

Office of Clients' Rights Advocacy  
Annual Report - 8/1/2001 through 6/30/2002  
Report by Problem Codes

	ARC	CVRC	ELARC	FNRC	GGRC	HRC	IRC	KRC	LRC	NBRC	NLARC	RCEB	ROOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Unknown	Total	
<b>4731 Complaint</b>																								
4731 - Regional Center	1						2		2	1	5	5			1			6	3				26	
4731 - Service Provider			1		3		2			1	2		1			2			1			1	14	
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>40</b>	
<b>Abuse</b>																								
Coercion					1							3				1							5	
Exploitation (Financial)	2		1	1	1		2	2				16	1	6					2				34	
Exploitation (Physical/Emotional)	2	1						1				1	1	1								1	8	
Inappropriate/Excessive Medical Treatment											1					1				1			3	
Inappropriate/Excessive Medication	1																			1			2	
Inappropriate/Excessive Physical Restraint	2	1					1					2	2			2			1	3			14	
Inappropriate/Excessive Seclusion		2						1															3	
Other Abuse	4		2				3	2			3	1	5	5			3		2	2	1	1	34	
Physical Assault	3	2	3		2		3	2			2	3	1	10	1		3			3			38	
Sexual Assault	2	3	3	2	1		3	6		1	3	2	1	1			1		7	2	2		40	
Staff Attitude/Behavior	1						1					2										1	5	
Staff Retaliation							1																1	
Verbal Abuse	1	1		1	2			2					4	1						2	2		16	
<b>Total</b>	<b>18</b>	<b>10</b>	<b>9</b>	<b>4</b>	<b>7</b>	<b>0</b>	<b>14</b>	<b>16</b>	<b>0</b>	<b>1</b>	<b>9</b>	<b>30</b>	<b>11</b>	<b>27</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>0</b>	<b>10</b>	<b>16</b>	<b>6</b>	<b>2</b>	<b>203</b>	
<b>Assistive Technology</b>																								
California Children's Services (CCS)										3													3	
Nedi-Cal	1			1	1								1				1		1				6	
Private Health Care Plan					2					1													3	
Regional Center										5		1		1						2		1	10	
Social Security													2										2	
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>24</b>	
<b>Consent</b>																								
Capacity/Incapacity of Client	1	1			1		2				3	2	2	1		1	1	1	4	1			21	
Informed Consent	2	1	1		1		3				2				1			1	1	2	1	1	17	
Substitute Judgment							3				5	3		3						1			17	
<b>Total</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>55</b>	
<b>Conservatorship</b>																								
Change of Conservators		1	2		1			2	1	2	5	1	2					1	2			4	1	25
Conservatee's Rights	2		4	1			2	3		2	11	1	7		1	2		2	8	5	3	2	56	
Conservator Duties	1	1	1	1	3						3	1	1	2				2	5	3		1	25	
Establishing Conservatorship (General)	2	1	7	1	3	1	7	9		6	9		14	5	1	4		7	2	2	1	2	84	
Establishing Conservatorship (Limited)	1	6	6		6		2		1	1	27	12	39	9	2	6	1	13	25	7	6	3	173	
LPS Conservatorship			2				1				2	4			1	1		1	1				15	
Termination of Conservatorship	1	1		2	2		2	1		1	2	3	2				1	1	3	3		1	26	
<b>Total</b>	<b>7</b>	<b>10</b>	<b>22</b>	<b>5</b>	<b>16</b>	<b>1</b>	<b>14</b>	<b>15</b>	<b>2</b>	<b>12</b>	<b>59</b>	<b>22</b>	<b>65</b>	<b>16</b>	<b>5</b>	<b>13</b>	<b>2</b>	<b>27</b>	<b>46</b>	<b>20</b>	<b>14</b>	<b>11</b>	<b>404</b>	

Office of Clients' Rights Advocacy  
Annual Report - 8/1/2001 through 6/30/2002  
Report by Problem Codes

	ARC	CVRC	ELARC	FNRC	GGRC	HRC	IRC	KRC	LRC	NBRC	NLARC	RCEB	ROOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Unknown	Total
<b>Consumer Finance</b>																							
Debt Collection	4		3	2	4		1	1		1	7	8	5	1	1	1	14	1	4	1	10	3	72
Other Consumer Finance	2		7	5	1		4	8			4	6	7	4	1	2	14		12	2	6	6	91
Special Needs Trust	2		3	1	6		1			2	16	6	5	2		1	1		2	3	5		56
<b>Total</b>	<b>8</b>	<b>0</b>	<b>13</b>	<b>8</b>	<b>11</b>	<b>0</b>	<b>6</b>	<b>9</b>	<b>0</b>	<b>3</b>	<b>27</b>	<b>20</b>	<b>17</b>	<b>7</b>	<b>2</b>	<b>4</b>	<b>29</b>	<b>1</b>	<b>18</b>	<b>6</b>	<b>21</b>	<b>9</b>	<b>219</b>

**Discrimination (Other than Employment)**

Architectural Barriers											1						1						2
Discrimination	2	1	3	2	1		4	1		4	2	1	1		1	2	5	1	1	3		4	39
Insurance Discrimination							1																1
Higher Education (Public and Private)										1	1	1								1	1		5
Public Accommodations (Hotels, Restaurants, Etc.)		2	2							3	1	1					3		6	3	2	3	26
Public Services (Federal, State, Local)		3	3	2			3				1	1							4	3			20
Racial Discrimination							1																1
Telecommunications															1								1
Transportation (Public and Private)	1							1	1	1		1		1			3	1	1	2	3		16
<b>Total</b>	<b>3</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>12</b>	<b>2</b>	<b>12</b>	<b>12</b>	<b>6</b>	<b>7</b>	<b>111</b>

**Education**

Adult Education Programs		2	2	1				1			1		1						1	1			10
Assessment		10	7	2	1	2	6			1	1	2	3		2	1	2	4	10	2		2	58
Complaint Procedures	5	4	29	2	3	3	30	3	2	4	15	4	2	6	5	18	8	10	12	9	3		177
Day Care		1								2			1			1							5
Due Process Procedures	1	3	4	2	2		11	4			10	3	2	1	2	5	1	7	3	2	10		73
Eligibility		3	2	1		1	2		1		1	1	4	2		3	1	2	2		2		28
Extra Curricular Activities								1	1			3											5
Full Inclusion (Except Pre-School)	3	5	13	1	2		4		1	1		12		2	1			5	9		1		60
Higher Education	1		1				3		1		1		1	1		1							10
Home/Hospital Instruction	4	5	2							1	1	2			1	1	1				1	1	20
IEP Development	6	35	32	19	21	3	12	46	3	30	25	17	12	15	11	11	24	25	41	4	5	8	405
Least Restrictive Environment		19	7	2					1		3	5	2	1	4	1	5	1	1	1		1	54
Mental Health Services		4	1					1	1		2	1			1				3		1	2	17
Non-Public School Placement	2	2	1		2	8	1	2	1		6	3		2	1	5	3	1	2	4	1	1	48
OT/PT		4	1			2		1	2	1	3	5			2	3			9	1	1	1	36
Part C - Early Start/Early Intervention		1	1		1				1			14				2	1						21
Positive Behavioral Intervention		12	7	2	1		7		6	1		10		4		4	3	2	11	3		3	76
Preschool Full Inclusion		1	3	2	1						1	2			2				1				13
Preschool Programs		8		1							1	4	2	2	6	4		1	5	1		2	37
Public School Placement	3	16	13	8		5	13	8	3	2	4	18	1	10	14	27	4	5	22	6	3	5	190
Related Services	2	17	24	8	2	9	15	9	9	1	12	21	3	12	8	24	2	12	25	8	3	4	230
Residential Placement							1	1			3		1	1					1				8
Suspension/Expulsion	2	5	3	3	1	1	1			1	5	3	3	2		3	1	1	8	5	1	1	50
Transition Planning		2	1	3	4		3			2	3	3	2		1	4	3	3	6	2	1	2	45
Transportation	5	7	6	4	5	1	3	1	1	4	8	6	1	3	6	9	4	2	4	2		1	83
<b>Total</b>	<b>34</b>	<b>166</b>	<b>160</b>	<b>61</b>	<b>46</b>	<b>35</b>	<b>112</b>	<b>78</b>	<b>34</b>	<b>51</b>	<b>106</b>	<b>139</b>	<b>41</b>	<b>64</b>	<b>69</b>	<b>126</b>	<b>62</b>	<b>81</b>	<b>176</b>	<b>51</b>	<b>33</b>	<b>34</b>	<b>1759</b>

Office of Clients' Rights Advocacy  
Annual Report - 8/1/2001 through 6/30/2002  
Report by Problem Codes

	ARC	CVRC	ELARC	FNRC	GGRC	HRC	IRC	KRC	LRC	NBRC	NLARC	RCEB	ROOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Unknown	Total
<b>Employment</b>																							
Employment			2				1			1	1	1		1			1	2		1	2		13
Employment Discrimination: Firing					1			1				2		2	2	1				2	1		12
Employment Discrimination: General	2						2					3				1		1	2				11
Employment Discrimination: Hiring		1					4	1		1				1				2					10
Employment Discrimination: Reasonable Accomodations							4				1	1		2			1		2				11
Supported Employment	2		1		1						2			1					1	1		2	11
Worker's Compensation			1			1								1									3
<b>Total</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>11</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>71</b>
<b>Family</b>																							
Child Support			1		1			1	1	1	2	1		3		2			1	2			16
Dissolution		1	1	1			1				4			3			1	2	1	1	1		17
Family - Other	12	1	3	3	1		4	6	1	1	22	2	4	6		7	1	4	10	8	4	4	104
Guardianship of Minors			3		1			2		2	6	5	1					1	4		2		27
Parenting/Custody	6	3	8	8	1		6	9		11	11	9	1	8	1	8	2	5	16	4	2	7	126
Wills, Trust and Estate Planning		1	1	1	3						10	2		2				2	1	4	4		31
<b>Total</b>	<b>18</b>	<b>6</b>	<b>17</b>	<b>13</b>	<b>7</b>	<b>0</b>	<b>11</b>	<b>18</b>	<b>2</b>	<b>15</b>	<b>55</b>	<b>19</b>	<b>6</b>	<b>22</b>	<b>1</b>	<b>17</b>	<b>4</b>	<b>14</b>	<b>33</b>	<b>19</b>	<b>13</b>	<b>11</b>	<b>321</b>
<b>Forensic Mental Health Issues</b>																							
Criminal Justice Issues				1				2			12	6		9	3	1						3	37
Diversion		1									2	3		3									9
Incompetent to Stand Trial (IST)											1			1					1				3
<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>15</b>	<b>9</b>	<b>0</b>	<b>13</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>49</b>
<b>Health</b>																							
CCS Eligibility							1		1		2	2				1			1				8
CCS Services		1	1							2	1	1		1				1	3	1	1	1	14
CCS Share of Cost										1													1
Denial of Coverage	1		1		1		1	1		1			2								1	1	10
In Home Nursing/Medical Care	2				4	1	2			1	1	1	3		2		1		4	1	1	1	25
Medi-Cal Eligibility	1	5	1		3		1		1		2	8		4		2		2	2		3	1	36
Medi-Cal Services	3	3	2	1	5	1	3		1	1	4	5	1	4	4	2	2	6	6	2	2	4	62
medi-Cal Share of Cost/Co-Payment							2			2		2						4	2		1		13
Medical Treatment	3	3	1	3	5		4	3		12	2	4	2	4	7	3	2	1	7	7	2	2	77
Private Insurance		2	4		3		5			2	3	5	3			1	1	2	5	2	5		43
<b>Total</b>	<b>10</b>	<b>14</b>	<b>10</b>	<b>4</b>	<b>21</b>	<b>2</b>	<b>19</b>	<b>4</b>	<b>3</b>	<b>22</b>	<b>15</b>	<b>28</b>	<b>11</b>	<b>13</b>	<b>13</b>	<b>9</b>	<b>6</b>	<b>16</b>	<b>30</b>	<b>13</b>	<b>16</b>	<b>10</b>	<b>289</b>
<b>Housing</b>																							
Housing Discrimination			1			1	1		1									1	3	1		1	10
Landlord/Tenant	7	3	10	5	9	1	4	8		4	9	10	6	11	4	5	3	3	13	8	13	6	142
Ownership of Property	1		5	1							1			1				5		1	1		16
Reasonable Accomodations			1		4		1	2				2			2		1		2		1	1	17
Section 8	1	3	3	4	4		1							1		1	2	1	2	3	2		28
Subsidized Housing	3		1	1			1						2	1									12
Zoning/Restrictive Covenants												1				1							2
<b>Total</b>	<b>12</b>	<b>6</b>	<b>21</b>	<b>11</b>	<b>17</b>	<b>2</b>	<b>8</b>	<b>10</b>	<b>1</b>	<b>4</b>	<b>10</b>	<b>13</b>	<b>8</b>	<b>14</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>10</b>	<b>23</b>	<b>13</b>	<b>17</b>	<b>8</b>	<b>227</b>

Office of Clients' Rights Advocacy  
Annual Report - 8/1/2001 through 6/30/2002  
Report by Problem Codes

	ARC	CVRC	ELARC	FNRC	GGRC	HRC	IRC	KRC	LRC	NBRC	NLARC	RCEB	ROOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Unknown	Total
--	-----	------	-------	------	------	-----	-----	-----	-----	------	-------	------	------	------	------	--------	------	-------	------	------	-----	---------	-------

**Immigration**

Citizenship Interview	1		2				1						4					1	1				10
Immigration		1	1	1			2			1	9	6	1		3	6	4	6	3		4		48
<b>Total</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>58</b>

**Income Maintenance**

Disability Benefits and Work								1						1							1		3
IHSS Eligibility		7	3		1		6		1	5	4	10		2	1	4		2	2		3	1	52
IHSS Number of Hours		6	7			1	7		2	2	3	6		3	1	7	1	2	1	1	1	2	53
IHSS Protective Supervision		5	3				3		1	5		2		3		4		1	3		1	1	32
IHSS Share of Cost and Other		1	1				1														1		4
Income Maintenance	2	6	1	2							3	9	4	6						3	2		39
Other Program Eligibility	1	2	2		1		1				1	2		2	1		2			3	1	2	21
SSA Benefits, Child Benefits (SSDI)	1		3	1	2	1	3			2	3	5								1		2	24
SSI - Other	1	9	20	2	3		6	3	1	7	6	20	8	11		13	6		12	11	10	7	156
SSI Eligibility	1	9	20	10	2	1	9		1	1	12	27	1	15		11		6	7	10	17	6	166
SSI Overpayment	3	8	23	4	3		9	1	2	1	7	6	1	10		7		2	7	2	9	5	110
Welfare Reform						1								1								1	3
<b>Total</b>	<b>9</b>	<b>53</b>	<b>83</b>	<b>19</b>	<b>12</b>	<b>4</b>	<b>45</b>	<b>5</b>	<b>8</b>	<b>23</b>	<b>39</b>	<b>87</b>	<b>14</b>	<b>54</b>	<b>3</b>	<b>46</b>	<b>9</b>	<b>13</b>	<b>39</b>	<b>27</b>	<b>48</b>	<b>23</b>	<b>663</b>

**Juvenile Dependency**

Juvenile Dependency				2	2		6				6	1		6	1					3			1	28
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>28</b>	

**Legal Representation**

Civil (General)	1	1	2		1		6	4	2		7	4	3	2	1	2	6	4	18	3			67
Criminal (General)	4	2	1		4		4	6		3	7		13		2	5	1	1	17	1	2		73
Personal Injury		2	2		3		1				8	3	2		3	1	1	1	1		3		31
Public Defender	3	1					1	1		1							3	1	5			1	17
<b>Total</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>12</b>	<b>11</b>	<b>2</b>	<b>4</b>	<b>22</b>	<b>7</b>	<b>18</b>	<b>2</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>7</b>	<b>41</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>188</b>

**Licensing**

Community Care Facilities		1			3		2			2		2	1							1	1		13
Health Facilities												1	1										2
<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>15</b>

**Neglect**

FTP Admission to Institution											1									1			2
FTP Dietary Needs												1				1							2
FTP Discharge Planning											2												2
FTP Medical Treatment							2	1			3												6
FTP Mental Health Treatment								1			1												2
FTP Personal Care					2	1	2	1				3		1								1	11
FTP Personal Safety (Conditions in Institutions)				1													2	1	1				5
FTP Personal Safety (Physical Plant)													1				1						2
FTP Personal Safety (Staff to Client Abuse)	1			1			1	1														1	5
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>37</b>

Office of Clients' Rights Advocacy  
Annual Report - 8/1/2001 through 6/30/2002  
Report by Problem Codes

	ARC	CVRC	ELARC	FNRC	GGRC	HRC	IRC	KRC	LRC	NBRC	NLARC	RCEB	RCOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Unknown	Total
<b>Placement</b>																							
Board and Care Conditions	4	2			1	1	1			5		3		2	1		1	2	5	1			29
Board and Care Evictions	2	1		1			2			5	1	3			2					1		2	20
Childrens' Group Homes	3		1	3	1		1			1	2	1	4		1		3	3	5	2	1		32
FTP Community Residential Placement	3	1		1			3	1		1		1	1	2		3			5	2			24
FTP Community Services	2												1				9						12
Return to Community from Institution	5	3	1	2	2		4	1		1	3	3				2	1	1	4	2			35
Supported and Transitional Housing	5			1	2			1		6	3		3	3	1		4	1	2		3		35
Transfer of Jail Inmates to MH Programs (PC §4011.6)							1			1													2
Transfer of Prisoners to State Hospitals(PC §2684)	1										2												3
Unit or Institution Transfers	1			1	1		1	1							1				1	2	1		10
<b>Total</b>	<b>26</b>	<b>7</b>	<b>2</b>	<b>9</b>	<b>7</b>	<b>1</b>	<b>13</b>	<b>4</b>	<b>0</b>	<b>20</b>	<b>11</b>	<b>11</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>2</b>	<b>21</b>	<b>7</b>	<b>22</b>	<b>10</b>	<b>5</b>	<b>2</b>	<b>202</b>
<b>Privacy/Personal Autonomy</b>																							
Personal Autonomy	3	4	22	3	3	1	2			12	2	30		13	4	12	2		5	6		2	126
Recovery of Personal Property										1		2											3
Rights of/Denial of Personal Possessions	1	2			2					4	2	2		2	2	2			1	1			21
Rights of/Denial of Privacy - Association	2	1		3			9					3			2	1			1			3	25
Rights of/Denial of Privacy - Mail	2																						2
Rights of/Denial of Privacy - Search and Seizure					1					1	1			1			6		1	1			12
Rights of/Denial of Privacy - Sexuality							2			1	1	3	1						1	3		1	13
Rights of/Denial of Privacy - Telephone		1	2									1			2				5				11
Rights of/Denial of Recreation	1									1		3		1					2				8
WIC §5325.1 Rights							1									1							2
<b>Total</b>	<b>9</b>	<b>8</b>	<b>24</b>	<b>6</b>	<b>6</b>	<b>1</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>6</b>	<b>44</b>	<b>1</b>	<b>17</b>	<b>10</b>	<b>16</b>	<b>8</b>	<b>0</b>	<b>16</b>	<b>11</b>	<b>0</b>	<b>6</b>	<b>223</b>
<b>Records</b>																							
Access	1	1	3		2				1		13	1		9	1			5	1		1	2	41
Breach of Confidentiality	1									2					1						2		6
Denial of Access	1		1			1																	3
<b>Total</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>50</b>

Office of Clients' Rights Advocacy  
Annual Report - 8/1/2001 through 6/30/2002  
Report by Problem Codes

	ARC	CVRC	ELARC	FNRC	GGRC	HRC	IRC	KRC	LRC	NBRC	NLARC	RCEB	RCOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Unknown	Total
<b>Regional Center Services</b>																							
Assessment of Needs	2		1	1				2		1	2	3	14	2		2	5	9	1	1			46
Community Living Arrangements	6	2			3		6	1	1		4	6	2	3	5	3	3		4	1		2	52
Coordination with County Mental Health				1																2			3
Crisis Prevention Services	2				1							4				2			4		1		14
Day Training and Activity	1	2	5	1	1	1	3		3	4	2	6	4	3	2	4	1	2	7	3	3		58
Eligibility	26	31	26	30	37	8	36	5	4	30	16	14	13	19	40	24	17	16	32	16	13	6	459
Family Support Services	2	17	1	1	10	1	15			2	9	12	4	4	5	4	6	9	24		4		130
Hearing Procedures	1	1	9		4	1	16		2		3	1		1	4			16	4		6	2	71
IPP Development	9	3	3	2	3	4	8	1	3	2	3	6	4	2	2	7	12	7	3	1	5		90
IPP Implementation	4	1	2	1	28	1	3		2	4	2		2	2	2	3	5	1	3				66
Lanterman Act - Case Management	10	8	2	2	1		1				10	16					4	3	9	1	4		71
Lanterman Act - DDS Policies/Procedures	2	4		1	2						1	1		1				2	1		1		16
Lanterman Act - Regional Center	2	1	2		3		2		2	1	18	8	2		2		2	6	14	4	2		71
Licensed Residential Services		5	2		4	1		1	1		4			1	3		1			1			24
Prevention Services			3		1		2					2				2			2	1	1		14
Regional Center Services - Other	10	28	21	6	2	30	20	10	13	17	60	6	30	13	26	37	13	5	37	32	6	4	426
Supported Living	10	4	6	3	3	2	5	2	2	7	4	4	6	2	12		3	2	5	6			88
<b>Total</b>	<b>87</b>	<b>107</b>	<b>83</b>	<b>49</b>	<b>103</b>	<b>49</b>	<b>117</b>	<b>22</b>	<b>33</b>	<b>68</b>	<b>138</b>	<b>89</b>	<b>81</b>	<b>53</b>	<b>103</b>	<b>88</b>	<b>72</b>	<b>78</b>	<b>151</b>	<b>68</b>	<b>46</b>	<b>14</b>	<b>1699</b>
<b>Right to Culturally Appropriate Services</b>																							
Right to Culturally Appropriate Services							1			1				1									3
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Right to Refuse Treatment</b>																							
Involuntary Aversive Behavior Therapy										1													1
Involuntary Medication							1					1											2
Other Involuntary Treatment	2							1			1	2			2				1	1		1	11
<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>14</b>
<b>Vocational Rehabilitation Services</b>																							
Vocational Rehabilitation			2				2		1												1		6
<b>Total</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>6</b>
<b>Unknown</b>																							
None	8	1	14	4	2	9	7	116	2	84	20		59	12	6	4	7	10	4		19	16	404
<b>Total</b>	<b>8</b>	<b>1</b>	<b>14</b>	<b>4</b>	<b>2</b>	<b>9</b>	<b>7</b>	<b>116</b>	<b>2</b>	<b>84</b>	<b>20</b>	<b>0</b>	<b>59</b>	<b>12</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>0</b>	<b>19</b>	<b>16</b>	<b>404</b>
<b>Grand Total</b>	<b>273</b>	<b>407</b>	<b>486</b>	<b>204</b>	<b>283</b>	<b>107</b>	<b>445</b>	<b>318</b>	<b>92</b>	<b>356</b>	<b>595</b>	<b>559</b>	<b>356</b>	<b>350</b>	<b>251</b>	<b>359</b>	<b>269</b>	<b>290</b>	<b>650</b>	<b>281</b>	<b>266</b>	<b>165</b>	<b>7362</b>