

OFFICE OF CLIENTS' RIGHTS ADVOCACY
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Memo

To: OCRA Advisory Committee
From: Jeanne Molineaux, Director
Date: 8/26/2005
Re: Consumer Satisfaction Surveys 2005

Attached are the results of the current Consumer Satisfaction Survey. The survey was sent out for the period of January 1, 2005, through March 31, 2005. Every fourth closed case was randomly selected from OCRA's computer intake system to receive a survey, which included a self-addressed stamped envelope.

Five hundred and five surveys were mailed out. Two hundred and three people returned the survey. This represents a 40 percent return rate. The results were excellent. Of those responding to the questions, 92 percent of the respondents who answered the questions felt they were treated well by the staff, 92 percent understood the information they were provided, 92 percent believed their CRA listened to them, 76 percent believed they were helped by the Clients' Rights Advocate, 88 percent would ask for help from the Clients' Rights Advocate again. Lastly, 84 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.	184	15	4
2. My call was returned within two (2) days.	162	32	6
3. I could understand the information I got.	180	15	8
4. My Clients' Rights Advocate listened to me.	182	15	6
5. I was helped with my question/problem by my Clients' Rights Advocate.	151	48	4
6. I would ask for help from the Clients' Rights Advocate again.	169	22	12

Comments: ¹

- Thank you very much for your help.
- Gold
- The Kern Regional Center has been working on to help me start a business for about a year, it should not take that long. I would like you to look at that. Thank you.
- La Primera ves que les llame no respondieron a los 2 días y la segunda ___ hace como una semana y no recibí contestación. (The first time I called I did not receive a response within the 2 days and the second, it was about one week ago, I did not receive a call back)
- Thank you for everything
- Aimee has gone out her way to aid me and it's appreciated.
- I would always call Office of Clients' Rights Advocacy very informative and on the ball.

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.

- Everyone was so helpful, especially Sandy Aimes. She went out of her way for us. She was very kind & understanding as well as knowledgeable in this field.
- Thank you for helping me when I need it.
- Enid is professional and interested in her clients.
- Katie is Terrific!
- My only complaint is that many times I've called and there is no answer. Also the unwillingness of the advocate to accompany me and help to fight for my child's services which were surely needed!
- A great resource
- I never spoke with anyone only answering machine, I believe.
- Christine is outstanding. She has been my life line though very difficult times.
- Could use them more times. They have so many uses they can't always review the issue in great depth.
- Katie did an excellent job advocating for our daughter.
- FNRC took back denial and accepted me.
- Gracias por su apoyo y orientación. (Thank you for your support and orientation)
- We are very satisfied! Thank you
- A serious problem with my worker came up but was worked out by hiring staff and attorney at law Mathew Pope
- I was extremely disappointed that their reason who can't help me due to conflict.
- They are so helpful without their help I don't know what I would do with all the denials regional center has given me.
- Would like CRA to be bilingual- so their Spanish speaking parents can contact them directly and take advantage of this service.
- I love Brian - he's very helpful & responsible of the consumers A+ + +!
- Found a way around the problem.
- Lynn was wonderfully kind and professional – it was really helpful to talk with her. I have called her again since then. Heard about us in a book about client rights (can't remember what its called) Goldenrod Spiral bound.
- You guys were responsive and very helpful very supportive. Thanks
- Thank you

- I am grateful for your help!
- Besides phone call- we e-mailed each other until the problem was solved.
- The problem has been resolved and we're satisfied.
- I received exceptional assistance and service regarding two separate issues with _____. FYI- I have also consulted with CRA regarding other consumers and am extremely pleased with service.
- Brian was the best, he helped us a lot. Thank you!
- Thank you
- All I received was a list. No helpful info basically, no info really provided.
- Wonderful to have their service!
- Lynn is great!
- They were a great help! It's wonderful to know that help is available when needed.
- You're wonderful, solved my daughter with autism.
- Katy was very helpful.
- _ renewed conflicting info. We felt OCRA backed peddled to support the regional center.
- I want to know about money I can get in my CVRC account every month.
- I could rarely reach anyone by the phone. After I followed the direction of the Advocate (which took several days).
- Katy is great!
- Muy contenta con la ayuda y con Anastacia! (Very happy with Anastacias' help)
- That the service I obtained from CRA, Meriah is excellent. Meriah is very professional, responsive, caring, patient, & she is truly an asset to your organization.
- They helped us improve our life so much with 2 hours of help.
- Agradezco el apoyo dado por el bien de mi hijo. (I am thankful for the support given to my son)
- Lupe from your Orange County office has been very helpful. Her assistance definitely made the difference packet given by_.
- Solamente quiero decirle que es muy bueno saber que existe alguien que puede luchar por nuestros derechos. (I just want to say that it is good to know that someone exist who can fight for our rights.)

- Christine is amazing!!!
- It took a very long time to get my reset forms due to the change in the system. This has caused many problems!
- Estoy muy contenta y muy agradecida con su ayuda. Muchas gracias. (I am very happy and thankful for your help. Thank you very much.)
- Not helpful. Not good follow through.
- We cancelled our appointment as we realized services would not be appropriate for needs @ this time- Thank you!
- _____ and lady he work, she very, very, very not nice.
- Es una persona muy comprensiva. (Is a very understanding person.)
- Took too long to respond.
- Brian & Meriah do great things with limited resources
- Correspondiendo a la pregunta #4- aunque la abogada me escucho- su acciones mostraron que ella no tenia mucho interés en ayudarme. Además, la(s) abogada(s) se comportaron muy mal. Sus acciones me causaron que yo tuviera duda de la educación y trabajo que la oficina hiciera. (Corresponding to question #4- even though the attorney listened to me- the actions proved that she did not have much interest in helping me. And, the attorneys behaved very bad. Their actions made me have doubts of the education and the work the office would perform.)
- I asked for a new IHSS counselor.
- I always get an answering machine.
- Katie was the best! ☺
- Everyone is wonderful.
- Never got return call.
- Thank you
- Office seems to be understaffed.
- It's hard to get him without his ___help
- I have requested a new social worker and have not been assigned a new one.
- Asked for help re: 1:1 aide for my son at High School, I showed letter from your agency to the school staff. My son does not have an aid but is now escorted to class on campus. He also gets help in the classroom more to meet his needs. I don't need assistance from your agency at this time, but will contact again if needed.
- Mathew was excellent. Thanks

- You were a big help. Thank You
- Thank you very much for all your help.
- Katie was great. She offered her assistance and even offered an in service for parents/ clients on conservatorship.
- Tim is excellent and dedicated.
- I very much appreciate her assistance and enabled my clients to move to an ICF:DD/H.
- Thank you for your help and concern. (Katy)
- Great on point knowledge- Very Helpful!
- Of all the professionals working w/my daughter, the CRA was, by far, the most helpful.