

OFFICE OF CLIENTS' RIGHTS ADVOCACY
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Memo

To: OCRA Advisory Committee
From: Jeanne Molineaux, Director
Date: July 10, 2007
Re: Consumer Satisfaction Surveys – July 1, 2006 through June 30, 2007

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent out for the period of July 1, 2006, through June 30, 2007. Every fourth closed case was randomly selected from OCRA's computer intake system to receive a survey, which included a self-addressed stamped envelope.

One thousand and ninety-four surveys were mailed out. Two hundred and thirty-two people returned the survey. This represents a 21 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, 93 percent believed their CRA listened to them, 92 percent would ask for help from the Clients' Rights Advocate again, 86 percent were helped by the CRA, and 86 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.	☺ 211	☹ 16	5
2. My call was returned within two (2) days.	193	30	9
3. I could understand the information I got.	206	19	7
4. My Clients' Rights Advocate listened to me.	211	16	5
5. I was helped with my question/problem by my Clients' Rights Advocate.	190	32	10
6. I would ask for help from the Clients' Rights Advocate again.	205	19	8

Comments: ¹

- De antemano muchas gracias por su ayuda. Todo estuvo bien. (Beforehand I would like to thank you very much. Everything went well.)
- Thank you for your help!
- So helpful.
- They don't really care about my problems.
- CRA should provide snacks!
- Katie and everyone is wonderful ☺
- CRA is always very professional and helpful. She truly has the client's best interests @ heart.
- Please call ASAP need assistance. I was treated well by the staff 1st call I made. Never heard back! Did not get any help! No return call after initial response. I am still asking for help now. Please call me. This is a very difficult situation. Receiving no help. Need placement.
- It was frustrating. Why are you there if you are not going to help me?

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.

- Since 2004 I've been very unhappy with my case worker. First it was ___ and now ___ have not been able to communicate properly. Don't know yet if I would like a call back, but I do need some more understanding when needed.
- Because our local advocate was out of the office, I was referred via a voice message to contact a different person in ____. I left a message for that person in ____. I left a message for that person (a woman – I don't remember the name) and my call was never returned...Question: If there is any written declaration of clients' rights re: ___ I would be very interested in receiving a copy. ___ case managers give different responses to different clients regarding their services...I would really like something in writing that informs me of what services my daughter has a right to as a ___ client. Thank you!
- I needed someone to help me fight the case but I was told she has no time, and she did not help me put together material to give to the Judge on the day of the hearing for the above reasons, I lost the case ☹. Yes, before when ___ was here he better help prepare the material or would represent my child, but ___ did not have time to do either.
- I would have to keep calling back leaving message from previous message already left. My Clients' Rights advocate attended meeting w/us.
- I was disappointed by the way I was treated by staff. It took weeks for a reply. I was somewhat listened to & helped by my Client's Rights Advocate. I did not find good results from the office of ____. I wouldn't really like a call back about this matter.
- Emma has always been of tremendous help to us; she is knowledgeable in regional center & school district matters. She has always given us very sound, no nonsense, advice.
- Gracias por ayudarme si que lo han hecho. Gracias por todo en nombre de toda mi familia. (Thank you for helping me, yes you have helped me. Thank you for everything in my family's name.)
- The agent did an excellent job helping me and guided me in the right direction.
- Katy Meyer was extremely helpful, diligent & easy to work with
- Todo está perfecto "favor proveer otra ayudante a la agencia. Mucho trabajo para 1 sola. Lucy es la secretaria eficaz, comprensible, dedicada a su trabajo. Es una excelente trabajadora". Todo el apoyo departe de Matthew Pope es muy bueno o mas bien extraordinario junto con su

secretaria Lucy...Gracias por la atención a la presente. (Everything is perfect “please provide another assistant to the agency. To much work for only 1 person. Lucy is the efficient secretary, understanding, dedicated to her job. She is an excellent worker”. All of Matthew Pope’s support is good or better yet extraordinary along with his secretary Lucy...Thank you for your attention to the present matter.)

- Que la persona que me atendió es una excelente profesional en su trabajo. Gracias. (The person who assisted me was an excellent professional at their job. Thank You.)
- She was excellent! Connected on a personal & professional level!
- I think she’s a great advocate for me. Great help! Thank you ♥
- El servicio que recibí fue muy satisfactorio. (The service I received was very satisfactory.)
- Kathy always does a superior job.
- I would never recommend the services to anyone – ever.
- They are wonderful a blessing.
- I really enjoy consulting with Leinani she is very pleasant & helpful to work with.
- Katy Lusson was excellent!
- I didn’t get help at all.
- I would like to know if there’s another list of more rights that I have. If so, please forward it to me.
- Please! You need to give professional service to the clients. I don’t like the service for personnel in _____. The personnel that you have in those offices must work for person with disability not only attend one office or phone. Thanks. We need professional service!
- I was listened to but was given wrong information. I needed to know about conservatorship for my sister, _____, & called the Clients’ Rights Advocate & spoke _____. She told me that when our mother died, conservatorship died & _____ was now a non-conserved adult & didn’t need it...It turns out the court had established in 1966 that _____ needed a conservator & since her condition would not change, would always need one. The court could have appointed a conservator who was not family.
- Great job!
- Katie is wonderful & very patient.
- CRA always courteous, professional and very knowledgeable.
- Muchas gracias por la ayuda que le brindan a todas las personas que lo necesitan y que nos escuchan con nuestros problemas. (Thank you very

much for the help you provide to everyone that needs it, and for listening to our problems.)

- Matthew Pope is an excellent advocate; helped tremendously with IHSS hearing. Thank you.
- I was very happy. Thank you for everything.
- I think Kathy Mottarella is wonderful!
- Si no me hubieran ayudado no me hubiera ido tan bien gracias por todo Alba Gomez y Bernadette. (If you would not have helped me, I would not have done so well. Thank you Alba Gomez and Bernadette)
- It is a very well program.
- Kay Spencer was a very good listener.
- I need your help again!
- Great job!
- The advice and support I received from Mr. Tom DiVerde allowed me to win Fair Hearing. Thank you!!
- KATY IS ALWAYS A BIG HELP!
- I was treated excellent by the staff! My call was not returned within two (2) days but reasonable explanation was given.
- We have had contact w/HRC's Clients' Rights Advocate Katie Casada Hornberger on numerous occasions, and in each instance, she had taken the time to listen to our situation & provide great advise. She is truly an asset to your organization, and she has provided a level of comfort to my wife & I knowing we can call her when we face legal issues with HRC. Do not hesitate to call me if I can answer any questions for P& A.
- I know at one point during my process I would leave several messages and my calls wouldn't be returned that's my only complaint I had during my inquiry of my son's case.
- I have found this office to be of very little real help. I have had to research and advocate and learn on my own. They don't know much about aid paid pending which is vital concern.
- Me han tratado muy bien en todo lo que necesito me escuchan y me ayudan. (They have treated me well with everything I need and they listen to me and help me.)
- Katie Meyer – is good too but new yet.
- Great Job!
- I never used their services because my children were dismissed from Regional Center (?) this is questionable. However, they were helpful consulting my questions. I may call them again for assistance.

- I called several months back and only got one returned call and never heard from anyone again and figured I could do nothing on my matter. Although I was told I was gonna get another call.
- They would tell me they would help me w/things and didn't.
- Thank you for your help!
- Aun no comienza la defensa que solicite, pero todo esta bien y estoy satisfecha con las personas que me están ayudando. (The advocacy assistance I requested hasn't started yet, but everything is well and I am satisfied with the people that are helping me.)
- Thank you so much.
- Thank you for everything. May God Bless you all.
- I need help with my ongoing problems. It's been quite sometime since I asked for your help. My name is (name), my daughter is (name) has Autism Spectrum Disorder. She is 19 – now is a SGPRC client. (name) Unified School District. I would like to ask again for any help on getting my daughter the services she is entitled to legally from the School District, Regional Center, Social Services, mostly help getting them for her... Thank you for letting me try to tell you our problems.
- Please return phone call A.S.A.P. or within 2 days because the person who got the problem feels lost and panic.
- I find the questionnaire hard to answer – please call ok. I did not fill out questionnaire – too many requests. Feel CRA needs much more funding to be able to advocate for a client.
- I need someone to really explain and help. Need more information and not the run a round. There are housing, Medicare and Medical. There are a lot of answers to questions that need addressing. We need an attorney. I need to understand all about Clients' Rights and how we the people can be better served. What service do you really offer? I like action not mouth service.
- Gracias por ayudarme a resolver el problema de mi hijo (nombre) y a todos los niños como el, que tanto necesitan de su ayuda. Dios los bendiga siempre. Gracias. (Thank you for helping me resolve my son (name) problem and all the children like him, who need your help so much. May God bless you always.)
- Kathy Mottarella was really supportive and professional. Really nice lady!
- CRA is always very resourceful! Thanks.

- Deseo ayuda con SSI y IHSS que tengo problemas y mi dirección es 3951 no 3953 (domicilio) repito es 3951. (I would like help with SSI and IHSS I have problems and that my address is 3951 not 3953 (address). I repeat it is 3951.)
- The CRA is always very helpful knowledgeable & personable!
- Me depesecione al ver que no hacen un trabajo digno y que la evaluación sea por medio de preguntas a terceros y no explorando al que la pide. Yo quisiera ayuda honesta y que la evaluación fuera hecha con profesionalismo y no por ahorrarse trabajo y solo por referencias de otros que son gente sin escrúpulos. Yo quisiera que si hay interés por los niños tomen en cuenta que aquí se cometió una mala practica...Solo que una persona me iba a ayudar para apelar la decisión y ver que ahora le den un trato digno. (I was disappointed to see that you don't do an honest job and that the evaluation was through third persons and not exploring who asks for it. I would like honest help and that the evaluation would be performed with professionalism and not to save work or through references from others who are unscrupulous. I would like that if there is an interest in children, that you would take into account that a bad practice was committed here...a person was going to help me appeal the decision and see that they now treat him with dignity.)
- I wasn't helped with my question/problem by my Clients' Rights Advocate, but they tried.
- Thank you so much.
- La razón por la cual no respondió a mí llamada rápido "es mucho trabajo para ella sola necesita ayudante pero ella es excelente gracias. (The reason why she didn't answer my call sooner was, it's too much work for her alone. She needs an assistant, but she is excellent. Thank you.)
- Actually I don't remember the level of courtesy etc. when I called. It was probably neither very bad nor extremely helpful. Or I would have remembered. I used other sources for better help with the problem.
- Thank you and I appreciate all the help you did for me.
- Katie Casada-Hornberger is wonderful! She is so supportive and caring. We are lucky to work with her.
- I learned many things from her.
- I would like the Special Education Right Book. Thank you.
- They said they were too busy - no assistance.
- Que me negaron el examen a mi hijo (nombre) de autismo. (They denied my son (name) an autism exam.)

- Mr. Saab is consistently and promptly helpful.
- Other things I want to tell you ?
- I haven't seen the clients rights advocate for a while. So all of this applies to (name) he was very helpful.
- Doug provides an excellent resource.
- My attorney was very nice to me, listened to me patiently although my English was poor. Thank you very much for your help!!
- Gracias! (Thank you!)
- Mil gracias por todas sus atenciones de parte de toda la familia. Gracias ANASTASIA. (A thousand thanks for all your assistance from all of our family. Thank you ANASTASIA.)
- I was referred by my service coordinator at (facility name) to call (name) to seek advice in a situation we were having at school. My service coordinator told me (name) was hard to reach, but I could also talk with her assistant (name). I called (name) & left messages. Although (name) did call me back & listened to my situation, she provided me with no information to help me. I copied off records that pertained to the situation and mailed them to her. And still, I have not heard from her! (It's been months!) I was definitely NOT HELPED with my questions or my problem.
- Great at help personable, professionable, knowledgeable

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