



**Office of Clients' Rights Advocacy**  
100 Howe Avenue, Suite 240N  
Sacramento, CA 95825  
Tel: (916) 575-1615  
TTY: (877) 669-6023  
Toll Free: (800) 390-7032  
Fax: (916) 575-1623  
[www.disabilityrightsca.org](http://www.disabilityrightsca.org)

---

Memo

To: Disability Rights CA Board of Directors  
From: Jeanne Molineaux, Director  
Date: January 10, 2012  
Re: Semi-Annual Consumer Satisfaction Survey  
July 1, 2011, through December 31, 2011

---

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent out for the period of July 1, 2011, through December 31, 2011. 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-seven surveys were mailed out. Ninety-six returned the surveys. This represents a 13 percent return rate. This rate is lower than in the past which is believed might be a result of Disability Rights California moving its headquarters in September, 2011, after being at its former address for decades. Of those responding to the questions, 98 percent of the respondents who answered the questions felt they were treated well by the staff, 97 percent understood the information they were provided, 96 percent believed their CRA listened to them, 98 percent would ask for help from the Clients' Rights Advocate again, 95 percent were helped by the CRA, and 92 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.	93	2	1
2. My call was returned within two (2) days	87	8	1
3. I could understand the information I got.	92	3	1
4. My Clients' Rights Advocate listened to me.	91	4	1
5. I was helped with my question/problem by my Clients' Rights Advocate.	90	5	1
6. I would ask for help from the Clients' Rights Advocate again.	94	2	0

**Comments:** <sup>1</sup>

- 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 to be 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

---

<sup>1</sup> 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.

up/ Police Dept was called to help.... Your office did not offer much help when I called.

- I always get prompt and helpful answers.
- 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 conocemos 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 agradecida 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
- They were 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
- 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.)