



**Disability  
Rights  
California**

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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

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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:** <sup>1</sup>

- Lori, thank you for doing such a wonderful job! My family and I greatly appreciate your help.
- Estoy muy agradecida pero my agradece y si tuviera otro problema volveria 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.

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<sup>1</sup> 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 2<sup>nd</sup> 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 2<sup>nd</sup> 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 audiencia 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 servicio bajo mucho 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 resolve 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.