

OFFICE OF CLIENTS' RIGHTS ADVOCACY
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Memo

To: OCRA Advisory Committee
From: Jeanne Molineaux, Director
Date: July 18, 2006
Re: Consumer Satisfaction Surveys – January 1, 2006, through
June 30, 2006

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent out for the period of January 1, 2006, through June 30, 2006. Every fourth closed case was randomly selected from OCRA's computer intake system to receive a survey, which included a self-addressed stamped envelope.

Six hundred and seventeen surveys were mailed out. Two hundred and forty-nine people returned the survey. This represents a 40 percent return rate. The results were excellent. Of those responding to the questions, 93 percent of the respondents who answered the questions felt they were treated well by the staff, 92 percent understood the information they were provided, 92 percent believed their CRA listened to them, 91 percent would ask for help from the Clients' Rights Advocate again, 88 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.	232	11	6
2. My call was returned within two (2) days.	207	30	12
3. I could understand the information I got.	230	14	5
4. My Clients' Rights Advocate listened to me.	230	11	8
5. I was helped with my question/problem by my Clients' Rights Advocate.	220	21	8
6. I would ask for help from the Clients' Rights Advocate again.	226	13	10

Comments: ¹

- I am very happy with the help that Jackie Coleman has given us.
- This reference also came to use from Far Northern Regional Center.
- I'm so glad this form was sent since I've thought many times I need to send a Thank you/Appreciation note to Maria Bryant.....
- This form was filled out for both parties which had a council meeting with CVRC.
- Que es una excelente – profesional. Gracias por su ayuda. (Thank you for your help. You are an excellent professional.)
- CRA is very helpful & valuable resource for my job.
- Muchas gracias por ayudar a mi hijo. (Thank you very much for helping my son.)
- La personal que me ayudo es muy eficiente y muy profesional. (The person that assisted me is very efficient and professional.)
- They were great! Very knowledgeable & Helpful.

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.

- Que muchas gracias y estoy muy agradecida con ellas. (Thank you very much and I am grateful to them.)
- The problem was not your field of expertise, but referral was helpful.
- Daily used phone contact with staff, but not w/Clients' Rights Advocate.
- I got the help I need.
- Our Clients Rights Advocate is so very helpful. She is a great listener as well as a professional who really knows her field of practice. Katie Casada Hornberger is an excellent advocate!
- Estoy muy agradecida de todo Corazon le doy gracias a dios por aber conocido a la abogada y a su asistente que dios los bendiga a todos..... (I am very grateful with all my heart, I thank God for having met the advocate and her assistant. May God bless all of you.....)
- They have no one available to go to an IEP with me – no advocates as they are too busy!
- Referred by Pediatrician who did not know criteria for being accepted as patient. What a waste of time!
- Your services are greatly appreciated! Thank you.
- Dear Ms. Cervantes: The purpose of this letter is to tell you thank you for all of your help on the above-mentioned matter. With your guidance, I was able to receive payment for ____ _____. You were very helpful in simplifying what I needed to do.....
- Esta agencia es “muy importante” para los padres que tenemos hijos con discapacidad..... (This agency is “very important” for parents with disabled children.....)
- I was treated extremely well by the staff. I would definitely ask for help from the Clients' Rights Advocate again. Very professional and dedicated to resolving issues.
- Quede tan decepcionada que nunca mas buscaria ayuda en este lugar y no es la primera vez. No se porque existen estos lugares si no ayudan. (I am so disappointed that I would never again look for assistance in this place. This is not the first time. I don't know why these places exist if you don't help.)
- I wasn't happy with decision.
- The staff is wonderful. They treated my case with respect and urgency. I felt very well taken care of! They never even mentioned PAI.
- Yulahlia was great.

- I want to talk more with my Clients' Rights Advocacy to listen to us about help with budget with check, Bank Acct. Take to the Dr. when we need.....
- My call was returned within the same day. Katie Casada & Bebo Saab were very helpful.
- My mentally challenged son was arrested – is still going through the court system even though he has been deemed incompetent to stand trial by 2 psychiatrists – and when I first contacted the CRA _____ because the crime is a felony – he said he “ had no experience in such matters” and couldn't help us. A call to PAI resulted in my being told to “go with the CRA” because he's “very competent”.....
- Obtain report of judge from ___ San Diego, CA Sept. Oct. 2005. I was born with a blood disease & from this blood disease unfortunately I have to be hospitalize from time to time.....
- We really didn't go into ___ case. I just mentioned an issue to ____.
- There was no follow up.
- Thank You.
- Kathy Mottarella & Jackie Phan are always responsive & very well informed.
- Agradesco toda su informacion qu me dieron muchas gracias por todo. (I appreciate all the information you provided me, thank you for everything.)
- Gracias por apoyar a las personas que carecemos de informacion. El apoyo y la comprension que recibí me fue de mucha utilidad. Gracias otra vez. (Thank you for supporting the people who need information. The support and understanding that I received was very helpful. Thanks again.)
- They were extremely helpful.
- It isn't made clear when you will physically help and when you won't.
- Aimee Delgado is a caring, knowledgeable professional!
- Christine and Anastasia are amazing. They are knowledgeable and pleasant to work with. I have gained assistance from OCRA dealing with 3 agencies.....
- Consejos sobre representacion en el proximo I.E.P. de ___ en 9/06. Aprovecho para darle las gracias a la Srita. Bacigalupo..... (Advice about I.EP. representation for ___ on 9/06. I would like to take this opportunity to thank Ms. Bacigalupo.....)

- Muchas gracias por la ayuda recibida por parte de la Lic. Anastasia pero seria mayor que todos hicieramos mayor el trabajo para no necesitar de abogados. (Thank you very much for the assistance I received by Attorney Anastasia but it would be better if we all did a better job so we wouldn't need attorneys.)
- Gracias por su ayuda y orientacion y ayudarme en todas mis dudas. (Thank you for all of your guidance and help with all of my questions.)
- I know that the CRAs must carry a heavy caseload, but the quality of service was superb.
- Muchas Gracias. (Thank you very much.)
- This office is invaluable to me!
- As the parent (& advocate) of a consumer, I find the CRA (specifically Kathy Mottarella invaluable. Kathy is extremely helpful in advising me so that I can put together the most efficient program for my son.....
- I was given a clear understanding of my daughter's right for reasonable accommodation.
- No help with problem was referred by VMRC to PCS which wrongfully terminated me from job I was good at! VMRC didn't want anything to with it. Problems with workers.
- I wanted to reiterate what I have conveyed to Filomena and Leilani who have assisted me in dealing with VMRC and obtaining my daughters rights through mediation. Without your offices' technical assistance, voicing their concerns directly to my daughters case worker, and assisting me as to how to proceed with issues.....
- We spoke in person when our CRA was in our San Andreas office.
- We have suffered for several years at the hands of _____ School District, every direction I look for help, I constantly heard sorry (budget cuts) San Joaquin County lost its funding.....until CRA. My calls were always returned promptly even during the entire office being moved to another building.....
- Son muy atentos y muy serbisiales. (You are very attentive and service oriented.)
- Son muy profesionales y hacen un exelente trabajo. (You are very professional and you do an excellent job.)
- I'm really going to miss Brian Capra!
- Great and fast information!
- It took months for a return call – then from an “assistant”.

- Me gustaria que hubiera mas informacion acerca de las defensoras que existen. (I would like more information available about other existing advocates.)
- **I rec'd excellent Response for my Consumer by Maria Bryant Thank You!**
- They need to be more active and supportive during mediations and Due Process hearing.
- Hi, Katie had helped me when Know one else could, I wish I know about her a long time ago. She is very helpful to me.....
- I appreciate this service without do process this services. I would be up the creak without a paddle. Without this service not only my rights would have been violated. I would not have known how to get out of it. I would like to thank my lawyer Enid Perez for her help in all of her understanding.....
- I would ask help for help from the Clients' Rights Advocate again. "With hesitation due to the drown out process...CRA needs to be organized in a manner that allows her to get right to the point."
- Matt provided excellent input/feedback regarding both Regional Center and IHSS matter(s). Only recently became aware of CRA as a Resource! Why is it such a secret? I am grateful for the assistance Received.
Thanks
- Gracias por ayudarme y estoy muy agradecida por toda la allude que me brindaron. (Thank you for helping me. I am very grateful for all the help you provided me.)
- I am happy w/the services that OCRA is given me.
- Muchas Gracias (Thank you very much)
- Estoy muy agradecida con ellos muchas gracias por su ayuda. (I am very grateful to them thank you very much for your help.)
- Estoy muy muy contenta por los servicios prestados por el defensor. Son lo maximo. (I am very very happy for all the services provided by the advocate. You are the greatest.)
- Katy Lusson was very professional & helpful!!
- Asido de mucha ayuda para mis tres hijos incapacitados en todo asuntos para ellos los an ayudado. Gracias. (You have been of much assistance for my three children with disabilities in all matters you have helped them. Thank you.)
- I would be lost without Katie as well as the staff and services offered by PAI.

- My child still did not receive the help she needs.
- Que les doy Gracias por su ayuda y que son muy profesionales. (I thank you for your assistance you are very professional.)
- Ms. Perez did a good job helping me with my issues & concerns.
- El trato de la escuela hacia mi cambio mucho, al dares cuenta que cuento con el respaldo de un defensor. (The school's attitude towards me changed significantly when they found out that an advocate was backing me up.)
- Served a good purpose, but seemed to be a bit biased in favor of Regional Center.
- I was treated with courtesy.
- I had to make the referral for this case 3 times; it seems the first two referrals were never received, though that may have been an error with our inter-office mail. Once my referral was received, I was pleased with the OCRA response.
- New CRA appears to be knowledgeable and helpful.
- Depends on what help I need. I felt my opinion did not matter & that they wanted to over & check w/my superiors.
- We really appreciate her. Kathy Motarella cares deeply about her clients.
- Thank You!
- I appreciate the availability of your office & that you even exist. Thank You.
- I was treated well by the staff. "But inefficiently"
- I asked for help with the school system, said they would look into his file call back then – NO CALL.....
- Can not assist me further.
- I was listened to by my Clients' Rights Advocate "by secretary only". The only person who returned my call was the secretary. No help at all for the second time.
- Le agradezco en las llamadas a algunas instituciones que me correspondian a mi pero que no podia realizar por el idioma. (I appreciate the calls to some of the institutions that concerned me but I couldn't make because of the language.)
- Your Oakland Office contacted me (by mail & phone on Nov. 23, 05), after I called your main headquarters trying to no avail, to reach my San Diego office, and, spoke to Mr. Daniel Brozic. He was very helpful and sent me information that was timely and informative.....

- Piensan en el bien que son estas personas no solo para una familia pero para muchos como nosotros con necesidades especiales. (They think of the well being that these people are not only for families but for many like us with special needs.)
- I filed successfully with OAH & the district negotiated with me to avoid due process.
- My call was returned within two (2) days. “Do you mean “call to schedule appointment” or “call to ask a question?”
- 2 recent experiences w/the advocate (Christine) that made me feel EMPOWERED and HOPEFUL. Thanks!
- Nunca me ayudaron en nada gracias. (Never helped me with anything thanks.)
- Kathy Mottarella is great. I have enlisted her help on multiple occasions – she always gets back to me promptly and with well informed answers – she is obviously bright and willing to share her expertise.....
- I never went to the office. I talked to the assistant over the phone. She helped with some of my problems with advice.
- Assistant to Clients’ Rights Advocate is not knowledgeable or helpful due to her lack of understanding of the system.
- The attorney said there was nothing they could do Re: “Americans with Disabilities Act”, and we’d have hire a private attorney which we are not in a financial position to do. And this is hugely a discrimination against my disabled son.
- Leinani and Filomena are great to work with. They are knowledgeable & don’t waste time in addressing issues! I value their advice.
- I worked it out with _____, about the hours with _____. If you have any questions call _____ at _____. Thanks
- Excelentes personas. (Excellent people.)
- I would like to tell you that I am so grateful to Brian Capra, Mariah from the office of CRA, they have tried so hard to help me fight for my son and his rights to get the right services he needs due to his severe autism.....
- I don’t know what I would do without Katy Lusson’s help!
- Todos fueron muy gentiles y amables respondieron muy bien y pronto a mi llamada el abogado y todo su personal. (All of them, the attorney and personnell were very friendly and gentile and they promptly responded to my call.)