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Memo

To: OCRA Advisory Committee  
From: Jeanne Molineaux, Director  
Date: January 15, 2009  
Re: Consumer Satisfaction Surveys – July 1, 2008, through December 31, 2008

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Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent out for the period of July 1, 2008, through December 31, 2008. 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 seventy-six surveys were mailed out. 96 people returned the surveys. This represents a 26 percent return rate. The results were excellent. Of those responding to the questions, 89 percent of the respondents who answered the questions felt they were treated well by the staff, 90 percent understood the information they were provided, 86 percent believed their CRA listened to them, 89 percent would ask for help from the Clients' Rights Advocate again, 81 percent were helped by the CRA, and 79 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.	82 ☺	11 ☹	3
2. My call was returned within two (2) days	74	20	2
3. I could understand the information I got.	79	13	4
4. My Clients' Rights Advocate listened to me.	80	13	3
5. I was helped with my question/problem by my Clients' Rights Advocate.	74	18	4
6. I would ask for help from the Clients' Rights Advocate again.	78	11	7

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

- Excellent, Always Excellent. I would absolutely ask for help from the Clients' Rights Advocate again. That Katie Casada-Hornberger is amazing as an advocate in representing my son and his rights. As well as, Lucy Garcia!!
- I never got a call back as a result my family re-located to San Diego.
- I never got to speak to the CRA. The last time I called the CRA office in Bakersfield was in July 2008, Valerie the Secretary answered my questions & assisted me.
- Katie Hornberger is Fantastic! She held my hand through the process – Thank you!
- Crystal Padilla helped me. She answered my questions (back).
- Celeste Palmer que gracias por ayudarme y que...(Celeste Palmer Thank you for helping me and...)
- Estoy muy contenta con su alluda. (I am very happy with your assistance.)

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<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.

- Dear Lori and Andy – You two have been very instrumental in our family’s success through the I.E.P. process for \_\_\_\_\_. Several times I called to “tell my story” blow by blow, and I always received support and direction. Thank you!
- El trató fue excelente muchísimas Gracias a Mi Defensora y Personal. Bendiciones para todos ustedes. (Treatment was excellent, thank you very much to my personal advocate. Blessings for all of you.)
- Impressive, helpful, happy to have found them. Wendy Dumlao is an excellent asset to your organization. She knows the law, advocates for the consumer and makes sure that the law is implemented. Words cannot say enough about how well she does her job.
- I was put off, shelved.
- My call was never returned!
- I would maybe ask for help from the Clients’ Rights Advocate again. I did not receive the help I needed, yet I got a letter stating that my case was going to be close because I did not return the call but they never called me at home, cell #, e-mail. I called back left msg. and they still did not return call. Thank you for everything else you do.
- Mi llamada fue regresada hasta la tercera vez que pedi ayuda. La primera y segunda vez que trate de recibir ayuda de \_\_\_\_\_ jamas regreso mi llamada. Hasta la tercera vez hable con Marisol y ella fue quien me asesoro y me brindo ayuda...porque por lo general, ellas siempre estan demasiado ocupadas. Gracias. (My call was returned back the third time that I requested help. The first and second time that I tried to get assistance from \_\_\_\_\_ she never returned my call. Until the third time I talked to Marisol and she was the one that provided me assistance and advice...because in general they are always much too busy. Thank you.
- Please take me off your mailing list. I thank you for all the help that your company had given me, but my daughter has passed away.
- No me volvieron a llamar y lo unico que me dijieron era que si mi hijo tenia syndrome de Down/Autismo. (They didn’t call me back and the only thing they asked me was if my son had Down Síndrome/Autism.)
- Matt Pope and Lucy are exceptional! I have 2 children with very different needs – advocate very nice, accessible and great help!
- I would have liked someone to be with me the day of the hearing.
- Katie Hornberger is fantastic! She is Godsend to my family.
- Things are no better and cannot do anything – no – help.

- Que traten muy bien a las personas. Todos somos iguales y merecemos un mejor trato. Otra cosa poner más personal bilingüe y comprensibles. Gracias por todo lo que ustedes están haciendo para mejorar el sistema. Que Dios los bendiga. (To treat people very well. We are all equal and deserve better treatment. Another thing place more bilingual and compassionate staff. Thank you for all you do to better the system. God bless you.)
- Valerie Geary is very knowledgeable about clients' rights. She is very helpful.
- The answers in this survey apply only to the secretary. She was extremely helpful, patient and informative. I never actually got to speak or meet with the attorney. Don't know why.
- Special needs director has been ...
- I spoke with Kay Spencer regarding bus transportation issues. She was helpful ...
- Muy mal servicio y atención. (Very bad service and attention.)
- Thank you so much for helping. You made a difference. My son is now back in school and happy. It's a relief to know that I have someone to turn to and help when things get tough.
- Que fueron muy explícitos en cómo ayudarme. Gracias por su ayuda. (You were very explicit in how you helped me. Thank you for your help.)
- Got no help whatsoever on our situation. No call back.
- Carol Campbell is an excellent advocate. She is personable and kind and we look forward to seeing the results of her actions in place for my sister!
- Gracias a ustedes nosotros podremos defendernos. Gracias. (Thanks to you we will be able to defend ourselves. Thank you.)
- San Diego Regional Center at Santee ...
- I think Protection and Advocacy (Katy Lusson) is a tremendous resource for families and am very grateful for this agency.
- Valerie is very professional and helpful. She gives great advice.
- The second time I was told no lawyer to give a paper to KRC.
- Jacqueline Miller, esq. represented our son ... for regional center eligibility. Jacqueline was just great ...
- They were great and I really appreciate their help and I'm very thankful.
- They (staff) were fantastic!
- Katie Hornberger is an excellent advocate for children like mine.

- Please warn clients no to move to the High Desert areas. Too many lawsuits! Terrible school placements for special needs children!
- They were not able to help me with my case because my son is not a regional center client, but they are exceptionally good and helpful.
- Receptionist needs a class in phone etiquette. She was rude, loud and not a person I felt comfortable leaving information with.
- Marcie Gladson was so nice and patient. I felt empowered ...
- Jacqueline was fantastic.