

Office of Clients' Rights Advocacy
Annual Report - July 1, 2004 through June 30, 2005
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
Insurance Discrimination												1							1			2
Public Accomodations (Hotels, Restaurants, Etc.)	1		2	1		1		1		2		1	1				1	1	4		4	20
Public Services (Federal, State, Local)		3	1	1					1		1		2	1				1	2	1	1	15
Racial Discrimination					1			1														2
Transportation (Public and Private)						1			2		1	1	1				4		1		1	12
Total	3	4	6	5	4	2	2	3	3	4	5	3	5	5	2	1	9	3	14	3	13	99
OCRA - Education																						
Adult Education Programs		3		3			1	1					2		1						1	12
Assessment		6	5	2	6	3	3		2	1		5	4	1	1	4	6	5	7	2	1	64
Complaint Procedures	3	11	16	4	3	5	11	1	3	2	3	13	5	7	10	3	4	5	10	11	2	132
Day Care	2				1	2											2	1				8
Due Process Procedures	1	7	15		2	4	1	1	2	2	1	1	4	2	2	7	3	2	3	1	6	67
Eligibility		8			1	1	2		1	1		2	1			5	2	5	1		1	31
Extra Curricular Activites		1		1					1	1					1							5
FTP Culturally Appropriate Services															1							1
Full Inclusion (Except Pre-School)	3	1	18	3	4		2		5	3		2	1		1	2		3	7			55
Higher Education			1					1			1	1	3	1	2						2	12
Home/Hospital Instruction			3	2			1	1		2				1	2		1	4	4	1		22
IEP Development	14	26	88	47	32	14	28	74	40	17	7	14	2	16	27	47	24	42	29	5	10	603
Least Restrictive Environment		11	1	4	6	1	1		1	1		3	2	2	2	1	3	6	4	1	1	51
Mental Health Services	1										2								2			5
Non-Public School Placement	2	3	1		5		1	4				5		1	6	7	7	3	9		2	56
OT/PT			9		2		2		8			1	3			2	1	2	4			34
Other Education	1	20	28	10	9		7	5	3	2	3	4	2	1	2	6	7	12	7	11	2	142
Part C - Early Start/Early Intervention					1				1			10			2		1	12				27
Positive Behavioral Intervention	4	8		4		1	3		6	1		3	1	3	4	13	3		12	3	1	70
Preschool Full Inclusion	1	1	1	2						2						1			1			9
Preschool Programs	2	10	1	1		3	4		4			12			5	4	2	2	5	1	1	57
Public School Placement	1	14	5	4	4	8	8	7	6	2	2	20	3	3	8	18	14	8	22	5	3	165
Related Services	4	16	9	4	20	12	4	6	6	4	1	16	9	4	15	24	4	2	32	4	1	197
Residential Placement					2					1					1							4
Suspension/Expulsion		4	5	2	3	3	2			3	2	5	2	4	5	2			4	4		50
Transition Planning				3	1	1	1		6	1		4			3	2	1	3	3	2	5	36
Transporation	5	9	8	3	11	4	2	2	3	4		6	6		7	5	3	2	9	3		92
Total	44	159	214	99	113	62	84	103	98	50	22	127	50	46	108	153	88	119	175	54	39	2007
OCRA - Employment																						
Employment	3	2	2	1	1	1	2			3	1		2	1	4		5	1		1	1	31
Employment Discrimination: Firing	1		1		4	2	1					3	2		1		2			2	3	22
Employment Discrimination: General		3		1	1		1					1	2		1	1				1	4	16
Employment Discrimination: Hiring								1				1			1						1	4
Employment Discrimination: Reasonable Accomodations				1							2						2				3	8
Supported Employment		1	2	1			1	1		1		1							1	2	2	13
Worker's Compensation				1	1	1				1				1						2	1	8
Total	4	6	5	5	7	4	5	2	5	3	6	6	2	7	1	9	1	1	8	15	102	
OCRA - Family																						
Child Support		2	2		1		1	1		4	1	1	1	3	1	3			1		3	25
Dissolution	1		2	3		1	1			3	1	1		3	1		2		1	3	8	31
Family - Other	2	8	40	3	33	1	5	5		6	16	3	11	5	5	1	7	4	2	4	5	166
Guardianship of Minors		2	4	1	2	3	4	4		7		2		2		3	1	1	4		1	41
Parenting/Custody	14	15	5	11	4	3		6	2	10	4	10		11		6	4	1	10	1	16	133

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Wills, Trust and Estate Planning	1	2	13		1	2	1		1				1	5			2				7	36
Total	18	29	66	18	41	10	12	16	3	30	22	17	13	29	7	13	16	6	18	8	40	432
OCRA - Forensic Mental Health Issues																						
Criminal Justice Issues	1	1			23	1			1		1	8		1	1						2	40
Criminal Matters – Not IOLTA Eligible - OCRA	2		1	2	9			1		1	1	1	1	2	1	1	1		1			25
Diversion						1					5	3		1				1				11
Incompetent to Stand Trial (IST)											2	2		3							2	9
Total	3	1	1	2	32	2		1	1	1	9	14	1	7	2	1	1	1	1		4	85
OCRA - Health																						
CCS Eligibility			4			2				1	2					2					1	12
CCS Services		3	8	1		1			2	6	1	1		2		3	1	1		2	4	36
Denial of Coverage	1	1	2						1	4	2										2	13
In Home Nursing/Medical Care	4	3	3	2	7	1			1	11	1		1		1	1	2			3	5	46
Medi-Cal Eligibility	2	4	2		2	3	3		1	1	4	20		2	1	1	7	1	2		16	72
Medi-Cal Services			9		2	2	4	1	2	3	1	6	1	4	4	4	3	2	2		4	54
Medi-Cal Share of Cost/Co-Payment			3			1	1				1	4		2	1				3	1	2	19
Medical Treatment	6	5	4	3	53		8	8	1	3		1	3	8	6		5	2	7	8	4	135
Private Insurance	1	1	4	1	1	1	4			1	3	1	2	1		2		1	5		3	32
Total	14	17	39	7	65	11	20	9	8	30	15	33	7	19	13	13	18	7	19	14	41	419
OCRA - Housing																						
Housing Discrimination				3	2		1	2	2	1			1		2	1	1	3	2	1		22
Landlord/Tenant	6	2	17	23	10		8	7	10	3	12	4	3	16	3	8	6	4	13	13	23	191
Ownership of Property			1		3	1	1	5		2		4	3	2	1		4			3	2	32
Reasonable Accommodations	2	2	4	2	4	2		7		4		1	5	3	4	2			7	1	4	54
Section 8	4	5	1		8	1	4		3	5		5	1	3	1	1	5	1	5		1	54
Subsidized Housing		1	4	2	2		1	1	1			1	3	1	1	2	1			1		22
Zoning/Restrictive Covenants												1										1
Total	12	10	27	30	29	4	15	22	16	15	12	16	16	25	12	14	17	8	27	19	30	376
OCRA - Immigration																						
Citizenship Interview			1																			1
Immigration	2	3	16		3	2			1	3	1	6	2		2	3	6	7	6	1	4	68
Total	2	3	17		3	2			1	3	1	6	2		2	3	6	7	6	1	4	69
OCRA - Income Maintenance																						
Disability Benefits and Work						1								1		1						3
IHSS Eligibility	5	8	17	4	4	5	5	1	5	2	3	6		5	1	7	11	2	5		15	111
IHSS Number of Hours	3	9	30	3	7	8	4		4		3	16	2	6	1	15	6	1	3	2	12	135
IHSS Protective Supervision			8	2	1	1	2			1	1	5				6	1	1			4	33
IHSS Share of Cost and Other		2	3		1	7						2		3		1	1		2		4	26
Income Maintenance	2	1		2	3	1	9	5	1			7		2	2		4	2	6	1	12	60
Other Program Eligibility	1	1	2	2	2	7	3					3		2		2			2	1	5	33
SSA Benefits, Child Benefits (SSDI)	1		7	1	1	3	2	2				9	1	4		1			4	1	10	48
SSI - Other	7	12	31	6	8	1	8	2	2		11	7		10	3	3	9	12	10	3	8	153
SSI Eligibility	5	8	24	7	7	4	7	1	3	1	5	25		5	3	7	12	6	18	6	44	198
SSI Overpayment	1	6	18	7	12	1	6	2	7		4	10		6	4	13	7	5	12	4	16	141
Welfare Reform						1																1
Total	25	47	140	34	46	39	47	13	22	4	28	90	3	44	14	56	51	29	62	18	130	942
OCRA - Juvenile Dependency																						
Juvenile Dependency						1		4			3			2		1	1				1	13
Total						1		4			3			2		1	1				1	13
OCRA - Legal Representation																						

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Civil (General)	8	4	10	11	3	1	6	4	1	6	3	5	6		4	3	1		10			4	90
Criminal (General)	3	3	1	9		1	2	1	1	3	6	1	9	1		1		3	11	1	3		59
Personal Injury	2		1	2			2	1	1	4	1	5	1	1		6		8	5			4	44
Public Defender			1	1			2			1					1		1		9				16
Total	13	7	13	23	3	2	12	6	2	14	10	11	16	2	5	10	2	11	35	1	11	209	
OCRA - Licensing																							
Community Care Facilities							3							1								1	5
Health Facilities																	1						1
Program Accreditation/Certification	1	1																				1	3
Total	1	1					3							1			1					2	9
OCRA - Neglect																							
FTP Admission to Institution					1																		1
FTP Dietary Needs																					1	1	2
FTP Discharge Planning																						1	1
FTP Medical Diagnostics or Other Evaluation												1											1
FTP Medical Treatment		2			6							1				1	1		1				12
FTP Personal Care					1									1							1		3
FTP Personal Safety (Client to Client Abuse)					1																		1
FTP Personal Safety (Conditions in Institutions)					2																	1	3
FTP Personal Safety (Physical Plant)					3																		3
FTP Personal Safety (Staff to Client Abuse)					8							1	1				1					1	12
Other Neglect					8							1	1	1		1	3		1	3		1	19
Total		2			30							4	1	2		2	5		2	5	5	58	
OCRA - Placement																							
Board and Care Conditions	2	4		2	4		1			7					2		2	2	4	9			39
Board and Care Evictions							2		2		1							1			2		8
Childrens' Group Homes	1	2			3	1	4	1				1	9		1	1	3			2			29
FTP Community Residential Placement		6	2		6	1	1	1	5	1	2	5	1		3		2		8	7	1		52
Return to Community from Institution	7		3			2	3	2	1	6	2		1	1	4	1	3			1	1	2	40
Supported and Transitional Housing	2	3		5	3	1	2	1	1	1			3	1	2		2	1	6	1			35
Transfer of Jail Inmates to MH Programs (PC §4011.6)														1									1
Transfer of Prisoners to State Hospitals(PC §2684)															1								1
Unit or Institution Transfers	1	2			3		1	1								1	1			1			11
Total	13	17	5	7	19	5	14	6	9	15	5	6	14	3	13	3	13	4	22	20	3	216	
OCRA - Privacy/Personal Autonomy																							
Personal Autonomy	12	7	5	2	18		7	5	3	20		17	1	9	13	8	5		13	24	1		170
Recovery of Personal Property							1	1							2			1	1				6
Rights of/Denial of Personal Possessions				1	2			1				1		1					1	1	2		9
Rights of/Denial of Privacy - Association	2	1		1	3		4			1	2	1		2		1		2	2	3			25
Rights of/Denial of Privacy - Mail										1						1	1						3
Rights of/Denial of Privacy - Search and Seizure									1													1	2
Rights of/Denial of Privacy - Sexuality	1			2	2							1										1	7
Rights of/Denial of Privacy - Telephone		3			1			1						1				1		1	1		9
Rights of/Denial of Recreation				1				1		1		1		1			2				2		9
WIC §5325.1 Rights																					1		1
Total	15	11	5	7	26		12	9	3	24	2	21	1	14	16	10	7	4	17	33	4	241	
OCRA - Records																							
Access	6	2	2		1	1	1	2		3		2	1	2	2	2	3		4			5	39
Breach of Confidentiality							1					1		1					2			2	7
Denial of Access	1	2		1	1			2						1			2		2			1	13

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Total	7	4	2	1	2	1	2	4		3		3	1	4	2	2	5		8		8	59
OCRA - Regional Center Services																						
Assessment of Needs	9	4	2	1	3	14	11		9	5	2	5	16		5	4		2	2	5	6	105
Community Living Arrangements	10	2	1	8	1	1	4	1	2	6	7	8	3		1	4	2		3		3	67
Coordination with County Mental Health	2			2							4				1	1					1	11
Crisis Prevention Services	3						1	1		2			1				2		2	1	1	14
Day Training and Activity	3	1	20	4	5	10	2	2	3	3	2	7	1	2	5	4		6	13	31	1	125
Eligibility	61	22	47	25	24	20	34	24	17	32	11	16	39	10	18	32	16	25	27	33	32	565
Family Support Services	18	3	3	8	11	9	19	3	2	22	3	12	15	9	8	27	8	3	12	8	9	212
Hearing Procedures	6	10	9		2	7	12		10	15	7	1	4		2	27	8	24	6		17	167
IPP Development	19	18	7	2		16	1	1	4	14	2	2		2	11	1	14	15	3	14	148	
IPP Implementation	3	5	2	7	2	2	2		2	6	4	3	4		1	1	1	8	2	3	58	
Lanterman Act - Case Management	12	1	1	5		3	7	1		8	17	11			2	30	1	5	8	2	1	115
Lanterman Act - DDS Policies/Procedures	12				1	2	5		1	5	4	9			1	1		1	5		2	49
Lanterman Act - Regional Center	13		3	1	1		7	3	5	3	13	6	1	3	5	2	1	1	11			79
Licensed Residential Services	1	2		1	3	5				1									1			14
Prevention Services	1				1		1		1							1	1		7	1	1	15
Regional Center Services - Other	18	28	120	19	23	15	34	17	66	5	74	3	29	11	36	4	37	51	44	26	6	666
Supported Living	4	14	10	2	4	2	5	2		2	2	6	4	3	4		4	4	6	3	5	86
Total																						2496
OCRA - Right to Culturally Appropriate Services																						
Right to Culturally Appropriate Services			1		1	1				1					1	1					1	7
Total			1		1	1				1					1	1					1	7
OCRA - Right to Refuse Treatment																						
Involuntary ECT													1									1
Involuntary Medication								1						1	4							6
Other Involuntary Treatment	2	1								2		1		2						1		9
Total	2	1						1		2		1	1	3	4				1			16
OCRA - Unknown																						
None			2														1					3
Total			2														1					3
OCRA - Vocational Rehabilitation Services																						
Vocational Rehabilitation				1		1		1				1			3		3		1	1		12
Total				1		1		1				1			3		3		1	1		12
Unknown																						
None			2							1				2				2				7
Total			2							1				2				2				7
Grand Total	241	347	640	286	541	153	265	255	183	269	219	425	190	256	249	316	284	243	494	274	441	9067