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Memo

To: OCRA Advisory Committee
From: Jeanne Molineaux, Director
Date: 8/26/2003
Re: Consumer Satisfaction Surveys 2002-2003

Attached are the results of the current Consumer Satisfaction Survey. The survey was sent out for the period of July 1, 2002, through June 30, 2003. Every fourth closed case was randomly selected from OCRA's computer intake system to receive a survey, which included a self-addressed stamped envelope.

One thousand-one hundred and thirty-one surveys were mailed out. Three hundred and forty eight people returned the survey. This represents a 31 percent return rate. The results were excellent. Of those responding to the questions, 96 percent of the respondents who answered the questions felt they were treated well by the staff, 93 percent understood the information they were provided, 95 percent believed their CRA listened to them, 88 percent believed they were helped by the Clients' Rights Advocate, 92 percent would ask for help from the Clients' Rights Advocate again. Lastly, 86 percent received a call back within two days.

OCRA is justly proud of the results of its Consumer Satisfaction Survey.

	<u>Satisfied</u>	<u>Not Satisfied</u>	<u>Did Not Check</u>
	☺	☹	
1. I was treated well by the staff.	319	14	15
2. My call was returned within two (2) days.	282	47	19
3. I could understand the information I got.	311	24	13
4. My Clients' Rights Advocate listened to me.	314	17	17
5. I was helped with my question/problem by my Clients' Rights Advocate.	289	41	18
6. I would ask for help from the Clients' Rights Advocate again.	304	25	19

Comments: ¹

- Celeste has been very helpful.
- I greatly appreciate the help I have received this last time and other times in the past. Have not had to go to Due Process in front a judge...been successful in getting what our son needs from the legal advise we received from the office in Diamond Bar on Brea Canyon Rd. We currently are in a dispute with regional center-San Gabriel. I feel confident as long as the office in Brea continue to guide and advise us. Maria Bryant and Rita Snykers. Thank you.
- Donnalee and Valerie worked hard for me.
- They were very helpful. Thank you.
- The Patient Rights' Advocacy person really helped Donald. I am very thankful for the intervention & 99Rc & SM Co. jail.
- Did not know how it ended. In general, they do a REALLY good job. Nice resource.

¹ The comments are copied directly from the survey forms, including punctuation and spelling. If an adverse statement was made about a specific person or agency, the name was deleted for purposes of this report.

- Kathy and her staff are very helpful!!
- Not enough staff, there is a waiting list for services.
- Thanks for your help in obtaining regional center services!
- He was very helpful in all situations.
- Don't feel possible to get help if not client of IRC. However, this was our problem. CRA's time was very limited.
- A world of thanks to our Advocates!
- Thanks!!
- I didn't receive any help, did need help with regional center. Thanks.
- Amy Westling is a blessing!
- Enjoyed working with Jackie Phan.
- Were very grateful for all the help Matt Pope has provided.
- El servicio esta muy bien, pero me fue un poco dificil poderlos contactar, porque deje varios mensajes y no me los regresaban. Despues de varios intentos, logre hablar con _____. (Translation: The service was very good, but I had difficulty contacting the office, I left many messages and would not receive a response. After various attempts, I was able to speak with _____.)
- My case was dismissed for (not legible) because my advocate did not properly assist me.
- Thank you! Thank you! Amy Westling. Thanks for a great job!
- You guys are wonderful!
- There needs to be more attorneys hired. Because I can get no help I have had to resort to sedating my son and he is only 3 years old.
- Regional Center don't give help to move.
- Please continue helping this person's having disability thru yours services and support for them. You make their life happy. God bless you all. Thank you.
- Gracias Patricia son exelente organisacion. (Translation: Thank you Patricia you are an excellent organization.)
- The Advocate was very professional and helpful to me.
- Outstanding! Thank you very much!
- Celeste is wonderful compassionate soul! We love her!
- It took seven calls before they answer.
- Very good help thank you.

- Advocate helped family procure many Regional Center funded services despite knowing the difficulty they have in following through.
- Very helpful. Response was immediate and thank you for Tim Poe.
- Donnalee was an excellent Advocate.
- Office of CRA is a big waste of time and money. Discontinue office of CRA.
- I think the case worker was very good and should not have been dismissed “laid off.”
- Good job.
- Me gustaria que siguieran mi caso porque aun no me han resuelto mi caso en el seguro social. (Translation: I would like you to continue my case because my case with social security has not been resolved.)
- They are magnificent. I gave them A+.
- This situation worked out well. It occurred last fall.
- Sentit que no reunion todas las pruebas para mi caso. (Translation: I felt that not all evidence was gathered in my case.)
- Really a great help-thank you.
- I hope you can have more advocate at ELARC due to some consumers that need help but cannot get it.
- You are an amazing, talented, professional, compassionate group of people who provide a tremendous and much needed service.
- Que muchas gracias por su atencion y tiempo que dedico en orientarme y discupe que no abia mandado esta forma gracias. (Translation: Many thanks for the attention and time you dedicated in advising me and forgive me for taking so long to send this form.)
- Thank you for your services.
- My daughter’s diagnosis is Autism. Yet I can’t get help!!
- Ojala siempre exista este tipo de ayuda para personas como nosotros que no podemos pagarles. Gracias. (Translation: Hopefully this type of help will always exist for people like us who do not have a way to pay you.)
- It was a pleasure talking to you!!!
- Kari Sirles was extremely helpful. However, I was disappointed that PAI seems unavailable to take a case no matter how strong it is.
- Unreadable.
- I appreciate your service.

- It is sad that this office no longer has Donnalee Huffman. It will be interesting to see who replaces her. Hopefully you will still continue with giving parents help with school issues.
- I never received my sponsors help!
- Amy Westling & Kate Spencer have been very helpful.
- En nombre de mi hijo Juan C. Garcia y mio Gloria Garcias estoy muy agradecida por su pronta atencion y ayuda. (Translation: In the name of my son Juan C. Garcia and me Gloria Garcia I am grateful for you prompt attention and help.)
- Lupe Moriel & Eva Casas helped me big time. They always took their time to help me better.
- Carrie Sirles was a very good advocate she helped me out a lot. She went to hearing and spoke for my child.
- Celeste is great.
- You need more attorneys on staff!
- Very knowledgeable and supportive.
- I was very disappointed that I received no representation.
- I wanted my clients right advocate to come to my first IEP, but she couldn't so I hired Valerie Vanaman's office to rep us. I'm very pleased to have legal rep. I wish my free lawyer could help. But the info I've gotten has helped us tremendously.
- Kathy Mottarella & her assistant, Jacquelyn are always so helpful and pleasant!
- Need more respite care hours.
- I felt like my call was ignored until I made several calls to reach the CRA regarding my concerns.
- You were there when I needed someone things I didn't understand were explained. Thank you!
- I am always treated well.
- Great service.
- Miss Lusson was very kind to me. The assistant helped me too.
- Tom DiVerde was wonderful. He did a fantastic job with the SDRC consumer with whom I work and her family.
- Thank you for providing such quick feedback to me! I really appreciated it & I had a good outcome with San Andreas.
- Que estoy muy agradecida con el licenciado gracias a el hemos salido adelante. Muchas gracias por todo lo que hizo por mi hijo.

- (Translation: I am very grateful for the lawyer thanks to him we have been able to continue. Many thanks for all he did for my son.)
- I would like information on attorneys that will help me fight discrimination because it was wrong with what happened to my son and it continues happening with other children in Anderson dist.
 - I don't see how the clients' rights advocate can be impartial when funded by regional center. I was let to believe by the CRA that my brother would probably not get placed in the supported living program. I had a lot of anxiety over that. Everyone, including Area Board, who I found more supportive, said it would happen because I, as the conservator, wanted it and it was in my brother's best interest. And it is happening despite the dire predictions of the CRA.
 - Great job!
 - Many things are going on with _____ home. Please follow through.
 - Unreadable.
 - Over all it was not a pleasant experience, but under the circumstances I suppose it could not be.
 - Yes – I discovered that there was no deaf services.
 - Kathy Mottarella & Jackie have been terrific!
 - I have requested services and have received no response for over ninety days.
 - Mr. Pope is always helpful.
 - Marsha Seigel was very helpful & appreciate all her help.
 - I am very favorably impressed with Ms. Katie Lusson of your Oakland Office.
 - Bryant was very concern about my son.
 - She did not follow through. I always had to call her...she never followed through.
 - Heads up! Special education in the _____ School District has been dismantled. Parents are livid and _____ can expect litigation. It's a bad situation.
 - My problem is unresolved. The _____ still violate the ADA! Please call me so I can explain. The continued destruction of existing access without consideration of people like my son is disgusting.
 - You did a good job!
 - I thank you for letting me be on the committee to find a new advocate.

- Christine Armand does excellent work-beyond words- she takes her job seriously, is very skilled, pleasant, communicates well, is compassionate, intelligent, effective and can't say enough.
- Kathy Mottarella & her assistant are wonderful!
- Impacted case load schedule prohibited representation and degree of assistance.
- My son's case was jeopardized by this attorney.
- Thanks for your help it was what we needed.
- Mi esposo y yo estamos muy contentos por el buen beneficio que obtuvimos por el abogado y muy contentos como professional y como ser humano. (Translation: My husband and I are very happy for the benefit we received by the attorney and very happy with him as a professional and as a human being.)
- Your service was invaluable to me and in aiding my son.
- Los defensores deberian capacitarse mas sobre las discapacidades y necesidades de cada nino que representan y tambien sobre todos los services relacionados e intervenciones que existen para la education especial. El defensor deberia primero conocer al padre antes de ir a un IEP. (Translation: The CRAs should educate themselves regarding the disabilities and needs of each child they represent and also the related services and interventions that exist for special education. CRA should get to know the parent before attending an IEP.)
- Mr. Pope was friendly.
- My calls were returned promptly by the secretary, but the lawyer rarely spoke with me. I found this very frustrating, confusing and unsupportive. The lawyer was very kind & competent, but so busy that we weren't able to debrief/communicate until the morning of the mediation.
- Gloria & Marvin are great! You are wonderful! Gail is a super advocate!
- Mr. Kang Choi was very helpful.
- Jackie Coleman has been totally responsive to our needs.
- Thanks to Patricia Pratts.
- They did a fantastic job helping me.
- Doug Harris worked hard on our case answered all my questions was always there to help and support us. Can't tell you how much that meant.
- Marsha Seigel is wonderful!!

- Need help with IEP and IPP meetings.
- The staff Christine Armand and staff are excellent they assisted me from beginning to end and through the process I learned a lot and I was able to assist another family these are valuable people to our community and very much needed.
- El Senor Matthew Pope es muy amable y atento. Estoy agradecida por su ayuda. (Translation: Mr. Matthew Pope is very amiable and attentive. I am very grateful for his help.)