



Office of Clients' Rights Advocacy
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Memo

To: Disability Rights CA Board of Directors
From: Jeanne Molineaux, Director
Date: August 5, 2010
Re: Annual Consumer Satisfaction Survey
July 1, 2009, through June 30, 2010

Attached are the results of the fiscal year Consumer Satisfaction Survey. The surveys were sent out for the period of July 1, 2009, through June 30, 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.

Eleven hundred and sixty-two surveys were mailed out. Two hundred and thirty-one people returned the surveys. This represents a 19 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, 96 percent understood the information they were provided, 96 percent believed their CRA listened to them, 92 percent would ask for help from the Clients' Rights Advocate again, 88 percent were helped by the CRA, and 87 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.	223	9	3
2. My call was returned within two (2) days	197	30	8
3. I could understand the information I got.	220	11	6
4. My Clients' Rights Advocate listened to me.	220	11	4
5. I was helped with my question/problem by my Clients' Rights Advocate.	204	27	4
6. I would ask for help from the Clients' Rights Advocate again.	210	20	6

Comments: ¹

- Wendy Dumlao was a tremendous help. We were just about to give up but did not have to with her help. Thank you so much.
- Thank you for all you do!
- Kendra and Gina have been awesome and a tremendous help to me. They are very responsive! We love them!
- Amanda St. James and Katy Lusson are very responsible & professional in dealing with (people) clients.
- God bless you all & helping our families.
- I was not helped with my question/problem by my Clients' Rights Advocate, but did receive useful information, as always
- Excellent, excellent service!
- I was helped initially but when I called back I was told my case with them was terminated and due to overwhelming cases, they now only have an automated answer. I still need assistance with my appeal

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.

process. Please contact me with a name and number of someone who is available to assist me. Thank you.

- Gracias a ustedes y su alluda y pudimos recibir la alluda que mi nieto necesitaba. Muchas Gracias. (Thanks to you and your help we were able to receive the help my grandson needed. Thank you very much.)
- Katie Meyer is a great resource!!
- Eleanor was an excellent advocate.
- Representative did not have enough time to help.
- Overall I was satisfied.
- They are great.
- A ____ said someone would call & they never did. I called ____ back & she called me & left mess. Matter resolved by me breaking down & crying 4 mos. later in a waste of time student study team mtg. the district required....
- I always find Ms. Meyer & Ms. Delgadillo to be very responsive and knowledgeable.
- Never help to us. I don't know why it exists.
- Mi defensora ayudo a mi hijo ____ muy bien y le agradezco mucho toda la ayuda mil gracias y dios la vendiga. (My advocate helped my son ____ very well and I appreciate all of the help one thousand thanks and God bless you.)
- Katie Meyer is great. Very helpful.
- I am happy with the services that the Office of Clients' Rights Advocacy has provided for me during my time of need, but I am unhappy about the fact that a lawyer was not able to come to the court hearing with me.
- The Advocate helped me decide whether it was wise to appeal the ineligibility decision for our son.
- Don't understand meaning or question "I was listened to by my Client's Rights Advocate"?
- Jackie Chiang is an outstanding advocate! She went above and beyond the call of duty to support us in our efforts w/Regional Center and IHSS. I can't say enough about Jackie Chiang & efforts to shepherd us through the tangle of bureaucratic paperwork and in helping us understand our rights and responsibilities. She made a difficult process much more understandable and I genuinely felt she cared about the outcome of various efforts involved in securing the best treatment and services for our daughter....

- I wanted help with an appeal for SSI for my son, 19, who is a client of the _____. I was very disappointed to be told that I could not be assisted by the Regional Center. I would think, and have been told in the past, that the Regional Center helps clients who are denied SS. My son has had SSI for about 5 years and when he had his assessment for turning 18, he was denied and was told he could work....
- Took several phone calls till call returned & little help. Still expect consumer to do all work, even when difficult case, never tell people. No wonder.... No chance. RC's decide people's fate....
- Que son las mejores personas profesionalmente que me encontrado y les doy todo mis respeto. Estoy totalmente muy agradecida...(That they are the most professional people I have found and I give them all of my respect. I am totally appreciative.)
- Good Service.
- I can't really give high marks here, though my advocate I felt did a good job filling out the paperwork, she could not represent me physician at the hearing! To back up her information so hence I lost both of my motions/hearings, in my opinion this system is "Broke". Here a good example: If you give someone a car and no gas you go "No where" You give someone an attorney and doesn't show up for your hearing "You lose".
- Can my son get help?
- It really does not matter, as the person that handled my son's case did not stand up for my son! Not much of an effort was made by _____.
- Estoy muy agradecida con Anastasia ella sabe informarlo muy bien es una muy Buena defensora. (I appreciate Anasatasia, she knows how to keep you informed, she's a good Advocate.)
- I don't remember if my call was returned within two (2) days.
- I was not helped, all I was given was copies of my daughter's file and told that my problem was bigger than they could handle and referred to an out of town Advocate, even after I showed evidence....
- Si yo quiero decirte algo mas Atras. Lo siento solo escribo muy bien en español gracias por la atención. Yo estuve como por 3 años tratando por telefono de comunicarme con el centro regional y nunca contestaron mi llamada hasta que alguien me dijo que fuera directamente a _____ y llenara toda la información de mi hijo _____ directamente a las oficinas y tomaron mi caso y me llamo _____

trabajadora del ____ centro regional. . (Yes I want to tell you something else in the Back. I'm sorry but I only write well in Spanish, thank you for your attention. I was for about 3 years trying to communicate by telephone with the regional center and they never answered my call until someone told me to directly go to ____ and complete all of my son's _____ information directly to the offices and they took my case and _____ regional center worker called me.)

- Aimee Delgado is very helpful, informative and supportive. She's great.
- El servicio es pésimo, dicen que ayudan pero no es cierto, en el caso de mi hijo tuvimos una entrevista, entregamos los documentos, transcurrieron 2 meses, intentamos comunicarnos y nunca nos devolvieron la llamada, al final nuestra documentacion se extraviaron. (The service is poor, they say they help but it is not true, in my son's case we had an interview, turned in the documents, 2 months went by, we attempted to communicate and they never returned our call, finally our documents were lost.)
- I was hopping to get an advocate assistance.
- I am still waiting to hear if we have been accepted for services.
- We need your help always! Thank god for office of clients advocacy. Lots of people need help. Family and friends love you.
- Everyone has been extremely nice to us especially Ms. Katie Meyer.
- Mi agradecimiento para Anastasia y para su asistente, porque fueron de mucha ayuda para _____ y para mi. Aparte cambio. (My thanks to Anastasia and her assistant, because they were of much help for ____ and for me. Besides that he has changed.)
- I had asked one Clients' Rights Advocate with help regarding _____. I was appealing decision they had made. I did not understand what _____ actually did and I still don't really understand the decision they made and I think the Clients' Rights Advocate never really helped me understand. In the end, I appealed the decision myself without the help of the Advocate.
- _____ les agradese su ayuda. Muchisimas gracias en nombre de mi hijo por que su alluda hacido de muchisima importancia pues mi hijo la nesesita bastante la defensa. Gracias por segir apoyandolo. (_____ appreciates your help. I would like to thank you very much on behalf of my son because your assistance has been very important, my son needs the advocacy very much.)

- I was treated nicely by “Disability Rights California” but, I don’t think that enough was done to help me. Most of my complaints against _____ was not even looked at....
- She is the best!
- No recibí la ayuda en términos legales no me apollaron para nada. (I did not receive the help in legal terms. They did not support me for nothing.)
- Thank you. The help provided was appreciated.
- _____ consumers need additional assistance for their education advocacy.
- Thank goodness for Katy Lusson’s help!
- They are on top of their game!
- The initial call was returned but not after that. No email returned as well.
- Mrs. Katy Lusson is the very best. She knows her fields, she is great in helping her clients. She put her heart out, she helped so much for my son _____ and _____ . Thank you so much.
- Thank you!
- I am told that because my son is so high functioning, he does not need “job training” prior ending high school. My son was tested and I was told he does not show to be inspectrum. My son has an autistic diagnosis from the Regional Center, private doctor and AGRE.
- Thank you very much for the help and being there for people with disability.
- Advocate didn’t understand my problem.
- First phone call appointment = no call. _____ 2nd appt date = no call. Staff going home. 3rd appt = no call.
- We would not have been successful without your assistance. Thank you!
- Clients’ Rights Advocacy has always been a great service to me and my son. They are always very thorough with the information they give...They are always very friendly as well.
- I do not have words to say how thankful I am for the help I received, I felt I had a whole team on my side. Thank you.
- The lawyer was very nice, friendly, supportive and helpful. She even came to my house as its difficult to go places with _____. She made suggestions and recommendations as for my documents, sent me some legal documents and still answers my emails with all questions and concerns. She was amazing!

- Gracias por la informacion y ayuda y Apollo sigan brindando esta ayuda yo como madre de Walter Se los agradezco y que bueno a verla conocido y saber que ay alguien que no apolla es importante. (Thank you for the information and help and support. Continue to offer this help. Like the mother of _____ I am grateful and I'm glad to have met you and to know that there is someone to help and support is very important.)
- I'm thankful for all that you do for us and other family. Knowing my son's rights is a big help. Thank you.
- Thank you very much Rita for your sincere concern with my situation with ___ teacher and class. Also I thank Eleanor for her help. Sincerely ____.
- Quede satisfecha con la asesoria que me brindaron. (I was satisfied the services offered/rendered.)
- I was hoping to get advocate assistance.
- Mr. Matt Pope was excellent. He was very helpful and ready to help us. He was fast and put us at ease. We felt very comfortable with him. He took a lot of stress from us by knowing he was helping us. We are very happy to have him on our side. The case was won in our favor and we thank God for his help.
- Estoy agradecido por todo gracias (I am grateful for everything, thank you.)
- Very professional very helpful. We really need them a lot.
- Always helpful and knowledgeable.
- Rita Defilippis was able to get the school district to treat ___ right. Finally!
- Matt Pope is the best! This help was invaluable to me during a recent direct processing issue.
- Very helpful but they are very busy – We need lots of help.(parents' of special needs kids)
- Excellent! Staff (Jacqueline and others) were very responsive, and answered my questions and assisted me with providing resources and reference material.
- Gina was very helpful. PAI is always wonderful.
- I call OCRA Advocacy a month ago and still they haven't returned my call. Called 3 times during past months.
- Katie Hornberger is absolutely fantastic.

- We were very pleased with our most recent issue on transportation. This makes a dramatic difference in our daily lives. Thank ___ much. Thank all involved in settling our issues regarding transportation.
- ci es nesesario bolberia pues me trataron mui bien gradia muchas gracias estoy agradecida con ellos. (Yes if necessary I would return well, they treated me very well. Thank you. Thank you very much. I am very grateful for them.)
- It would be so much better to actually have an attorney sometimes, well it's always difficult to go against the regional center.
- IHSS programa, SSI seguro social, IEP, Juntas de escuelas y cambios o trancisiones para ninos mayores y centros regionales. (IHSS programs, SSI Social Security, IEP meetings school meetings and changes or transitions for older kids and regional centers.)
- They were kind on the phone but did not get MH service started again even though I have them on the books so to speak no is servicing this case. My daughter continues to seize and my body continues to be overworked with new exhaustion injuries a trial seems imminent. What a waste of tax dollars.
- Que el centro regional me a ayudado muy bien con mi hijo. (That the regional center has help me really well with my son.)
- El trabajo de la abogada Kathy asi como de su secretaria es excelente, ademas que en todo momento demostraron su profesionalismo pasiencia y me explcaron de forma muy detallada los pasos que yo debia seguir. Estoy muy contacta de contra con personas como ellas. Gracias! (The work done by the attorney Kathy as well as that of her secretary is excellent. Also in every moment they demonstrated there professionalism and patience and they explained to me in details the steps that were to come. I am very happy to count on people like them. Thank you.)
- Me centi muy confundido por que esperaba respuestas concretas. (I felt very confused because I expected concrete answers.)
- Can you get me and my dad on SSA.
- Excellent help and answers to a difficult situation.
- My niece was kicked out without a 30-day notice. She came by and the landlady said she wasn't allowed on the property if she came back she would give me a 30-day notice.
- E resivido mucha ayuda estoy muy feliz con Anastasia y Cristi. (I have received a lot of support. I am happy with Anastasia and Crisiti.)

- We need to have representatives at hearings for our kids. They are not getting represented.
- I didn't get the follow up about my question I asked. I asked about when filing for Medical Waiver and if I turn papers in after 30 days, does that automatically disqualify me? And how do I reach someone to find out about status of waiver?
- I seemed like she was in a hurry that I felt like I was rushed when I was sharing my problems with my son's IEP and with the school district.
- Advocate was so kind and made sure all my questions were answered.
- I would like more of my concerns to be addressed.
- Excellent communication – always follows up.
- The staff exec followed up with me to check if my issue/questions were resolved. They were very helpful.
- Excellent service!
- Ms. Jackie Chiang goes above and beyond. She helped me out enormously and I would absolutely seek her support and knowledge. It is difficult being a single mom with a special needs little girl. Having someone like Ms. Jackie Chiang on my team, is a big win. Please acknowledge her as a huge asset to OCRA. She is a breath of fresh air and highly understanding professional. Dealing with _____ is very difficult as they will do anything to alleviate service/support that my daughter clearly needs and is entitled to by law. Again, Ms. Chiang is truly a huge support. Thank you.
- Thank you Valerie Geary.
- Gracias por tener personal tan capacitada ya que en algunas preguntas nos orientan y los explican bastante bien. (Thank you for having capable personnel. With some questions they explained it and guided rather well.)
- Katy Lusson is very good.
- The CRA has been an invaluable resource for us.. Katie Hornberger and Katie have been excellent. The most recent call was returned the same day.
- They were awesome!
- _____ is now receiving PT twice a week. Thank you! The only thing I find difficult is to phone, leave a message, then wait for a return call from Luisa to do an intake. I'm simply home very rarely during working hours and as a classroom teacher, cannot easily be

reachable by cell. Katie, thanks for replying to my email and doing the intake when I was available! I appreciate it!

- Mi trabajadora social me respondia inmediatamente y acordamos que recibiamos entrenamiento de padres en casa y esto no se ha realizado hasta how Marzo 10, 2010. (My social worker responded immediately and remembered that we needed to receive training for parents in our home and to this day it has not occurs March10, 2010.)