

MEMO

To: Disability Rights California Board of Directors
From: Katie Hornberger, Director
Date: January 1, 2014
Re: Semi-Annual Consumer Satisfaction Survey
July 1, 2013 through December 31, 2013

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent out for the period of July 1, 2013, through December 31, 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.

Seven hundred fifty-one (751) were mailed out. Two hundred fifty-three (253) returned the surveys. This represents a 34 percent return rate. Of those responding to the questions, 96 percent of the respondents who answered the questions felt they were treated well by the staff, 90 percent understood the information they were provided, 91 percent believed their CRA listened to them, 91 percent would ask for help from the Clients' Rights Advocate again, 87 percent were helped by the CRA, and 88 percent received a call back within two days.

OCRA is proud of the results of its Consumer Satisfaction Survey and will continue to strive to increase satisfaction particularly in the area of timely call backs.

	Satisfied (happy face)	Not Satisfied (sad face)	Did Not Check
1. I was treated well by the staff.	240	10	3
2. My call was returned within two (2) days.	215	29	9
3. I could understand the information I got.	224	24	5
4. My Clients' Rights Advocate listened to me.	225	21	6
5. I was helped with my question/problem by my Clients' Rights Advocate.	218	32	3
6. I would ask for help from the Clients' Rights Advocate again.	225	22	6

Comments:

- Ms. Eva and her staff is very professional at all times.
- Christine Armand is excellent. She goes over and beyond what is expected of her. I call her on a normal basis on question I have with regional center and school district issues.
- Bebo and Ada are unbelievable great with their families and are extremely knowledgeable.
- Anytime if I have a question regarding my care to my special needs son, I call them for a help. They are wonderful very helpful.
- Me gustaría que me diera información de donde le pueden ayudar a una cuando en alguna tienda no le quieren dar crédito por algo que compro y no sirve y no quieren regresar el dinero para tras. (I would like to get information on where you can help when a store does not want to give credit for something I bought and does not work and they do not want to return the money.)
- Thank you! ___ IEP was done and she's enrolled in a pilot arts magnet this fall.
- Bebo and Ada are wonderful, and they truly care for their families that they support.
- Outstanding Service!!
- I think (DRC) is run by the mafia: not in L.A.
- Advocate could not even get my name right! Was no help at all. One advocate and one assistant is not enough to cover all of regional center, she was fully booked said she could not help us at court. We really needed an advocate and still do. We are having a horrible time and need help. You might as well not even have an advocate. It is ridiculous.
- Already wasted too much of my time.
- I wish there was a Long Beach office downtown LA too far.
- She told me I seemed to be able to advocate for myself so she wouldn't be able to commit to my case.
- Y gracias a ustedes por ayudarnos porque cuando ay alguien que nos ayuda no abusan de nosotros principalmente los que no ablamos ingles por eso gracias muchas gracias. (And thank you for helping us because when there is someone helping us they do not abuse us principally the ones that do not speak English, because of that thank you very much.)
- Christine Armand spent almost two hours with me and helped me prepare for my sons' IEP and IPP; I felt empowered and have told other parents about DRC.
- Thank you Rita!
- Very satisfied with Christine Armand work and attentive.
- Such as awesome resource!

- Information provided allowed successful interaction with the school district.
- Christine Armand has helped me a lot. She is awesome!
- We may finally be on the right track. Thank you!
- I am just disappointed that Mr. Andy Holcombe left. He met my son and myself and knows the case-now I have to start over with another person and it makes it so much harder on me. I have been trying to get regional services for my son for many years now and this just adds another barrier to my efforts.
- Ramona Landeros, hizo un excelente trabajo y me ha aconsejado para que en el futuro yo pueda aplicar sus consejos. (Ramona Landeros did an excellent job and she advised me that in the future I can apply this advice.)
- Se dirigió con mucha. Responsabilidad y entusiasmo siempre. (He/she always spoke with a lot of responsibility and enthusiasm.)
- Como ustedes debería trabajar la concejera q sele asigno a _____. (The work counselor should work like you
- Dios lo ama gracias mil gracias a su ayuda senes otorgo un permiso para que mi hijo discapacitado tenga su perrito ya que estábamos amenazados de des alego. Dios los bendiga Cristo les ama. (God loves you. Thanks many thanks for your assistance we were granted permission for my disable son to have his dog as we were threaten...May God bless you Christ loves you.)
- Recibí un servicio excelente. (I received excellent service.)
- No one here speaks or reads Spanish. If you are asking how the advocates did...Excellent, but they are too busy and need more help. CVRC was okay. Shelley was professional but waited 3 weeks to give me their decision. I fired our rep Tristan inexperienced and unknowledgeable.
- Slow response time need to call back sooner 3 weeks is not okay.
- Gracias por su ayuda. Fue de gran utilidad para mí. (Thank you for your Help. It was very useful for me.)
- OCRA is a blessing. Keeps system in check. Without OCRA parents would feel powerless against Regional Centers. Megan Chambers has always been helpful to me in very stressful times.
- When Sierra Vista beat me and drugged me up in 2011. I can't pay for a lawyer but I need one.
- Dos ocasiones he solicitado ayuda y no he recibido respuesta. (On two occasions I asked for assistance and have not received an answer.)
- The service was excellent and outstanding.
- A staff collected my document. After that, she told me to make an appointment with a doctor and prepare money to pay for doctor. I need

help to reapply to RCOC. Now, I have a diagnosis from CHOC. Please help me apply.

- I wish I had heard about you when my son was a minor.
- Toda vía no estoy con Alta California. (I'm still not with Alta California.)
- Ms. Armand helped me get GR and SSI.
- Christine Armand was there for me.
- She really help me a lot. She was nice, friendly and very understanding.
- Very unsatisfied.
- Excellent service.
- I got so much valuable assistance from Mario Espinoza and Valerie Geary with my issues regarding CCS that I was more than prepared to take a recent issue to fair hearing with KRC. Thank you!!
- Gracias por su ayuda. De verdad son muy amables. Ramona Landeros es muy eficiente y muy atenta. Gracias. (Thank you for your help. You really are very friendly. Ramona Landeros is very efficient and very attentive. Thanks.)
- Very nice kind hearted people.
- Aimee Delgado is empathetic and very helpful. ☐
- Arthur very, very helpful used 2X!
- Very helpful staff.
- Exelente Abogada Gracias (Excellent Advocate/Attorney Thank you.)
- Yo estoy satisfecho con los servicios que recibe. (I am satisfied with the services that I received.)
- Todo este tiempo es come tiempo perdido porque ya no hay ese apoyo de parte del abogado Nuevo que pusieron, no hay la misma atención y no se a que se deba. No hay tiempo para escucharlo a uno del problema que queremos resolver, parece como si al abogado no le importara ayudarnos o no se interesara por los casos, eso no es ayudar. Uno de desanima, favor de arreglar esa situación ocupamos ayuda Gracia. Por favor comunicarse si quiere llamarme. Par que estos fondos de donde vengan es para ayudar a nuestros hijos discapacitados con negligencias de parte de diferente agencias. Anteriormente a mis casos se le daba atención y si le daba seguimiento a cualquier problema que pidiera ayuda, pero vuelvo a decirles no sé cómo funciona hoy día la agencia de OCRA. Ojala cambia el Sistema. (All this time is like time wasted because there is no support from the new advocate that is now in place, there's not the same attention and do not know why. No time to listen to our problem we want to solve, it seems as if the lawyer did not care to help or no had no interest in the case, that's not helping. One is discouraged, please help fix that situation thank you. Please contact me if you want to call. Because wherever these funds come from is to help our disabled children from (?)/with negligence

from the different agencies. Before, my cases was given attention and they followed up on any problems that ask for help, but again I tell you I do not know how the OCRA agency functions. Hopefully, the system will change.)

- Ms. Meyer's returned my calls within 2 hrs. She is very accessible and simplified communication. And she was very effective with answers and resolutions.

- They just ignore and lazy. If they like you then you okay, if not you will not have any clue what to do. I email Ms. Jacqueline Miller twice never response or let her assistant to help me. When I was in Pomona for a long time, Aimee always respect every family and gives and response fast.

Aimee is not a lawyer but she researches and works hard. Now, I moved up to Orange County very disappointed.

- I'm very happy.

- Thank you for your assistance.

- I dropped the ball and didn't follow through.

- Por ahora no necesito defensor con la información que me dieron es suficiente gracias. (For now I do not need an advocate, with the information I received was sufficient thank you.)

- Was unclear on what your office can help us with SS for my son, was told to contact if denied by SS?

- Thank you so much!

- Christine Armand me ha ayudado demasiado, siempre es muy amable y dispuesta a ayudar. Gracias a ella tengo IHHS, y mis 2 hijos con autismo tienen ABA. Excelente advocate muy agradecida con toda la información. (Christine Armand has Help me a lot, she is always very friendly and willing to help. Thanks to her I have IHSS and my two sons with autism have ABA. Excellent advocate I'm very thankful for all of the information.)

- I got exactly the help I needed!

- Please offer a hard copy of information on website for people who do not have access to a computer or printer.

- Thank you, my daughter and I are so thankful for your help.

- Celeste Palmer was wonderful and helpful.

- Wonderfully helpful for our situation.

- Love Arthur. Thank you for helping me understand IHSS and my son's rights.

- Thank you for all of your help. I am very grateful.

- Regional Center helps "NOTHING" only school district helped me.

- Gracias por su ayuda y apoyo, me gustaría la terapia de comportamiento en casa, yo ya hice la terapia en grupo para padres. (Thank you for your assistance and supports, I would like behavior therapy in the home, I already did group therapy for parents.)

- El me ayuda a entender las cosas que no-entiendo y me las vuelve a repetir hasta que yo entiendo. (He helped me understand the things that I do not understand and repeats it until I do understand.)
- My case manager take too many days off.
- The Office of Clients' Rights was so helpful!
- Christine Armand has helped me so much! She is awesome.
- Absolutely great work by Asa & her staff.
- Yes, Guys are excellent. Keep the faith.
- They have empathy & are professional.
- They were exceptional, caring and very committed. I could not have gotten better service.
- Siento el defensor no le gusta trabajar para ayudar a los clientes del IRC. (I feel like the defense attorney does not like to help IRC clients.)
- Gracias por su apoyo y orientación sin su ayuda no hubiera podido aplicar para el cuidado en casa muchas gracias por toda su ayuda y por su tiempo. (Thank you for your help and orientation. Without your help I wouldn't have been able to apply for in-home care services. Thank you so much for all your help and time.)
- Que para mí es una excelente trabajadora me siento escuchada ayudada entiendo mis derechos y aprendo. (For me she is an excellent worker I feel listen to and assisted and I understand my rights and I learn.)
- I don't think I ever got the info about IHSS.
- Personal matters. I feel that when something is important, I get no result till a week or two later. I really can be my own payee.
- Apoyo en español y con la abogada e información problemas con agencies probadas y distritos. (Support in Spanish and with the advocate and information problems with approved agencies and districts.)
- See that our clients' rights advocate, supports us always!
- Que pedí ayuda un poco tarde y me faltó mandar el IEP para que ellos me lo traducen, no tuve quien me lo manchara por fax, para que mi lo tradujeran. (I asked for assistance a little late and I did not send the IEP for translation, I did not have someone to send it via fax for translation.)