

**OFFICE OF CLIENTS' RIGHTS ADVOCACY  
Protection & Advocacy, Inc.**

**MEMORANDUM**

Date: September 3, 2008

To: Jeanne Molineaux, Director

From: Lisa Navarro, Northern California Outreach Coordinator  
Anastasia Bacigalupo, Southern California Outreach  
Coordinator

Re: **Annual OCRA Outreach Report  
July 1, 2007 to June 30, 2008.**

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**OVERVIEW**

On June 30, 2008, staff OCRA completed the first year of their current two-year outreach plans. OCRA staff met its commitment to developing on-going relationships within their communities, increasing community contacts and the strength of individual office relationships with members of their communities.

OCRA staff obtained new accomplishments in this first year of the two-year plan, 2007-2009. The outreach training conducted at the end of the previous two-year period, 2005-2007, served to assist in a successful first year of the current two-year period. The OCRA outreach committee and the OCRA Supervising CRA's continue to encourage staff to seek out opportunities to educate consumers, their families and community leaders. The outreach training to OCRA staff in June, 2007, focused on preparing for different types of outreaches in the community including preparation and planning for accommodation needs, the development of outreach boxes, and accessible materials.

Over the course of the plan year, OCRA continued its focus on the development of on-going relationships with traditionally underserved communities of color, providing trainings to communities on a variety of

subjects including the following: Special Education Rights, IEP Development, IPP Development, Regional Center Fair Hearing Process, Medi-Cal, Social Security, In Home Supportive Services, Alternatives to Conservatorships, and Denial of Rights. OCRA also conducted numerous client-centered outreaches, training consumers on financial abuse, voting rights, and clients' rights.

Of the 22 offices statewide, 19 offices have targeted the Latino community through their outreach plans, 2 offices have targeted the Native American Community (Redwood Coast Ukiah/Eureka and Far Northern), and 1 office has targeted the African American Community (South Central Los Angeles).

In the last year, staff has worked hard to implement the new plans. With the hiring of new CRAs in Far Northern, San Andreas, Central Valley and East Bay, OCRA staff has worked on the development of individual outreach skills. Also, new Assistant CRAs were hired with the start of the new two-year plan year. In particular, the CRA at North Bay and Golden Gate mentored their newly hired Assistant CRAs in conducting substantive trainings to Spanish-speaking families. Both Assistant CRAs are now able to conduct trainings on their own.

Moreover, the Westside Regional Center CRA has been so successful in the development of the Assistant CRA's training skills, that it revised their outreach plan. The new plan encourages the Assistant CRA to take the lead in providing additional substantive trainings.

Over the past year, OCRA has provided more than 300 outreach activities statewide including participation with groups that develop activities statewide. A prime example is Fiesta Educativa which holds educational resource fairs to meet the varied needs of Latino communities from Sacramento, Butte, Glenn, Tehama, Colusa, Shasta, Yuba, Sutter, Placer, Nevada, Sierra, El Dorado, Santa Cruz, Monterey, Santa Clara, San Diego, Alameda County (now Congreso Familiar), Los Angeles, Orange County, Kern, and the San Gabriel Valley. With the upcoming elections in the fall, OCRA staff continues to distribute voter materials to consumers and their families.

Below is a sample of some of the outreach activities by OCRA staff over the past year. This list represents a sample of the work by staff to creatively

reach out and meet the training needs of consumers, family members, support groups, vendors, and other providers statewide.

### **HIGHLIGHTS OF STATEWIDE OUTREACH ACTIVITIES**

7/2/07, WRC, “Work and Your Benefits” consumer training at the Peer Mentor/Life Coach Agency.

7/20/07, FNRC, Northern California Advocacy Training Session 4 on Assistive Technology, Voting, TBI, and Advocacy Skills, Feather Falls Casino, for the Native American community.

10/1/07, GGRC, Social Security trainings in Spanish and Cantonese.

10/6/07, NLARC, “Key to Success” self-advocacy training on clients’ rights under the Lanterman Act, 2<sup>nd</sup> annual Self Advocacy Relationships Conference.

10/20/07, TCRC, Special Education Parent Leadership training, Latino families.

10/16/07 and 10/23/07, ACRC, Regional Center/ IPP Development training and Special Education Rights training, Sacramento County Adoptions, UC Davis Care Center.

10/27/07, SARC, question and answer on SARC Services, Respite, and Special Education.

10/29/07, RCOC, Public Benefits training, Orange County Fiesta Educativa.

10/30/07, SCLARC, Regional Center Eligibility training, staff of the Los Angeles Child Guidance Clinic.

11/2/07, KRC, Vendor booth at “Get Acquainted Luncheon” for Latino families.

11/2/07 and 11/16/07, ELARC, Alternatives to Conservatorship training for Latino families.

11/19/07, IRC, Lanterman Act and the IPP Process training to Grupo Mariposa, a Spanish-speaking parent support group.

11/26/07, SG/PRC, Parent Advocacy Workshop and Basic Special Education training for Baldwin Park HeadStart.

12/1/07, RCRC, Special Education training for the Mendocino County Special Education Parent Support Group, in Fort Bragg.

12/3/07, HRC, "What is OCRA?," Also, "Basic Program Entitlements for People with Disabilities," training at Cal. State Long Beach graduate class for speech pathologists.

12/5/07, VMRC, "Your Rights to Language Services," Special Education training at Walton School in Stockton.

12/11/07 and 12/14/07, LRC, "Clients' Rights" trainings for school and residential staff at Villa Esperanza.

01/09/08, SG/PRC, Special Education, PACT (Parents and Children Together), a Spanish-speaking support group.

01/10/08, WRC, Legal Clinic, to "Padres de Angelitos Especiales," a Spanish-speaking parent support group.

02/21/08, KRC, Clients' Rights, Adult Residential Vendors.

03/21/08, NLARC, Intake Clinic, Cultivar and Crecer, a Spanish-speaking parent support group.

03/22/08, HRC, Special Education, the Japanese Parents Association of Children with Challenges.

04/02/08, IRC, Regional Center Fair Hearings and 4731 complaints, Amigos Unidos, a Spanish-speaking parent support group.

04/12/08, SCLARC, African American parents at the Special Needs Network conference "Tools for Transformation."

05/10/08, TCRC, Spanish-speaking parents of the Rainbow Family Resource Center on In Home Supportive Services.

05/22/08, SDRC, Spanish-speaking parent support group, EFRC at the Harold Ballard Center about Medi-Cal Programs.

04/11/08, RCEB, Special Education Rights and Responsibilities training to parent support group, "Madres Con Angeles Especiales."

05/09/08, RCOC, Rights Under the Lanterman Act to Spanish-speaking parents, consumers and family members.

04/08/08, RCEB, self-advocacy training regarding "You Have Rights! No Abuse!" to CP Center Women's Group.

5/09/08, VMRC, "Early Start Services" training for Spanish-speaking parents support group in Modesto.

06/19/08, TCRC, Alternatives to Conservatorship training to Spanish-speaking parents.

04/11/08, VMRC, participated at a booth at Choices Conference in Stockton.

04/21/08, FNRC, Clients' Rights to consumer advocates at "We Care A Lot."

05/16/08, CVRC, table at the "Friday Nights Fiesta," by Fresno Barrios Unidos.

06/27/08, CVRC, "What is OCRA" training to Spanish-speaking parents at Exceptional Parents.

05/28/08, ACRC, "16 Advocacy Tips Regarding Regional Center Services," to Spanish-speaking parents with the grupo Apoyo de Padres.

05/22/08, GGRC, SSI Clinic, to Spanish speaking parents with Support for Families.

6/24/08, GGRC, "Supporting People to Live Independent Lives," GGRC staff and service providers.

04/19/08, NBRC, “The IPP process and Lanterman,” to Spanish-speaking parents with Parents Can.

05/01/08, RCRC, “What is OCRA,” to the Arak Tribe in Del Norte County.