

Office of Clients' Rights Advocacy

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Memo

To: Disability Rights CA Board of Directors

From: Jeanne Molineaux, Director

Date: July 6, 2012

Re: Annual Consumer Satisfaction Survey

July 1, 2011, through June 30, 2012

Attached are the results of the last fiscal year Consumer Satisfaction Survey. The surveys were sent out for the period of July 1, 2011, through June 30, 2012. 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 seven hundred sixty-seven surveys were mailed out of which 456 were returned. This represents a 16 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, 93 percent understood the information they were provided, 95 percent believed their CRA listened to them, 93 percent would ask for help from the CRA again, 93 percent were helped by the CRA, and 88 percent received a call back within two days.

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

		Satisfied	Not <u>Satisfied</u>	Did Not <u>Check</u>
1.	I was treated well by the staff.	☺ 516	⊜ 23	16
2.	My call was returned within two (2) da	ys 471	65	19
3.	I could understand the information I go	ot. 505	36	13
4.	My Clients' Rights Advocate listened to me.	509	27	17
5.	I was helped with my question/probler by my Clients' Rights Advocate.	n 494	40	19
6.	I would ask for help from the Clients' Rights Advocate again.	500	35	19

Comments: 1

- On more than one occasion my CRA assisted my daughter with getting what she's entitled to. Kay Spencer is amazing and we are blessed to have her fighting for our children's rights.
- I was impressed.
- ___was supposed was removed from group home because nothing was done to the GH administrator___ was removed by her conservator the lady who neglected/ refused to help___rec'd no consequences where are the rights of the consumer___was stranded 11:00pm in unfamiliar area, no buses running business closed she called her GH administrator/ owner refused who refused to pick her up/ Police Dept was called to help.... Your office did not offer much help when I called.
- I always get prompt and helpful answers.

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.

- Tim Poe was exceptionally nice & helpful. ____ was not helpful, rushed me and said he had no time for my daughter's case. Tim Poe stepped in and was great!
- Personas como yo necesitamos de ayuda porque no concocemos nuestros derechos." (People like us need help because we do not know our rights.)
- I was so impressed. She was such a blessing. I am so happy for this service, I hope this office will grow and be available to even more disabled clients[©]
- Es mucha la ayuda que tenemos nosotros los padres para nuestros hijos estoy muy agradesida por su ayuda ahora mi hija tiene algunas de los servicios que antes no tenia. (It was a lot of help that we have as parents of our children we are very grateful for your help now my daughter has services she didn't have before.)
- Me dieron muy buen servicio. (They gave me very good service)
- I would like more information on where how we can get information on resources available for the advocacy of the disabled. I sometimes feel it's like pulling teeth to get info/help from ____ about resources that might keep us at different times. I have asked her if I could attend a class for becoming my sons case worker so that I may also learn what resources/ options are really out there....
- Super! Quede encantada! (Super! I was pleased)
- Very friendly and helpful
- Very helpful
- Gracias por su ayuda (Thanks for your help)
- Mi otra junta de IP la tengo cuando entren a las escuela la tengo cuando entren a la escuela si no aceptan dar las terapias a mi hijo les volvere a llamar. Gracias (My other IP meeting I have when they enter school again. If they don't except to give my son his therapy I will call you again. Thank you)
- They were kind and understanding
- Trina and Katy were great and very helpful Thank you for your support for the ____ evaluation.
- The woman who helped me was fabulous
- They were very helpful
- Apoyo y asistencia y mas apoyo en las audiencias porque solos a veces no entendemos los temas y problemas de los hijos

(Support and assistance and more support in the hearings because alone sometimes we don't understand the topics and problems of our children)

- I want to know if you have special training for advocates
- May I know if your lawyers can defend me in a hearing do you have the best psychologist list?
- Thank you.
- Jazmin helped me.
- I called several of times and I felt the staff (____ was bother because I kept calling her. Honestly I felt uncomfortable.
- Gracias (Thank you)
- Thank you for the support and advocacy provided.
- Thank you!!
- Estoy contenta con todo. (I am happy with everything.)
- Very poor experience for me!
- This Lawyer was very helpful and very good. We wish that God always help all the lawyers. SO they can be able to help other people. Thank you!
- Thank you for helping me out with social security.
- Thank you for your support.
- Very considerate caring, gave me correct info, very professional.
- The staff was not friendly I didn't feel they were on my side at all.
- Very very helpful patient and kind.
- Better response time.
- Love these people. Have gone above and beyond for us. Thank you!
- Lucy Advocated for my child
- We were very pleased. Katie was very helpful in directing us with appropriate information.
- Thanks to all the persons that help me God bless them.
- Excellent service
- Very professional thorough and helpful THANKS!
- I don't know what I would have done without the WRC Thanks.
- Very satisfied.
- Wonderful advocates who truly care for their clients and families Thank you so much!
- I personally and other feedback from friend likes the services of Katie Hornberger is the best. Where she was very accommodating and explains things clearly and willingly.

- I have used CRA often for variety of issues. You're such a great resource. Thanks so much! Always great service.
- He nesecitado dos veces a la oficina de derechos del cliente y las dos veces me han dado un servicio muy satisfactorio.
- (I have needed office of clients rights' advocacy two times. Both of those times I was very satisfied with the services I received.)
- My son has a lot of problems about speech in school and I invited advocacy to have a IEP meeting for my son, the answer was not enough resources, budget nothing help much.
- It was hard to get a call back and hard to get answers to my questions.
- Suggestion: Clients meet with attorneys in person
- More facilitators at outreaches, worker, I need work with my son more actively and productively, I am in extremely need of more respite hours.
- They are really informative and helpful
- Katie Lusson is the best!
- I have been served for my needs-the very best
- They have been very helpful for my son and RC and school issues.
- Thank you☺
- Clients rights advocate did not help at all and would not take time to hear facts.
- It's great that we have this service and we are able to get the help from the Clients Rights' Advocate.
- Thank you for this valuable service on behalf of our son.
- Thank you for showing me how to advocate for my son
- Trina Saldana helped me a lot to resolve my case with SSA.
- I got services from CRA Diamond Bar really really really good.
- My Matter has not been resolved yet RC said that by May my son would be in a group home but it hasn't happened.
- I need help with school placement for my kid.
- My son was raped at school I did not get help.
- I am very thankful that you tok care of the case promptly and quick.
- DRC Always has been helping us. Thank you so much!!
- Aimee thoughtful & excellent
- Thank you for giving ____ a "voice". Leinani is such a wonderful advocate for people like my daughter I will always be grateful for her getting back in her day program-which she loves id if the need arises

- again when I track her down in October I will put her on speed dial. Thank you, thank you, thank you.
- Thank you for the services that we could not afford otherwise for the children on the spectrum.
- Thank you for being available
- Always leave message and delay call back/have never gotten assistance in an IEP meeting
- Atty Bebo is wonderful compassionate and knowledgeable lawyer excellent lawyer.
- Jacqueline miller is amazing!
- Wonderful service Leinani was great!
- I think clients would like to receive periodic updates on the progress of their case.
- Bebo and his associates were wonderful!
- I think that this service should be better shared. I could have used it a long time ago.
- Thank you for being there for families. It put my mind to ease to have her support and it is a gift to feel its confidential Thank you so greatly for your kindness.
- Thank you and god bless you.
- She is very nice and helpful.
- Thank you for the always quick response and terrific information.
- Aimee is excellent thoughtful working hard and love Disability people by her heart. Also spend alots times prepare documents for parent like me able to stand for my sons rights Thank you very very much I hope even with the economy please do not cut this program It needs for all resources school, IHSS Are taking advantaged of parents families these disability children need help should not let them suffering untreated right.
- This program is very important for us
- A big thank you for the help.
- Advocacy I received was awesome thorough and caring I was given a follow up call 2 months later.
- Thank You!!
- Gracias por su interes en ayudar y la paciencia para todas las preguntas. (Thank you for your interest in helping and your patience with all the questions.)
- I wish someone was available for immediate questions as opposed to having someone call back in two days to therm wait another week or

- so for an appointment to discuss the matter but very helpful otherwise.
- Thank you for your time to listen and help us with our concern to our children.
- Thank you!
- No hay nada solo gracias. (There is nothing. Just thank you.)
- I was attacked at school in my ROP class the school did very little to help me and tried to get me to quit.
- Muchas Gracias!! (Thank you very much)
- Disappointed that the OCRA attorney could not follow us to fair hearings. The attorney said he/she couldn't help because of shorthand with staff The letter sent to me never stated the real reason why the OCRA attorneys wouldn't help us or follow up on case.
- Amazing service for the last 13 years.
- It seems that every time I call I am told how much their workload is and they cannot represent me in an IEP meeting mediation or due process for this reason stated.
- Gracias por tenener este grupo para que nos ayude y apoyen en las necesidades de nuestos hijos defendiendo sus derechos. (Thank you for this group so they can help and support our needs of defending our children's rights.)
- They are the best. Period.
- We are so pleased with our advocate who is so very helpful pleasant we can't say enough.
- Yulahlia Hernandez is very helpful & professional.
- Office personnel of CRA Annie/others. They have provided me with a excellent services they are all very professional and pleasant at all times, my family and I are grateful for all they do.
- Compassionate and bright! You are fortunate to have Mr. Poe on board- his heart is as big as his brain. A wonderful combination.
- Very disappointed when Jacqueline Miller told me she couldn't help me anymore I cried and asked her for help filing the complaint. CRA has very limited influences w/ ____which greatly limits their help in conflicts w/ ____.
- MY CRA is very responsible patience and helpful. I like her very much.
- Very informative.
- I have been telling my friends that I really appreciate your help I tell them to talk to you. Thank you.

- I wish I knew about Office of Clients rights sooner.
- I'm so thankful for the OCRA!!
- I really greatful for your service, Thank you so much.
- I be grateful for the positive service I received from Katy Lusson San Rafael Office She is always available when I need help. So thank you so much for all of your help.
- ____took the district school side without hearing my side/ Terrible!!
- We appreciate you have been helping us so hard.
- Very friendly gave information that I didn't know.
- Katy is Awesome!
- Excellent!
- The advocate was very knowledgeable.
- This was a excellent staff in Napa I was giving so much help with a lot of problems that we had had for a long time and got everything solved thank you so much.
- The CRA did a great job and listened to me.
- She was great! Got me an excellent result in negotiating with the regional center.
- Good experience-
- If it were not for CRA, my son would have lost valuable services! Thank you!
- Celeste Palmer she is one the grates person ever I really love her job and the way she help people in many ways God Bless yo Celeste
- DON'T KNOW WHAT I WOULD HAVE DONE WITHOUT YOUR HELP THANK YOU.
- It was a challenge to get assistance and protections for my son thanks for asking
- I was helped when I needed and much appreciated the help from OCRA Orange County.
- Thank you so much!
- Was given a website link. I needed actual help.
- Services are so limited they are ineffective. A waste.
- Would have appreciated having representation at the hearing. The judge was extremely concerned I was having to represent myself.
- More parents and clients should know these advocates exist.
- You're an excellent resource! Thank you for ALWAYS helping!
- · Amazing group! Always answer questions.