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Memo

To: Disability Rights California
OCRA Advisory Committee

From: Jeanne Molineaux, Director

Date: July 18, 2011

Re: Consumer Satisfaction Survey
July 1, 2010, through June 30, 2011

Attached are the results of the last fiscal year Consumer Satisfaction Survey. The surveys were sent out for the period of July 1, 2010, through June 30, 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.

Two thousand nine hundred ninety-four (2,994) were mailed out. Five hundred two (502) people returned the surveys. This represents a 17 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, 93 percent believed their CRA listened to them, 94 percent would ask for help from the Clients' Rights Advocate again, 91 percent were helped by the CRA, and 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.	469	19	11
2. My call was returned within two (2) days	417	66	16
3. I could understand the information I got.	457	33	10
4. My Clients' Rights Advocate listened to me.	457	31	13
5. I was helped with my question/problem by my Clients' Rights Advocate.	446	44	18
6. I would ask for help from the Clients' Rights Advocate again.	449	32	15

Comments: ¹

- Wendy Dumlao is great!!
- Gracias a ustedes por brindar su ayuda y apoyo cuando nuestros hijos con necesidad especiales lo necesitan.
(Thank you for offering your help and support when our special needs children need it).
- I was extremely satisfied with the help I received from Rita.
- Heriberto Herrera is very nice.
- She is the best.
- Que sigan saliendo a dar charlas para que las familias sepan que existen estos servicios gratis.

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.

(That you continue to come out and give “chats” to families so that they know that these free services exist.)

- As parents, I am so glad there is a place like your guys’ that can really help us and that means a lot. Thank you so much. Especially during these difficult economic times.
- Lo que queria decir a mis defensoras es muchisimas gracias porque si no uviera sido por ellas yo no podia hacer nada . Muchas gracias. (What I want to say to my advocates is thank you very much. If it wasn’t for them I would not be able to do anything. Thank you, again.)
- Very Helpful and informative- great service.
- Solo dar las gracias por su apoyo. (Only to give thanks for your support).
- I receive the information that I needed
- Thank you for your help.
- Wendy Dumlao is AMAZING!!
- Muchas gracias por todo, cambiaron muchisimas cosas con respect a mi nino en la escuela. (Thank you very much for everything, you changed many things in regards to my son’s school).
- Aimee was so helpful she prepared me well for my hearing with the regional center. She organized my evidence and gave me tips on how to talk to the judge and what to emphasize. She was patient with my questions and very direct and confident.
- Solo quiero agradecer mucho por sus servicios. Ya que mi situacion cambio gracias a la representacion de OCRA.) (I only want to show much appreciation for your services. My situation has changed thanks to being represented by OCRA.
- The experience was very good. I got great service! Thanks!
- Que si yo no tubiera a la Sra. Celeste Palmer como mi advocacy, jamas ubiera podido lograr todas las metas y progreso de mi hija. Muchas Gracias. (That if I didn’t have Mrs. Celeste Palmer as my advocate we would have never been able to meet all the goals and made all the progress that my daughter has made. Thank you very much.)

- They can help for answer the question, but we need them can get in the IEP, They refused we need more involve from them.
- The staff bend over backwards to help you. Glad to have them around. Have recommended to other.
- She very very very very very good good good good.
- La persona que me atendio me brindo toda la ayuda que yo necesite, por hoy estoy bien satisfecha y claro que volveria con ella.
(The person that helped me gave me all of the help I needed. As of today I am very satisfied and of course I would come back again.)
- I want to thank you for all you have done.
- Lo que el defensor dijo que hiba recibir el nino no se le dieron . Lo mismo que tenia antes eso mismo tiene hoy.
(What the advocate told me the boy would receive was not given. The same as what he had is what he has now).
- With your help we were able to obtain both a new ___ worker and supervisor. We are meeting with the new worker this month and will see if the new plan for my son is more reasonable to his needs. Thank you for your assistance.
- Their call back delay is only because they are so inundated with cases.
- The staff was very encouraging and extremely helpful.
- Fue muy amable, Gracias, que Dios la bendiga.
(You were very kind. Thank you and may god bless you.)
- This office has staff that is awesome!
- Estoy muy satisfecha con Disability Rights.
(I am very satisfied with Disability Rights.)
- The advocate was very supportive and gave me appropriate referrals she seemed to genuinely care about the case, about the issues I was facing. I was hoping to possibly get direct representation with my matter in the future but was told representation was not available I do hope that OCRA will consider representing clients more at mediations and hearings especially in the difficult times.
- Wendy was very efficient +knowledgeable: The summary of “things to say/do” was very helpful.

- No vino la psicóloga mi hijo no tiene ningún servicio en casa.
(The psychologist didn't come; my son has no services in the home).
- Great Job. Valerie & Mareo in getting my grandson in to _____. We will always be very grateful to them and the Office of Client's Rights Advocacy. Thank you so much again.
- Helped me a lot with my problems.
- They offered great help and didn't beat around the bush.
- Que si los vuelvo a necesitar les vuelvo a llamar.
(That if I need it I will call again).
- Aimee & Marisol were both wonderful! Very professional. I can't say enough good things about them!
- Now, with the help of Megan everything is less stressful! She is great as before when I talked to the attorney too.
- I was extremely satisfied with the help I received from Rita.
- Yulahlia Hernandez provided exemplary assistance.
- Solo agradecer me fueron de mucha ayuda.
(Only to be thankful, they were of much help to me.)
- I greatly appreciate your organization, your staff is very understanding and supportive I received so much information about the rights my children have that I feel more knowledgeable and empowered to help their needs. Having children with special needs has been an emotional journey for me and navigating through the regional center and education process has been confusing and heartbreaking at times, With OCRA's help I feel more grounded and educated about disability rights. Thank you a million times over!!
- Me dijeron que me iban a mandar papeles, nunca llegaron.
(They said they were going to send me paper, and they never came.)
- Among the best, clearest most helpful information in years!
- Excellent experience. Thanks!
- The experience was very good I got great service. Thanks!
- Very personable and easy to understand what was explained.
- Louisa was so nice and helpful.
- The way I was treated by ____ was not right but I feel my clients' rights advocate helped me.

- OCRA realizes that they had given me the wrong answer and called back the following day. Excellent follow-up.
- The advocate was very thorough and enlightening I've used this program since 2004 it has always been tremendous resource.
- So thankful!
- I try to resolve issues without CRA however there are times when I need that support and advice. I really appreciate
- Todo la informacion fue de suma importancia para mi y pude obtener los servicios de terapia para mi hijo. El trato de Kathy y Gaby es excelente.

(All of the information was of major importance to me and I was able to obtain the therapy services for my son. The way we were treated by Kathy and Gaby was excellent).

- Excellent help! I wish there were more of you!
- Invaluable help! Professional and friendly!
- Thank you for providing this service.
- One of the best uses of funds to help people with developmental disabilities/challenges.
- Trina & Katy Lusson was extremely helpful! Thank you!
- Jasmin & Mr. Poe were very helpful!
- Without the help of Wendy Dumlao and other OCRA we would have to put our son in an institution where they most likely would kill him by over medicating him. Our Son's case is extremely serious. He is the poster child of how in home care can work despite the most severe cases. To see how well we're using home health nurses we can now pay for with OCRA win on our behalf-go to you tube type in "severe autism", you'll find dozens of videos Some shocking some heartbreaking Some inspirational. The bottom line is- our case shows the world of people who think people like my son "can't make it outside institutional care".-that it's indeed possible-with the right level of staffing and support. We are forever grateful to OCRA staff. Your organization has done more for our family than 18 years of any army of professionals. You guys ROCK!! We love you Thank you__Family.

- At first the intake person didn't want to take our case/call but after some persuasion she gave the message to the attorney. She was great. A wealth of knowledge and information/She wasn't able to represent us at our particular hearing but with the time and explanation she gave us we felt prepared and confident to proceed and ultimately we were victorious...so thank you!!
- More FAQ's on the website would be helpful
- I represented myself against ___ and lost I have Aspergers Syndrome.
- Thank you very much!
- Services rendered have always been great whether or not the problems still exist.
- Agradezco mucho la atencion que me brindaron.
(The attention that we were given was very appreciated).
- Jackie Chiang has helped many people a lot of Chinese parents don't know English. She can use Chinese to help them.
- I can honestly say Tim Poe was excellent.
- I think OCRA is a good resource to parents with a child with disability, but they need more people on the Board it seems they don't have enough! Thank you!
- How much we were pleased with Wendy Dumlao.
- To continue to advocate, monitor cuts in programs and services for disabled also to help them navigate the system.
- Thank you so much Filomena.
- Ojala y siempre haya defensores de los derechos de los ninos discapacitados para que los puedan ayudar a ellos y a los padres.
(I hope that there will always be advocates for children with disabilities so they can always be helped as well as their parents.)
- There is a great need to have more advocates help people/students in need of assistance.
- Aimee Delgado was extremely helpful.
- Wendy Dumlao was well prepared for our case. She did a lot of research. She jumped in there with the big boys.

- Es mucho trabajo para un solo defensor y un asistente. Gracias por el apoyo; pueden llamarme si es necesario.
(It is a lot of work for a single advocate and one assistant and thank you for all of your support; you can call me if necessary.)
- You need to ask more detailed questions.
- We are very Grateful for all the help our advocates did for us. Thanks you.
- Fueron muy amables todo el tiempo, supieron como ayudarme gracias.
(They were very kind the entire time; they knew how to help me.)
- I really need help with my problem and it seems very complicated and seems too hard for anyone to help me.
- The problem was resolved but if it didn't I would have needed additional assistance.
- Christine Armand is Awesome.
- Amazing Help! Thank you!
- They couldn't help me.
- Que cuando la defensora de Derechos al cliente salgan a entrenamientos o vacaciones haya mas asistencia para cubrirlosy el servicio no sea lento en ese entonces. Mas asistencia en espanol.
(That when the advocate of clients' rights goes to a training or on vacation, there be more assistance to cover them and for it not to be that slow in that instance. More assistance in Spanish).
- The service is great, communication is nice and comfortable.
- I have recommended them to several people LOVE them!
- The day program provider gave me an unreasonable time to little information I made my decision before I got help from the CRA needs to make themselves more obvious and send a flyer explaining your services what you do or don't do You need to advertise market your organization.
- Mario and his staff were very efficient, informative and knowledgeable.
- Wendy and Alba were very helpful.

- The office needs to have a local number for all. 800# It gets expensive to call and collect did not work last time I called. The CRA needs more help and attorneys since ___ always keep the clients from getting appropriate services they're too busy to handle all the complaints and due process hearings needed to fight ___.
- Si no existiera este servicio me hubiese sido muy difícil poder ayudar a defender los derechos y servicios para mis hijos. Gracias!
(If your services did not exist it would be very difficult to help and defend the rights and services of my children.Thanks).
- Wonderfully helpful. Solved my difficult situation in just a few days.
- Great help- able to get ___therapy because of services provided.
- We were very disappointed He was a very little help in helping us prepare our case. We were informed a week before our hearing that he would not be present and was of little help in preparing our case. My husband and I did it all on our own.
- Besides the receptionist everyone was extremely helpful and knowledgeable.
- Absolutely nothing was done.
- Great help! It worked!
- Estoy agradecido por todo en question a mi niño ____.
(I am grateful for everything in regards to my child____).
- Everything is ok! Thank you so much.
- Staff was so understanding and patient and very professional.
- I appreciate your help thank you!
- Estoy muy satisfecha con los servicios que me ofrecieron. La abogada soluciono mi problema.
(I am very satisfied with the services that I have been offered. The attorney solved my problem).
- I appreciated your help very much.
- Thank you!
- Thank you.
- Quiero que se encuentre la forma de obligar al distrito ha que pague una escuela privada para mi hijo ___el distrito no tiene el personal capacitado para cuidar a mi hijo. Ellos lo han maltratado físicamente.

(What I want is for there to be a way to force the school district to pay for private school for my son____. The school does not have capable personnel to take care of my son. They have mistreated him physically.)

- Am very satisfied for my problem being solved.
- Excelente.
(Excellent).
- Wonderful! Helpful!
- This is very useful service almost invaluable.
- Solo dar las gracias por tener gente como el Sr.Mario Espinoza y su personal ya que han estado al pendiente ayudandome en la escuela de mi hijo.

(I only want to give thanks for having people like Mr. Mario Espinoza and his staff. They have been there to help me with my son's school".

- I needed some help with legal terms but with translation, I did.
- OCRA has been there for the 4-5 years. Thank you!
- I am sincerely grateful for Lucy's savvy skill and patience. We couldn't have succeeded without her, much thanks.
- Hasta hoy estoy muy bien y he recibido la ayuda necesaria, gracias.
(To this date I am very good and receiving necessary help, Thank you.)
- They referred me to another agency who didn't call back I know they have people there staff that could help they are busy with other cases it was frustrating.
- So very professional Ms. Katie Meyer is outstanding.
- Excellent staff-they really cared about my daughter's best interest. A Rare concept these days.
- Son ustedes un equipo fabuloso y mis super heroes. Gracias." Yo y____ les damos las gracias. Un million de bendiciones para ustedes.
(You all are a fabulous team and my super heroes. Thank you. ____and I give you thanks. A million blessings to all of you.)
- I didn't enjoy services.
- I want her to visit me again.
- We received excellent advice guidance and assistance.

- A quien corresponda: Para mi es un gran placer escribir estas lineas para manifestar la excelente atencion y asesoramiento del Sr. Matt Pope y de la Sra. Lucy Garcia. Ellos han sido para mi una luz de esperanza en este dificil camino ellos me han ayudado a vencer el miedo a abogar por los derechos de mi hija. Sus palabras de aliento y su asesoramiento han alentado a lograr tener el valor suficiente y la tenacidad ara rebatir un argument y decir no ente una injusticia pero sobre todo con el concocimiento legal que adquerido de estas 2 grandes personas. Podria escribir un libro completo manifestando mi experiencia con derechos al clientes, pero quiero finalizar agradeciendo con el Corazon en la mano a el Sr. Matt Pope y a la Sra. Lucy Garcia por este trato calido y amable que he recibido a cada momento ellos estan en un lugar muy especial de mi Corazon. Y tambien quiero aprovechar para agradecerle a Office of Client's rights advocacy Disability Rights California. Gracias por otorgoarnos este servicio tan valioso.

(To whom it may concern: For me it is a great pleasure to write these lines to express the excellent attention and advice of MR. Pope and Ms. Lucy Garcia. They have been to me a light of hope in these difficult roads. They have helped me to overcome my fear of advocating for the rights of my daughter. Their words courage and advice have encouraged me to have enough strength and the tenacity to resist an argument and say no to injustice, but most of all with the legal knowledge that I have acquired from those two grand individuals. I can't write a book expressing my experience with client's rights. But I would like to finalize my appreciation with my heart in my hand to Mr. Matt Pope and Ms. Garcia for this treatment so kind that I received at every moment. I would like to also take advantage of this letter and appreciate OCRA thank you for granting this very valuable service.)

- Disability Rights is critical for many families right now, we need to start doing class action suits in regards to cuts in respite and especially educational consult services to get needs met for consumers.

- Los abogados haven un buen papel pero creo que se necesitan mucho mas para rodas las personas con discapacidades, es una pena, pero es la verdad.
(The attorneys play a great role, but I think they need more, for all people with disabilities, it's a shame but it's the truth).
- Thank you for your time and help.
- Ms. Delgado provided the services with very pleasant personality and good manner as always. Glad to have her help me with my son's case.
- Rita es siempre de mucha ayuda para mi.
(Rita is always very helpful.)
- Valery Geary Excellent office staff member!
- This Office of clients' Rights Advocacy is excellent! I wish it will be developing more and protecting clients' rights forever; I loved and appreciated this office.
- All they are nice and very good to help_____.
- Que no se tarden tanto para dar soluciones a los casos.
(That they not take long to find solutions to cases).
- Doug Harris = knowledgeable+ fantastic....
- Yo lo recomendaria al que necesite ayuda.
(I would recommend to those who need help.)
- I have not heard anything back I am still working to see a lawyer or arbitrator.
- Needed help with fair hearing to get day program got no help at all. Did receive several calls weeks after the issue was already settled.
- Que la Senora Celeste Palmer es una persona muy valiosa como profesional y como ser humana que Dios la bendiga y la siga usanda por el lindo trabajo que ella hace, y que otras personas sigan su ejemplo , muchas gracias.
(That Mrs. Celeste Palmer is very valuable person as a professional and like a human being. May God bless her and may he continue to use her for the beautiful work she does and that other people follow her example, thank you very much.)
- Fast and Great service.

- I never received info I asked for regarding protective supervision through IHSS.
- Que si pueden explicar mas o sea mas informacion y que se pueda entender mas en Espanol.
(If they could explain more or give more information and they be able to understand Spanish better).
- Thank you very much to atty. Meagan.
On this same matter, they helped my daughter twice
- Son muy utiles sus concejos. Nos ayudan en nuestro idioma. Muy importante que existe agencias que ayudan a los derechos de los ninos discapacitados.
(Their advice is very useful. They help us and in our language. Its is very important that agencies exist that help with the rights of children with disabilities).
- ___refused to pay for OCRA services in retaliation for filing complaint. OCRA will not advocate for anyone unless they are authorized by ____.
- Agradezco el profesionalismo con que DRC nos ayuda siempre que le llamamos. Son precisos con la informacion.
(I appreciate the professionalism with which DRC always helps us when we call. They are precise with information).
- Office too busy to help. Took a long time to reach someone.
- Yo los recomendaria porque son amable y le ayudan mucho. Cosa que uno no saben ellos les explican, o que no se entiende.
(I would recommend because they are kind and they help a lot. The thing is that when one doesn't know or understand, they explain).
- Asked to receive info by email Difficult to get Q's answered needed to make advanced call appointments which was difficult for me just wanted a few Q's answered.
- I called 3 times leaving messages today they called me back.
- Mi defensora fue muy atenta rapida y amable. Muchas gracias
(My advocate was attentive fast and friendly. Thank you very much.)
- Excellent help! I wish there were more of you!

- We have 3 children with disabilities. We want to be continuous to appeal to the next level court that be fair for my family. No one is helping us to do the petition for writ of mandate and low income.
- Gracias.
(Thank you.)