

Office of Clients' Rights Advocacy  
Annual Report - July 1, 2005 through June 30, 2006  
Report by Problem Codes

	ARC	CVRC	ELARC	FNRC	GGRC	HRC	IFC	KRC	LRC	NBRC	NLARC	RCEB	ROOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Total
<b>OCRA - 4731 Complaint</b>																						
4731 - No Jurisdiction			2												1							3
4731 - Regional Center	4	3	1	1		3	2	2		5	1	3	1	1				3	2	1	1	34
4731 - Service Provider	1	2	1	1				5		1	3		1			2	1	4	4	1	2	29
<b>Total</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>2</b>		<b>3</b>	<b>2</b>	<b>7</b>		<b>6</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>66</b>
<b>OCRA - Abuse</b>																						
Coercion	1											3				1						5
Exploitation (Financial)	5		1		3			2		3	5	6		5	1				12	5	5	53
Exploitation (Physical/Emotional)	2			1	3			1				1		4					1	1	1	15
Inappropriate/Excessive Medical Treatment												1			1				1		1	4
Inappropriate/Excessive Medication								2		1					1							4
Inappropriate/Excessive Physical Restraint							1			1	1	1		1	1		1			2		9
Inappropriate/Excessive Seclusion								1														1
Other Abuse		1	3	5	10		3	8	2	1	2	3	1	4	5		3	1		12	4	68
Physical Assault	6		3	2	9		7	4		2		1	1	5		1			1	7	4	53
Sexual Assault		1	2		10		1	5		1	1	1				3	1		4	3	3	36
Staff Attitude/Behavior	1		3	1	8			2		1		2			2		1		1		3	25
Staff Retaliation			1	2			3			1												7
Verbal Abuse			1		2			1			1		2	1	3		1		1	2		15
<b>Total</b>	<b>15</b>	<b>2</b>	<b>14</b>	<b>11</b>	<b>45</b>		<b>15</b>	<b>26</b>	<b>2</b>	<b>11</b>	<b>10</b>	<b>19</b>	<b>4</b>	<b>20</b>	<b>14</b>	<b>5</b>	<b>7</b>	<b>1</b>	<b>21</b>	<b>32</b>	<b>21</b>	<b>295</b>
<b>OCRA - Assistive Technology</b>																						
California Children's Services (CCS)																						1
Employment																						1
Medi-Cal					1												1					2
Other AT			2										4	2	2	1	2			1	1	15
Regional Center	2												2	2		1				1		8
Social Security						1							14									15
<b>Total</b>	<b>2</b>		<b>2</b>		<b>1</b>	<b>1</b>							<b>20</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>3</b>			<b>3</b>	<b>2</b>	<b>42</b>
<b>OCRA - Consent</b>																						
Capacity/Incapacity of Client				1					1		2		1	1	1		1				2	2
Informed Consent	3		1					1		1	2				2				4	5	3	22
Substitute Judgment			1								1								2	1		5
<b>Total</b>	<b>3</b>		<b>2</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>		<b>1</b>	<b>1</b>	<b>3</b>		<b>1</b>		<b>6</b>	<b>8</b>	<b>5</b>	<b>39</b>
<b>OCRA - Conservatorship</b>																						
Change of Conservators								2					1							3		6
Conservatee's Rights	4	2		1	1		2				21	3	1	3	1					4	4	6
Conservator Duties			2		2			1			3				2			1	3	1	3	18
Establishing Conservatorship (General)	6	1	11	1	1	2	7		1	7	1		8			7	5	17	2	3	2	82
Establishing Conservatorship (Limited)	4	1	8		4	4	1	13		5	3	7	1	4	5	4		1	34	28	12	139
LPS Conservatorship										1												1
Termination of Conservatorship	4	1		2	2	1		1			3	1		3	2	1				2	1	24
<b>Total</b>	<b>18</b>	<b>5</b>	<b>21</b>	<b>4</b>	<b>10</b>	<b>7</b>	<b>10</b>	<b>17</b>	<b>1</b>	<b>13</b>	<b>31</b>	<b>11</b>	<b>11</b>	<b>10</b>	<b>10</b>	<b>12</b>	<b>5</b>	<b>19</b>	<b>48</b>	<b>37</b>	<b>23</b>	<b>323</b>
<b>OCRA - Consumer Finance</b>																						
Debt Collection	6		10	13	19	2	3	1		5	3	7	1	11	10	1	1	1	8	2	9	113
Other Consumer Finance	8	7	25	10	7	2	10	13	1	13	4	6	9	10	14	3	10	2	16	12	10	192
Special Needs Trust	2	1	5	3	1	3			1	4	5	5	4	3	2		8	4	9	12	11	83
<b>Total</b>	<b>16</b>	<b>8</b>	<b>40</b>	<b>26</b>	<b>27</b>	<b>7</b>	<b>13</b>	<b>14</b>	<b>2</b>	<b>22</b>	<b>12</b>	<b>18</b>	<b>14</b>	<b>24</b>	<b>26</b>	<b>4</b>	<b>19</b>	<b>7</b>	<b>33</b>	<b>26</b>	<b>30</b>	<b>388</b>
<b>OCRA - Discrimination (Other than Employment)</b>																						
Architectural Barriers					1	1	1						1				1					6
Discrimination		1	1	2	2		2		1	1	1	1	3	1	4	1	2	1	4	3	5	36
Higher Education (Public and Private)			1				1				1						2					5
Insurance Discrimination																1						1

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Public Accomodations (Hotels, Restaurants, Etc.)	2		2			1					1		2	3		2	2		1	1	3	20
Public Services (Federal, State, Local)	6			1		3				1	1	2	2	2			2			1	1	22
Racial Discrimination								2		1							1					4
Transportation (Public and Private)						5	1		1	1							1		3	4		16
<b>Total</b>	<b>8</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>10</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>11</b>	<b>1</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>110</b>
<b>OCRA - Education</b>																						
Adult Education Programs	1	1	1	4					1	1		1	2		1	1						14
Assessment	5	5	3	4		5	2		1	3		5	6	1	10	8	3	3	6		3	73
Complaint Procedures	6	5	17	3		4	20	5	3	3	2	10	1	3	22	11		4	10	3	5	137
Day Care										1									1	1	1	4
Due Process Procedures		5	7	1	1	5	1	1	2		1	2	1	2	4	2	2	6	6	3	2	54
Eligibility	2	8	2		1	1			1	2						2	3	1	2		1	26
Extra Curricular Activites		1								1			1				1		3			7
FTP Culturally Appropriate Services						1	1															2
Full Inclusion (Except Pre-School)	1	1	7		1	2	2		1			7	2	2	3			1	3	2		35
Higher Education			1	1				1		1				1	2			1				8
Home/Hospital Instruction	1	2		1	1		3	1		1		1		1		2			1	2		17
IEP Development	16	31	67	27	32	10	31	51	20	13	3	6	4	14	15	33	13	47	28	9	12	482
Least Restrictive Environment		11	3	2	5	1			1	2	3		2	2	1	2	2	3	9	2		53
Mental Health Services							1								1	1			1			4
Non-Public School Placement	4	1	3	2			1	1	1	4		9	3	2	4	4	1	2	10	1	5	58
OT/PT	2	1	2	2					9		1		3		1	1		5	3	2		32
Other Education	1	16	71	3	7	5	8	11	6	8	1	5	4	4	4	4	13	22	6	7	2	208
Part C - Early Start/Early Intervention						3						8	2		1		1	9		1	4	29
Positive Behavioral Intervention	4	10	1	5			3	2	5			3	4	2	5	4	1	4	10	3	1	67
Preschool Full Inclusion		1																1	4			6
Preschool Programs	1	11	1	2		4	1		1	1		10	1		13	5	1	6	9	3	2	72
Public School Placement	3	26	9	7	7	11	2	5	9			11	5	7	16	8	5	5	26	11	4	177
Related Services	11	18	15	3	9	13	1	2	3	4		14	10	3	33	8	2	27	25	9	1	211
Residential Placement						1	1					1							1			4
Suspension/Expulsion	1	4	2			1	3	6	1			4	1	4	3		4		8	3		45
Transition Planning		1	4	4		1	2	1	2	2		3	1		1	2	2	8	4	2	4	44
Transporation	7	9	7	4	6	1	1	1	1	3		10	3	3	15	2	7	2	8	4	2	96
<b>Total</b>	<b>66</b>	<b>168</b>	<b>223</b>	<b>75</b>	<b>70</b>	<b>69</b>	<b>84</b>	<b>89</b>	<b>69</b>	<b>51</b>	<b>8</b>	<b>112</b>	<b>56</b>	<b>50</b>	<b>156</b>	<b>100</b>	<b>62</b>	<b>163</b>	<b>177</b>	<b>66</b>	<b>51</b>	<b>1965</b>
<b>OCRA - Employment</b>																						
Employment	2		3	1		1	1			1			3		1		7		3	3	1	27
Employment Discrimination: Firing		3	2	1	2			2		6	1	1	1		1		2	2	1	2	1	28
Employment Discrimination: General	1	1			1		2	2				1							4		1	13
Employment Discrimination: Hiring												1										1
Employment Discrimination: Reasonable Accomodations			1			1				2	1									1	1	7
State Disability Benefits						1		1														2
Supported Employment	1		2									1		1			1		1	1	2	10
Worker's Compensation							1			1												2
<b>Total</b>	<b>4</b>	<b>4</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>		<b>10</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>2</b>		<b>10</b>	<b>2</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>90</b>
<b>OCRA - Family</b>																						
Child Support	1	1	2	1						1	1	1	1	2		1						3
Dissolution		3		3			2			5		1		1	1	1	1			1		20
Family - Other	3	2	23	2	25	1	3	5		6	4	1	7	7	6	1	7	4	4	15	4	130
Guardianship of Minors			2		2	3				2				6		1			4	1	2	23
Parenting/Custody	2	12	5	7	2		2	5	1	8	2	4	3	6	1	4	2	2	10	4	5	87
Wills, Trust and Estate Planning	2		5	1	4	1				1		1	1	5			3		2	2	3	31
<b>Total</b>	<b>8</b>	<b>18</b>	<b>37</b>	<b>14</b>	<b>33</b>	<b>5</b>	<b>7</b>	<b>10</b>	<b>1</b>	<b>23</b>	<b>7</b>	<b>8</b>	<b>12</b>	<b>27</b>	<b>8</b>	<b>8</b>	<b>13</b>	<b>7</b>	<b>20</b>	<b>23</b>	<b>17</b>	<b>306</b>



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<b>Total</b>	<b>2</b>	<b>1</b>								<b>2</b>				<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>		<b>3</b>	<b>12</b>
<b>OCRA - Neglect</b>																						
FTP Admission to Institution													1									1
FTP Dietary Needs																	1					1
FTP Discharge Planning										1												1
FTP Medical Diagnostics or Other Evaluation												1										1
FTP Medical Treatment							1					1								1		4
FTP Mental Health Treatment																	1					1
FTP Personal Care							1				1					2	1			2		7
FTP Personal Safety (Client to Client Abuse)			1														1					2
FTP Personal Safety (Conditions in Institutions)																	1					1
FTP Treatment: Medication Side Effects															1							1
Other Neglect		2	5		1							3		2	1		2		3	1		20
<b>Total</b>	<b>2</b>	<b>6</b>	<b>1</b>		<b>2</b>		<b>2</b>			<b>1</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>7</b>		<b>4</b>	<b>3</b>	<b>1</b>	<b>40</b>
<b>OCRA - Placement</b>																						
Board and Care Conditions	1	2	1	2	1		2			1			1		1					2	2	16
Board and Care Evictions	1				1	1	4			3		1	6							1	3	21
Childrens' Group Homes		1		1	1	2	2	4		1			2	1	1		1			3		21
FTP Community Residential Placement		3	2		3	2	3	2	1	3	2	7	1	2	2		4			8	1	47
FTP Community Services	1											2		1								4
Return to Community from Institution	4	3	3	1		1	1	2	4			1		1	3			2	2	3	1	33
Supported and Transitional Housing		3	6	6		2		1		1			2		1		1	1	7	2	2	35
Unit or Institution Transfers	2	1	1			1		1		2		1		3	1	1					1	16
<b>Total</b>	<b>9</b>	<b>13</b>	<b>13</b>	<b>10</b>	<b>6</b>	<b>9</b>	<b>12</b>	<b>9</b>	<b>3</b>	<b>15</b>	<b>2</b>	<b>12</b>	<b>12</b>	<b>8</b>	<b>9</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>23</b>	<b>12</b>	<b>6</b>	<b>193</b>
<b>OCRA - Privacy/Personal Autonomy</b>																						
Personal Autonomy	5	2	10	2	19		2	3	1	4		15	2	12	8	1	5			8	14	114
Recovery of Personal Property	4	1	1									1		1	2	1		1		1		13
Rights of/Denial of Personal Possessions	1	1	1	3			1					1			1					2	2	15
Rights of/Denial of Privacy - Association	2	4		2	2						2	3		1						3	1	20
Rights of/Denial of Privacy - Mail	1	1				1																3
Rights of/Denial of Privacy - Search and Seizure				1	1																1	3
Rights of/Denial of Privacy - Sexuality			1	1				1			3	1		1			1				1	10
Rights of/Denial of Privacy - Telephone	1	3	1				1	1						1	1					1	2	13
Rights of/Denial of Recreation														2								2
WIC §5325.1 Rights																					10	10
<b>Total</b>	<b>14</b>	<b>12</b>	<b>14</b>	<b>9</b>	<b>22</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>21</b>	<b>2</b>	<b>18</b>	<b>12</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>11</b>	<b>34</b>	<b>5</b>	<b>203</b>
<b>OCRA - Records</b>																						
Access	4		4			2	1			3			1	2	1	3	3	2	2			29
Breach of Confidentiality			1			1		1				1	1		1					2		10
Denial of Access	2		1				1	1		2				1		1		1				14
<b>Total</b>	<b>6</b>		<b>6</b>			<b>3</b>	<b>2</b>	<b>2</b>		<b>5</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>		<b>7</b>	<b>53</b>
<b>OCRA - Regional Center Services</b>																						
Assessment of Needs	12	8	6	2	1	17	24	2	1	6	3	8	8	2	6	19	2			2	9	140
Community Living Arrangements	7	4	2	10		4	6	2		8	5	1	2		2	5	1	1	16	3	1	80
Coordination with County Mental Health		1				1					1		1			1						5
Crisis Prevention Services		1				1						1		1	1	1				1		7
Day Training and Activity	9	4	2	5	20	18	2		1	3	2	5	4	4	4	3	1	4	14	7	1	113
Eligibility	18	58	37	18	17	22	56	18	21	29	11	20	33	15	37	31	15	16	22	16	28	538
Family Support Services	6	2	8	4	3	21	24	5	10	28		7	9	3	9	8	1	9	7	11	7	182
Hearing Procedures	3	6	1			9	7	1	5	11	1	6	8		4	6	1	13	9		27	118
IPP Development	10	22	4	13	4	13	8	1	3	13	1	2	2	3	3	12	1	13	14		13	155
IPP Implementation	2	9	1	5		1	3		1		3	5	5	3	1	1	1		16		1	58

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Lanterman Act - Case Management	16	8		1			18	17	2	14	5	9		2	7	27		10	12	3	7	158
Lanterman Act - DDS Policies/Procedures	12					2	13	1	4	12		5	2		1	2	2		4			60
Lanterman Act - Regional Center	16	6	2	1			19	4	12	3	5	10	1	3	2	2	1	1	3	1		92
Licensed Residential Services			1	2		8	1	1					1		1				4	1		20
Prevention Services			1		2										1	1			10		2	17
Regional Center Services - Other	7	87	71	13	27	17	18	30	24	5	21	2	50	6	24	9	64	33	46	27	7	588
Supported Living	2	5	5	1	4	2	1	3		6	2	8	10	3	9	1	5	4	14	3	4	92
<b>Total</b>	<b>120</b>	<b>221</b>	<b>141</b>	<b>75</b>	<b>78</b>	<b>136</b>	<b>200</b>	<b>85</b>	<b>84</b>	<b>138</b>	<b>60</b>	<b>89</b>	<b>136</b>	<b>45</b>	<b>112</b>	<b>128</b>	<b>96</b>	<b>104</b>	<b>194</b>	<b>81</b>	<b>100</b>	<b>2423</b>
<b>OCRA - Right to Culturally Appropriate Services</b>																						
Right to Culturally Appropriate Services			2							1	1				3		1				2	10
<b>Total</b>			<b>2</b>							<b>1</b>	<b>1</b>				<b>3</b>		<b>1</b>				<b>2</b>	<b>10</b>
<b>OCRA - Right to Refuse Treatment</b>																						
Involuntary Aversive Behavior Therapy																				1		1
Involuntary ECT										1												1
Involuntary Medication		1		1											1							3
Other Involuntary Treatment		1	1		2					1		1		1							2	9
<b>Total</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>					<b>2</b>		<b>1</b>		<b>1</b>	<b>1</b>					<b>1</b>	<b>2</b>	<b>14</b>
<b>OCRA - Unknown</b>																						
None			7	1									2	1			1	1	1			14
<b>Total</b>			<b>7</b>	<b>1</b>									<b>2</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>			<b>14</b>
<b>OCRA - Vocational Rehabilitation Services</b>																						
Vocational Rehabilitation			1			2		1			3			1	1		2		2	1	1	15
<b>Total</b>			<b>1</b>			<b>2</b>		<b>1</b>			<b>3</b>			<b>1</b>	<b>1</b>		<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>15</b>
<b>Grand Total</b>																					<b>8612</b>	