

Office of Clients' Rights Advocacy
Annual Report - July 1, 2003 through June 30, 2004
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
A - Abuse																						
Coercion (PADD/PAIMI/PAIR)				1										1								2
Financial exploitation (PADD/PAIMI/PAIR)														1					2			3
FTP appropriate medical treatment (PADD/PAIMI/PAIR)																			1			1
Inappropriate / excessive physical restraint / seclusion / isolation (PADD/PAIMI/PAIR)					2																	2
Physical assault (PADD/PAIMI/PAIR)					2														1			3
Sexual assault (PADD/PAIMI/PAIR)																			1		1	2
Threat of retaliation or verbal abuse by facility staff (PADD/PAIMI/PAIR)							1							1								2
Total				1	4		1							3					5		1	15
C - Education																						
Early intervention / Transition to public schools (PADD/PAIR)					1										3							4
Failure to conduct multi-disciplinary evaluations (PADD/PAIMI/PAIR)															1		1					2
IEP/ ISFP planning / development / implementation (PADD/PAIMI/PAIR)				2	2			4					1	5	7				2	1		24
Inappropriate discipline / suspension / expulsion (PADD/PAIMI/PAIR)				1										2	2							5
Least restrictive environment (PADD/PAIMI/PAIR)				1	4														2			7
Other education (PADD/PAIMI/PAIR)				1	1					1				1	7							11
Other related service issues (other than AT) (PADD/PAIMI/PAIR)			1					2						5								8
Violation of procedural safeguards (PADD/PAIR)															1		1					1
Total			1	5	8			4	2	1			1	13	21		1		4	1		62
D - Employment																						
Discrimination in termination (PADD/PAIMI/PAIR/PABSS)															1							1
Wage and Hour Issues (PADD/PAIMI/PAIR/PABSS)				1																		1
Total				1											1							2
E - Financial Entitlements																						
DAC (Social Security Disabled Adult Child) benefits (PADD/PAIMI/PAIR)																	1					1
Other financial entitlements (PADD/PAIMI/PAIR/PABSS)				1											1		1					3
SSDI/SSI outstanding warrants (PADD/PAIMI/PAIR)															1							1
SSDI/SSI overpayment - work related (PADD/PAIMI/PAIR)															1		1					2

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SSI eligibility (PADD/PAIMI/PAIR)		1					1										1					3
Total		1		1			1								3		4					10
F - Healthcare																						
Access to medical treatment/services/managed care (PADD/PAIMI/PAIR)				1																		1
Health Insurance (access to private/denial of coverage) (PADD/PAIMI/PAIR/PABSS)															1							1
IHSS eligibility (PADD/PAIMI/PAIR/PABSS)															2							2
IHSS protective supervision (PADD/PAIMI/PAIR/PABSS)														1								1
Medi-Cal / Medicare issues (PADD/PAIMI/PAIR/PABSS)																	1					1
Medi-Cal eligibility (PADD/PAIMI/PAIR/PABSS)														1								1
Medi-Cal mental health—under age 21 (except TBS) (PADD/PAIMI/PAIR)																	1					1
Medi-Cal services (PADD/PAIMI/PAIR/PABSS)														1								1
Medi-Cal share of cost (PADD/PAIMI/PAIR/PABSS)																			4			4
Other health care issues (PADD/PAIMI/PAIR)					1	1								2	3							6
Total				1	1									5	6		2		4			19
G - Housing																						
Accommodations in housing (PADD/PAIMI/PAIR/PABSS)								1						1	2		1					5
Homeownership - Sales / contracts (PADD/PAIMI/PAIR/PABSS)				2				1														3
Landlord / tenant - eviction (PADD/PAIMI/PAIR/PABSS)							2							4			1					7
Landlord / tenant - other (PADD/PAIMI/PAIR/PABSS)	1			1	2			1	1													6
Other housing issues (PADD/PAIR)															2							2
Public and Subsidized housing / Section 8 (PADD/PAIMI/PAIR/PABSS)														1								1
Total	1			3	2		2	3	1					6	4		2					24
H - Neglect																						
FTP personal care (hygiene, clothing, food, shelter) (PADD/PAIMI/PAIR)							1															1
FTP personal safety (client-to-client abuse) (PADD/PAIMI/PAIR)															1							1
FTP personal safety (physical plant and environment) (PADD/PAIMI/PAIR)								3														3
Total							1	3							1							5
I - Other																						

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Total			1	1	1		2	2						1	25							33
OCRA - 4731 Complaint																						
4731 - No Jurisdiction															1							1
4731 - Regional Center	2	2	1			3	1			1	4	1	11		1		4	4	4		4	48
4731 - Service Provider	2		3							1	1		1	5				3	1	2	1	20
Total	4	2	4			3	1			2	5	1	12	5	2	5	4	7	5	2	5	69
OCRA - Abuse																						
Coercion			1	1			1			1		1										5
Exploitation (Financial)	2		3	1	1	1	1			1	2	10	1	4	2				8	6	5	48
Exploitation (Physical/Emotional)	1	2										1			1	1			1			7
Inappropriate/Excessive Medical Treatment			1					2									1					4
Inappropriate/Excessive Medication			3																			3
Inappropriate/Excessive Physical Restraint		2			4	1	1		1								1			1		11
Inappropriate/Excessive Seclusion				3									1							1		5
Other Abuse	2	3	4	5	4	2			1	7	2	6		5	1	3		2	3	1		51
Physical Assault	2		2	1	7	2	5		1	1	2	2	1	1	1	2				6	4	40
Sexual Assault			2		14	2	5		1	5	1	3		2	1	2			3	4	3	48
Staff Attitude/Behavior	1	1	6	1	3			3				1									1	17
Staff Retaliation								1				1										2
Verbal Abuse					1			2						1		1			1	1		7
Total	8	8	22	12	34	1	9	19		6	15	19	12	6	12	4	10		15	22	14	248
OCRA - Assistive Technology																						
California Children's Services (CCS)					1	2							1		1				2			7
Medi-Cal												1	4							1		6
Other AT	1				1	1			1		1										3	8
Private Health Care Plan													2									2
Regional Center					1	2		1	1					2					2			9
Social Security							1						7									8
Vocational Rehabilitation																				1		1
Total	1				3	6		1	2		2	14	2	1					4	2	3	41
OCRA - Consent																						
Capacity/Incapacity of Client							1			1		2	2						2	1		9
Informed Consent	3						1				5	1	1						2	1		14
Substitute Judgment												4										4
Total	3						2			1	5	7	3						4	2		27
OCRA - Conservatorship																						
Change of Conservators	2				1			2			1		2	1	1			1	1	3		15

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Conservatee's Rights			1	1	3	1				1	27	1		3	2		2			3	4	49
Conservator Duties	1		4							1	3	1	1	7	1		1		4	2	2	28
Establishing Conservatorship (General)	2		25	2	2		13	1		11	5	3		2	2	8	2	8	2	4	1	93
Establishing Conservatorship (Limited)	4	1	4		5	7		8		5	34	5	3	10		11	4	5	17	11	9	143
LPS Conservatorship		2	1											1		1		3				8
Termination of Conservatorship		4			3		1	2			3	3	3	4	1				3	3	2	32
Total	9	7	35	3	14	8	14	13		18	73	13	9	28	7	20	9	17	27	26	18	368
OCRA - Consumer Finance																						
Debt Collection	3	4	4	13	2		1	6	1	4	8	5	2	3	3		2	3	9	6	11	90
Other Consumer Finance	4	6	6	6	8	4	8	30	2	25	9	4	3	10		1	6	1	10	7	5	155
Special Needs Trust		1	6	2	5	2	3	1		4	7	3	2	1					9	5	7	58
Total	7	11	16	21	15	6	12	37	3	33	24	12	7	14	3	1	8	4	28	18	23	303
OCRA - Discrimination (Other than Employment)																						
Architectural Barriers		1												1								2
Discrimination	1		5	2	2		1	2	1	4	7		6	3			5		6	3	2	50
Higher Education (Public and Private)												1									1	2
Insurance Discriminationn						2		1														3
Public Accomodations (Hotels, Restaurants, Etc.)							3		1	1	1			1	2		1	1				11
Public Services (Federal, State, Local)		2		1	1	1	1			2			1	2	1		2		1	1	1	17
Racial Discrimination							1															1
Transportation (Public and Private)			2	1							2		1	1			2					9
Total	1	3	7	4	3	3	6	3	2	7	10	1	8	8	3	10	1	7	4	4	4	95
OCRA - Education																						
Adult Education Programs		5			1					1			1				1			1		10
Assessment		3	7	3		2	6		2	1	3	2	4	1	5		2	7	5		2	55
Complaint Procedures	2	20	25		4	5	5	1	1	4	5	12	4	4	6	6	6	4	11	2	3	130
Day Care							1	1					1									3
Due Process Procedures	3	10	27		3	2	2		2	2	2	5	1	2	3	6	2	2	4	1	6	85
Eligibility		2	1	2	1		1					3			1	1	1		2	2		17
Extra Curricular Activites		1		1						1				2			1		3			9
Full Inclusion (Except Pre-School)	1	2	5	1	7		1			1		8	1		1		1	5	10	2		46
Higher Education			5					2	1			1							3	1		13
Home/Hospital Instruction		1								1		1			2		1		2			8
IEP Development	15	21	103	38	21	11	17	87	16	17	17	9	2	8	10	20	6	35	27	10	11	501
Least Restrictive Environment	3	10	3	3	1	3	1	1	1	9		9				1	4	1	5		1	56
Mental Health Services	1	3		3						1		1			1				3			13
Non-Public School Placement		5	2		5	2	2		2	3		3	2			2	5		6		2	41

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CCS Eligibility			2							2	3	1						1			1	10
CCS Services		3	4	1	1	1				8		1		1		4		1		1	3	29
Denial of Coverage	5		1				2			2	2	1				2	1			1	3	20
In Home Nursing/Medical Care	2	2	1		8	1	2	1	3	6	1	1	1		5		2	4		2	9	51
Medi-Cal Eligibility			2			1	1		3		1	9		3		1	1	2	7	3	9	43
Medi-Cal Services	1		1	1	4	4	2	2	2	8		8		2		3	2	3	1	4		48
Medi-Cal Share of Cost/Co-Payment	1	1					1		1	1		6		1				3	5		2	22
Medical Treatment	2	6	1		16	3	7	11	4	7	3		2	4	3	1	2		13	5	6	96
Private Insurance			6			1	2			1	9		1					2	5		5	32
Total	11	12	18	2	29	11	17	14	13	35	19	27	4	11	8	11	8	16	31	16	38	351
OCRA - Housing																						
Housing Discrimination	2	1			2			2		2			1		3	1	2			2	1	19
Landlord/Tenant	1	1	18	18	2	2	1	9	5	6	13	7	2	10	1	4	6	7	2	12	24	151
Ownership of Property	1			1				5		2		1			1		1	2		1	3	18
Reasonable Accommodations	2	1	2	1	9	1	3	4	1	3	1	2		1	4		3	1			2	41
Section 8	1	2	1	1		1	1		2	6	2	4		1		2	4			2	2	32
Subsidized Housing		1	1	2		1			1					1						3		10
Zoning/Restrictive Covenants															2							2
Total	7	6	22	23	13	5	5	20	9	19	16	14	3	13	11	7	16	10	7	15	32	273
OCRA - Immigration																						
Citizenship Interview	2							1														4
Immigration			9	2	1	1			1	4	8	4	4		1	6		3	3			47
Total	2		9	2	1	1		1	1	4	8	4	4		1	6		4	3			51
OCRA - Income Maintenance																						
Disability Benefits and Work									1					3								4
IHSS Eligibility		6	17	4	1	1	6		4		4	16		4		3	5			5	10	86
IHSS Number of Hours	2	7	37	2	2	4	2		2		3	11	2	12		6	2	3	2		8	107
IHSS Protective Supervision	1	2	3		1		3		1		1	4		2		1		2	2		5	28
IHSS Share of Cost and Other			3	3		1						2	1			1				3	2	16
Income Maintenance	1		4	2			9	1			1	9		3		1	1			5	3	46
Other Program Eligibility	1	1	2			5			1			2		1		1				3	7	24
SSA Benefits, Child Benefits (SSDI)			1	3			2				2	5		3		1				3	10	30
SSI - Other	5	13	49	1	3		6	1	7		4	8		7	3	5	2	4	8	8	10	144
SSI Eligibility	3	8	25	9	5	6	5		3		6	31		9	1	11	2	5	11	5	23	168
SSI Overpayment	3	4	16	3	15	1	6		2		4	8		12		6	2	2	10	5	19	118
Welfare Reform														1								1
Total	16	41	157	27	27	18	39	2	21		25	96	3	57	4	36	14	16	52	21	100	772

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Personal Autonomy	6	4	5	4	12		14	8	5	7		12	1	4	4	6	6		8	9		115	
Recovery of Personal Property	1						2	2		1		1								1		8	
Rights of/Denial of Personal Possessions				1				1						3					4	3		12	
Rights of/Denial of Privacy - Association	1	1		5	1		5					4		1	1							19	
Rights of/Denial of Privacy - Mail	1								1		2											4	
Rights of/Denial of Privacy - Religion																1						1	
Rights of/Denial of Privacy - Search and Seizure																			1			1	
Rights of/Denial of Privacy - Sexuality		2										3			2	1				1		9	
Rights of/Denial of Privacy - Telephone	1				1		1						1							3		7	
Rights of/Denial of Recreation					1		1	1				1								1		5	
WIC §5325.1 Rights	1			1																	2	4	
Total	11	7	5	11	15		23	12	6	8	2	21	2	8	7	8	6		14	19		185	
OCRA - Records																							
Access	2				3		1			3	2	1	3	3	3	1	1			4		4	31
Breach of Confidentiality	1							1		1		3		1				1	1			2	11
Denial of Access		1							1		1	1		1			1					1	7
Total	3	1			3		1	1	1	4	3	5	3	5	3	1	2	1	5		7	49	
OCRA - Regional Center Services																							
Assessment of Needs	3		12	2	5	8	1	1	5	6	1	4	13		2		9	7	3	11	3	96	
Community Living Arrangements	2	1	2	3		4	6	1		3	4	14	3	1	2	4		1	5	3		59	
Coordination with County Mental Health		2		2						1										1		6	
Crisis Prevention Services	1						3	1				1				1	1	1	3	3		15	
Day Training and Activity		1	22	2	4	1	1		6	2		7		1	2	3		1	15	4	7	79	
Eligibility	58	28	37	24	26	14	38	14	11	27	7	23	20	12	28	23	14	19	37	29	23	512	
Family Support Services	16	7	2	9	6	7	19	5	5	8	10	14	17	11	3	10	6	1	17	4	13	190	
Hearing Procedures	18	3	14		1	4	11		4	12	21	5	3		1	9	11	34	7	1	12	171	
IPP Development	16	4	7	5	4	3	3	2	1	15	3	2	1	1	4	6	5	21	16	1	10	130	
IPP Implementation	9	1		5	4	1	2	1	1	5	5	2	2	2	2		4	4	4			54	
Lanterman Act - Case Management	12	5			1	2	2	6		10	15	15				11	2	1	7	1	1	91	
Lanterman Act - DDS Policies/Procedures	8		1							1	5	3				1			3		1	23	
Lanterman Act - Regional Center	12		1	2				4	15	10	28	4	1	4	27	2	2	1	4		1	118	
Licensed Residential Services					1	5					1						1	1	3			12	
Prevention Services				1	1		1						1	1	1	1		1	2	2	2	14	
Regional Center Services - Other	15	23	62	12	37	18	16	13	34	7	79	3	25	9	48	16	18	13	37	17	4	506	
Supported Living	2	1		1	8	4	3	1		5	6	3	1	2	4	1	5	3	12	6	7	75	
Total	172	76	160	68	98	71	106	49	82	112	185	100	87	44	124	88	78	109	176	82	84	2151	
OCRA - Right to Culturally Appropriate Services																							

