

Office of Clients' Rights Advocacy
Annual Report - July 1, 2010 through June 30, 2011
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
4731 Complaint	4731 - Regional Center	1				1	1	1	6		8	5				3	4	4		1	4		39
	4731 - Service Provider	3							7				1							3	2		16
4731 Complaint Total		4				1	1	1	13		8	6				3	4	4		4	6		55
Abuse	Emotional / Psychological Abuse				1	1		1	3	2	3					1				1	2	1	16
	Exploitation / Coercion	2				3					1						3				1		10
	Financial Abuse	1	1	1	3	3		1	2	1	7	2	4	2	4	2	3	1	2	2	2	5	49
	Inappropriate Medical Treatment		1									1		1									3
	Other Abuse	2		1	1				5							2	1	1			2		16
	Physical Assault	3	2	3	2	10			4	1	9		2		1	2	1	1			2	1	43
	Physical Neglect	6	2		1	1					1		1		1	2	1				2		13
	Physical Restraint / Seclusion				1	1					6	1		1		1		1					12
	Sexual Assault	3	2		1	14		1	3	3	3			2		9	2					2	43
	Verbal Abuse	1									4	1				1					1		9
Abuse Total		18	8	5	10	32		3	17	7	34	6	8	5	6	17	10	3	2	3	10	10	214
Assistive Technology	Assistive Technology - California Children's Services (CCS)					1								1						1	1		3
	Assistive Technology - Medi-Cal																						
	Assistive Technology - Medicare	1																					1
	Assistive Technology - Other AT				1										1								2
	Assistive Technology - Private Health Care Plan		1																				1
	Assistive Technology - Regional Center	1										1	1							2	2		7
Assistive Technology Total		2	1		1	1						1	1	1	1					3	5		17
Consent	Capacity / Incapacity of Client							1			1	2		1								1	6
	Informed Consent										1	1	1		1					2		1	7
	Other Consent	1				1															1	4	7
	Substituted Decision Making (Ex. DPAHC)						1	2						1						1	1		6
	Withhold Consent		1																	1			2
Consent Total		1	1			1	1	3			2	3	1	2	1					4	2	6	28
Conservatorship	Alternatives to Conservatorship	2	1	8	5	11	1	8	22	3	12		15	6	2		11	5	13	19	18	17	179
	Change Conservatorship										3		3	2	1			2					12
	Conservatee's Rights	1				2	2	2	1		1	21	5	1	2			1	2	5	2	2	50
	Conservator's Duties	1		1		2	1		1		2			3	1			1				1	14
	LPS Conservatorship					1													4				5
	Opposition to Petition	1	4			1	1				1			1		2					3		14
	Petition	4	1	12				1	1			1	1	3		2	3			3	7		39
	Termination of Conservatorship		2		2				2		2		3	1	1	3		1			4		21
Conservatorship Total		9	8	21	7	17	5	11	27	3	21	22	27	17	7	7	14	10	19	27	34	21	334
Criminal Justice / Forensic Mental Health Issues	Competency	1			1	1		2															5
	Criminal Justice Issues - Rights				3	6	3		2				1	2	1		1				1		20
	Diversion	1						1					1	1				2		4			10
	Jail	1						1			1										1		4
	Juvenile (Detention and Probation)	1				1										1						1	4
	Other Criminal Justice	1	2			4	1		4	1		2								1	1		17
Criminal Justice / Forensic Mental Health Issues Total		5	2	4	12	4	4	4	6	1	1	2	2	3	1	1	1	2		5	3	1	60
Discrimination (Other than Employment)	Civil Rights (Race, Religion, Sexual Orientation)	1		1					1					1		1					1		6
	Higher Education (Public and Private)				1								1										2
	Other Discrimination	1		4				3	1						1	3						2	19
	Public Accommodations (Hotels, Restaurants, Etc.)	2	3	1	3					1	2	1	2	2	1	1	1	1	1	2	3	1	28
	Transportation (Public and Private)		1	1	4		1		1		1	1		1	2					1		5	18
Discrimination (Other than Employment) Total		4	4	7	8		1	3	1	3	2	2	3	4	4	5	1	2	2	5	4	8	73
Education	Education - Adult Education Programs	5	11		1				1	1						1						1	21
	Education - After School Programs								1				1								1		4
	Education - Assessment	1	4	5	2	2	4	5		6	1		3	8		3	2		3	4	1	5	59
	Education - Assistive Technology		1		3				1				4	1			1	1	2		2		18
	Education - Behavioral Intervention, Services and Supports	8	14	6	1		6	6	2	4	9	1	3	5		17	14	2	4	2	8	9	121
	Education - Compliance Complaint	1	4	1			6	4	5	1	7	3	9	2	2	8	3	6	3	2	8	2	77
	Education - Discipline (Suspension / Expulsion / Other)	2	11	4			1	3	3	2	4			1		12	1	1	3	6	5	1	59
	Education - Discrimination	1	1	2	1			1					2			2	3	1					15
	Education - Due Process Appeals		3	1	1	1		1		5	4	5					9	1	2	5		4	43
	Education - Early Intervention (Part B / Over Age 3)	1		1			1	1		2		1	2				1					1	12
	Education - Eligibility		3	3		1		1			4		2	2	1	4	6		6		1	1	35
	Education - Extra Curricular Activities			2			1																3
	Education - Full Inclusion (Except Pre-School)	1		5									4						1				10
	Education - Higher Education	1									1	3		2			1	1			1		19
	Education - Home / Hospital Instruction		6		1			1			1			1	1	1				5	2		19
	Education - IEP Development	28	40	34	18	9	22	20	41	35	33	11	18	23	6	34	28	12	34	22	13	13	494
	Education - Least Restrictive Environment	4	8	6	3		1	8	2	3	1		9	3	1	10	9		4	6	2	1	81
	Education - Mental Health Services (AB 3632)		1								1			1		2				6		2	14
	Education - Non-Public School Placement		1	4		3		1	2		1	1	10	2		1	3			1	1	1	32
	Education - Other Education	19	10	14	2	2	3	2	5	1	1	3	6	3		10		2	11	16	6	1	117
	Education - Personal Injury (Tort Claim)	5	1	1	1			1	2							1	2			2	3	2	21
	Education - Preschool Programs and Full Inclusion	1	1	2	1			2		2	1			2		1	2		2	4	1	1	23
	Education - Public School Placement	6	24	16	1	6	5	6	20	6	7	2	12	5	1	23	19	8	16	9	7	9	208
	Education - Related Services (Ex. OT / PT / S&L / 1:1 / Medica	4	18	25	1	3	9	20	1	14	6	4	19	7		15	25	4	13	11	1	17	217
	Education - Residential Placement		1								2	1			1								5
	Education - Transition Planning (Any Age)	1	9	3	2	4	2	1	1	1	6	1	6	3		4	7		10			4	65
	Education - Transportation	13	11	8	2			1	3	3	1	5	3	4	7		6	11		2	1	5	86
Education Total		102	183	143	41	31	62	87	92	84	93	40	116	77	13	156	146	41	113	105	64	81	1870
Employment	Employment Discrimination: General / Hiring	1		5				1	1		2	1	3		2	1			1	4	1	1	24

	Employment Discrimination: Reasonable Accomodations	1		1	2	5	1		2	1	1		3	1	2			1	3	1	3	28	
	Vocational Rehabilitation Services	1	1		1				1	3			1	6	1						1	16	
	Wrongful Termination	1	1	4		1		1		1	1		1		1						4	16	
Employment Total		4	2	10	3	6	1	2	4	5	4	1	8	7	6	1		2	7	2	9	84	
Family	Adoption		1		1		1	1									1				5		
	Child Support	1		1	1	2	1	4			1	3	2		1		1		1	3	5	27	
	Custody Issues	3	5		9	1		1	2			2	2	4	2	5		2	1	2	4	53	
	Dissolution / Annulment						1														1	2	
	Domestic Violence				2					1	3				1		2				2	11	
	Family Support Services	1		3					1	2					1	2	1			4	1	16	
	Foster Care	3		1	1										1							6	
	Guardianship of Minors		1	1				1					1		2		3			2		11	
	Marriage	1																				3	
	Parental Rights	2	1	5	3			3	2	1	5	1		2	3	3	6		1		3	44	
Family Total		11	8	11	17	3	3	10	5	4	11	6	7	7	13	3	14	2	4	7	15	178	
Finance	Debtor / Creditor Issues	8	2	7	15	11	1	2	4	1		3	4	1	6	2	3	2	2	9	2	94	
	Estate Planning		2	1		2		1			2	2						1	5	6	7	29	
	Special Needs Trust	3		3	2	16	1	4	4	2	2	7	1	2	1		1	1	2	10	7	79	
Finance Total		11	4	11	17	29	2	7	8	3	4	12	5	3	7	2	4	3	5	24	15	202	
Health	CCS Eligibility																		1	1	2		
	CCS Services	1	1	1	3		1	1				2	2				1		3		16		
	EPSDT				1		1										3	2	1		8		
	In Home Nursing	1		1	1		6	1	1		2						8	4	1		26		
	Medi-Cal Eligibility			6		5	1	1	1	3	3	2	7	7		1	4	3	1	10	18	73	
	Medi-Cal Services		3	3	3		6	2	1	8	7	5	1	4	2		4	2	1	2	3	69	
	Medi-Cal Share of Cost / Co-Payment		2	3		2	1	1		2	1	2	9	2			1			4	10	40	
	Medical Treatment	4	2	1	3	1			6	2	2	2	2	9	4	2	1	6		2	2	55	
	Medicare						3				1	1		1				1	1	2	3	13	
	Medi-Medi			1													2	1	1		2	7	
	Other Health	8	2	6	2	3	2		10			3	2	3	1	3	1	5		4	4	62	
	Private Insurance	4				1						1					1		1		1	16	
Health Total		18	10	22	13	12	20	5	20	16	16	14	25	27	7	6	15	29	10	30	12	387	
Housing	Eviction			2	4	11	1		1	5	5		3	3	6	3	1	4	1	1	2	5	58
	Foreclosure	1			1							1		2								5	
	Habitability	2		2	2				1		1	2			2	3						15	
	Housing Discrimination (Zoning / Covenants)		2	1								1	1				1				2	8	
	Landlord and Tenant Rights		1	2	46	3	2	2	6	1	3	2	11	2	5	1	3	1	1	6	6	11	115
	Mobilehome Law		1		1										1							3	
	Property Rights	1	2	1	1	2	1		2	1	1		3		2				1	1		2	21
	Reasonable Accomodations	1	3	1	5	4			1		4	1	1		1	1			1	1	5	30	
	Section 8	5	2	1	3	1	1	1			2		3	3	6		3	2		1	1	36	
	Subsidized Housing				8	2				3			1	1	1	1	1			1	2	20	
Housing Total		10	11	10	71	23	5	3	11	10	17	5	22	12	24	9	9	7	3	10	11	28	311
Immigration	Citizenship (Application / Interview)			3					2	2	1							3	1			12	
	Other Immigration			3	1		2			1		2	2	1	2	1		2				17	
	Public Charge						1										1		1			3	
Immigration Total				6	1		2	1	2	3	1	2	2	1	2	1	1	2	3	2		32	
Income Maintenance	AAP							1				2	2	1	2	2	1	2	3		1	9	
	IHSS Eligibility	17	8	10	4	1	7	19	14	24	7	10	14	13	1	5	6	22	20	5	2	29	238
	IHSS Hours	13	9	21	10		11	25	1	14	4	11	38	26	7	9	34	44	16	11	4	18	326
	IHSS Protective Supervision	6	5	16	14		3	8		8	2	18	7	9	3	3	8	11		9	25	155	
	IHSS Share of Cost				2		3	1							2				2			11	
	Other Income Programs	10	1	2	2	5	1		1	2	2		1	1	3			1	2	3	1	38	
	SSA - Child Benefits		1	1					1	4	1			1			2	1			2	14	
	SSA - DAC				3				1		1		6		2		1	2		1	6	24	
	SSA - SSDI			2	5	6		2		2	1	1	1		1	1	1	1	2	1	6	33	
	SSI - Eligibility	3	27	27	14	19	8	17	16	7	24	8	14	10	7	7	37	15	10	24	18	56	368
	SSI - Other	8	8	15	7	9	8	2	4	3	1	4	6	4	7	1	1	7	10	12	18	48	183
	SSI - Overpayment	6	16	17	5	30	2		10	6	5	5	9	4	2	4	11	9	4	17	9	16	187
	SSI - Representative Payee	3	1	3	6	2			1	1	4	2	4	1	3		2	2	6	2	6	49	
	State Disability Benefits							2							3							6	
Income Maintenance Total		66	76	114	72	72	43	77	50	71	52	59	102	74	38	30	103	118	69	88	60	207	1641
Legal Referral	Civil (General)	2	1	1	12	1	1	4	7		7	4	2	1	9		4	4	2	1	8	71	
	Criminal (General) - Rights				1	4	1	2	1	1		1		1	1		1		3	2	1	2	22
	Juvenile Dependency																					1	
	Personal Injury		1	2	4	1		3	3	1	7	4	1		4	2	6		6	6	7	7	65
	Public Defender	2						1						1					1			5	
	Small Claims				2				1		2	1	2					1	1		1	11	
	Worker's Compensation									1		2		2								1	6
Legal Referral Total		4	2	3	19	6	2	10	12	3	16	12	5	5	14	2	12		14	12	9	19	181
Mental Health Issues	Mental Health - Complaint	1	1						1								1					3	
	Mental Health - Eligibility																		1			2	
	Mental Health - Involuntary Commitment	1	1			1									1					1		5	
	Mental Health - Service, Supports and Treatment	3	1	4	1	2	1	1			4		2	2	2	2	1	1				1	26
Mental Health Issues Total		5	3	4	1	3	1	1	1		4		2	3	3	1	1		1	1	1	36	
Placement	Discharge Planning		1			1				1								1		2	1	7	
	Facility Conditions			1					1			1									1	5	
	Facility Evictions																				1	2	
	Health Facilities		1						1													2	
	Move from Institution to Community	1	3			1	1		2		1	1			1				1		1	13	
	Support Services Needed for Placement		7			5			4			1		1	3	2	1	4		2	3	1	34
	Transitional Housing	1	1			1						2							1			6	
	Unit / Facility / Institution Transfer	4	3		2		1		6			1	2	1	1	4		1				26	
Placement Total		6	16	1	2	8	2		14	1	1	6	2	2	5	6	1	6	1	5	6	4	95
Privacy/Personal Autonomy / Choices	Community Activities	1	1		1	4			3	1		1			1	2	1		1		1	1	19

	Least Restrictive Environment	1		1	1	2			1		4		3	1	4		3	1		2	3		27
	Mail	2											2								1		5
	Other Privacy / Personal Autonomy / Choices	10	2	15	6	20	3	7	22	2	7	2	3	5	3	10	2	12	1	6	26	1	165
	Personal Property			2	1	2	1		3		6				1	1				1	7		26
	Privacy			2				3			2		1			1	2	3		2	1		17
	Religion		1																			1	
	Sexuality	1			1	5					1				3	1	2			1	1		16
	Telephone				1	1		2			1			1		1					5		12
Privacy/Personal Autonomy / Choices Total		15	4	20	11	34	4	12	29	3	21	3	9	7	13	15	11	16	2	12	45	2	288
Records	Breach of Confidentiality								1		1			1				1			1		2
	Denial of Access	1							1		1			1									4
	Erroneous Information				1	2			1			1								2			7
Records Total		1			1	2			2		1	1		1				1		2	1		13
Regional Center Services	Regional Center - 6500	1					1		3							1			1	2	1		10
	Regional Center - Assessment of Needs	4	1	4	3		39	11		10	1	2	3	7	3	12	7	3	1		19	3	133
	Regional Center - Behavioral Services	13	21	15	1	4	15	19	4	19	2	10	10	22	1	5	23	10	7	25	17	8	251
	Regional Center - Case Management	3	5	8	10	12	2	28	31	9	21	13	23	2	4	6	24	9	6	15	5	19	255
	Regional Center - Coordination with County Mental Health																1						1
	Regional Center - Crisis Services		1	1	1								1		3		1			1			9
	Regional Center - Day Program, Training and Activity	7	2	9	3	1	28	7	3	10	17	6	13	2		6	8	15	6	7	5	4	159
	Regional Center - DDS Policies / Procedures				1		1	12		2	1		2	1			3	10	1				35
	Regional Center - Early Start (Part C / Under Age 3)		2	5	1	4	1	7		5	4	4	5	12		2	12	6	5	6	1	20	102
	Regional Center - Eligibility for Regional Center services	26	38	22	22	34	15	96	39	9	34	20	35	52	9	26	55	30	43	47	13	30	695
	Regional Center - Fair Hearing Procedures (Information only; no representation)	4	45			18	21	13	4	16	15	4	4	20		1	35	7	81	23	7	14	332
	Regional Center - Independent Living Services	6	13	7	3	3		3	3	1	4	2	3		1		5	1	4	5	1	2	67
	Regional Center - IPP (Development / Meeting / Compliance)	11	8	3	13	4	9	15	12	9	38	20	5	6	8	4	19	7	27	19	5	5	247
	Regional Center - Other Regional Center Services	50	15	22	2	12	10	15	38	20	3	22	29	24	3	15	1	20	12	15	19	33	380
	Regional Center - Prevention Services								1								2	2		2	4	2	14
	Regional Center - Respite	9	6	22	3	5	10	25	11	31	9	9	23	3	2	4	10	33	5	5	6	20	251
	Regional Center - Supported Employment	2		1				3	1		6		3	2			2		1	1		2	24
	Regional Center - Supported Living	11	3	5	4	20		5	8	3	24	2	14	20	2	10	6	8	2	14	2	8	171
	Regional Center - Transportation	4	5	1	3	3	2	3	10	10	5	1	2	6	4	1	4	4	1	1	8	2	80
	Regional Center - Waiver			1			1	2		6			1	7		1	3	2	1			1	27
Regional Center Services Total		147	124	171	70	120	155	264	167	161	184	116	175	190	37	95	220	167	204	189	113	174	3243
Grand Total		443	465	561	369	413	314	504	481	378	493	319	520	447	202	362	567	414	453	545	418	674	9342