

Office of Clients' Rights Advocacy
Semi-Annual Report - July 1, 2011 through June 30, 2012
Report by Problem Codes

		ARC	CVRC	ELARC	FNRC	GGRC	HRC	IRC	KRC	LRC	NBRC	NLARC	RCEB	ROCC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Total	
4731 Complaint	4731 - Regional Center	5	1				1	1	2	5	4	6						3			1	1	1	31
	4731 - Service Provider	1						2	9	1							2	3			2	2	2	24
4731 Complaint Total		6	1				1	3	11	6	4	6					2	6			3	3	3	55
Abuse	Emotional / Psychological Abuse					2		2								1	1						6	
	Exploitation / Coercion					1						1									2		5	
	Financial Abuse	2	4		1	3		1	2		9		4	1	6	2		3			3	2	2	45
	Inappropriate Medical Treatment							1				2				1							4	
	Other Abuse	1		1	1	1	1		2	1		1	3	2							3	2	19	
	Physical Assault	3	2		1	3			3		2						3		1		3		21	
	Physical Neglect	1		1		1			1		2	1	1				2		3				14	
	Physical Restraint / Seclusion	1										2	1										4	
	Sexual Assault					3			2		5				1		1		1		1		1	15
Verbal Abuse				2						2													4	
Abuse Total		8	6	2	5	14	1	4	10	1	20	7	9	4	7	10	1	8			12	2	6	137
Assistive Technology	Assistive Technology - California Children's Services (CCS)	1				2						1											1	5
	Assistive Technology - Medi-Cal					1																1	2	
	Assistive Technology - Medicare	1																					1	
	Assistive Technology - Other AT				1											1						1	3	
	Assistive Technology - Regional Center			1						3									1	2	5		12	
	Assistive Technology - Vocational Rehabilitation	1																					1	
Assistive Technology Total		3		1	1	3				3		1			1				1	2	7	1	24	
Consent	Capacity / Incapacity of Client							2				1	2	1		1							1	8
	Informed Consent											1				1			1		1		5	
	Other Consent				2						1	2										3	8	
	Substituted Decision Making (Ex. DPAHC)															1			2				3	6
	Withhold Consent																						1	1
Consent Total					2			2			3	4	1		3			3			1	3	6	28
Conservatorship	Alternatives to Conservatorship	1	4	6	2	10	2	7	26	5	19	3	7	3	11	1	3	8	14	21	11	17	181	
	Change Conservatorship	1	1		1	3	1													1			1	17
	Conservatee's Rights	3			4	2	1		3		1	40	2		2			2		2	7	1	70	
	Conservator's Duties		1	1														1	3	1	3	1	12	
	LPS Conservatorship											1	3	1				3	1	1	3	1	5	
	Opposition to Petition	2	1	1					1		1	1	3								1	4	15	
	Petition	3		12	6	1		3	1			2		1		1		1	1	1	3	1	37	
	Termination of Conservatorship				1	1					1					1	1			2	4	2	13	
Conservatorship Total		10	7	20	14	17	4	10	31	5	22	47	17	5	17	3	7	14	16	29	32	23	350	
Criminal Justice / Forensic Mental	Competency					2	1	3				1											7	
	Criminal Justice Issues - Rights	1	1	1	1	6	2		1	1	1		1	3	1	1	1	2		2	2		28	
	Criminal Matter Representation – Not IOLTA eligible - OCRA								1														1	
	Diversion			1		3	1	1	1			1	1	1						1			11	
	Jail	2		2		1	1	1	1			1					1						10	
	Juvenile (Detention and Probation)						1		1														3	
	Other Criminal Justice	1		1		9			3	1		1						1		1	1	1	20	
Probation					1																	1		
Criminal Justice / Forensic Mental	Health Issues Total	4	1	5	1	22	6	5	8	2	2	3	2	4	2	1	2	3		4	3	1	81	
Discrimination (Other than Employment)	Civil Rights (Race, Religion, Sexual Orientation)				1					1				1			1				1	1	6	
	Higher Education (Public and Private)	1						1				1	1					1					5	
	Insurance Discrimination					2																	2	
	Other Discrimination			1	1			2	1	1	1				1	12	1		2				23	
	Public Accommodations (Hotels, Restaurants, Etc.)	1	1		1	1	2				2			1		1							1	11
	Transportation (Public and Private)		1			1	1				2				1						1			8
Discrimination (Other than Employment) Total		2	2	1	3	4	3	3	1	4	3	1	2	3	13	1	1	3		1	1	3	55	
Education	Education - Adult Education Programs	5	12	1	3	1			1	2	1		1	1			1						30	
	Education - After School Programs			1					1												1	2	1	6
	Education - Assessment	3	8	8	1		1	1	1	3	4	1	4	4	1	4	2	2	3			3	1	55
	Education - Assistive Technology	1		2			1	1	1	1	1		3				3						14	
	Education - Behavioral Intervention, Services and Supports	5	10	7		1	4	4	3	5	5	4	7	2	3	17	18	2	2	2	6	1	108	
	Education - Bullying								1						1		1				1		4	
	Education - Charter Schools											1							1		1		3	
	Education - Compliance Complaint	1	4	5	1	2		1	9	1	10	3	13	1	2	10	8	2	13		5	2	93	
	Education - Discipline (Suspension / Expulsion / Other)	5	6	2	8	1	1	3	7		5	1	6		1		5	1	1	1	1		56	
	Education - Discrimination	1	2								2						1				1		7	
	Education - Due Process Appeals		3	12	1			2	1		5	7	10	3	1	1	1	5	3	4		4	6	69
	Education - Early Intervention (Part B / Over Age 3)										2							1				1	3	7
	Education - Eligibility	3		3				1				9	1	4	3		4			3	1		1	33

		ARC	CVRC	ELARC	FNRC	GGRC	HRC	IRC	KRC	LRC	NBRC	NLARC	PCB	PCOC	PCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Total	
	Education - Extra Curricular Activities	1																					1	
	Education - Full Inclusion (Except Pre-School)		2	2	1	1							4										11	
	Education - Higher Education	4		1				3				1					1	3	1	1		1	19	
	Education - Home / Hospital Instruction		2	2			1	2					1										10	
	Education - IEP Development	13	27	37	19	14	48	24	16	28	19	12	19	21	8	41	35	8	43	16	19	18	485	
	Education - Least Restrictive Environment	1	10	3	2	1		1				1		4	1	7	7	4	1		7	7	3	60
	Education - Mental Health Services (AB 114)																						1	
	Education - Mental Health Services (AB 3632)			1									1										2	
	Education - Non-Public School Placement	3	1	5		1	2	3	5	1	2	1	10	2	1	2	1					1	4	45
	Education - Other Education	2	9	22	1	2	7	3	13		1	3	4	6	1	10	5	2	10	9	14	1	1	125
	Education - Personal Injury (Tort Claim)	1	2	11	2		1	4	1	1	1	1	2	1	2	2	2	1	2	3	1	1	1	42
	Education - Preschool Programs and Full Inclusion		6	1	1												2		1	2	3	1	1	17
	Education - Public School Placement	2	23	20	1	3	3	5	13	5	11	9	16	9	4	21	9	5	15	2	4	15		195
	Education - Related Services (Ex. OT / PT / S&L / 1:1 / Medica	2	11	22	2	2	14	9	2	8	10	7	21	7	2	11	6	3	23	6	11	16		195
	Education - Residential Placement		1					1						1									3	
	Education - Transition Planning (Any Age)	1	6	3		4	1	1	1	4	3	1	8	3	4	7	6	2	7	2		6		70
Education - Transportation	4	1	8		1	2	7		3	3	2	6		5	10	1	2		2	8		65		
Education Total		58	146	179	43	34	86	68	84	71	96	57	137	64	42	154	115	35	129	55	93	85	1831	
Employment	Employment Discrimination: General / Hiring	1		1	4	1		2	2						2	1				1	3		21	
	Employment Discrimination: Reasonable Accommodations		1		2	2	1		3	1	1	1		2					2		3		19	
	Vocational Rehabilitation Services	4		1	2		1	2		4	4	1	2				2	1		4			28	
	Wrongful Termination	1		2	1		1	1		3	1					1		3		1	6		21	
Employment Total		6	1	4	9	3	3	5	5	5	8	3	2	2	2	2	2	4	3	7	1	12	89	
Family	Adoption				1												1						2	
	Child Support		1	1				1			2					2		1		1	1	2	12	
	Custody Issues	1	4	2	2	2	1	2	3		2	2	2	1	3	2	3	3	2	1	3	7	48	
	Dissolution / Annulment			1				1	1											1	2	6		
	Domestic Violence			2							2											4		
	Family Support Services	5		3		1			1					1	1		1				1	15		
	Foster Care	1						1	1															

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Other Immigration Public Charge		1		3			1			1		3				1	2			1	2	1	16			
											1	1											3			
Immigration Total		1		6			3	1		2	5	4	1			1	3	1		3	2	5	38			
Income Maintenance	AAP					1	1	2										1		2			7			
	IHSS Eligibility	7	3	16	2	3	11	12	4	23	14	8	14	15		4	12	28	14	8	7	20	225			
	IHSS Hours	13	7	25	9	5	12	22	4	15	4	6	12	17	4	3	20	13	8	5	6	23	233			
	IHSS Protective Supervision	10	3	20	16	2	11	16	2	18	5	26	6	9	4	4	2	15	5	2	1	17	194			
	IHSS Share of Cost	1		1							1	2	1					1		1		9	9			
	Other Income Programs			1	3	2	1		3	1	6		3	1	1	1		4		2		2	31			
	SSA - Child Benefits	1		1														1			1	18	18			
	SSA - DAC			4	3						2		1	2		1		2				15	32			
	SSA - SSDI			1	1	6	1	2			1	4	1	1						2	7	10	35			
	SSI - Eligibility	9	29	25	12	28	8	14	11	6	60	19	24	13	3	6	21	12	10	22	29	43	404			
	SSI - Hearing			1		2							1					2		1			7	7		
	SSI - Other	3	5	17	6	18	5	5	14	1	1	3	4	7	4	1	9	7	1	18	8	42	179			
	SSI - Overpayment	7	10	15	6	39	10	10	7	9	8	9	13	7	2	6	9	5	5	15	15	38	245			
	SSI - Representative Payee		1	2	5	4		1			9			1	1		1	3	2	1	8	2	41			
State Disability Benefits			1						1		1			1					1			5	5			
Income Maintenance Total		51	59	129	63	110	60	84	46	88	113	75	81	72	20	25	78	90	46	86	75	214	1665			
Legal Referral	Civil (General)	3			11	1	2	3	6	3	10	4	4		8	1	4		4		4	5	73			
	Criminal (General) - Rights			4	2		1			1	4	3		1	5	1			3	1	1		27			
	Juvenile Dependency											1									3	4	4			
	Personal Injury		2	1	4	5	3	4	1	1	4	2	4		1	1	6	2	5		3	2	51			
	Public Defender				3									1	1						1		7			
	Small Claims			2					1	1		1		1	1						1	2	10			
	Worker's Compensation								1			1							1				3			
Legal Referral Total		3	2	7	20	6	6	7	9	6	18	12	9	3	16	3	10	2	13	1	13	9	175			
Mental Health Issues	Mental Health - Complaint	2										1									1		4			
	Mental Health - Eligibility					1										1						2	2			
	Mental Health - Involuntary Commitment	2					2					1										5	5			
	Mental Health - Service, Supports and Treatment	5		1	2	1	2		2	1	2			2	1	2				3		24	24			
Mental Health Issues Total		9		1	2	2	4		2	1	4			2	1	3				3	1		35			
Placement	Discharge Planning					1	1		1					2									5			
	Facility Conditions	1	1			1		1															4			
	Facility Evictions																	1		2		4	7			
	Health Facilities																1			1		3	3			
	Move from Institution to Community	2	2			2	1		2	1	1	1	2		2		1	1	2			19	19			
	Support Services Needed for Placement	3	4			4	1		2				1		3	1	1				2		22			
	Transitional Housing					1																	1			
	Unit / Facility / Institution Transfer	6				3	2	1	8	1			1				2	2		1		2	29			
Placement Total		12	7			12	5	2	13	2	1	1	6		5	2	4	5		5	2	6	90			
Privacy/Personal Autonomy / Choices	Community Activities	1		1	2	2	1				1		1	1	5			4			1	1	21			
	Least Restrictive Environment			1		5		3	1				3	1	4			2		2	3	1	26			
	Mail			1	1																		2			
	Other Privacy / Personal Autonomy / Choices	4		15	2	14	7	9	7	1	9	1	6		6	9		8		7	39	3	147			
	Personal Property	1		1		3	1	2	2		1		1	1	1	1	1	1		4			21			
	Privacy		1		2		1	1				1	1		2	1		2		1	2		15			
	Religion					1							1								1		3			
	Sexuality					1					4		1		1	2				1	2	2	14			
	Telephone				1			1			1		1		1								5			
	Privacy/Personal Autonomy / Choices Total		6	1	19	8	26	10	16	10	1	16	2	15	3	20	13	1	17		11	52	7	254		
Records	Breach of Confidentiality				1		1					1	4										7			
	Denial of Access	2										1						1					4			
	Erroneous Information			1																1			2			
Records Total		2		1	1		1					2	4					1		1			13			
Regional Center Services	Regional Center - 6500				1				2											4			7			
	Regional Center - Assessment of Needs	5		5	1	3	18	4	2	3		2	5	1	6	6	2	2		1	11	4	81			
	Regional Center - Behavioral Services	7	14	15	1	1	19	15	7	14		5	3	15	28	2	6	19	9	2	12	15	7	216		
	Regional Center - Case Management	3	5	33	16	1	9	14	38	6	25	19	25	2	2	5	23	8	12	5	8	13	272			
	Regional Center - Child Care/Day Care Issues	1		1										3	3								8			
	Regional Center - Coordination with County Mental Health			1		1											1						3			
	Regional Center - Crisis Services			1	1							2	2	2		1				1		1	11			
	Regional Center - Day Program, Training and Activity	5	2	4	7	6	15	8	5	4	21	6	9	1	5	6	8	8	2	3	77	1	203			
	Regional Center - DDS Policies / Procedures	2		2		2		4	1	3	1	2	3				6				2	1	29			
	Regional Center - Early Start (Part C / Under Age 3)		1	4		2	8	5	1	12	4		8	1	2	2	10	3	10	3	2	15	93			

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	Regional Center - Eligibility for Regional Center services	26	34	22	26	25	22	91	23	29	39	31	25	55	10	23	51	28	37	27	13	34	671
	Regional Center - Fair Hearing Procedures (Information only; n	1	3	33	1	10	8	6	3	20	19	8	4	26	1	3	12	2	50	9		8	227
	Regional Center - Independent Living Services	4	4	10		6	1	1	2	6	3	1	3	4	2	4	2		7	2		6	68
	Regional Center - IPP (Development / Meeting / Compliance)	5	7	8	13	2	21	14	10	19	18	14	18	4	10	4	11	10	20	20	2	6	236
	Regional Center - Least Restrictive Environment							1						1		2					1		5
	Regional Center - Nursing Services													2									2
	Regional Center - Other Regional Center Services	13	11	27	1	12	10	9	36	12	16	16	20	34	7	7	5	18	9	10	24	12	309
	Regional Center - Prevention Services	1		1	1			2		1				1			2			1			10
	Regional Center - Respite	7	3	23	3	3	15	11	5	9	12	7	9	10	6	3	4	34	7	6	5	12	194
	Regional Center - Supported Employment	1	1		2		1	3	1	1	2			3			1	1		1	1	3	22
	Regional Center - Supported Living	5	4	1	6	19	1	3	19	3	10	1	14	16	5	5		14	2	11	7	10	156
	Regional Center - Transportation	2	2	4	6	4	7	3	3	5	10		3	3	2		9	3	1		3		70
	Regional Center - Waiver			1				1	1	7	5	1	1	3				3				5	28
	Regional Center - Waiver / HCBS													1									1
Regional Center Services Total		88	91	196	86	97	155	195	159	154	190	113	167	201	60	77	166	143	159	116	171	138	2922
Transportation	Transportation - Appeal Procedure													2							1		3
	Transportation - Eligibility																				1		1
Transportation Total														2							2		4
Grand Total		317	356	645	381	426	377	435	441	380	564	396	513	397	267	319	433	357	395	391	513	667	8970