

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
<b>Total</b>	<b>215</b>	<b>277</b>	<b>356</b>	<b>171</b>	<b>278</b>	<b>264</b>	<b>232</b>	<b>318</b>	<b>259</b>	<b>291</b>	<b>274</b>	<b>498</b>	<b>239</b>	<b>253</b>	<b>289</b>	<b>357</b>	<b>277</b>	<b>279</b>	<b>342</b>	<b>289</b>	<b>436</b>	<b>6194</b>

Office of Clients' Rights Advocacy  
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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
<b>Total</b>	<b>254</b>	<b>328</b>	<b>388</b>	<b>197</b>	<b>309</b>	<b>303</b>	<b>266</b>	<b>399</b>	<b>294</b>	<b>320</b>	<b>289</b>	<b>555</b>	<b>254</b>	<b>281</b>	<b>333</b>	<b>398</b>	<b>331</b>	<b>319</b>	<b>416</b>	<b>387</b>	<b>514</b>	<b>7135</b>

Office of Clients' Rights Advocacy  
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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
<b>Total</b>	<b>215</b>	<b>277</b>	<b>356</b>	<b>171</b>	<b>278</b>	<b>264</b>	<b>232</b>	<b>318</b>	<b>259</b>	<b>291</b>	<b>274</b>	<b>498</b>	<b>239</b>	<b>253</b>	<b>289</b>	<b>357</b>	<b>277</b>	<b>279</b>	<b>342</b>	<b>289</b>	<b>436</b>	<b>6194</b>

Office of Clients' Rights Advocacy  
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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
<b>Total</b>	<b>215</b>	<b>277</b>	<b>356</b>	<b>171</b>	<b>278</b>	<b>264</b>	<b>232</b>	<b>318</b>	<b>259</b>	<b>291</b>	<b>274</b>	<b>498</b>	<b>239</b>	<b>253</b>	<b>289</b>	<b>357</b>	<b>277</b>	<b>279</b>	<b>342</b>	<b>289</b>	<b>436</b>	<b>6194</b>

Office of Clients' Rights Advocacy  
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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						2	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
<b>Total</b>	<b>301</b>	<b>358</b>	<b>480</b>	<b>301</b>	<b>389</b>	<b>407</b>	<b>356</b>	<b>430</b>	<b>420</b>	<b>475</b>	<b>358</b>	<b>688</b>	<b>432</b>	<b>324</b>	<b>389</b>	<b>610</b>	<b>386</b>	<b>506</b>	<b>528</b>	<b>373</b>	<b>730</b>	<b>9241</b>	

Office of Clients' Rights Advocacy  
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Service Requests by Problem Area

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



Office of Clients' Rights Advocacy  
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Service Requests by Problem Area

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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		3	7	2	1	6	3	5	3	4	21	6	4	3	1		3	4	8	125
	Mobilehome Law					3				1					4						1	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	42
Income Maintenance	AAP					1				1	3	2									2	1		10
	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	9
	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				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



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

		ACRC	CVRC	ELARC	FDLRC	FNRC	GGRC	HRC	IRC	KRC	NBRC	NLACRC	RCCEB	RCOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Total
	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
<b>Grand Total</b>		<b>301</b>	<b>358</b>	<b>480</b>	<b>301</b>	<b>389</b>	<b>407</b>	<b>356</b>	<b>430</b>	<b>420</b>	<b>475</b>	<b>358</b>	<b>688</b>	<b>432</b>	<b>324</b>	<b>389</b>	<b>610</b>	<b>386</b>	<b>506</b>	<b>528</b>	<b>373</b>	<b>730</b>	<b>9241</b>

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