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Memo

To: Disability Rights CA Board of Directors  
From: Jeanne Molineaux, Director  
Date: July 24, 2009  
Re: Consumer Satisfaction Survey

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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 June 30, 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 eleven surveys were mailed out. 185 people returned the surveys. This represents a 26 percent return rate. Of those responding to the questions, 94 percent of the respondents who answered the questions felt they were treated well by the staff, 91 percent understood the information they were provided, 92 percent believed their CRA listened to them, 93 percent would ask for help from the Clients' Rights Advocate again, 88 percent were helped by the CRA, and 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.	😊 170	☹️ 11	4
2. My call was returned within two (2) days	155	27	3
3. I could understand the information I got.	162	17	6
4. My Clients' Rights Advocate listened to me.	166	14	5
5. I was helped with my question/problem by my Clients' Rights Advocate.	158	21	6
6. I would ask for help from the Clients' Rights Advocate again.	164	12	9

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

- Andy Holcombe and Lorie Atamian of Chico, CA OCRA are phenomenal. Lorie & Andy are thorough, organized, extremely knowledgeable, & highly respected by myself & others. They help each & every step along the way. They are personable, reliable and are open to talk to us for any issue....I give them my highest respect. We could not have accomplished what we for our autistic son without them. Thank you.
- My son's CRA is a "take charge/get things done" individual. After waiting 6-7 months, yes, and getting no response from the "officer of the day" or the "top-dog", this CRA got my son's "request for services" issues resolved. TCRC needs more people like her. She is TCRC/Oxnard/Cl. office coordinator \_\_\_\_\_. She gives parents/caregivers hope that their voices are heard.

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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.

- Se siente muy contenta cuando la jente brinda su ayuda de una manera rapida. (Feels very happy when people provide prompt assistance).
- We do thank Katy Iusson for all the effort she gave us, & all the advice that we received, & thanks to her staff.
- CRA/Jacqueline OC office helped me win my hearing with IHSS judge. Jacqueline from the CRA office in OC helped me very professionally win my IHSS case and was very patient and cooperative with my son's case. I really want to say thank you, for her great help and support. Thank you and keep-up the great work.
- Katherine Mottarella is an exceptional Attorney & human being. Deeply caring & brilliant. Very grateful for her assistance.
- Muchas Gracias! (Thank you very much!)
- Todo el personal muy amable. Especialmente la abogada, Sra. Brigitte Ammons. Muy profesional y eficiente y mil gracias a ustedes y a todas las personas que colaboran y que hacen posible estos servicios. Gracias. (All the personnel very pleasant. Especially attorney Ms. Brigitte Ammons. Very professional and efficient and a thousand thanks to you and all the people that collaborate and that make these services possible. Thank you.)
- Katie Hornberger is fantastic.
- Very helpful.
- \_\_\_\_\_ is my S.C. She works with me side by side. She never gets mad nor say's unkind things to me. Aimee Delgado is my lawyer. She got me on adult community independent. \_\_\_\_\_ treats me like I have some sense. I have an eight grade education. I love working with my professionals. All of them never baby me. I am 61, but I feel and act like 25 years old. There is no such thing as , I'm old.
- Please send me few business cards to scare the people at my children's school. I would like to know if it is possible & if I need it, for Katy or anyone in the office can send a letter saying that m children are represented by this office?
- Advocate provided insight into underlying issues.
- Kathy Mottarella is great! She is an asset to the community, very knowledgeable, and extremely kind. Thanks for having her on staff.
- All was great, but the last offer that the school district gave me, my CRA told me one thing & the districts offer that I signed said

something else. I wish I read it myself & not relied on my CRA to tell me what the info. was.

- I appreciate the service your office provides, the help is invaluable!
- It's actually been some time since I spoke w/someone from CRA but I feel it was important to mail this survey – I just found it between the pages of my calendar.
- Celeste Palmer was with me all the way. Treated me with respect. Thank you for providing me with the services and for having to represent me at the \_\_\_\_ \_\_\_\_ \_\_\_\_\_. Thank you very much – Celeste & team.
- I believe they need more resources to be effective. My call was not always returned within two (2) days. They said they were too busy to help me & I would have to do the work myself.
- I have recently received a survey from the Office of Clients' Rights. However, I am wondering --- why? First of all, the last time that I had the slightest notion that someone would actually help me with my daughter's ongoing illness was back in August, 2008, and secondly, I should have known better than to expect any kind of help. You see, the most profound answer the Regional Center is "She is An Adult", and if one as a parent does not have "conservatorship", then your child, is completely out of luck.....If you have read this far, I would like to thank you.
- Me gustaria saber mas de ustedes porque abogan por los derechos de los clients porque he tenido otros problemas. Me gustaria saber mas de ustedes por favor gracias....\_\_ \_\_ y otros y nada por favor pido su alluda que puedo aser gracias. (I would like to know more about you. Why do you advocate for clients' rights because I have had other problems. I would like to know more about you please, thank you.....\_\_ \_\_ and more and nothing please I ask for your help, what can I do, thank you.)
- The staff at North Bay Regional Center are really great. My new regional worker \_\_\_\_ \_\_ is super & excellent worker. He helps me with my goals, budget & issues when I have questions to ask him 5 stars. \_\_\_\_ \_\_ is a great person too, though \_\_\_\_\_ too. She works for \_\_\_\_ \_\_ and she is super 5 stars.
- I have gotten help from this office many times and it has been very helpful.
- Katie Meyer is an extraordinary person. We need her to get thru the system.

- Too slow problems continue.
- I was impressed they keep track of me from previous calls. I appreciate the verbal support over the phone in presenting my case in court.
- Really appreciate that there is a clients rights advocate.
- Mi esposo, mi hijo y yo estamos muy agradecidos por tan inmensa ayuda y atención para con nosotros todo su personal, dios les bendiga a todas. (My husband, my son, and I are appreciative for the immense help and attention with us and from all your personnel, god bless all of you.)
- Keep up the good work.
- I am not happy, because I don't have a job, and my service coordinator isn't doing anything for me. \_\_\_\_ doesn't want to take me back.
- I was treated with respect and professionalism. The staff from the advocacy office were great! They help me a lot! Thanks!
- Me gustaria que me mandaran informacion sobre ayuda de viviendas de bajos recursos. (I would like you to send me information on low income housing.)
- I would like to know how to get more involved in advocacy for other parents of Blind & low vision kids. The problems in the schools are so misunderstood by teachers, administration, & districts. We just finished our 4 day trial with 2 districts & won both cases...\_\_\_\_ my daughter is now in High School 14 yrs old with a 3.6 GPA with hopes to go to UC Davis!
- Thank you for giving us the opportunity to respond to the services that our brother, \_\_\_\_\_, received from your organization. Please find the completed survey enclosed with this letter. \_\_\_\_ has benefited tremendously from OCRA's services, however, his cognitive abilities and communication skills prevented him from completing your survey, which is why we responded to it...OCRA's services – as provided by Alexis Ortega, Arthur Lipscomb, and their staff (Ernie Moreno and Kay Spencer) – have had a profoundly positive effect, not only on \_\_\_\_\_ life and well being, but also on the life of his family. We hope OCRA will continue to protect the rights of this vulnerable population and the people who love them.
- Le doy las gracias de parte de mi hijo \_\_\_\_ por todo el apoyo que nos brindaron durante el proceso con el IHSS. Ya que esto no hubiese sido posible sin su ayuda. Gracias. (I thank you on behalf of my son

\_\_\_ for all the support you provided during the IHSS process. This would not have been possible without your help. Thank you.)

- 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.)
- 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. Than you!
- El trató fue excelente muchisimas 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 Syndrome/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 somo iguales y merecemos un mejor trato. Otra cosa poner mas personal bilingue y comprensibles. Gracias por todo lo que ustedes estan haciendo para mejoras 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 atencion. (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 some one to turn to and help when things get tuff.

- Que fueron muy cuidadosos en como ayudarme. Gracias por su ayuda. (You were very careful 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 \_\_\_\_\_.
- Jacqueline Miller, esq. represented our son ... for regional center eligibility. Jacqueline was just great ...
- There were great and I really appreciate there 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.