

OFFICE OF CLIENTS' RIGHTS ADVOCACY
Protection & Advocacy, Inc.
100 Howe Avenue, Ste. 240N
Sacramento, CA 95825
Phone (916) 575-1615/Fax (916) 575-1623/TTY (916) 575-1624

Memo

To: OCRA Advisory Committee
From: Jeanne Molineaux, Director
Date: 8/19/2004
Re: Consumer Satisfaction Surveys 2004

Attached are the results of the current Consumer Satisfaction Survey. The survey was sent out for the period of January 1, 2004, through June 30, 2004. Every fourth closed case was randomly selected from OCRA's computer intake system to receive a survey, which included a self-addressed stamped envelope.

Five hundred eighty surveys were mailed out. Two hundred and five people returned the survey. This represents a 35 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, 94 percent understood the information they were provided, 95 percent believed their CRA listened to them, 84 percent believed they were helped by the Clients' Rights Advocate, 89 percent would ask for help from the Clients' Rights Advocate again. Lastly, 85 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.	183	14	8
2. My call was returned within two (2) days.	168	32	5
3. I could understand the information I got.	185	16	4
4. My Clients' Rights Advocate listened to me.	187	14	4
5. I was helped with my question/problem by my Clients' Rights Advocate.	165	33	7
6. I would ask for help from the Clients' Rights Advocate again.	175	22	8

Comments: ¹

- Maria Bryant was easy to talk to and she made me feel good about following thru.
- Doug Harris is competent , consistent, creative, and persistent. I enjoy working with him.
- I was very happy with the service I receive.
- ☺
- Lupe Moriel was very helpful & compassionate.
- I found the staff, Kathy and Jackie, very helpful.
- You did not help me or _____ at all!!! I will call you again. You were not helpful or even cared about my son!!
- The problem involved placement options and was resolved through other agencies.
- I don't know that this should have been mailed to me as your office was unable to take my case. Your office was understaffed and too

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.

- busy to take us on. We had to seek our own counsel independent of your agency.
- Excellent care from our son's Tri-Counties Service Rep.
 - The advocate was total waste of time.
 - Necesito mas informacion como pueden ayudarme mas en mis necesidades y como aprender mas. (I need more information on how you can help me with my needs and how I can learn more.)
 - Mrs. Maggie Roberts has provided most professional and helpful action to improve and protect my son's education rights and rights by regional center. We really appreciate her guidance.
 - Tim has been an excellent advocate for consumers!
 - Thank you very much!!
 - My health is declining fast I have seizers (Cerebral Palsy) from RCRC pays H-Car for me but 77 hours isn't enough. It's really not enough hours for me. I shake real bad and I'm in a hospital bed. I need someone to stay with me. My husband goes to program I'm under a doctors care. I can't be alone doctor says.
 - Your office was very helpful and supportive. Thanks for helping special need families.
 - I have had two workers and they were both wonderful. Especially Tammy Enns. Kay Spencer is great also, I don't know what I would have done without them.
 - Regional Centers doesn't help there client very much.
 - Mrs. Katy Lusson was very helpful and understanding about the whole case.
 - Great job. I need more help.
 - I don't feel that enough was there to help me. Info and direction.
 - Attorney Kathy Lusson and Cindy Freeman were excellent. I just wish I could meet them in person.
 - Thanks, great service!
 - Both Mr. Poe and Ms. Quintero were extremely helpful and know their stuff.
 - Thank you for all the help especially Matt Pope!
 - This consumer is placed from out of the area, is extremely disabled and has no available family. It would be in his best interest to be conserved by the Public Guardian. I am hopeful that it necessary, CRA can help expedite the process.
 - CRA makes the wheels turn.

- The RCEB does good work. We'd like some "hands on" demonstration help, which has never happened. I can't remember calling the RCEB CRA.
- Brian Capra is an excellent Rights Advocate person. He assisted _____ in appealing for SSI benefits. She won \$18,000.
- Mr. Dennis Craig was very professional and responded well in a timely manner.
- El Sr. Matt Pope, nos trato muy bien, nos escucho y ayudo bastante, estamos muy agradecidos con el y nuestra coodinadora _____. Felicidades por tan buenos elementos, mil gracias. (Mr. Matt Pope treated us very well, he listened to us, and helped us very much, we are very appreciative with him and our coordinator _____. Congratulations for having such good employees, a million thanks.)
- Brian Capra is an excellent Rights Advocate person. I really enjoy working with him!
- A Celeste Palmer, gracias por ayudarme, por defenderme, y escucharme que Dios la bendiga. (To Celeste Palmer, thank you for helping me, for defending me, and listening to me, God bless you.)
- Me trataron excelentemente y me resolvieron muy bien mi problema y en corte tiempo. (I was treated excellently and my problem was resolved very well and in such short time.)
- I didn't feel that the staff understood my daughters ability, even I explained myself very well. I though that there was more info as how to get lawyers that deal with this. How to ask for conservatorship yourself.
- I am very thankful for all the help I receive.
- They are excellent! Brian and Meriah
- Excellent! Everything was immediate and wonderful.
- I was disappointed when I was told that I would not have representation and that my concerns/issues were not as important as the people they were currently helping.
- Gracias por su ayuda y su representacion. (Thank you for your help and your representation.)
- That she was a nice worker.
- Agradecer toda la ayuda y apoyo que nos dieron a mi e hijo. (I appreciate all the help and support given to me and my son.)
- I am thankful you are there to help.

- The worker is extremely busy and sometimes does not get back right away but is always ready to listen when I call again and is very helpful.
- Meriah Harwood the person who assisted me, was absolutely wonderful in helping with issues.
- Mr. Brian Capra went out of his way to explain more than twice to me what I wanted to know on behalf of my client.
- I disagree and complain of the Regional Center's service.
- It would be nice, if you could show some patience and sympathy.
- Que les agradezco mucho la amabilidad y el gusto como me atendieron y llevaron mi caso. Siempre les estare agradecida. Gracias. (I very much appreciate the amicability and the goodness of your attention in taking my case. I will always be appreciative. Thank you.)
- The CRA is always an excellent source of information and always responds in a timely manner. Thank you.
- The consumers are complaining that they are not getting called back and that they are not getting help. Please send a Spanish form to _____.
- Was told by the advocate she could assist. Scheduled a meeting-advocate requested it be in - explained I could not ...
- Maria Bryant was great.
- Frank does a good job.
- I didn't get any assistance at all whatsoever. I went by myself and won the case.
- Que me llame porque quiero que me ayude en otra cosa sobre el nino. (That you give me a call because I need assistance on another matter.)
- Please keep everyone peaceful. I know they worry about me a lot.
- Katy Lusson is a wonderful advocate.
- The people I spoke to were helpful. The book is the best!
- Meriah Harwood & Brian Capra are excellent advocates!
- He was pleasant over the phone and very helpful!
- Thank you-Lupe Moriel, Eva and Jacquelyn for your advice, patience and concern. ____
- Kati Hornberger was the most responsive, knowledgeable and effective advisor I've used to help my autistic son. Thank you all for being there!

- Tambien siempre recomiendo sus servicios. (I always recommend your services.)
- Meriah Harwood is wonderful – follow up on information in a very thorough manner. Thanks!
- I was turned away and told that they were currently handling a high volume of cases so I should advocate for myself.
- Please keep Marsha Segal. We need her to help regional center clients when we have problems. I really feel Marsha Segal really cares and sensitive to my problem. I can call her if I need to