

OFFICE OF CLIENTS' RIGHTS ADVOCACY
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Memo

To: OCRA Advisory Committee
From: Jeanne Molineaux, Director
Date: July 21, 2008
Re: Consumer Satisfaction Surveys – July 1, 2007, through
June 30, 2008

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent out for the period of July 1, 2007, through June 30, 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.

Nine hundred and twenty-one surveys were mailed out. Two hundred and seventy-nine people returned the surveys. This represents a 30 percent return rate. The results were excellent. Of those responding to the questions, 97 percent of the respondents who answered the questions felt they were treated well by the staff, 96 percent understood the information they were provided, 95 percent believed their CRA listened to them, 95 percent would ask for help from the Clients' Rights Advocate again, 90 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.	☺ 264	☹ 7	8
2. My call was returned within two (2) days	229	39	11
3. I could understand the information I got.	258	11	10
4. My Clients' Rights Advocate listened to me.	258	13	8
5. I was helped with my question/problem by my Clients' Rights Advocate.	247	26	6
6. I would ask for help from the Clients' Rights Advocate again.	251	15	13

Comments: ¹

- I could completely understand the information I got. Jacqueline Miller, Esq. is Super-Duper!
- Leinani has always been very pleasant to work with and helpful, she's great!
- I do not know. I had asked for your help, but you didn't respond. I would like your help in a Civil Right's case, where I'm the plaintiff. I was beaten so bad, that I now need surgery on my back and neck...If you could please send me a "Legal" Law Dictionary, I have no money and I could sure use one. I thank you for your time, please respond. God Bless you, (ALL).
- It seems that PAI does not accept many cases when referred by RC staff.
- To whom it may concern: My son _____ was born _____....I reported this to _____ and _____....I'm so tired of nothing being done about this, I need your help here and no one seems to want to help!
- I did receive a call back on the 1st & 2nd items, the third items I got a call back but not a follow up call. The service is needed. They need more

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.

staff so they can respond quicker and not get overwhelmed. Marketing about their services should be provided to all clients of the infant program. Advocacy need to have a larger role . Parents need to feel empowered to change the xxxx regional center determines how and to whom they grant services.....The xxxx xxxx is too big to be served by one regional center, this needs to be on somebody's agenda so that many more can be opened up to serve the diverse needs of a very large community.

- At this time it does not seem like I need your services. School District seems like trying to work with us. We will be having an IEP meeting in May. I will keep in touch or give you guys a call if we need to move forward with your services. Thank you so much.
- Thank you for your help!
- I am scheduled for my son's full assessment!
- I am so grateful for all the help. I know it was a lot of time to spend and mentor me with my case. And I Won! But I know this will not be the last time I will be needing your services. Thank you so much for your help.
- Very efficient and knowledgeable. Helps much. Thank you.
- Me ayudo mucho, estoy muy agradecida y por ella tengo mi niña a qui conmigo. (It helped me very much, I am very grateful and because of that I have my daughter here with me.)
- "Un comentario" no es necesario que el centro regional solo reinvierte si esta escrito en IPP esto no es verdad. ("One comment" it is not necessary that the regional center only reinvest if it is written in the IPP this is not true.)
- Katie Hornberger is great! She is knowledge, approachable, & friendly. Can't recommend her enough!
- I was told this office would be really anxious to help but I felt they weren't really that interested – kind of like if I wanted to do this fine but they weren't going to be too helpful.
- I understand the matter I had contacted CRA for wasn't typical for OCRA to work on, but it took over 2 months for me to get a response back. I called/e-mailed 11/16/07 & heard back on 1/18/08 after 3 f/ups.
- Mi defensora "Leinani" trabajo muy completa, rápida y efectivamente con mi caso. Gracias a ella pudimos arreglar las dificultades por las que estábamos pasando en cuanto a la silla de ruedas se refiere y también en cuanto a nuestro servicio. (My advocate "Lieinani" was very efficient,

complete, and effective in my case. Thanks to her we were able to fix the problems we were encountering regarding the wheelchair and also regarding our services.)

- Kathy supplied materials to help me & be prepared for sch. mtg.
- After this yr. my son has one year of public school left. He has been included since kindergarten, however to this day I still couldn't manage without help from Katie. She is always my guide and keeps me going – we are so grateful for her help and advice – one more year and graduation!! ☺
- -No me volvieron a llamar y lo único que me dijeron era que si mi hijo tenia síndrome de down/autismo. (They didn't call me back and the only thing they asked me was if my son had down syndrome/autism.)
- K. Lusson was very helpful again, as she was several years ago (she helped resolve a very difficult problem at that time.)
- Thank you!
- It is fantastic that P&A helps w/legal matters. Thanx
- Thank you
- Thank you very much. Thank God for organizations like yours that do a lot for us.
- Todo muy bien. Buen servicio! (Good service! Everthing was very good.)
- Great, Great, Great! Matt Pope is not only a great asset to RC but he cares!
- Thanks for the great work!
- I have twins - 1 has autism. They are in kindergarten. Both have been attending daycare at ___ in ___ for 2 years. ___ denied my son kindergarten on a inter-district transfer but accepted his twin. I filed for a hearing & lost. ...Because of ___ emergency leave, I can't re-file or appeal. My choice now is to move into the district (I am about 1 block away!).
- They were very helpful! They gave me very helpful information, and I got my son a one to one para-educator! Thank you so much!!!
- Very informative! Very helpful to prepare for IEP.
- I started not to mail this survey back. I don't expect to get the needed assistance that I need to resolve an issue. I was sent info. on Attorney's from the Bar Assoc. The Office of Clients' Rights Advocacy, Protection & Advocacy was much too busy to investigate my concerns. Thank you!

- I don't recall talking to anybody in the Office of Clients' Rights Advocacy.
- Conflict of interest from close relationship and personal relationships between regional center's executives and _____.
- Como puedo recibir ayuda legal en la junta de IEP en persona. (How can receive legal assistance in person at IEP.)
- Esta persona que le pedí ayuda tuvo muy bonito modo para tratarme y ayudarme...yo la recomendó con mucho gusto porque yo estoy muy contenta con este servicio muchas, muchas gracias. (The person whom I have solicited assistance from treated me well and helped me...I am very pleased and would greatly recommend them because I am very happy with this service, thank you very much.)
- With Mr. Matthew Pope's great assistance, parents have learned and keep learning the most effective and productive Client's rights information along the advocacy path. We could not say thank you enough. Greatly recommended Mr. Pope's hard work!
- He was completely sympathetic, he listened & educated me in a very sincere & caring manner.
- Treatment went absolutely great.
- Por aproximadamente 4 años recibo In Home Support Services 249hrs por mes...Mi hija es autista y su comportamiento es severo, no habla y depende completamente de mí. Tiene 12 años. Muchas gracias por su ayuda. (I have been receiving In Home Support Services 249 hrs per month for approximately 4 years now...My daughter is autistic and her behavior is severe. She doesn't speak and she is completely dependant on me. She is 12 years old. Thank you so much for your help.)
- It took 2 calls for my call to be returned.
- Would you ask for help from the Clients' Rights Advocate again? Depends – for regional center matters, definitely. School district unsure... Seems OCRA/PAI needs some coordinators to help schedule follow up meetings for school district dispute resolution.
- Deberian de tener gente mas comprensiva trabajando para el centro regional en diversos condados del estado de California y responder llamadas dentro de 48 horas sobre todo en el condado de _____ y _____. Gracias. (You should have people who are more understanding working for the regional center in the diverse counties in the state of California and return phone calls within 48 hours, especially in the _____ and _____ county. Thank you.)

- Katy is very knowledgeable, professional & helpful.
- Katie Hornberger contacts me w/up to date info. and offers sharp & focused perceptions.
- We won our case with consultation!
- Thank you for having this service available.
- I normally do not bother filling the questionnaires but I really wanted everyone in charge to know how pleasant she was...was extremely cheerful and very helpful. She was always very understanding.
- Srita. Beatriz fue muy amable conmigo cuando yo necesite hablar con ella. Gracias. (Ms. Beatriz was very pleasant with me when I needed to talk to her. Thank you.)
- Valerie is so knowledgeable & compassionate!
- The service we got was outstanding – Thank you so much.
- Person I spoke with was not experienced in what I needed to know.
- I just wish that an Attorney/Advocate could have gone with me to the hearing - - hearing went well – still waiting for decision.
- I was told Arthur Lipscomb in San Jose will be leaving the San Jose office, who will replace him as an attorney?
- Estoy muy contenta con su ayuda. (I am very happy with your help.)
- I'm having difficulty in arriving at deciding first and second sisters to be ___ conservators...I did get the information on conservatorship sent to me and I must digest it soon and make arrangements with an attorney, to get things underway. Thank you.
- I would absolutely ask for help from the Clients' Rights Advocate again!
- Excellent help, professional feedback, great attitude, got everything resolved.
- La señorita era muy amable y me ayudo mucho. Que bueno que esta trabajando con ustedes y que puede hablar mi idioma! (The young lady was very pleasant and she helped me a lot. I'm glad she is working for you guys and she speaks my language!)
- Kathy Mottarella is wonderful!
- A great service.
- CRA did excellent job.
- My name is ____, and I want to thank Filomena Alomar from the office in Stockton for the help she has given me. I also appreciate it. Thanks again.

- Me siento comoda hablando el mismo idioma con la persona de recepcion y su información es clara concisa y precisa. Gracias. (I feel comfortable speaking the same language as the receptionist and her information is clear and precise. Thank you.)
- Is very happy with the services she received at the Westside office and she won't hesitate to call them if she needs further assistance.
- Everything went well. Thanks.
- The staff was great! Really cared about my child! Wonderful people to work with! I refer other parents to their office.
- This is being filled out by the client's mother.
- Friendly and knowledgeable. Thank you!
- My call was returned within the two (2) days, but was not home, I called again & got no response. Not sure if I would ask for help from the Clients ' Rights Advocate again.
- I always get prompt easy-to-understand advice from Kathy M!!! Thank you!
- Most of the time my call was returned within two (2) days. Very knowledgeable and provided additional info that a parent would not know to ask but need to know. The CRA has provided information that has made me a better advocate for my child.
- No help. Their suggestion was in direct opposition to what should have been done since RC was payee. The CRA office serving ---- was of very little help.
- Very helpful.
- I Feel Brigitte Ammons is Great! She totally understood my situation and has helped me in so many ways. I refer people having problems with their districts to PAI all the time.
- You guys are awesome! I could not have dealt with my son's needs without you Bernadette. Thank you so much!
- I have asked for help to represent us at hearing on 2 occasions with lost of time/notice but unfortunately, ---- couldn't represent or help us in court. I think there is lack of staff available.
- Su personal es muy profesional. Siempre me ayudan a resolver mis problemas y a entender mis necesidades educacionalmente, abogando por los derechos de mi hija. (Your personnel is very professional. They always help solve my problems and they understand my educational needs, advocating for my daughter's rights.) Good Job!!!
- Great resource of information and help to families.

- Anastasia and Christine are two of the most knowledgeable, energetic and committed professionals that I know! They are always ready to help and very informative. They love their jobs! and helping people. They are a joy to talk with. They are two very professional people. I love them!
- Not sure, she keeps telling me that she is busy. I was not helped to the extent that she either gave me the info and come represent my son.
- Keep up the good work! Christine Armand is great!
- Se necesita mas abogacía para los clientes, una sola persona, para un centro regional es muy poco. (You need to provide more Advocacy to clients, one person, for one regional center is too little.)
- Doug Harris is very knowledgeable. He has been a great help to me personally as I am also a consumer of RCRC he has helped us get the appropriate services for our son from both RCRC & the school system as well educating me so that I was better equipped to help RCRC consumers.
- Just would like to comment that everything was really explained very well, very very helpful, also explained on issues. I had very well and again very helpful. Just makes a big difference when you know you're being listened to, and feel good how I was explained and treated overall. Thank you.
- I greatly appreciate your services and the information that was provided was invaluable. Thank you!
- Very helpful. The school is trying to do everything we requested. The parents were so happy ---- mom said she feels like she won the lottery!
- No help whatsoever! Certainly not an advocate.
- Gracias por su servicio. Quede muy a gusto con su ayuda he información que me dieron. (Thank you for your service. I was very pleased with your help and information you provided.)
- Katie Hornberger is fantastic! She was invaluable helping me prepare for a hearing (which I won!)
- It would be helpful to have someone attend the IEP mtg.
- The service/assistance I received was very professional.
- My call was returned within two (2) days most of the time but not always, maybe gone out of the office?
- Mrs. Katie Casada-Hornberger is an outstanding person who helps with much diligence & care.
- Katie is awesome! Thanks

- I saw a case manager for GGRC and found our Clients' Rights Advocate to always be informative and helpful.
- Yulahlia Hernandez is very helpful!
- I could understand the information I got sometimes. I was helped with my question/problem by my Clients Rights Advocate sometimes. I sent a letter and no one answered or called. I have not received any respite for the last year...
- Thank you for being there!!!
- I'm really happy that I found out about your services. Thank you very much.
- My son's CRA (Matthew Pope) was fantastic! He helped my son so much. We had no idea how to handle our situation and Matt guided us through. I am sure that there is NO way we would have made it through without Matthew Pope! He is our hero and an Angel! Families that have disabled members seem to be walking in the dark throughout most of their life. There is no one there to blaze a trail for you. Everything is a day by day trial and error approach. Matt has helped us during several of these times and his help has made all the difference!
- He went out of his way to help me and I am grateful for his assistance and am no longer in fear of losing my hearing.
- No tengo palabras para agradecerles por toda la ayuda que le han brindado a mi hijo gracias a ustedes ----- esta recibiendo todos los servicios que el Distrito Escolar le habían negado. (I don't have enough words to thank you for all the help you have provided my son. Thanks to you my son ---- is receiving all the services that the school District was denying him.)
- They need more information by both rights. Both services.
- I have asked for their help several times and never got valuable help. I will never waste my time with this again. Most people don't bother with them and I won't either anymore.
- Can't remember if my call was returned within two (2) days.
- Thank you for all you have done for my son. Thanks for the book Jacqueline.

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