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Memo

To: Disability Rights California Board of Directors
OCRA Advisory Committee

From: Jeanne Molineaux, Director

Date: January 18, 2011

Re: Annual Consumer Satisfaction Survey
July 1, 2010, through December 31, 2010

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent out for the period of July 1, 2010, through December 31, 2010. Every fourth closed case was randomly selected from OCRA's computer intake system to receive a survey, which included a self-addressed stamped envelope.

Three hundred fifty seven surveys were mailed out. This is a significantly smaller number than the same time period last year as temporary staff were used to complete the process. One permanent staff person has now been assigned to this project.

Of the 357 surveys mailed, eighty-seven returned the surveys. This represents a 24 percent return rate. Of those responding to the questions, 98 percent of the respondents who answered the questions felt they were treated well by the staff, 94 percent understood the information they were provided, 95 percent believed their CRA listened to them, 98 percent would ask for help from the Clients' Rights Advocate again, 92 percent were helped by the CRA, and 83 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.	84	2	1
2. My call was returned within two (2) days	69	14	4
3. I could understand the information I got.	81	5	1
4. My Clients' Rights Advocate listened to me.	81	4	2
5. I was helped with my question/problem by my Clients' Rights Advocate.	77	7	3
6. I would ask for help from the Clients' Rights Advocate again.	82	2	3

Comments: ¹

- I'm sincerely grateful for Lucy's savy, skill and patience; we couldn't succeed without her much! Thank you for all you do!
- Doug Harris = knowledgeable+ fantastic....
- Lo que el defensor me dijo que hiba a recibir el nino no se le dieron, lo mismo que tenia antes eso mismo tiene ahora (What the advocate told me the boy would receive was not given. The same as what he had is the same as he has now.)
- OCRA has been there for the 4-5 years Thank you.
- Que cuando los defensores de Derechos al cliente salgan a entrenamientos y vacaciones haya ,as asistensia para cubrirlos y el servicio no sea lento en ese entonces. Mas asistencia en espanol. (That when the advocate of Rights goes out to trainings or on

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.

vacations and there be more assistance to cover them and for it not to be slow in that instance. More assistance in Spanish. Thank you.)

- I needed some help w/legal terms but w/translation I did.
- This is a very useful service almost invaluable.
- 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. (I want is for there to be a way to get the school district to be forced to pay for a private school for my son, _____. The school district does not have capable personnel to take care of my son. They have mistreated him physically.)
- WONDERFUL! HELPFUL!
- Todo la informacion fue de suma impotrancia 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.)
- They are nice and very good to help _____.
- Mi defensora fue muy atenta rapida y amable, muchas gracias. (My advocate was attentive fast and friendly thank you very much.)
- Thank you.
- Solamente que el personal que tienen este mas accesibles porque las veces que e necesitado solo me dicen que no pueden ayudarme ya que el señor Mario lo tiene que consulatr y siempre tiene mucho trabajo. (Only that the personnel should be more accessible because the times I've needed help they tell me they can't help me and that _____ has to be consulted always and he has a lot of work.)
- Thank you
- Yo, _____ tengo 2 hijos especiales _____ y _____ 13 anos con diagnostic retraso mental y quisiera hablar cde un problema. Yo quisiera por que eyos no califican p ara el disability. (I, _____ have 2 special sons _____ and _____ 13 years, with diagnosis of MR. I'd like to talk to someone about a problem I would like to know if they qualify us for disability.)
- I appreciated your help very much.
- Que no se tarden tanto en dar soluciones a los casos. (That they not take so long in finding solutions to cases.)
- Services rendered has always been great whether or not the problems still exists.

- 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 injusticua 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 otorgoirnos este servicio tan valiso.

(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.)

- This office of client's rights advocacy is excellent I which it will be developing more and protecting more clients' rights forever I loved and appreciated this office.
- I did not enjoy services that much!?
- Thank you for all of your help.
- Ms. Delgado provided the services with a very pleasant personality and a good manner as always glad I am happy to have her help for my sons care :)
- Thank you for your time and help.

- Disability Rights is critical for many families right now.
- We received excellent guidance and assistance
- Your paid employees were no help to me at all!!! As an idea you might want to set up better training program.
- I want her to visit me again, please.
- Si no existiera este servicio me hubiera sido muy difícil poder ayudar a defender a los derechos de mis hijos Gracias! (If your services didn't exist it would be very difficult to help and defend the rights and services of my children. Thanks)
- They referred me to another agency who didn't call me back. I know they have people there on staff that could help they were just busy with other cases. It was frustrating.
- Excellent Staff they really cared about my daughters best interest. A rare concept these days!
- So very professional Ms Katie Meyer is outstanding at Culver City Ofc.
- Excelente(excellent)
- Gracias a ustedes por brindar su ayuda y apoyo cuando nuestros hijos con necesidades especiales cuando ellos lo necesitan.(Thank you for offering your help and support when our special needs children need it.)
- Muchas Gracias por todo cambiaron muchísimas cosas respecto a mi niño en la escuela. (Thank you for everything so many things have changed as far as my sons school)