



Office of Clients' Rights Advocacy
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Memo

To: Disability Rights CA Board of Directors
From: Jeanne Molineaux, Director
Date: January 19, 2010
Re: Consumer Satisfaction Survey
July 1, 2009, through December 31, 2009

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent out for the period of July 1, 2009, through December 31, 2009. 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 and twenty-one surveys were mailed out. Eighty-three people returned the surveys. This represents a 12 percent return rate. Of those responding to the questions, 93 percent of the respondents who answered the questions felt they were treated well by the staff, 93 percent understood the information they were provided, 94 percent believed their CRA listened to them, 89 percent would ask for help from the Clients' Rights Advocate again, 87 percent were helped by the CRA, and 89 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.	77	6	
2. My call was returned within two (2) days	71	10	2
3. I could understand the information I got.	76	6	1
4. My Clients' Rights Advocate listened to me.	77	5	1
5. I was helped with my question/problem by my Clients' Rights Advocate.	72	11	
6. I would ask for help from the Clients' Rights Advocate again.	74	9	

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

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.

- Gracias a ustedes y su ayuda y pudimos recibir la ayuda 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 bendiga. (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 IRC 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.)
- 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 agradece 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....