Consent							1					1											2
Consent Total		0	1	0	0	0	0	1	1	0	5	4	1	1	2	0	0	1	0	3	15	12	47	
Conservatorship	Alternatives to Conservatorship	6	1	3	1	1	15	3	3	23	6	6	6	8	3		7	17	24	26	22	12	193	
	Change Conservatorship	3				2	1			1	1		1	1	1								11	
	Conservatee's Rights	1	1		2	2	2				1	47	3	1	3	2		3		2	5	3	78	
	Conservator's Duties	4				1	3			1	1	5		2		1							2	19
	LPS Conservatorship				3								3										6	
	Opposition to Petition	1	3	3						1		1	4		2			1		2	3	2	23	
	Petition	2		7					3	3		3		1		3		1		1	3	1	28	
	Termination of Conservatorship	2				2	1				2	2	1							2		1	13	
Conservatorship Total		19	5	13	6	8	22	3	6	29	10	64	18	13	9	6	7	22	24	33	33	21	371	
Criminal Justice / Forensic Mental Health Issues	Competency						1			1	1					2							5	
	Criminal Justice Issues - Rights				2	1	1			2			1	2	4		3						1	17
	Criminal Matter Representation - Not IOLTA eligible - OCRA			1					1	1										3			6	
	Diversion			1	1						2		2	1									7	
	Jail						2						1				1		1				5	
	Juvenile (Detention and Probation)			1		2		1					1	2									7	
	Other Criminal Justice	1		4			5	1		3	1	4	1		5	1		2		2			30	
	Probation														1								1	
Criminal Justice / Forensic Mental Health Issues Total		1	0	7	3	3	8	2	2	7	4	4	5	4	12	3	4	2	1	5	0	1	78	
Discrimination (Other than Employment)	Architectural barriers			1																			1	
	Civil Rights (Race, Religion, Sexual Orientation)				1						2		1			1	1						1	7
	Higher Education (Public and Private)												3							1			4	
	Other Discrimination	2	1			1	2		3	1	2			3				1		2			18	
	Public Accommodations (Hotels, Restaurants, Etc.)	2	1			1	1	1	2		1	1	1	1		1		1				2	15	
	Transportation (Public and Private)	1					1						1	2	1								6	
Discrimination (Other than Employment) Total		5	2	2	0	2	3	1	5	1	5	1	6	3	4	2	1	2	0	3	0	3	51	
Education	Education - Adult Education Programs	1	5				2			2			1	2	1		1						1	16
	Education - After School Programs				1	1		1		1	1												5	
	Education - Assessment	4	4	1		1	1	4			3	1	7	3	3	2	5	1	6			1	2	49
	Education - Assistive Technology	1	1		1	1	2	4			2		1		1		6				1		21	
	Education - Behavioral Intervention, Services and Supports	8	14	16	3	4	5	7		3	1	2	6	2	1	29	13	3	9	3	5	3	137	
	Education - Bullying		1	2					1	7	3	2	2	1	1	3	2		4				1	30
	Education - Charter Schools										1				1			1	2			1		6
	Education - Compliance Complaint	2	4		3	1		2	2	3	7	1	24		1	6	18		9		3	5	91	
	Education - Discipline (Suspension / Expulsion / Other)	2	5	2	4	8			1		1		3	3		4	6		1	1			41	
	Education - Discrimination				3			1			1		4				2	2					13	

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	Habitability		2	1		5				1	1				3	1	1	1				2	19	
	Housing Discrimination (Zoning / Covenants)		2	1		1					1	1	1			3	1					3	14	
	Landlord and Tenant Rights	4	2	5		31	7	2	1	6	3	5	3	4	21	6	4	3	1		3	4	8	125
	Mobilehome Law					3				1					4						1	1		10
	NIMBY		1				1																	2
	Property Rights			1	1	2	5	1			2		2		2	1	1							18
	Reasonable Accommodations	3			1	2		2	4		3	1	5	2	4	3	1				3	1	5	40
	Section 8	5	1	1	2	5		1	1		3	3	2	2	2	1		2	3		4	2	4	44
	Subsidized Housing	1				4	1				1	1	1	2	2		1	1					6	21
Housing Total		19	13	11	9	62	14	10	7	10	17	14	20	12	42	18	9	8	4	15	8	41	363	
Immigration	Citizenship (Application / Interview)	1		7	1			1			1	1								4	1			17
	Other Immigration	1	2	1	5		1	2		1	1					1			2	2	3		2	24
	Public Charge																				1			1
Immigration Total		2	2	8	6	0	1	3	0	1	2	1	0	0	0	1	0	2	6	5	0	2	4	10
Income Maintenance	AAP					1				1	3	2									2	1		12
	CAP												1					1						2
	IHSS Eligibility	7	2	16	28	10	3	11	15	11	7	7	13	20		7	29	24	19	8	7	39	283	
	IHSS Hours	11	12	17	14	14	7	16	16	14	4	9	21	8	1	4	12	14	8	13	8	45	268	
	IHSS Overpayments	1	1										2											4
	IHSS Protective Supervision	14	3	6	3	10	1	11	13	4	2	10	8	8	5	2	10	4	2	4		31	151	
	IHSS provider issues			2																				2
	IHSS Share of Cost													1			1	1		2				4
	IHSS—other											2	1											2
	Other Income Programs	1		1	1	3	1	1			6		3	1	1		4	2	3	1	2	3	34	
	SSA - Child Benefits					2							1	10			2	1						2
	SSA - DAC					4	1				1	3	4	3		2		1		1		10	30	
	SSA - SSDI				1	2	2	1	3		4	1	1	3	4		1	1	1	1	4		8	37
	SSI - Eligibility	6	20	25	8	17	15	11	21	18	36	20	32	12	7	10	28	20	14	33	27	36	416	
	SSI - Hearing			2	1	4	1	2	2	2	1	4	2		1	1	9			1		1	32	
	SSI - Other		7	10	7	6	15	4	6	8	2	3	11	6	10	3	8	6	5	14	6	52	189	
	SSI - Overpayment	5	4	16	1	4	46	10	12	8	8	12	13	4	6	6	8	12	3	7	7	34	226	
	SSI - Representative Payee	2	1	2	1	3	2	3		5	9	1	7		1	2	3	1	2	1	4	8	58	
	State Disability Benefits									1	1		1		1		1	1		2				9
Income Maintenance Total		47	50	97	65	74	99	70	89	74	83	72	121	76	37	37	117	88	57	93	62	277	1785	
Language	Language / Cultural Sensitivity			1	1							2											1	5
Language Total		0	0	1	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	1		5
Legal Referral	Civil (General)	1		1	3	21				6	4	2	5	3	2	11	2	1	3	4	2	8	11	90
	Criminal (General) - Rights	2				7	1	1	3	2	2	1	2		4		2	1	4	2	1	2	37	
	District Attorney										1					1								2
	Juvenile Dependency	2										2				1						1		6
	Personal Injury	1				3	5		3	3	13	2	1		1	1	3	3	1	1	2	7	50	
	Public Defender					2							4	1	1						1	3		12
	Small Claims	1				2							1				1		1				2	12
	Worker's Compensation					1					2		1								1	1		8
Legal Referral Total		7	0	1	3	36	6	1	12	9	24	10	12	3	19	3	7	8	11	6	16	23	217	
Mental Health Issues	Mental Health - Complaint									1					1									2
	Mental Health - Eligibility																							2
	Mental Health - Involuntary Commitment	1						1				1									1			4
	Mental Health - Service, Supports and Treatment	1	2	2		7	2	1		1	2		1	1			4	3	1		2	1		31
Mental Health Issues Total		2	2	2	0	7	2	2	1	1	2	2	1	1	1	0	4	3	1	2	2	1		39
Placement	Discharge Planning	1					1															1		3
	Facility Conditions					2						2	2					4				3		13
	Facility Evictions					2							2											4
	Health Facilities							1				1		1										3
	Move from Institution to Community	1	2		4		4	3	1			2	4		4	1		1		1				28
	Support Services Needed for Placement	6	4				3		2	1			3		1	2		1		1	3	1		28
	Transitional Housing					1							1											3
	Unit / Facility / Institution Transfer				2	1	1	2	3						1		1	1			1			14
Placement Total		8	6	0	6	0	13	5	6	4	0	5	12	1	7	3	1	7	0	3	7	2		96
Privacy/Personal Autonomy / Choices	Community Activities					2			1			2			7	2		2					1	17
	Least Restrictive Environment	1				1		1					4	1	2			3	1	6	8			28
	Other Privacy / Personal Autonomy / Choices	1	1	6		5	14	4	11	3	7	3	17		28	10	1	14		19	34	10		187
	Personal Property	2	1			4		4	3	1	1	2			2	1					1	4		22
	Privacy				1	1		1	1	3					4		1	3		2				19
	Sexuality			1		1		1	2		2					1				1				8

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	Telephone					1		3		1					2								7
Privacy/Personal Autonomy / Choices Total		2	3	7	1	6	23	7	19	6	15	3	23	1	45	14	2	22	1	29	46	13	288
Records	Breach of Confidentiality					1			1				3	2									6
	Denial of Access	1		1				1	1			4		1	2		1						13
	Erroneous Information		1	1					1		1												7
Records Total		1	1	2	0	1	0	1	2	0	5	3	2	1	2	0	2	0	0	0	0	3	26
Regional Center Services	Regional Center - 6500								4						2						5		11
	Regional Center - Assessment of Needs	5	1	3	2		2	6	6	1		2	2	2	2	20	5				12	4	75
	Regional Center - Behavioral Services	7	27	12	7	3	2	22	17	7	9	7	18	38	2	19	40	4	6	25	11	5	288
	Regional Center - Case Management	5	10	14	5	12	2	10	14	30	19	10	30	7	2	5	15	13	22	17	13	17	272
	Regional Center - Child Care/Day Care Issues	1	2	4	3	1	2	2	2	1	2	1	13	9			1	4				1	50
	Regional Center - Coordination with County Mental Health						1					1											2
	Regional Center - Crisis Services							1		1	2	1	1	5		1				2	1		15
	Regional Center - Day Program, Training and Activity	5		4	3	6	10	12	5	4	9	8	8	5		5	7	9	7	3	5	3	118
	Regional Center - DDS Policies / Procedures					1			3		2		3				7	1				4	21
	Regional Center - Early Start (Part C / Under Age 3)	1		4	1		3	6	5				11	14		4	9	3	6	3	2	11	83
	Regional Center - Eligibility for Regional Center services	20	57	27	26	26	40	19	76	17	45	27	38	46	19	23	83	26	43	46	17	27	748
	Regional Center - Fair Hearing Procedures (Information only; no representation)			25	7	2		9	10	8	20	9	8	11	1	2	16		53	10	4	8	203
	Regional Center - Independent Living Services	3	1	5	4	3		6	1		1	2	3	4		3	4	2	1	2		3	48
	Regional Center - IPP (Development / Meeting / Compliance)	9	6	3	11	4	5	14	5	6	6	4	20	10	6	2	41	10	23	24	3	4	216
	Regional Center - Least Restrictive Environment	1				2	1	1		3	4		1	2			6	2	7		2	1	33
	Regional Center - Nursing Services	1		1	1			2	1		1	1		3	1	2	2	6			1		24
	Regional Center - Other Regional Center Services	5	5	15	18	2	7	8	16	44	10	11	14	11	6	13	5	21	15	16	11	17	270
	Regional Center - Prevention Services	2				3								1	1						1	1	10
	Regional Center - Respite	5	2	17	8	6	3	17	11	6	8	8	17	16	7	8	6	19	8	9	6	3	190
	Regional Center - Supported Employment							2	2		1	1	1	2				2		2	2	4	19
	Regional Center - Supported Living	3	4	6	3	1	11	5	1	11	8	4	21	6	7	6	3	9	1	11	3	2	126
	Regional Center - Transportation	2		9	2	2		9	4	1	7		7	2	2	1	3	1			2	1	55
	Regional Center - Waiver							1		1	1	1	2			1	1						7
	Regional Center - Waiver / HCBS			2				2	1	1		1	1				2	1	1				12
Regional Center Services Total		75	115	151	101	74	89	151	182	145	156	98	219	195	58	115	256	133	193	178	95	117	2896
Transportation	Transportation - Appeal Procedure	1						1			1	2		3						1		3	12
	Transportation - Eligibility	1	3			2	1	1		1	1	1		2		1		1	1				17
Transportation Total		2	3	0	0	2	1	2	0	1	2	3	0	5	0	1	0	1	1	1	0	4	29
Grand Total		301	358	480	301	389	407	356	430	420	475	358	688	432	324	389	610	386	506	528	373	730	9241

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ADVOCACY REPORT

OFFICE OF CLIENTS' RIGHTS ADVOCACY

January – June 2013

BENEFITS

IN HOME SUPPORT SERVICES (IHSS)

J.J. Receives IHSS Protective Supervision.

J.J. moved to California recently with his family and applied for IHSS. He has autism and is non-verbal. J.J. needs help with the bathroom as he wears diapers, needs help bathing, and needs help in most other areas of personal care. He also needs someone to watch him constantly as he is non-self-directing. For example, although he is 21, someone must help him onto the bus in morning so he can attend school. He was only given 55 hours per month of IHSS, which did not include any protective supervision. OCRA gathered his records which showed a clear impairment in memory, orientation, and judgment. OCRA agreed to represent J.J. at hearing and to negotiate with the County appeals unit.

OCRA sent documents to the appeals specialist and asked him to find that J.J. is entitled to protective supervision without having to go to hearing. The County had recently adopted a policy that the appeals unit can enter into conditional withdrawals with claimants that order the IHSS office to grant protective supervision. This change came about after negotiations between local interagency advocates, including OCRA, and the division of Appeals and State Hearings. The appeal specialist agreed this was one of those cases, where there is a preponderance of the evidence showing need for protective supervision. The case was settled the day before the hearing. J.J. will receive \$17,366.40 in retroactive IHSS benefits, and protective supervision hours going forward. Katie Meyer, CRA, Luisa Delgadillo, Assistant CRA, Katie Hornberger, Director, Westside Regional Center.

A.D. Keeps Maximum IHSS Hours.

A.D. is a teenager with autism and seizures. A.D.'s parent, who is a monolingual Spanish-speaker, contacted OCRA to appeal the county's decision to reduce A.D.'s IHSS, including his protective supervision hours. The county's reduction was because A.D. was receiving in home nursing care in the evenings and that was treated as an alternative resource. The county's reasoning was based on the county's mistaken assumption that the nurse was providing A.D.'s IHSS services during the nursing shifts. OCRA met A.D. and her parent in the family home to discuss A.D.'s needs and the services the nurse performed.

OCRA agreed to represent A.D. at hearing and contacted the county to try to resolve the matter prior to hearing. The county agreed to reinstate the IHSS hours after OCRA provided information showing that A.D.'s parent performed IHSS during the nursing shifts, including preparing A.D.'s special meals and assisting the nurse with A.D.'s bathing, toileting and dressing. A.D. continues to remain in the family home with appropriate supports. Gloria Flugum, Assistant CRA, Timothy Poe, Supervising CRA, Frank D. Lanterman Regional Center.

OCRA Assists Consumer in Obtaining Reimbursement for IHSS Hours.

K.C. contacted OCRA to obtain assistance when his Medi-Cal benefits were wrongfully denied. OCRA quickly assisted in communicating with Medi-Cal and advocated for his eligibility to be reinstated. Although his Medi-Cal benefits were reinstated, K.C.'s IHSS benefits that were paid for by Medi-Cal were not paid for an entire month. K.C. had to obtain a loan to pay his IHSS providers for the services they had provided him throughout the month he was denied Medi-Cal benefits.

OCRA assisted K.C. in filling out a Conlan Claim to obtain reimbursement for Medi-Cal benefits that he paid out of pocket while denied benefits. A Conlan Claim is a process where a person can be reimbursed for out of pocket IHSS funding, when IHSS is wrongly terminated.

OCRA drafted the Conlan Claim on K.C.'s behalf and submitted it. After submitting the claim, K.C. received a full reimbursement of the IHSS hours. Yulahlia Hernandez, CRA, Annie Breuer, Assistant CRA, Gail Gresham, Supervising CRA, North Bay Regional Center.

4-Year-Old Granted IHSS Protective Supervision.

A.S. is an active four-year-old who has poor judgment and is drawn to dangerous situations requiring constant supervision. According to her mother, keeping A.S. safe is a 24-hour job. A.S. has a tendency to elope, to hide under vehicles, and to squeeze into spaces where adults can't reach her. She is especially friendly with men, always wanting to hug them whether they are known to her or strangers. A.S. previously applied for IHSS but was turned away because the county determined she was too young. OCRA assisted A.S.'s mother in preparing an IHSS information packet that included an independent nursing assessment funded by the regional center and additional supporting documents showing A.S. required protective supervision. OCRA attended the in-home assessment during which, OCRA provided the IHSS social worker with the information packet. Soon after the in-home assessment A.S. was granted eligibility for IHSS services including protective supervision. Eva Casas-Sarmiento, CRA, Cynthia Patricia Salomón, Assistant CRA, Katherine Mottarella, Supervising CRA, Harbor Regional Center.

MEDI-CAL

L.G. Keeps Nursing Hours and Remains in Family Home.

L.G. is an adult who requires 24-hours per day of care due to significant mental and physical impairments. L.G. received 273 hours per month of in home care. Of the 273 hours, 174 hours were authorized for nursing care. L.G. received a notice that the Department of Health Care Services (DHCS) planned to reduce her nursing hours to 83 hours a month. OCRA contacted DHCS regarding their plan to reduce nursing services. Following the discussions with OCRA, DHCS agreed to withdraw their notice and keep the nursing services the same. Arthur Lipscomb CRA, Celeste

Palmer, Associate CRA, Timothy Poe, Supervising CRA, Regional Center of the East Bay.

MEDI-CAL MANAGED CARE

OCRA Assists Consumer in Obtaining 24 Sessions of Speech Therapy .

M.F. is nine-years-old and he is five years delayed in speech, which causes him to have behavioral problems. His speech therapist submitted a Treatment Authorization Request (TAR) to the Medi-Cal managed care entity in his county. The TAR was denied and M.F.'s parents appealed.

The Managed Care entity issued a Notice of Decision denying the Appeal. It stated that "Medi-Cal does not cover treatment for Autism, which is the diagnosis listed as the cause of the patient's speech problem. Disorders related to mental health issues are covered by the local health department. School districts often will provide speech therapy also."

OCRA with the clients' permission enlisted the help of the Disability Rights California (DRC) regional office staff. They contacted the Managed Care entity. Initially the entity cited Health and Safety Code Section 1374.72(d)(7), part of the Mental Health Parity provisions, for authority that autism is a mental health diagnosis. However that provision supported M.F.'s eligibility for the service. Regional office staff and OCRA argued that the broader provisions of Medi-Cal medical necessity and ESPDT law also applied.

The Managed Care entity stated that it would grant a resubmitted TAR. It then granted M.F. 24 speech therapy visits over a six month period. Jim Stoepler, CRA, Gail Gresham, Supervising CRA, Redwood Coast Regional Center, Ukiah, with Sujatha Branch, Sacramento Regional Office and Maria Iriarte, San Diego Regional Office.

SUPPLEMENTAL SECURITY INCOME (SSI)

A.B.'s SSI Payment Amount is Restored and His Overpayment is Cleared!

For many years, A.B., an older adult, had been living with his parents and receiving care from them. He did not receive In-Home Supportive Services, but rather received the SSI Non-Medical Out-of-Home Care (NMOHC) rate (sometimes call the “Board and Care” rate). The SSI NMOHC rate is a cash benefit that is higher than the regular SSI rate because it pays for the SSI recipient to live in a home where meals and personal care are provided. The home is usually that of a relative, legal guardian, or conservator, and the state must certify the home as a NMOHC facility.

A.B. received a notice from the Social Security Administration (SSA) reducing his payment amount and alleging an overpayment of \$6,726.00. SSA changed his living arrangement retroactively, and said he was not in a NMOHC arrangement, but rather was living independently in his own household. A.B.'s mother tried to find out how this happened by calling SSA several times, but no one could explain it to her. A.B.'s mother told SSA that nothing had changed in A.B.'s living arrangement and that she didn't agree with this action. SSA sent a form to complete – a request for waiver of overpayment recovery. This is not the correct form, because it admits the overpayment is correct and requests to not pay the money back to SSA because the recipient is not at fault. SSA should have sent her an appeal form, the Request for Reconsideration.

OCRA agreed to represent A.B. directly because he met the criteria for the NMOHC rate and had been getting it for many years, which meant the State had previously certified the relative's home as a NMOHC facility. Nothing had changed. OCRA submitted an appeal and asked to see the evidence SSA relied on in changing A.B.'s living arrangement and payment amount retroactively. Through negotiations with SSA, OCRA determined that SSA never received the form it sent to the State to re-certify the home as NMOHC. Instead of keeping the SSI benefits the same until they received the form, SSA reduced the benefit and went back more than two years which created a large overpayment. OCRA explained that A.B.'s

care needs are great, and his parents could have applied for IHSS for him, but they chose not to, because of their age and because A.B. was already receiving the SSI NMOHC rate for him. SSA reversed its determination and changed his living arrangement and payment amount back to the higher NMOHC rate. Katie Meyer, CRA, Luisa Delgadillo, Assistant CRA, Katie Hornberger, Director, Westside Regional Center.

\$12,214 SSI Overpayment Is Reduced Then Waived Entirely.

J.A. is a minor child who received notice from the Social Security Administration (SSA) of a \$12,214 overpayment for the family's failure to report the living situation and being over the resource limit. J.A.'s mother/payee contacted OCRA for assistance. OCRA filed a Request for Reconsideration based on the SSA's office error in computing the family resources. OCRA included information regarding the actual values of the family vehicles and proof of bank accounts. After meeting with the SSA office, it was determined that SSA erred in the value of the family vehicles and bank accounts and reduced the overpayment to \$7,918. The SSA office stated that the remaining overpayment was due to the family's failure to report J.A.'s living situation. OCRA then filed a Request for Waiver of Overpayment Recovery (waiver) as his or her mother reported the family's living situation in a timely manner but the SSA office failed to reflect the changes in their computer system. As a result of OCRA's efforts, the SSA office determined that J.A.'s payee was not at fault in causing the overpayment and that the payee cannot afford to repay the money. Therefore, the remaining \$7,918 overpayment was waived in its entirety. Veronica Cervantes, CRA, Beatriz Reyes, Associate CRA, Katie Meyer, Supervising CRA, Inland Regional Center.

OCRA Assists Adult Consumer to Become Her Own Payee for Social Security Benefits.

M.B. is an adult consumer who made the decision for the regional center to become her payee because she was temporarily homeless and had no address to receive her SSI checks. When M.B. secured housing, she notified the Social Security office that she wanted to again become her own payee. The Social Security case worker

informed M.B. that it was presumed that she lacked capacity to handle her own finances when the regional center became her payee and therefore she had to get a letter from her physician stating that she is capable to handle her own finances. M.B.'s physician was not willing to do so, as he had no knowledge about M.B.'s ability to handle her financial affairs. OCRA accompanied M.B. to an appointment at the Social Security office and asserted that the presumption that M.B. lacked capacity to handle her own finances, solely because she has a disability was discriminatory. OCRA asserted that Social Security should communicate directly with M.B. to verify her capacity to become her own payee. The Social Security worker asked M.B. a series of questions and determined her to have capacity to handle her finances and immediately approved M.B. to become her own payee. Rita Defilippis, CRA, Filomena Alomar, Assistant CRA, Irma Wagster, Supervising CRA, San Andreas Regional Center.

J.P. Gets Increase in SSI Benefits.

J.P. received a Notice of Action from SSA indicating that her benefit was going to be reduced by \$236.66 per month. OCRA advised her to appeal by filing a request for reconsideration. After reviewing the Notice of Action it was determined that SSA was reducing J.P.'s benefit because J.P. was receiving In-Kind Support, by living in the home of another. OCRA assisted J.P. in determining her fair share of household expenses. After J.P.'s review with SSA, it was determined that J.P. was paying her share of household expenses. J.P.'s benefits were reinstated. Jacqueline Miller, CRA, Jazmin Romero, Assistant CRA, Irma Wagster, Supervising CRA, Regional Center of Orange County.

SOCIAL SECURITY DISABILITY INSURANCE (SSDI)

Collection of SSDI Overpayment Waived.

C.C. worked for many years as an In-Home Support worker. Since her father worked, she receives SSDI as a disabled adult child based on his employment record. For a couple of months in 2012, her

income was over the eligibility amount for SSDI, resulting in an overpayment of SSDI totaling nearly \$2000. C.C. agreed to have \$50 per month deducted from her benefit to pay back the money.

Later, poor health forced C.C. to cut her working hours to only a few a week. At the same time, she was forced to move, thereby incurring more expenses. The monthly deduction became a hardship, so she called OCRA. OCRA assisted her in filing a request for a waiver. Her request was granted and the balance of the overpayment (about \$500) was waived. When collection stopped, she once again began receiving her full monthly benefit. Lynne Page, CRA, Gail Gresham, Supervising CRA, Redwood Coast Regional Center.

DEPARTMENT OF REHABILITATION

OCRA Assists Consumer to an Extended Situational Assessment with a Job Coach during Eligibility Determination Period.

M.V. is an adult with an intellectual disability and autism. M.V. applied for Department of Rehabilitation (DOR) services and was determined to be unemployable and not eligible for DOR services. OCRA represented M.V. at her eligibility meeting and asserted that M.V. was not a full participant in the situational assessment and DOR did not provide her with supports to accommodate her disability needs. DOR had documented all the areas that M.V. did not demonstrate appropriate social skills but did not discuss these with her so that she could improve her performance by the end of the assessment. DOR also did not provide M.V. with any social skills training to assist her to improve her skills in areas directly related to her disability.

With the clients' permission, the case was referred to DRC regional office Client Assistance Program (CAP) staff to file an appeal. Following mediation, DOR agreed to conduct a second situational assessment providing a job coach through the regional center and full participation by M.V. through weekly reviews and written feedback. Rita Defilippis, CRA, Irma Wagster, Supervising CRA, San Andreas

Regional Center with Suge Lee and Elizabeth Zirker, Oakland Regional Office.

DISCRIMINATION/ACCESS

Church Grants J.H. Accessibility at Church, Accompanied by Aide.

J.H. is an adult with an intellectual disability and uses a wheelchair. J.H.'s case manager at the regional center contacted OCRA regarding J.H.'s inability to attend church because the facility was not wheelchair accessible. OCRA met with J.H. to confirm that she wanted to attend church and participate in the church choir. OCRA toured the church and met with church administrator. The church was recently renovated and now fully accessible by wheelchair. The church administrator agreed to have J.H. participate in the choir if an aide could assist J.H. OCRA contacted J.H.'s group home and the group home administrator agreed to provide staff to accompany J.H. to the church. She is now attending church and participating in the choir. Aruti Patel, CRA, Jessica Freedman, Assistant CRA, Gail Gresham, Supervising CRA, Golden Gate Regional Center.

HOUSING

J.H. contacted OCRA after his former landlord alleged that he owed \$1,246.68 in addition to the \$600.00 security deposit for damage done to the apartment he and his wife, also a regional center consumer, had recently moved out of. OCRA contacted the landlord and negotiated a reduced settlement for solely the \$600.00 deposit to cover the cost of replacing the blinds and screens, cleaning the carpet, and a general cleaning. J.H. was very happy as his discussions with the landlord had not been fruitful. Kimberlee Candela, CRA, Lorie Atamian, Associate CRA, Katie Hornberger, Director, Far Northern Regional Center.

PERSONAL AUTONOMY

K.A. is a 21-year-old woman who has Down Syndrome. K.A. lives in a care home and works in supported employment at a local pizza parlor. K.A. befriended a student in her transition program through

school and developed a friendship with his family. OCRA received a referral from the regional center case manager who stated that K.A.'s school friend's family advised her that they were intending to file for an adult adoption of K.A. OCRA met with K.A. in person and discussed her right to personal autonomy and clients' rights. K.A. adamantly opposed the adoption and requested OCRA advocacy assistance with advising this family of her personal choices. OCRA drafted an advisory letter of K.A.'s rights, reiterated her opposition to the proposed adoption and provided a copy to all members of her IPP team and the family. Due to OCRA advocacy, no adoption petition was filed. Leinani Walter, CRA, Christine Hager, Assistant CRA, Gail Gresham, Supervising CRA, Valley Mountain Regional Center.

V.H. Has Criminal Charges Dropped.

V.H. is an adult with an intellectual disability. V.H. was standing in front of a liquor store when another individual asked V.H. to buy some alcoholic beverages. V.H. made the purchase and was arrested by police when exiting the store. OCRA was contacted by the regional center and V.H.'s day program to assist V.H. After speaking with V.H., OCRA agreed to contact his public defender and advocate that V.H. lacked the capacity to understand the individual was a minor, what the legal age for drinking was, or why he had been arrested. OCRA explained to V.H. and his support staff the procedures that would be involved with his court appearance and what they could do to support V.H. OCRA wrote a letter to the Court explaining V.H.'s disability and the circumstances surrounding the case. This letter served to educate the court and the public defender about disabilities and capacity. OCRA was contacted by V.H.'s support staff after the court date and told that all charges had been dropped. Katy Lusson, CRA, Jessica Freedman, Assistant CRA, Gail Gresham, Supervising CRA, Golden Gate Regional Center.

REGIONAL CENTER

D. P. Moves into the Community Placement of his Choice.

D.P. contacted OCRA after attending a presentation on client's rights and the IPP process by OCRA and DRC's Developmental Disability Peer Self Advocacy Unit. D.P. requested assistance to move out of

his current residential campus placement in an adult residential facility (ARF) and back into an apartment in the community. For years D.P. had lived in his own apartment. D.P. felt he had been tricked by staff into moving from his apartment back onto the residential campus. Residential program administrators felt that D.P. was safer within the ARF campus environment and they did not support D.P.'s move to an apartment.

OCRA agreed to represent D.P. in a series of IPP meetings where it was agreed and he approved a move from the residential campus to a home in the community with supported living and other ancillary services. After a process of roommate hunting and apartment searching, D.P. has finally moved into a house in the community and is living with two other individual's he has known for some time. Kendra McWright, CRA, Gina Gheno Assistant CRA, Katherine Mottarella, Supervising CRA, Tri-Counties Regional Center.

In Home Nursing Funded by the Regional Center.

J.B. was receiving in home Early Periodic Screening, Diagnosis, and Treatment (EPSDT) nursing hours through Medi-Cal. Her nursing hours stopped when Medi-Cal switched to Medi-Cal Managed Care. J.B.'s mother timely appealed the termination of nursing hours and requested the regional center to gap fund the nursing hours. The regional center denied the request and only agreed to fund 12 hours a month of respite. J.B.'s mother timely appealed that denial also.

OCRA, with permission from the client, obtained assistance from DRC regional office staff. Together, they drafted a Position Statement for J.B.'s mother to take to the fair hearing. OCRA prepared the evidence packet and prepared J.B.'s mother for fair hearing.

At fair hearing the regional center agreed to fund the in home nursing hours that J.B. needed. Aimee Delgado, CRA, Marisol Cruz, Assistant CRA, Irma Wagster, Supervising CRA, San Gabriel/Pomona Regional Center, Marilyn Holle, Los Angeles Regional Office.

OCRA Helps Prevent Placement at Fairview Developmental Center Due to Diabetes.

OCRA was contacted about a 13-year-old consumer with type 1 diabetes and an intellectual disability currently living in a group home. The group home did not have a nurse assigned to work the night shift therefore regional center sought an alternative placement. When no alternative placements were found following a statewide search regional center made a referral for placement at Fairview Developmental Center (FDC). M.B. and his family were opposed to placement at FDC and contacted OCRA. OCRA obtained and reviewed M.B.'s records. OCRA requested that the regional center secure a Regional Resource Development Project (RRDP) assessment in order to determine the appropriateness of placement at FDC. The RRDP completed their assessment and recommended that M.B. stay in his current group home with appropriate supports and services. Regional center agreed with the recommendation and obtained the appropriate nursing support for M.B. at his current group home. Mario Espinoza, CRA, Valerie Geary, Assistant CRA, Katherine Mottarella, Supervising CRA, Kern Regional Center.

OCRA Assists Consumer to Attend College by Negotiating Rate of Pay for Personal Assistant.

R.H. requires 1:1 support for mobility, feeding, toileting, and to use her communication device. R.H. has Independent Living Skills (ILS) services through an agency but the agency was unable to find a personal assistant for R.H. as the rate set by DDS for a personal assistant did not compensate the assistant for all of the services that R.H. required. The regional center and the ILS agency requested an exemption from the rate set by DDS. The exemption was granted, now R.H. can access community activities, including attending her college classes. Rita Defilippis, CRA, Filomena Alomar, Assistant CRA, Irma Wagster, Supervising CRA, San Andreas Regional Center.

A.A. Finds Suitable Placement Following History of Inappropriate Care Homes and Unstable Placements.

A.A. is an unconserved adult who lived in various facilities throughout the state. A.A. has been placed in more than 10 care homes in as many years, leading to a great deal of instability that proved extremely difficult for him due to his psychological and developmental disabilities. A.A.'s sister contacted OCRA for assistance with finding a new home after he received a 30-day notice to terminate his tenancy.

OCRA assisted A.A. in locating a replacement care home; however, due to his behaviors, A.A. received another 30-day notice. OCRA worked with the regional center to find a more suitable facility and were able to secure a new placement for A.A. without any lapse that may have resulted in A.A. becoming homeless. A.A. has settled into his new home and now enjoys frequent community outings with staff members and other residents. Asa Marie Standfeldt, CRA, Ramona Landeros, Assistant CRA, Timothy Poe, Supervising CRA, Alta California Regional Center.

OCRA and Regional Center Work Together with DDS to Ensure that Consumers Are Not Evicted and Continue Living in the Community with Specialized Services and Supports.

OCRA was contacted by regional center case management on behalf of R.B, T.C., M.K. and A.K. These four adult individuals had significant health and behavioral needs and were at risk of being evicted from their group home. They needed a higher level of specialized services at the group home with an increased monthly rate. OCRA worked closely with the regional center and the group home administrator to document and explain why a higher rate of pay was required to meet the unique needs of the four consumers. DDS granted an exemption and authorized a higher provider rate so the group home could continue to serve these consumers in the least restrictive and most integrated community setting. Ibrahim Saab, CRA, Ada Hamer, Associate CRA, Timothy Poe, Supervising CRA, North Los Angeles County Regional Center.

SPECIAL EDUCATION

B.P. Receives the Educational Therapies He Needs.

Before age three, B.P. received occupational therapy (OT) and physical therapy (PT) through the regional center to help improve the disabilities related to his rare genetic condition. When he turned three and enrolled into special education through the school district, he was not able to attend a preschool classroom because of his medical fragility. He was instead given home instruction with a teacher two times per week. B.P.'s mother asked for OT and PT. The district told B.P.'s mother that he could not receive any therapies because he is not attending school. OCRA obtained all of B.P.'s school records and had him evaluated by a neurologist for California Children's Services (CCS) eligibility, which he had in the past, but was denied. The neurologist found he did not meet legal criteria for CCS eligibility, so it would then be the district's responsibility to provide therapy. The district would not perform assessments for the therapies, because it said he would have to be a classroom placement to get them.

OCRA filed a compliance complaint with the California Department of Education (CDE) alleging that the district failed to provide an assessment plan or perform assessments for OT and PT, though his parent requested assessments, and failed to provide a copy of the IEP document in Spanish, though his parent requested it. About a week after OCRA filed the compliance complaint and sent a copy to the district, the district mailed B.P.'s mother a copy of the IEP in Spanish. CDE found the district to be out of compliance by not sending an assessment plan, nor performing assessments. The district scheduled evaluations at B.P.'s home and found him eligible to receive OT and PT. CDE ordered the district to provide compensatory services for the time that was missed, if B.P. was found eligible for them. OCRA represented B.P. at an IEP meeting where the compensatory and ongoing OT and PT hours were put into place. Katie Meyer, CRA, Luisa Delgadillo, Assistant CRA, Katie Hornberger, Director, Westside Regional Center.

F.P. Obtains Speech and Language Services from the School District.

F.P. is a 3-year-old with significant disabilities, including seizures, a G-tube and trachea tube, blindness, and constant hospitalizations for pneumonia and infection. F.P.'s parent contacted OCRA because F.P. was transitioning from the regional center into the school system, and F.P.'s parent was concerned that F.P.'s ongoing educational services would be terminated. The school district previously told the parent that F.P.'s speech and language services would be terminated because F.P. was not verbal and therefore would not benefit from language and speech services.

OCRA agreed to represent F.P. at the Individualized Education Plan (IEP) and advocated that the school district provide speech and language services. At the IEP, the school district agreed to provide speech and language therapy including individual sessions. Hannah Liddell, CRA, Timothy Poe, Supervising CRA, Frank D. Lanterman Regional Center.

Request for Independent Educational Evaluation Granted.

W.S. is a 16-year-old man diagnosed with an intellectual disability. He was in need of special education services and his family had experienced difficulties advocating for services and understanding the special education system due to a language barrier. W.S. had just moved to the United States last year and was home schooled until the school district finally began providing special education services.

OCRA agreed to request W.S.'s school records, assist his sister and mother in preparing for the Individualized Education Program meeting, and representing W.S. at the IEP meeting. At the IEP meeting, OCRA disagreed with the school district's occupational therapy assessment and requested that they conduct an Independent Educational Evaluation (IEE). The school district granted the IEE, we are awaiting those results. Jackie Dai, CRA, Lucy Garcia, Assistant CRA, Irma Wagster, Supervising CRA, Eastern Los Angeles Regional Center.

A.V.'s School District Fully Implements IEP, Supporting His Safety and Success.

A.V. is a middle school student with autism who requires significant behavioral supports, including use of a communication book to make his needs known. A.V.'s mother contacted OCRA after an incident at school in which A.V. hit his head on a bench. School staff said that he had a "tantrum" which resulted in the injury. A.V.'s mother did not think this sounded like something her son would do when receiving the right supports. The school district would not allow her onto the school campus to observe what was happening and was not forthcoming with information about the incident. After receiving advice from OCRA, including information about government tort claims and a personal injury referral list, she called an IEP meeting at which she discovered that school staff had not been ensuring that A.V. had his communication book with him when he was outdoors. Staff conceded that not being able to communicate his needs might have contributed to the incident in which he was injured. Staff agreed to fully implement A.V.'s behavior plan and even wrote into the IEP that A.V.'s mother was allowed to make occasional unannounced visits during the school day to ensure that the IEP was being followed. A.V.'s mother told OCRA that things have greatly improved at school for A.V., and that she felt empowered and more effective as A.V.'s advocate. Megan Chambers, CRA, Patricia Martin, Assistant CRA, Irma Wagster, Supervising CRA, San Diego Regional Center.

Accommodating Student's Needs Allows Him to Remain in His Neighborhood School.

C.Q. is 10-years-old and has Down syndrome. As a result of his disability he has toileting accidents and frequent school absences. C.Q. has many friends and is well liked at school in his small rural community. C.Q. was attending a special day class at his neighborhood school and was mainstreamed for a portion of the day. Although C.Q. was making progress, the school district said that he was beginning to have some behavior problems at school so they wanted him placed in a county special day class that had a restroom in the classroom and was twenty-five minutes from his home. After C.Q.'s parents visited the program they were opposed to the placement.

OCRA represented C.Q. at two IEP meetings and a special meeting requested by the school district administration. OCRA argued that C.Q. could remain in his current placement if he were properly accommodated there. The school district finally agreed that C.Q. could remain in his neighborhood school. They planned to move C.Q.'s classroom location closer to a restroom to accommodate his toileting needs and to create a behavior plan to address the behavior concerns at school. Margaret Oppel, CRA, Maricruz Magdaleno, Assistant CRA, Kay Spencer, Assistant CRA, Katherine Mottarella, Supervising CRA, Central Valley Regional Center.

OTHER

OCRA Assists Client in Accessing Counseling through the Victim Witness Fund.

J.L. had been a victim of a crime and she was receiving counseling through her family's health insurance to deal with effects of the crime. The counseling sessions were helping with J.L.'s behaviors. However, the insurance co-payments and deductibles were making it difficult for her parents to continue paying for the counseling.

OCRA assisted the family in accessing the Victim Witness Program. OCRA wrote a letter to the Victim Witness Program, which accompanied J.L.'s application. The Victim Witness Program accepted J.L.'s application to the program. J.L. will be reimbursed for the health insurance co-payments and will be able to continue to receive counseling. Jim Stoepler, CRA, Gail Gresham, Supervising CRA, Redwood Coast Regional Center, Ukiah.



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Central Valley Regional Center*

www.disabilityrightsca.org

MEMORANDUM

TO: Katie Hornberger, Director

FROM: Kendra McWright, Outreach Coordinator North
Beatriz Reyes, Outreach Coordinator South

RE: Annual OCRA Outreach Report
June 2012 – June 2013

DATE: August 1, 2013

In an effort to respond to the growing demand for information, OCRA presents outreach to our communities in the areas of General, Targeted, and Self-Advocacy trainings. During the 2012 -2013 fiscal year, OCRA has presented 368 outreach presentations impacting approximately 13,197 consumers, families, service providers, and community members. This year our offices presented the same number of outreach presentations as the 2011-2012 outreach plan year; however, the number of persons impacted represents a decrease. This lower number represents a change in focus on our part to present to smaller groups of individuals to ensure that our information is understood, questions are answered fully, and that our offices are able to respond to their communities in a meaningful way. OCRA is proud of our accomplishments in outreach and we view each presentation as an expression of our strong commitment to inform the communities that we serve. The remainder of this report discusses in detail the work performed in each of the above mentioned categories.

Self-Advocacy Trainings

Each OCRA office has a goal to conduct at least one self-advocacy outreach presentation per year. Each year many of our offices go above and beyond this minimum requirement, presenting two or three

presentations directly to consumers. During the 2012-2013 plan year OCRA met its self-advocacy goal by providing well over our minimum required number of self-advocacy presentations. These presentations focused on topics such as: emergency preparedness, clients' rights, voting rights, money management, and community living options. Below is a description of a couple of the presentations provided by OCRA:

Health Care Updates for Persons With Disabilities. Clients' Rights Advocates from the Eastern Los Angeles Regional Center and the San Gabriel Pomona Regional Center offices of OCRA met with members of the Chinese Parents Association for the Disabled at a public library in Hacienda Heights to provide a substantive training on "Healthcare Law Updates for Persons with Disabilities". Attendees included regional center clients and their families. A wide range of information was covered about the changes that would occur for persons with disabilities due to the Medi-Cal Managed Care mandatory enrollment system and the Affordable Care Act, including: what counties were subject to the Medi-Cal managed care mandatory enrollment, how one could request an exemption, what services managed care provided, what to do in the event that there is a disagreement with the managed care, benefits for persons with disabilities due to the Affordable Care Act, and information about the Exchange.

Clients' Rights Bingo at People's First. The Tri-Counties Office of OCRA presented a rousing game of Clients' Rights Bingo to the Ventura Chapter of People's First, Angel's With a Voice. Clients in attendance were well versed in their rights and generated a great discussion about the topics covered. After a discussion of each right held by person's living in a facility, a game of Bingo was played, with each participant having had the opportunity to ask questions, engage in discussion, and come away a winner.

Statewide Outreach Presentations (General Outreach)

OCRA is required to conduct at least 160 outreach presentations per contract year. This year, OCRA has surpassed our goal by presenting 368 presentations. As described above these 368 presentations are divided into 3 categories one of which is General Outreach. A description of a few of these presentations follows:

University Center for Developmental Disabilities Parent Support Group. OCRA attended a meeting of the UCDD Parent Support Group at

Cal State San Bernardino. Clients' Rights Advocate, Veronica Cervantes, gave a brief "What is OCRA?" presentation and a substantive training on the effects of SB 946, which requires private health insurance plans to provide coverage for behavioral health treatment for individuals with autism and pervasive developmental delay. Because every parent in the group has a child with autism, they were very interested and had many questions about funding responsibilities such as co-pays and deductibles. All of the parent's questions were answered and they each received information about the topic for future reference.

Believe in Yourself with Some Holiday Cheer! On December 3, 2012, Leinani Walter, Christine Hager, Gail Gresham of the Office of Clients' Rights Advocacy in Stockton and Daniel Meadows and Marinda Reed of Disability Rights California Peer Self Advocacy Unit in Sacramento collaborated to provide a newly developed training called "Ten Keys to Believing in Yourself and Knowing Your Rights". Over 88 consumers and staff attended the two trainings throughout the day at the Allen Short Center (ASC) day program in Stockton. Consumers participated by sharing their own expertise on self-advocacy with personal stories and comments. Many people who participate in the ASC program are accomplished artists who definitely "Believe" in themselves through their beautiful artwork. Conducting this winter outreach amongst beautiful displays of artwork in painting, clay pottery and sculpture made this winter outreach an inspiring and amazing experience for all!

Targeted Outreach

As an organization, OCRA maintains as a priority a goal to connect with traditionally underserved communities. At the start of each two year outreach cycle, each OCRA office selects their target community by analyzing demographic data from both their regional center and their OCRA office. Once their target community is selected, each office works to create and maintain contacts with their selected target community. This year marked the final year of this two year process. The examples below discuss two of these outreach presentations.

Casa Allegra Board, Service Providers and Consumers. OCRA attended a meeting of the Casa Allegra Board, Consumers and their Service Providers at Casa Allegra in San Rafael. Clients' Rights Advocate, Aruti Patel, gave a brief "What is OCRA?" presentation and explained the types of services we provide. Next Ms. Patel gave an overview of Voters'

Rights. She brought in a voting table with privacy borders and a sample ballot. Consumers were able to practice voting. The CRA also distributed voter registration material. Both Consumers and their Service Providers learned a great deal about the process and their rights to vote.

Celebracion de Familias Excepcionales. *The Kern office of OCRA participated in the Celebracion de Familias Excepcionales event by providing both a booth with information about OCRA and two substantive presentations about Special Education. The event brought out over 450 people from the surrounding counties of Fresno, Kern, Inyo, Los Angeles, and Mono. This was OCRA's second year presenting at this wonderful event and both the booth and substantive presentations were well received.*

Conclusion

As an organization we are proud to report the above statistics and report that we have surpassed all of our goals. We look forward to the 2012-2013 Outreach plan year.

Thank you for the opportunity to coordinate outreach presentations and trainings for OCRA.

Office of Clients' Rights Advocacy
Semi-Annual Report - July 1, 2012 through June 30, 2013
Service Requests by Service Level

	ACRC	CVRC	ELARC	FDLRC	FNRC	GGRC	HRC	IRC	KRC	NBRC	NLACRC	RCEB	RCOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Total
0 - Pending														1								1
1 - Information/Referral	72	38	208	40	41	219	77	123	40	187	44	119	97	201	155	127	74	165	65	122	278	2492
2 - Rights Information/Consultation (RC/Generic)	162	110	144	131	46	65	212	270	151	212	205	149	221	82	33	370	176	324	303	122	293	3781
3 - Rights Information/Consultation (Other)	41	170	106	113	228	62	34	1	202	16	46	213	69	19	87	81	116		150	89	42	1885
4 - Abuse/Neglect Investigation	3		1		4	1	1		4			6	1	1	2	1	1		1	3	1	31
5 - Special Education Compliance Complaint			1		1	1			1			9		1		6				4	1	25
6 - IEP	2	7	4	1	9	8	4		7	2	10	27	4		19	5	2	2		5	2	120
7 - IPP/IDT	8	1	2	4			2	2	5	3	3	6	3	1	12	4	2	5	3	3	3	72
8 - W&I 4731				1							2	1			1	2	1					8
9 - Technical Assistance	3	17	7	3	4	27	5	4		7	17	12	28	6	10	4		6	1	18	1	180
10 - Evaluation and Assessment	3	6	4	3	45	7	13	4	8	29	8	80	9	7	10	6	8	3	1	7	13	274
11 - Informal Regional Center / Provider Problem Resolution	1	2		2	2	5	1	13		6	12	38		2	25	1	2				12	124
12 - Informal Generic Service Agency Problem Resolution	3	3	3	2	5	8		9	1	7	4	19		1	35	1	1				65	167
13 - Case Settlement Prior to Informal Meeting, Mediation or Hearing		2		1						3								1			1	8
14 - Direct Representation in RC "Voluntary Informal Meeting"					3	1	3					1							1			9
15 - Direct Representation in Mediation / RC Fair Hearing		1			1					1	1	1		2		2			2		1	12
16 - Direct Representation in an Appeal for Generic Services	2					3	4	4		2	6	7					3		1		17	49
17 - Court Litigation	1	1							1													3
Total	301	358	480	301	389	407	356	430	420	475	358	688	432	324	389	610	386	506	528	373	730	9241

Office of Clients' Rights Advocacy
Annual Report

Memorandums of Understanding

REGIONAL CENTER	STATUS OF MOU
Alta	MOU dated 2/20/13.
Central Valley	MOU dated 12/19/06.
East Los Angeles	MOU dated 1/2012.
Far Northern	MOU dated 11/13/12.
Golden Gate	MOU dated 3/07.
Harbor	MOU dated 1/26/10.
Inland	MOU dated 4/10/07.
Kern	MOU dated 10/7/11.
Lanterman	MOU dated 8/17/07.
North Bay	Draft dated 9/30/11.
North Los Angeles	MOU dated 9/1/11.
Redwood Coast	MOU dated 6/2012.
Regional Center of East Bay	MOU dated 8/8/08.
Regional Center of Orange	MOU dated 1/2012.
San Andreas	MOU dated 2/07.
San Diego	MOU dated 10/3/11.
San Gabriel/Pomona	MOU dated 7/30/07.
South Central	MOU dated 10/06.
Tri-Counties	MOU dated 2/2011.
Valley Mountain	MOU dated 3/4/13.
Westside	MOU dated 2/25/13.



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Memo

To: Disability Rights CA Board of Directors
From: Katie Hornberger, Director
Date: August 29, 2013
Re: Annual Consumer Satisfaction Survey
July 1, 2012, through June 30, 2013

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent out for the period of July 1, 2012, through June 30, 2013. Every fourth closed case was randomly selected from OCRA's computer intake system to receive a survey, which included a self-addressed stamped envelope.

Two thousand and one (2,001) surveys were mailed out. Four hundred and fifty-two (452) people returned the surveys. This represents a 23 percent return rate, an increase over last year. Of those responding to the questions, 95 percent of the respondents who answered the questions felt they were treated well by the staff, 92 percent understood the information they were provided, 92 percent believed their CRA listened to them, 91 percent would ask for help from the Clients' Rights Advocate again, 85 percent were helped by the CRA, and 85 percent received a call back within two days.

While OCRA is generally proud of the results of its Consumer Satisfaction Survey we are confident we can do better. Through additional staff training and resources we will improve in timely calling people back and ensuring they feel helped. All negative surveys with contact information receive a

call from a supervisor as do those people who request a call back. Through these calls we gather information to aid in staff training and provide additional support to callers where necessary.

	<u>Satisfied</u>	<u>Not Satisfied</u>	<u>Did Not Check</u>
1. I was treated well by the staff.	☺ 415	☹ 23	14
2. My call was returned within two (2) days	372	65	15
3. I could understand the information I got.	407	33	12
4. My Clients' Rights Advocate listened to me.	403	33	16
5. I was helped with my question/problem by my Clients' Rights Advocate.	373	64	15
6. I would ask for help from the Clients' Rights Advocate again.	398	41	13

Comments: ¹

- Lori, thank you for doing such a wonderful job! My family and I greatly appreciate your help.
- Estoy muy agradecida pero my agradecida y si tuviera otro problema bolveria a acudir a ella a la Lic Veronica Gracias ...
(I am so very grateful and if I had another problem I would again seek help from atty Veronica. Thank you.)
- Everything went well and got answers to my questions.

¹ The comments are copied directly from the survey forms, including punctuation and spelling. .

- Thank you so much!
- Todo fue correcto y me trataron muy bien.
(Everything was correct and I was treated very well.)
- I finally got the help I needed from my daughters service coordinator!
- Love our advocate Katy.
- Eva was fantastic and responsive. She's always helpful.
- Maricruz Magdaleno + Kay Spencer were awesome!
- You could use more staffing.
- Lorie was very knowledgeable Thanks for all your help.
- Mario and Valerie are great!
- Took forever to call me back was not helpful to me at all. Did not return my calls at all.
- Don't know what we would of done without Katy and Staff.
- Thank you because your involvement prompted the school district to act on my grandsons behalf.
- My appeal to CVRC was successful due to the help from Kay Spencer. Thanks you!
- Prompt, courteous and intervention lead to results! Thank you I want to express my thanks I had called Harbor Regional Center for 3 months without a return call - then bingo! You saved us thank you.
- In the mean time we are doing fine, no questions at the moment. Thank you so much.
- We are lacking in services for mentally challenged high functioning- there is no help it seems.
- I was never given an appointment and was told to compile my case and call back once completed. I felt helpless and overwhelmed. That was 2 years ago and my son still is not a HRC client.
- Getting advice is great. I wish your advocates could directly intercede that would have been even better!
- Awesome! I faxed a letter of appreciation! Thank you won my case w/o a 2nd hearing you guys rock.
- Thank you for all your help!
- I was very very happy with the advocate that come to the meeting with me she was very understanding and helpful.
- Thank you! I would be lost without your help. Thank you.
- Margaret Oppel help me great deal + wish she has time to represent my case. Please help!
- Have been there for us at any given time. God bless them!

- Wonderful Job!
- She helped me to get SSI.
- Always helpful!
- I singing country music.
- I did telephone clients rights advocacy on behalf of my son John to inquire about the procedure to seek conservatorship on and for him. My questions were answered to my satisfaction.
- My grandson was treated with excellent care.
- They have been great with me and my family Lori has helped me with a lot of different issues in my life and my kids.
- Send this electronic and send by email (then I can do myself) thanks for the self-addressed envelope.
- Quiero dar las gracias a Eva Casa y a Cynthia por el excelente trabajo que han realizado siempre con los servicios de mi hijo, tanto Eva como Cynthia han respondido siempre mis preguntas y me han ayudado en todo mi proceso de apelacion de IHSS, tambien para organizar toda mi informacion y entrevistarse conmigo, gracias por toda su ayuda!
(I want to thank Eva and Cynthia for their excellent work they have don't always with my sons services, both Eva and Cynthia have responded to my questions always and they have helped me in everything for my IHSS appeal process. Also I was helped with organizing and interviewing, thank you for everything.)
- She was very nice but didn't have the resources to help me I was basically told to contact and advocate or lawyer b/c she didn't have the time. ☹
- Nothing has been resolved. Follow up is Poop. No solution to my problem. It seems hopeless.
- Kay Spencer is wonderful and so personable. Margaret Oppel is very knowledgeable based and helpful also with the laws pertaining to my case. Good Team. Please tell me that they get told what a wonderful asset they are for individuals w/disabilities.
- I was turned down for help 2nd time I needed it because they didn't have the time or expertise to help me.
- A wealth of helpful info. Thank goodness for clients' rights.
- Contacted CRA twice both times did not get help I needed! Very disappointed.
- The women in the client's rights office are amazing, kind, understanding and very professional.

- Esta oficina ayuda de mucho a los clientes contra abusos de otras instituciones pero creo que necesitan otro ayudante, algunas veces la ayuda o apoyo es limitado.
(This office helps clients against abuse from institutions a lot, but I think they need another helper, sometimes the help or support is limited.)
- I got help from you on my Regional Center appeal. Without an attorney I was able to attend the informal meeting and I succeeded in getting services approved- without the information I got from you I would not have been able to present my case I did not even have to go to a hearing as issue was received after informal meeting and additional assessment. Thanks to Beatriz issue still pending with Fontana school district.
- Los advocates tienen experiencias son muy amable muchas gracias por su ayuda y apoyo por favor sigan adelante.
(The advocates have experience, are kind, thank you very much for the help and support, please keep on moving forward.)
- Gave me info I already know. Ended up being my own private lawyer.
- Porfavor mandeme los papeles en es panol.
(Please send me the papers in Spanish).
- I was turned down twice by this agency they said they could help me.
- Aimee Delgado is very helpful and knowledgeable.
- Staff was very courteous and felt did all they could and more to help us get the right answer.
- Did not go to court.
- Gracias.
(Thank you)
- They are very helpful and understanding, thanks to them.
- Unable to offer any direction assistance for dealing with CCS problems.
- The lawyer called me too late to help me with IEP I wasn't able to get her help.
- Trabajaron muy bien en mi caso me ayudaron bastante la abogada y sus secretarias en mi caso fueron muy eficientes Gracias.
(They worked very well on my case, the advocate and the secretaries were very efficient. Thank you.)
- Excellent service! Thanks for all your help!

- I came to OCRA for help with SSI case as a RC client. After having my paper work for months, they decided they could not help. Help me with a hearing...
- I really needed a voice with me in appealing denial by regional center. CRA gave me info but not representation. I needed help. I am sure they need more money/staff.
- Disability Rights was very sympathetic. On board immediately.
- Very nice people
- Excelente servicio, gracias😊
(Excellent service. Thank you😊)
- Our advocate was very helpful and knowledgeable and was a great advocate. I was very satisfied with her work.
- The image that I get from the service of OCRA is that they only help the serious cases that caught in the middle which does not have enough strong evidence but in is in some trouble.
- Transition between Kathy Mottarella and her replacement was tough (would have to give all sad faces to questions during that time as person who helped me was not local didn't seem to know the issues, didn't get back to me within 2 days) Cathy's replacement is conscientious knowledgeable and follows through. All is better now. My ratings are based on the past transition period
- Advocate was out on maternity leave w/ no replacement available so assistant helped me but could not answer same questions.
- My problem not solved other choice is due process which client rights advocate will not process or help.
- I want to thank you for your help.
- I needed representation for my son's case but they told me that they couldn't.
- Fabulous!
- Still confused.
- Thank you for all the help and advice.
- Never received the help wanted, requested needed all I wanted was for my daughter (mentally disabled) to get help throughout a problem to help her like the regional center but they too declined assistance.
- We received very helpful resources, Thanks a lot!
- I glad some people do the job well Thanks.
- Fue la segunda vez que pedi ayuda y fue muy satisfactorio.
(It was the second time I asked for help and it was satisfactory.)
- They did not get my ILS services back.

- Excelente
(Excellent)
- Para mí el servicio fue excelente con toda la información que me dieron pude obtener el servicio de IHSS. El trato de la abogada Eva Casas como de su secretaria Cynthia siempre han sido muy profesionales, mis llamadas y preguntas siempre han sido respondidas y se han tomado su tiempo para explicarse todo lo que necesito hacer, su trabajo para mí es digno de reconocer y estoy muy contento pues de haberme negado el servicio, pude calificar con el máximo de horas y toda gracias al equipo de Eva y Cynthia para mí son excelentes!
(For me the service was excellent with all the information that I was given I was able to obtain the service of IHSS. The treatment from the advocate Eva Casas as well as her secretary Cynthia has always been very professional. My calls and my questions always have been answered and they take their time to explain everything that I have to do. Their work according to me is worthy of recognition and I'm very happy that since I was denied the service, I was able to qualify with the maximum of hours and thanks to the team of Eva and Cynthia for me they are excellent!)
- Your attorney at Westside Regional Center Katie Meyer, showed her knowledge of the law and skill in handling my situation in a most admirable manner. We were inaccurately sent a bill from a collection agency too many times. Your representative displayed her endurance and desire to "set the record straight." She did. We, my family are appreciative, grateful... and all like adjectives! Thanks, again to atty. Meyer. Yours Truly, Mrs._____.
- You could use more staffing.
- I had to wait a while for a call to be returned but my calls were returned and the nature of the business they had to wait to hear back from other party.
- Talk a lot but no action or help on problem. We had and still have my brother handling my affairs.
- I can't express how grateful I am for my CRA. She has come through for me every time. All I have to say is Thank You-Thank You-Thank You. ☺
- My child would not be receiving the services she really needed without the help of the Disability Rights of California office. In particular the help of Jacqueline Miller and Jazmine Romero.

- Pues solo que me da gusto que alla abogados para nuestros hijos con necesidades especiales, que nos ayudan y nos dan confianza. Gracias.
(Well, I'm happy that there are advocates for our children with special needs that assist us and give us confidence. Thanks.)
- They are very helpful.
- El personal de este departamento no hay disponible y yo solicite apoyo en audiencias y conflictos contra esta corte y no me ayudan en representarme legalmente.
(The personnel from this department is not available and I requested support at hearings and conflicts with the court and I was not assist in representing legally.)
- She kept telling me she hadn't forgotten Matt and she'd get back to me but, she never did. I lost the fair hearing.
- Reina is not doing job right with traveling. Judy and I have had the same agreement.
- Debra was involved in a situation where she not only didn't support my son who is also a client at Westside Regional, but, she violated my son's rights and lied in a mediation hearing about what had taken place.
- I need someone to help me while at meetings and not just over the phone.
- Deberían permitir que los representantes de estas oficinas fueran a las audiencias o hearings para ayudar a los clientes más eficazmente.
(They should allow the representatives of these offices to attend hearings so that they can assist clients more efficiently.)
- Jose Arroyo is a true professional; he was very helpful and showed concern, compassion and a willingness to help in any way. Thank you all for your help!
- No me pudo acompañar a la audiencia pero me oriento muy bien.
(Was not able to accompany me to the hearing, but was properly oriented.)
- Better support is inadequate due to your work load. You were unable to attend fair hearing and client was denied only consumers who can pay. Privately a match for regional center. Your organization does not have sufficient staff to help R.C. clients other than advice. Regional centers have legal departments we consumers do not. There is great unfairness.

- Was very informative.
- Muchas gracias por su apoyo as de gran ajuda para mi y lo valoro grandemente ya que aclaran todas mis dudas y duedo proteger, y defender los derechos de mi hijo.
(Thank you for your support it is of great assistance for me and I value greatly since you clarified my doubts and I can protect and defend the rights of my son.)
- I am appreciative of the excellent service provided by the regional center.
- El centro regional nego la ayuda pera mi hijo si fue diagnosticado por el seguro social con autismo.
(Regional center denied the assistance for my son but me son was diagnosed by Social Security with autism.)
- Very negative experience. Spoken down to. Told too busy before issue was even presented.
- Muchas gracias por su valiosa ayuda cuando necesitábamos de sus consejos.
(Thank you for your valuable assistance when we need your advice.)
- You are AWESOME!! 😊
- So far, NOTHING has happened. NO change in the situation. ☹️
- I have tried for almost 1 year to get some assistance or advice on IHSS issues to no avail.
- I am very happy with ALL the help and support that I have received from Mrs. Christine Armand. She is awesome.
- The ELARC mediated an agreement with us. When it came time for them to find us-they would not until we got special needs trust order signed by judge (still no funding as of 4/05/13). That was not the terms of the mediation agreement. I contacted the judges office to complain and get them to enforce the agreement. The OAH called back and stated that since the case was closed, the mediation agreement could not be enforced. That is pretty bad! Bottom line you need to inform consumers that this might occur if they mediate. The regional centers have blocked funding for SLS for almost a year and believe me; my evidence was/is overwhelming!
- Personal muy respetuoso y muy profesional, explicaron muy clara y con mucha disposición para ayudar. Excelente trabajo
(Personnel very respectful and very professional, they explained very clearly and with much willingness to help. Excellent job.)

- Thank you so much for your support, I always get an excellent service. Great people working here.
- It's good information about my problem consultation.
- I would absolutely call again. I never knew how many rights my son and I had. They gave me for free a very easy to understand booklet about children's rights in school.
- Thank You
- It's wonderful having someone to help parents.
- Arthur Lipscomb was a sensitive, caring and professional advocate.
- They kept calling my cell phone, though I asked them to use home phone. I was under the impression they would come to IEP but found out they were not. I think they are very very busy so didn't have time for us. They suggested I not sign IEP, so I could show them. But I've waited a school year and had 6 IEP's. I needed to help my daughters to move on and get what was right. I sent a copy of IEP via email. So hopefully school district will do what was right.
- Que como la persona que me atendio ubieras muchas asi de amables y comprensibos. Todo en este mundo seria diferente muchas gracias por todo.
(Just like the person that assists me, there should be more as friendly and understanding. Everything in this world would be different thank you very much for everything.)
- Katy Lusson was a perfect match for us!
- Very, very helpful + gave great information.
- It was a joke. How do you keep these people employed?
- Thanks a lot for helping me and blessing her.
- Aproximadamente come desde 4 meses atras el servicia bajo muchp may mal. No pudo resolver problemas que tuve en la escuela de mi hijo, mis preguntas no fueron contestadas, ni rápido, ni satisfactoriamente, desde que se fue Matthew Pope.
(Approximately since 4 months ago the service went down bad, I was not able to resolved problems that I had with my son's school. My questions were not answered not fast nor satisfactory since Matt Poe left.)
- Very supportive- helped me to discover a "major error".
- We're not able to help me. Had specific question re services + they couldn't answer.
- They treated me very well.

- I don't feel anything was done on my behalf or if it was I wasn't informed.
- Muchas gracias por el servicio, fueron muy eficientes y atentos. Aprendí mucho de la señorita Delgada y su ayuda fue muy importante, gracias.
(Thank you very much for the service, they were very efficient and attentive. I learned a lot from Mrs. Delgado and her assistance was very important, thanks.)
- I'm in need of help. Please listen to what I have to ask or say.
- Es de mucha ayuda par alas familias que tenemos hijos con una discapacidad para ayudarlos que aprendan como la ley dice que es sus derecho. Luchar no es fácil. Quiero agregar que la asistente que me ayuda Lucy Garcia es muy eficiente, pasiente, toma las cosas en serio gracias por su apoyo.
(It is of assistance for the families that have children with disabilities to assist us help us learn what the law states that are their rights. Struggling is not easy. I want to thank the assistant that assisted me Lucy Garcia she is very efficient, patient she takes everything serious thank you for your support.)
- Thank you Katie and Luisa! 😊
- Gracias por su ayuda son una respuesta pronta para familias como la nuestra.
(Thank you for your assistance and timely response for families such as ours.)
- Jackie Dai and her office staff helped me when I faced hard time at my daughter's school. They saved me and my daughters with very important information!! They are amazing!! I have been helped a lot when I have serious problems. There is not enough thanks for them!!
- I appreciate all the help I get from the advocates. They are very helpful. Thx so much for wonderful services!!
- I wish they could have helped me in unemployment benefit issues.
- The ladies in the client's rights office were kind and helpful.
- Eva is superb. She is extremely helpful in helping me in all matters that are important in getting and retaining benefits for my autistic son. I applaud Disability Rights for their efforts. Thank You! You folks are a life saver.
- I did not receive a call back from Aimee in Diamond Bar office.
- Katy Lusson and the San Rafael office often exceptional service. I cannot recommend them enough.

- Katie Meyer has helped me a few times with information and tips. She is fantastic. Her information has meant the world to me. I really truly appreciate this service since this is the only honest impartial legal advice we as consumers get. Nobody knows what I have been through to get to where I am today with a 6 year old on spectrum. As we speak, WRC wants to transfer my behavioral services to my insurance (Anthem) and of course, Anthem says services are not medically necessary!! So WRC has been extending my services every 2-3 months and they are evaluating my son (since we didn't have a new current evaluation) to send it insurance. This has been my life for the last 4 years. Go from evaluation, one Due process to due process w/school district, the stress, the sleepless nights, 2 miscarriages during the due process, constant feel of fighting for services that should have been automatically given to my child, has taken such a toll on my life that I don't even know where to start. CRA has been the only place that I turned to during this journey and gave me honest legal advice. Attorneys, RC, school districts, providers, therapists,... they all had their own hidden agenda. Every single of them proved to me that they were not trust worthy but, CRA just thought of my child's best interest and to help him receive what he needed. I truly appreciate that and for the rest of my life I will remember and cherish their help to me during a very difficult and dark time. Sorry I have A LOT to say ☺ this was just from my heart, unfiltered, not edited; sorry if it's messy!
- Estoy muy contenta por la ayuda que me han brindado y ha sido muy útil. Muchas gracias.
(I am happy with the assistance that you have offered and has been very helpful, thank you.)
- Thank you for the follow up phone calls approx. 1 month after initial contact to see if I still needed assistance. It was greatly appreciated.
- Kendra was very helpful and encouraging we now have been approved 24 hr. proactive services with IHHS.
- I'm EXTREMELY pleased with the help and service I have received from Rita Defilippis. Don't know what I'd do without her!
- We really didn't get any help.
- They did the great help to organize my child's documents.
- Hopefully we will not need to.
- Excellent service from Eva and her staff! (Cerritos office)

- I thought the staff was very receptive to my questions. They were very helpful.
- And we do!
- Fueron amables
(They were cordial.)
- I could use more help defending my child's special needs in court. Some referrals to lawyers who can defend these rights in family court would be very helpful. Thank You.
- Male employee told me he has "filling in" and promised to return phone call w/more information regarding my questions but, no one called back.
- Our son is placed in a "hold" file for the future-as he's "high functioning" autism.
- In past years of 2002 to 2012 Disability Rights Advocacy to the San Francisco Bay has always turned me down, but has written with polite letters.
- Gave the impression they are part of the Regional Center since housed within the physical components of the regional center but they told me they are a private firm. I did not get the feeling they are interested in assisting (my son and myself).
- Clients Rights Advocacy was a very helpful agency for our family.
- This office would not take the case. What is criteria for representation?
- Sure, would try again as long as it wasn't Ramona or Asa Marie. For an attorney, Asa really lacks this one. (listening). Receptionists very very nice and helpful. Asa is nice enough but not very helpful.
- Went over complete info with Asa and assistant twice. Your letter of December 13, 2013, second paragraph, totally incorrect...I want researched information by an attorney...that will go to where it originates.
- Gracias por la ayuda recibida
(Thank you for the assistance received.)
- Having IHSS hearing date on appeal need a reps advocate to help obtain.
- A good resource.
- Good service but not clear on what services would be provided. Long time to get help.
- Our regional center case worker has only been to visit us once, in Sept./2011. We're in the process of requesting another.

DISABILITY RIGHTS CALIFORNIA
OCRA ADVISORY COMMITTEE
June 30, 2013

Committee Members:

Billy Hall	(Glendale)
Jean Townsend	(El Cajon)
Lakisha Burke	(Sacramento)
Amy Kalivas	(San Diego)

OCRA ADVISORY COMMITTEE MINUTES

March 1, 2013

Present: Lakeisha Burkes, Billy Hall, Amy Kalivas and Jean Townsend

Staff: Cara Armstrong, Catherine Blakemore, Julie Garton, Katie Hornberger, Andrew Mudryk, Alice Ximenez

Facilitators/Attendants: Emily Spurgeon, Monica Huezo and Zina Guerrero

Introductions:

Billy called the meeting to order at 3:04p.m.

Committee members and all present introduced themselves.

Approval of Agenda and Last Minutes: The agenda was discussed. It was M/S/C (Burke/Kalivas) that the agenda and the September 21, 2012 OCRA Advisory Committee Minutes be approved.

Process for Selecting New Public Members: Katie Hornberger explained that there is room for one more member on the OCRA Advisory Committee, and recommended that the hire process begin. The recommendation is that two weeks prior to the next OCRA Advisory Committee Meeting, applications will be reviewed, and then they will be discussed at next meeting. Billy Hall suggested that the applicant not have any conflicts of interest and if he/she does, he/she should tell the board. Jean Townsend suggested that the applicants be willing to talk a lot and come to meetings full of ideas so the committee members have a good exchange of information and remain open. Lakeisha Burkes commented that people can receive a good experience by being a member because they can see what is happening. Amy Kalivas shared that new DRC members are asked to indicate what board committees they want to be a member of, and Ms. Kalivas will encourage other DRC members to join the OCRA Advisory Committee. It was M/S/C (Burkes/Kalivas) that the hire process begin to hire a new member for the OCRA Advisory Committee.

Re-Appointment of Members: Billy recommended re-appointment of current OCRA Advisory Committee members to be extended to three years, ending in 2014. This would affect Lakeisha Burkes and Jean Townsend. It was M/S/C (Kalivas/Burkes) to approve this recommendation.

Semi-Annual Report: Katie Hornberger gave a report on the OCRA Semi-Annual Report submitted to Department of Developmental Services (DDS).

The Office of Clients' Rights Advocacy (OCRA) served more clients than the previous year. The majority of OCRA calls were about regional center services and eligibility, following with Income Maintenance which includes In-Home Support Services (IHSS), social security issues and then special education services. Consumers are finding OCRA and are able to contact OCRA for assistance.

There were many OCRA staff changes in the past six months. OCRA hired Katie Hornberger as the new Director of OCRA, Tim Poe as the new Supervising Clients Rights Advocate, Patricia Martin, as the new Assistant Clients Rights Advocate for the OCRA San Diego Regional Center office, and Hannah Liddell, as the new Clients' Rights Advocate for the OCRA Frank D. Lanterman office. OCRA is now in process of hiring a new Assistant Clients' Rights Advocate for the OCRA Golden Gate Regional Center office in San Rafael.

OCRA conducted many outreaches. The number of outreaches has gone down by four in comparison to last year. OCRA conducted 165 outreach events, and 7,949 people received information about OCRA to help them in their daily lives.

Billy Hall asked if outreach event coordination is done by mail and how it gets started. Ms. Hornberger explained that all outreach events are in-person. Some outreach events in the past year, included national events with a table, training sessions at the People First of California conference, or through local parent groups.

Ms. Hornberger talked about the very positive survey statistics and how surveys showed that 88% of people were satisfied with the timeliness of callbacks. OCRA has done training for its staff since then to improve that one area.

Ms. Burkes talked about independent living skills (ILS) and how the local regional center is trying to stop the process of ILS workers signing up new clients. Ms. Burkes receives questions from many people so she wants more information to share with them. Andy Mudryk suggested that more discussion be done after the OCRA Advisory Committee Meeting ends. Ms. Hornberger explained that CRAs get calls regarding vendor choices and they receive questions about how to work with regional centers to get services they want or need and was happy to discuss with Ms. Burkes in more detail.

Ms. Townsend talked about elderly people being put in nursing homes since the number of older callers has increased. Ms. Hornberger recently attended a conference about elderly people preparing for transition. OCRA is recognizing that people with developmental disabilities want to retire and slow down just like everyone else. Most people don't want to go into a nursing home. OCRA Golden Gate Regional Center office serves San Francisco. Recently, a client called and explained that he lived at home with his mother. He was calling because he was concerned about what would happen to him in the future without his mother. He wanted to live independently in the family home in the future. So, he asked for an IPP meeting and in the IPP meeting, which OCRA attended with him, it was written that supported living services would start when his mother could no longer assist him. The caller would not have to go into a group home when his mother could no longer care for him but rather stay in his family with appropriate supports. OCRA is working with clients ahead of time to make a plan for them and encouraging families to plan ahead.

Presentation about the Budget Update: Ms. Hornberger shared information about the state budget and distributed a memo explaining the changes. Ms. Burkes asked if budget has been decided. Mr. Hall talked about sequestration; which is part of the federal budget. Ms. Hornberger explained that the state budget will be impacted if sequestration happens but that is not included in the current proposed budget we are reviewing.

Ms. Burkes asked what the affects will be on schools. The local Sacramento Unified School District has been talking about closing many local schools and the schools are teaching children well. Ms. Hornberger explained that was a very local issue related to local budgets.

DDS funds our regional center system. One of the areas of the budget to continue is the Annual Family Program Fee; where families pay \$250 per year unless they meet certain income guidelines. The new budget calls for regional center funding of insurance copays for behavioral services for children and adults with autism. This budget includes increases in special education money. There are proposed cuts to Medi-Cal but it is unclear as to what cuts will actually happen. The Coordinated Care Initiative will also move people into managed care.

Mr. Hall asked if the OCRA Advisory Committee members are allowed to lobby at the State Capitol for In-Home Support Services. Mr. Mudryk explained that as a board member, if you speak on behalf of DRC, there are rules. OCRA Advisory Committee members need to talk to DRC staff

such as Mr. Mudryk, Ms. Hornberger or Ms. Blakemore before deciding to do an activity related to lobbying. Mr. Hall also asked about the grassroots idea hoping that many others would be part of it, and Mr. Mudryk suggested that Mr. Hall talk to DRC staff first.

Ms. Burkes asked if she had to speak to DRC staff before helping gather a group regarding the budget. Mr. Mudryk explained that if a board member is speaking on behalf of DRC, talk to Ms. Hornberger first. If a board member wants to do something on their own, than it is okay to move forward without talking to DRC staff.

Zina Guerrero asked about the \$250 fee. Ms. Hornberger explained that it is an annual family program fee for consumers under 18 and not receiving Medi-cal. It is for families above income guidelines. It is not for families solely receiving respite or daycare. The fee is assessed once a year. There are also exemptions for those families who cannot afford it.

Ms. Hornberger continued to explain the cuts to the IHSS program. Ms. Hornberger explained that even if people getting maximum hours, OCRA understands that it is often still not enough.

East Bay Regional Center Update: Arthur Lipscomb, Clients' Rights Advocate for the Regional Center of East Bay (RCEB), gave the Committee an overview of the work the Regional Center of the East Bay OCRA team does. This office had a variety of cases this past year. The type of cases this office has worked on are related to social security, IHSS, special education and regional center. One case was regarding a \$14,816.00 overpayment for social security. Mr. Lipscomb met with the local social security office on behalf of the client, and it was determined that social security actually owed the client money.

Mr. Lipscomb talked about another case involving a 13-year old boy. He had multiple disabilities including intellectual disability, autism and PICA. PICA is described as a person who will eat non-food items. IHSS did an evaluation and it was determined that this client did not qualify for IHSS hours. Mr. Lipscomb met with the appeals specialist to reverse the decision. The appeals specialist refused so they went to hearing. Mr. Lipscomb won the case, the County was ordered to approve the 195 IHSS hours for the client and pay retroactive benefits. The County filed for a re-hearing. Then Mr. Lipscomb sent a letter to the judge to challenge the decision, and it was ordered that the County enforce the judgment. The family was very happy with the positive outcome.

Mr. Lipscomb also worked with the Public Defender's office. A consumer committed a crime in Los Angeles, and was placed in a locked facility as he awaited a group home placement. The public defender felt that the regional center was dragging its feet and called Mr. Lipscomb to help. Mr. Lipscomb got involved and asked the judge to order the regional center to find an appropriate placement. The client was going to turn 18 years old so adult group homes would be an available resource for him. Ultimately, the client was placed in a group home.

Mr. Lipscomb has done many outreach events. The target group is the Spanish speaking population. Many of the outreach events are regarding special education.

Ms. Hornberger explained that RCEB is one of the two busiest offices in the state. The RCEB office averages 55 cases per month. Ms. Burkes asked for more information about Mr. Lipscomb and Ms. Hornberger reminded Committee members that Mr. Lipscomb's office only serves Alameda and Contra Costa counties. Ms. Guerrero asked for more information about OCRA. Mr. Lipscomb explained that OCRA provides services to regional center consumers but does not directly represent in immigration and criminal law issues.

Ms. Hornberger confirmed that all OCRA Advisory Committee members have a CRA they can call.

Ms. Burkes asked about Mr. Hall's role on the OCRA Advisory Committee, and for DRC. Ms. Hornberger explained that Mr. Hall is currently Chairperson for the OCRA Advisory Committee and a member of the board.

Training Topics for Next Meeting: The next OCRA Advisory Committee meeting will be held in September. Ms. Hornberger explained that the members could suggest training topics. Ms. Burkes suggested, "accessing provider choice." Mr. Hall suggested topic of, "having a second service agency back-up," in case one service agency doesn't serve the needs, there would be another service agency that could be called. Julie Garton confirmed that the next OCRA Advisory Committee meeting would be held in Los Angeles. Ms. Townsend suggested having a training on IHSS because she has many questions about IHSS services. Ms. Kalivas enjoyed hearing the staff presentations and suggested that they be included in next meeting as well.

Ms. Burkes thanked the OCRA Advisory Committee for letting her continue to sit on the board.

The meeting adjourned at 5:00 p.m.

ATTEST,

Billy Hall, Chair

Office of Clients' Rights Advocacy
Annual Self-Advocacy Trainings
July 1, 2012 – June 30, 2013

Self-Advocacy Trainings held:

Alta RC	October 17, 2012
Central Valley RC	October 19, 2012
East Los Angeles RC	March 8, 2013
Far Northern RC	August 3, 2012 September 7, 2012 September 20, 2012 March 13, 2013
Golden Gate RC	September 27, 2012 October 11, 2012
Harbor RC	August 24, 2012 February 4, 2013
Inland RC	March 26, 2013
Kern RC	July 26, 2012 July 27, 2012 (2)
North Bay RC	August 7, 2012 September 19, 2012 September 27, 2012 October 9, 2012 October 12, 2012 December 7, 2012 January 24, 2013
North LA RC	October 27, 2012
Redwood Coast RC	July 27, 2012 September 10, 2012 (2) January 31, 2013

Office of Clients' Rights Advocacy
Self-Advocacy Trainings
Page Two

RC of East Bay	July 19, 2012 January 11, 2013
RC of Orange County	October 5, 2012 October 17, 2012
San Andreas RC	January 29, 2013
San Diego RC	June 20, 2013
San Gabriel/Pomona RC	May15, 2013
South Central LA RC	November 13, 2012
Tri-Counties RC	December 10, 2012
Valley Mountain RC	July 20, 2012 August 23, 2012 September 24, 2012 October 19, 2012 November 5, 2012 November 14, 2012 December 5, 2012 December 13, 2012 February 1, 2013 May 4, 2013
Westside RC	January 23, 2013

**OFFICE OF CLIENTS' RIGHTS ADVOCACY
ANNUAL REPORT
JULY 1, 2012 – JUNE 30, 2013**

TITLE 17 REPORT

TITLE 17 LETTER	REGIONAL CENTER	COMPLAINT (INITIALS)	NATURE OF COMPLAINT	STATUS	OUTCOME
None					

**OFFICE OF CLIENTS' RIGHTS ADVOCACY
ANNUAL REPORT
(July 1, 2012 – June 30, 2013)**

DENIAL OF CLIENTS' RIGHTS

Regional Center	Good Cause	Right(s) Denied	Date Denial Began	Date of Review	Date of Restoration
HRC12-09	I, D	V	8/13/12	9/13/12	9/13/12
HRC12-10	I	V, T	9/11/12	10/11/12	10/11/12 (Denial of right requested but not granted due to lack of good cause.)

Clients' Rights:

- M To keep and be allowed to spend one's own *money* for personal and incidental needs.
- V To see *visitors* each day.
- C To keep and wear one's own *clothes*.
- T To have reasonable access to *telephones*, both to make and receive confidential calls, and to have calls made for one upon request.
- L To mail and receive unopened correspondence and to have ready access to *letter* writing materials, including sufficient postage.
- P To keep and use one's own personal *possessions*, including toilet articles.
- S To have access to individual *storage* space for one's private use.

**OFFICE OF CLIENTS' RIGHTS ADVOCACY
ANNUAL REPORT
JULY 1, 2012 – JUNE 30, 2013**

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER	COMPLAINT (INITIALS)	NATURE OF COMPLAINT	STATUS	OUTCOME
9/29/12 (1 st level)	N.S.	Inappropriate action by staff	Closed	Upheld staff's action
11/16/12 (2 nd Level)	N.S.	Inappropriate action by staff	Closed	Upheld staff's action
(3 rd Level)	N.S.	Inappropriate action by staff	Open	
10/3/12 (1 st Level)	S.S.	Failure to Represent	Closed	Upheld staff's action
11/7/12 (1 st Level)	A.M.	Failure to Represent	Closed	Upheld staff's action
12/10/12 (2 nd Level)	A.M.	Failure to Represent	Closed	Upheld staff's action