

Office of Clients' Rights Advocacy
Annual Report - July 1, 2006 through June 30, 2007
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	Total
OCRA - 4731 Complaint																						
4731 - No Jurisdiction															1							1
4731 - Regional Center	6	2			2	3	8	2		2	2		2			3		1	2	1	4	40
4731 - Service Provider	6			1				3			1		3			3		1	2	2		22
Total	12	2		1	2	3	8	5		2	3		5		1	6		2	4	3	4	63
OCRA - Abuse																						
Coercion	2												1						1		1	5
Exploitation (Financial)		1		1	2		1	2		3	2	6	2	7	3				13	4	6	53
Exploitation (Physical / Emotional)	4				6						3	1		1	2					1	3	21
Inappropriate / Excessive Medical Treatment													2			1					1	4
Inappropriate / Excessive Medication	1																		1			2
Inappropriate / Excessive Physical Restraint					2									1	1	1				5		10
Inappropriate / Excessive Seclusion																			1		1	2
Other Abuse	1	3		2	10		1	5		1		1	5	2	2	2	1	1	1	11	2	51
Physical Assault	1		1	2	18	1	2	10		4	1	1	2	4		2	2	1	2	2	2	58
Sexual Assault			3	1	12	2	1	1			2	2		3	2					1	2	32
Staff Attitude / Behavior	4	2	2		7		2		1	2				1	2				3	2	1	30
Verbal Abuse					1			1					1		3					3		9
Total	13	6	6	6	58	3	7	19	1	10	8	11	13	19	15	6	4	2	22	30	18	277
OCRA - Assistive Technology																						
California Children's Services (CCS)			1				1						1								6	9
Medi-Cal					1		1		1				1			1					1	6
Medicare																			1			1
Other AT			1		4					1			2	2				1	1		1	13
Regional Center					3								1									4
Social Security						1							1									2
Total			2		8	1	2		1	1			6	2		1	1	1	1	1	8	35
OCRA - Consent																						
Capacity / Incapacity of Client			1	1			1		1	1	1		1		1	1	3		2		3	17
Informed Consent	1		1	1						2	2			1	1		2		5	2	4	22
Substitute Judgment										1											1	5
Total	1		2	2			1		1	4	3		1	1	2	1	5		7	3	10	44
OCRA - Conservatorship																						
Change of Conservators	1		1	2	1			1		1	2		1		2		1		2	1		16
Conservatee's Rights	8			2	6		1			1	31	2		6	1		1		3	7		69
Conservator Duties	3	2	1		1		2	1	3	4			1	2	1				7	6	1	35
Establishing Conservatorship (General)	1			1	2	2	4	2	1	1			7	2	6	8	9	7	5	4	6	68
Establishing Conservatorship (Limited)	7		7	1	2	10	2	10		2	12	4		3	1	1	2	5	36	14	16	135
LPS Conservatorship	1					1								1					1	1		5
Termination of Conservatorship	1	2		4	1		2					1	3	2	1					3		20
Total	22	4	9	10	13	13	7	17	2	8	49	7	12	16	12	9	13	12	54	36	23	348
OCRA - Consumer Finance																						
Debt Collection	6		10	13	19	3	6	3	2	12	5	5	2	14	5	5	3		11	5	6	135
Other Consumer Finance	10	3	7	14	12	2	1	9		3	7	4	3	6	4	2	6	1	9	25	10	138
Special Needs Trust	3	1	4	1	3	1	1	1	1	9	2			1	4		3	6	8	8	6	63
Total	19	4	21	28	34	6	8	12	3	16	21	11	5	21	13	7	12	7	28	38	22	336
OCRA - Discrimination (Other than Employment)																						
Architectural Barriers							1						1									2
Discrimination	4		3	3	1		5	2	1		2		1		1		3		5	4		35
Higher Education (Public and Private)									1								1			1		2
Insurance Discrimination																					1	2
Public Accommodations (Hotels, Restaurants, Etc.)					2	3				2	2	1	2	1	1				2	1	2	19

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Diversion	1				14	1					5	2	1									24
Incompetent to Stand Trial (IST)	2					1					1			2								6
Total	10				48	5			1	3	10	7	1	3			1			2		91
OCRA - Health																						
CCS Eligibility						1						1					1			2	1	6
CCS Services					1	1		1			2			7		3	1	2	2		1	24
CCS Share of Cost			1												1							2
Denial of Coverage		2	2	2	1		2	1	1	3	1	1	2	2	3		2		2		2	29
In Home Nursing / Medical Care	1	1			2	2	2		2	7			1	9	3		1		1	2	1	35
Medi-Cal Eligibility		2	4	3		7	4		1			7	1	2	3		3	1	10	2	5	55
Medi-Cal Services	5	1	2	4	2	4		2	6	3	1	3	3	3	1	4		2	2		2	50
Medi-Cal Share of Cost / Co-Payment	1		3		1	1					2	22		1		1			2	2	3	39
Medical Treatment	5	1	3	3	29	1	2	9		6	5	1	5	1	7	4	5		6	10	2	105
Private Insurance	1		3					1		1	1		1		3		1		4		2	18
Total	13	7	18	12	36	17	10	14	10	20	12	35	13	25	24	12	14	5	29	18	19	363
OCRA - Housing																						
Housing Discrimination			2	2	1	1				1			1		1		1		2		3	15
Landlord / Tenant	8	2	7	13	9	7	5	11	5	1	5	4	4	10	8	6	4	1	6	12	14	142
Ownership of Property	3	1	1		1			1	1		1	1		1	3		1		4	6		25
Reasonable Accommodations		3			3	2			2				1	3	5	1	1		3		5	29
Section 8	2	5	2	1	2	1	2		1	3		3	1		5	4	6	2	6	2	5	53
Subsidized Housing		1	6	6	1			1		1		1			1			1	1			20
Zoning / Restrictive Covenants																				3		3
Total	13	12	18	22	17	11	7	13	9	6	6	9	7	14	23	11	13	4	22	23	27	287
OCRA - Immigration																						
Citizenship Interview			1								3											4
Immigration	1		6		1	1			1	4		2	2			2	3	1			1	25
Total	1		7		1	1			1	4	3	2	2			2	3	1			1	29
OCRA - Income Maintenance																						
Disability Benefits and Work							1		1							1				1	3	7
IHSS Eligibility	1	5	12	2	4	6	4	4	10	1	3	4	7	2	7	5	33	18	4	1	11	144
IHSS Number of Hours		10	22	13	2	12	7	6	5		1	6	5	4	3	9	26	13	15	1	10	170
IHSS Protective Supervision	1	11	4	3			4	1	2	1	2		2		1	5	6	2	2	1	3	51
IHSS Share of Cost and Other		3	3			3			1			1	1		2		1	1	2		6	24
Income Maintenance	2	2	3		4		3	1	2	4		4	1	1		1		1	2	1	7	39
Other Program Eligibility	1	4				4		4	1	3	2	6	1		1	3		1				40
SSA Benefits, Child Benefits (SSDI)	4		7	3		2	2		2	5	5	6	2	9			2	4	2	4	4	63
SSI - Other	2	6	10	2	8	4	4	1		4	7	2	5	7	3	8	2	10	12	8	5	110
SSI Eligibility	4	10	33	4	6	14	3	7	4	8	7	16	3	7	2	9	15	11	12	9	16	200
SSI Overpayment	1	4	17	7	10	7	7	2	5	5	5	7	2	6	3	7	5	2	18	6	16	142
Welfare Reform								1														1
Total	16	55	111	34	34	52	35	27	33	31	32	52	29	36	22	48	90	63	69	32	90	991
OCRA - Juvenile Dependency																						
Juvenile Dependency		1	1	2	5	3					1		1	3			1					18
Total	1	1	1	2	5	3					1		1	3			1					18
OCRA - Legal Representation																						
Civil (General)	10	5	2	7	3	2	2	1	1	2	1	1	2	5	4	2	2		9		4	65
Criminal (General) - Rights	6	7	1	8	4	2	4	3	2	2	2	4	3	2	2	1	5	5	1	2	6	64
Personal Injury	3	2		6	1	1		2	1	5	1	3	1	1	1	4		3	5		6	46
Public Defender	11				6			1		1			1		1				6	2		29
Total	30	14	3	21	14	5	6	7	2	10	4	4	8	9	8	8	3	8	25	3	12	204
OCRA - Licensing																						

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Community Care Facilities	1				1		2					1	1			1						7
Health Facilities																			1			1
Program Accreditation / Certification	4											1					1				1	7
Total	5				1		2					2	1			1	1		1		1	15
OCRA - Neglect																						
FTP Admission to Institution													1									1
FTP Medical Treatment					2					1						1						4
FTP Personal Care					1			1										1			1	4
FTP Personal Safety (Client to Client Abuse)			1					1														2
Other Neglect	1				1					1		1		1					2			7
Total	1		1		4			2		2		1	1	1	1		1		2		1	18
OCRA - Placement																						
Board and Care Conditions	1	1		2	3	3				1			1		2		2		1	3		20
Board and Care Evictions	2		1	1	3	1						2	2						1	2		15
Childrens' Group Homes	2	1	1		7	4	1	2				1		2	1	1	1			4		28
FTP Community Residential Placement	5			2	6		2	2	1	1		4		1	1		4		5	4		38
FTP Community Services	1			1	1									1								4
Return to Community from Institution	16	1	1	4	3	1		5	2	6	1		1	1	1		1	1	3	3		51
Supported and Transitional Housing	2		2	2	3		1	2		2	1		2	2			1	1	2	1	2	26
Transfer of Jail Inmates to MH Programs (PC §4011.6)	1	1														1						3
Transfer of Prisoners to State Hospitals(PC §2684)	1																					1
Unit or Institution Transfers	3	2			1	1	1	1				2		2	2		1			1		17
Total	34	6	5	12	27	10	5	12	3	10	2	9	6	9	8	1	10	2	16	14	2	203
OCRA - Privacy/Personal Autonomy																						
Personal Autonomy	7	1	9	2	15		5	1	2	17		7	2	6	1	3	2		10	16		106
Recovery of Personal Property	1						2			1		1		1	1					1		8
Rights of / Denial of Personal Possessions				1			2			2						2			3		2	12
Rights of / Denial of Privacy - Association	4	5			3	1	2	1		1	5	4				1			7			34
Rights of / Denial of Privacy - Mail															1							1
Rights of / Denial of Privacy - Religion										1										1		2
Rights of / Denial of Privacy - Sexuality	1										2			1								4
Rights of / Denial of Privacy - Telephone	3	1	1					2											1	1		9
Rights of / Denial of Recreation							1							3								4
WIC §5325.1 Rights	2																					2
Total	18	7	10	3	18	1	11	5	2	22	7	12	2	11	3	6	2		21	19	2	182
OCRA - Records																						
Access	6		1			4	2			1	1		1		1		1	1				19
Breach of Confidentiality			1							1		3					2			1		8
Denial of Access							1			2	1	1	1			1			2		1	10
Total	6		2			4	3			4	2	3	2	1	1	1	3	1	2	1	1	37
OCRA - Regional Center Services																						
Assessment of Needs	9	4	17	2	3	10	37	1	3	7		6	3	1	3	19	3	1	6	7	3	145
Community Living Arrangements	3	1	3	5	1	2	10	1	3	4	4	6	3		2	12	1	2	11		5	79
Coordination with County Mental Health		1									1											2
Crisis Prevention Services	1		2							1		1				1			2		1	9
Day Training and Activity	1	2	10	2	3	20	8	1		8	2	6	8	1	2	7	3		8	8	1	101
Eligibility	19	42	22	27	22	28	63	20	18	33	4	18	32	16	34	39	41	34	20	18	20	570
Family Support Services	8	8	17	3	9	32	10	3	5	35		2	23	10	10	15	5	2	8	5	7	217
Hearing Procedures	3	6	3	1	4	4	12		6	28	1	6	11	1	3	5	1	10	26	1	10	142
IPP Development	20	6	4	12	1	16	3	4	2	13	4	1	3	1	5	13	2	19	10	1	11	151
IPP Implementation	3	5	1	3		2	2			2	5					2	2		11	1	7	47
Lanterman Act - Case Management	48	6	3	1	3	3	28	5	3	22	11	7				22		8	6	2	2	180

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Lanterman Act - DDS Policies / Procedures	26	1	3		1	3	7		3	11		3		1	1	6	8	2	2	1	3	82
Lanterman Act - Regional Center	10	2	2		1		8	1	2	1	5	12	1	1		4			9	1	3	63
Licensed Residential Services		1				10	2			3					1		1		2	3		23
Prevention Services	1		1		1	1											1		5	1	1	12
Regional Center Services - Other	14	72	45	5	13	20	7	20	20	5	13	1	26	7	20	10	35	28	37	24	13	435
Supported Living	6	1	4	5	4	7	3	1			3	6	10		3	2	1	5	4	2	3	70
Total	172	158	137	66	66	158	200	57	65	173	53	75	121	39	84	157	104	111	167	75	90	2328
OCRA - Right to Culturally Appropriate Services																						
Right to Culturally Appropriate Services	1		1							4		1			1							8
Total	1		1							4		1			1							8
OCRA - Right to Refuse Treatment																						
Involuntary Medication		1			1	1		1							1	1						6
Other Involuntary Treatment	1	1									1									1		4
Total	1	2			1	1		1			1				1	1				1		10
OCRA - Unknown																						
None								3					1	1								5
Total								3					1	1								5
OCRA - Vocational Rehabilitation Services																						
Vocational Rehabilitation		1	2			3			1					1								2
Total		1	2			3			1					1								2
Grand Total	458	421	567	289	492	434	420	337	242	406	236	370	343	303	480	414	372	406	721	409	402	8522