

Office of Clients' Rights Advocacy
Semi-Annual Report - July 1, 2010 through December 31, 2010
Report by Problem Codes

		ARC	CVRC	ELARC	FNRC	GGRC	HRC	IFC	KRC	LRC	NBRC	NLARC	RCEB	ROCC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Total	
4731 Complaint	4731 - Regional Center						1		1		4	3					2	3		1			15	
	4731 - Service Provider	1							2											2	1		6	
4731 Complaint Total		1					1		3		4	3					2	3		3	1		21	
Abuse	Emotional / Psychological Abuse				1	1			3	1	1											1	8	
	Exploitation / Coercion	1				1											1				1		4	
	Financial Abuse			1	3	3			2	1	3			2	2		3	1			1	2	24	
	Inappropriate Medical Treatment											1											1	
	Other Abuse			1	1				3			1				2	1	1			2		12	
	Physical Assault	2	1	1	1	5			4		5		1		1	2					1		24	
	Physical Neglect	6	1		1						1							1					10	
	Physical Restraint / Seclusion		2		1						6	1											10	
	Sexual Assault	1				6			2	1	3					6	1						20	
Verbal Abuse	1									1					1					1	1	5		
Abuse Total	11	4	3	8	16				14	3	20	3	1	2	3	11	6	3		6	4	118		
Assistive Technology	Assistive Technology - California Children's Services (CCS)					1								1									1	
	Assistive Technology - Medi-Cal																			1			2	
	Assistive Technology - Regional Center	1												1						1	2		5	
Assistive Technology Total	1					1							1	1						2	2		8	
Consent	Capacity / Incapacity of Client										1	1										1	3	
	Informed Consent												1							2		1	4	
	Other Consent	1																				1	2	
	Substituted Decision Making (Ex. DPAHC)						1	2						1						1			5	
	Withhold Consent		1																				1	
Consent Total	1	1					1	2			1	1	1	1						3		3	15	
Conservatorship	Alternatives to Conservatorship	1		6	1	5	1	5	10	1	4		4	4			5	1	6	11	10	8	83	
	Change Conservatorship										2		3	1				1				1	8	
	Conservatee's Rights						1		1			7	1		2			2	3		1	18		
	Conservator's Duties	1		1					1		1				1							1	6	
	LPS Conservatorship																	4					4	
	Opposition to Petition		4											1		1							6	
	Petition	1	1	2									1	2		1				3	6		17	
	Termination of Conservatorship		1		1				2		1		2	1		3					2		13	
	Conservatorship Total	3	6	9	2	5	2	5	14	1	8	7	11	9	3	5	5	2	12	17	18	11	155	
Criminal Justice / Forensic Mental	Competency	1			1																		2	
	Criminal Justice Issues - Rights				3	4	2		2				1	1									13	
	Diversion	1																2					3	
	Jail	1						1			1												3	
	Juvenile (Detention and Probation)	1																				1	2	
	Other Criminal Justice	1		1		2			4	1		1								1			11	
Criminal Justice / Forensic Mental Health Issues Total	5		1	4	6	2	1	6	1	1	1	1	1				2		1		1	34		
Discrimination (Other than Employment)	Civil Rights (Race, Religion, Sexual Orientation)			1																			1	
	Higher Education (Public and Private)				1																		1	
	Other Discrimination	1		3				3	1						1	2		1	1	2		1	16	
	Public Accommodations (Hotels, Restaurants, Etc.)	1	2	1	2					1		1	1	2		1		1	1	2	2	1	19	
	Transportation (Public and Private)		1		2		1					1								1		2	8	
Discrimination (Other than Employment) Total	2	3	5	5		1	3	1	1		2	1	2	1	3		2	2	5	2	4	45		
Education	Education - Adult Education Programs	2	4						1	1													8	
	Education - After School Programs								1														1	
	Education - Assessment	1	2	3	2			3		2	1		3	6		1	2		2	4		2	34	
	Education - Assistive Technology		1		3								1	1		1		2		2	1		12	
	Education - Behavioral Intervention, Services and Supports	1	2	4	1		2	3	1	2	3			3		12	4	1	3	1	4	1	48	
	Education - Compliance Complaint		2	1			1	3	2		3		2	1	2	2	1	3	3		6		32	
	Education - Discipline (Suspension / Expulsion / Other)		7	2			1	1	1	1	3					7			2	2	1	1	29	
	Education - Discrimination	1	1	1	1											2	1	1					8	
	Education - Due Process Appeals		1		1					4	3	3					6	2	1	1		3	25	
	Education - Early Intervention (Part B / Over Age 3)							1									1					1	3	
	Education - Eligibility		2			1		1					1			2	3		5			1	16	
	Education - Extra Curricular Activities			2			1																3	
	Education - Full Inclusion (Except Pre-School)			2									1						1				4	
	Education - Higher Education										1	1		1			1	1			1		6	
	Education - Home / Hospital Instruction		2		1							1					1				4	1		10
	Education - IEP Development	21	23	18	10	3	10	12	30	14	20	2	2	4	7	2	14	12	5	14	12	5	5	243
	Education - Least Restrictive Environment		2	4	1		1	5	2		1			6	1		7	2		4	1			37
	Education - Mental Health Services (AB 3632)		1									1					1				5		1	10
	Education - Non-Public School Placement			2		1			2				1	5	1						1	1	1	15

	Education - Other Education	11	8	8	2	1	2	2	1	1	1		3	2		5			7	6	3		63
	Education - Personal Injury (Tort Claim)	3	1						1								1				2	1	9
	Education - Preschool Programs and Full Inclusion				1			2		2				2					1	4	1	1	14
	Education - Public School Placement	2	8	6	1	2	1	3	8	4	4		7	1	1	13	9	2	10	8	3	4	97
	Education - Related Services (Ex. OT / PT / S&L / 1:1 / Medical)	3	7	9	1	3	6	10	1	7	4		7	5		10	14	1	4	7		5	106
	Education - Residential Placement		1									1	1		1								4
	Education - Transition Planning (Any Age)		2	2	1					1	5		3	2		1	2		7			3	29
	Education - Transportation	5	9	4	1			2	1		4	2	2	3		2	6			1		2	44
Education Total		50	86	68	27	11	25	48	52	39	55	12	46	36	6	81	65	19	64	59	29	32	910
Employment	Employment Discrimination: General / Hiring	1		2					1			1	2						1	2			10
	Employment Discrimination: Reasonable Accommodations	1			2		1		1	1			1		2				1	1	1		12
	Vocational Rehabilitation Services								1	3				2	1								7
	Wrongful Termination			2		1									1							2	6
Employment Total		2		4	2	1	1		3	4		1	3	2	4				2	3	1	2	35
Family	Adoption					1		1															2
	Child Support				1	1	2					1	1		1					1	1	2	11
	Custody Issues	2	3		7	1					1	1	1		3		1			1	1	2	24
	Dissolution / Annulment						1																1
	Domestic Violence				2						1	2					1						7
	Family Support Services	1		3					1						1						2	1	10
	Foster Care	1			1																		2
	Guardianship of Minors				1			1					1				2				1		6
	Marriage																			2			2
	Parental Rights	1		2					3	2		4			1	2	1	4		1		1	24
Family Total		5	3	7	12	3	2	4	3	1	7	2	3	2	7	1	9		1	4	6	7	89
Finance	Debtor / Creditor Issues	1	1	4	8	7	1	2	2	1		2	2	1	4	2	1	2	1	7	1	4	54
	Estate Planning		1			2					2	1							1	4	2	2	15
	Special Needs Trust	1		1	2	10	1	4	1			3	1	2		1			1	8	4	1	41
Finance Total		2	2	5	10	19	2	6	3	1	2	6	3	3	4	2	2	2	3	19	7	7	110
Health	CCS Eligibility																				1	1	2
	CCS Services	1	1		1		1		1				1				1				1		8
	EPSDT						1										2		2	1			6
	In Home Nursing			1			2				2							5	2	1		1	14
	Medi-Cal Eligibility			2		1	1			1	1	1	4	5			3	2		6		9	36
	Medi-Cal Services		3	1	1		4	1	1	6	5	2		1	1		1	1	1	2		7	38
	Medi-Cal Share of Cost / Co-Payment			3		2	1			2		1	4							4		3	20
	Medical Treatment	1	2		1			4	1	1	2	1	3	2	2	1	4			2		2	29
	Medicare						3			1	1									1		1	7
	Medi-Medi			1													1		1	1		1	5
	Other Health	3	1	4	1	1	2		4				2		1	1	1	1		1	3	2	28
	Private Insurance	1				1						1							1	1		3	8
Health Total		6	7	12	4	5	14	2	10	11	10	6	13	9	4	3	9	16	6	21	4	29	201
Housing	Eviction			1	2	2	1			3	4		3		4		1	2	1		2	4	30
	Foreclosure				1									1									2
	Habitability	1														1	1						3
	Housing Discrimination (Zoning / Covenants)		1																			1	2
	Landlord and Tenant Rights		1		20	1	2		4		3	1	4	1	3	1		1	1	4	4	5	56
	Property Rights	1	1		1	1			1	1	1	1	3		1								13
	Reasonable Accommodations	1	3		3	2					3		1			1				1	1	4	20
	Section 8	2	2	1	2						1		2	2	2		1	1		1	1		18
	Subsidized Housing				6	2					3				1	1					1		14
Housing Total		5	8	2	35	8	3		5	7	12	2	13	4	12	4	2	4	2	6	9	15	158
Immigration	Citizenship (Application / Interview)			3					1	2	1												7
	Other Immigration			1						1			1				1		1				5
	Public Charge							1										1					2
Immigration Total				4				1	1	3	1		1			1	1	1					14
Income Maintenance	AAP												2					1				1	4
	IHSS Eligibility	6	4	7	2		3	12	10	13	3	1	2	12	1	3	3	17	8	1	1	16	125
	IHSS Hours	7	8	10			5	6		7	1	5	16	10	5	5	14	22	10	4	2	4	141
	IHSS Protective Supervision	4	4	8	9		2	7		5	1	7	2	5	2	1		5		7		13	82
	IHSS Share of Cost				2		1	1					2			1				2			9
	Other Income Programs	9	1	1	1	4	1			1	2			1	1			1	1	1			25
	SSA - Child Benefits		1	1					1	3							1						7
	SSA - DAC				1								3		2		1	2			1	3	13
	SSA - SSDI			2	1	2						1	1		1				1	1	1	3	14
	SSI - Eligibility	1	16	19	9	12	6	12	10	5	5	1	8	8	6	4	23	10	6	16	7	34	218
	SSI - Other	6	6	10	7	6	6	1	3	2	1		1	4	6	1	1	6	6	4	5	17	99
	SSI - Overpayment	2	8	12	2	17			4	4	3	3	5	2	1	3	5	7	1	13	3	7	102
	SSI - Representative Payee	1		3	3	1					4	2	2	1	1		1	2	3	1	3		28
	State Disability Benefits							1	1					3									5
Income Maintenance Total		36	48	73	37	42	24	40	29	40	20	20	42	48	26	18	49	73	36	50	23	98	872

Legal Referral	Civil (General)	1			6		1	1	3		6	3	1		4		1		2	2		5	36	
	Criminal (General) - Rights				2										1			1	1		2	7		
	Personal Injury			1	1	1		1	1	1	4	1			3		2	4	5	5	2	32		
	Public Defender	2						1											1			4		
	Small Claims				1								1					1	1			4		
	Worker's Compensation									1		2										1	4	
Legal Referral Total		3		1	8	3	1	3	4	2	10	6	2		8		3		8	10	5	10	87	
Mental Health Issues	Mental Health - Complaint		1																			1		
	Mental Health - Eligibility																		1			1		
	Mental Health - Involuntary Commitment		1			1																2		
	Mental Health - Service, Supports and Treatment			3		1	1	1			1			2	1	2		1				1	14	
Mental Health Issues Total			2	3		2	1	1			1			2	1	2		1				1	18	
Not Selected	Not Selected			1																		1		
Not Selected Total				1																		1		
Placement	Discharge Planning		1			1												1		2	1		6	
	Facility Conditions			1								1									1		3	
	Facility Evictions																					1	1	
	Health Facilities		1																				1	
	Move from Institution to Community	1	2			1				1					1					1			7	
	Support Services Needed for Placement		3			2			2			1			1	1	1	3		1	1		16	
	Transitional Housing		1			1						1											3	
	Unit / Facility / Institution Transfer	2	3						6			1					4						16	
	Placement Total		3	11	1		5			9			4			2	5	1	4		4	3	1	53
Privacy/Personal Autonomy / Choices	Community Activities	1	1			1				2	1				1	2	1		1				11	
	Least Restrictive Environment					1	1					3				2		1			1	1	10	
	Mail	2												2									4	
	Other Privacy / Personal Autonomy / Choices	7	2	4	5	8	1	3	9	2	4	1	2	2	1	4	2	7		5	6	1	76	
	Personal Property			1	1	1						3				1							7	
	Privacy			1					3			1					1		3		1		10	
	Religion		1																				1	
	Sexuality	1				3						1					2			1	1		9	
	Telephone								2			1			1	1						1	6	
Privacy/Personal Autonomy / Choices Total		11	4	6	8	13	1	8	11	3	13	1	4	3	6	7	6	10	1	8	9	1	134	
Records	Breach of Confidentiality																	1					1	
	Denial of Access									1				1									2	
	Erroneous Information									1			1										2	
Records Total									2			1		1				1					5	
Regional Center Services	Regional Center - 6500	1					1			2									1	2	1		8	
	Regional Center - Assessment of Needs	1	1	1	2		26	6		8	1		3	6	1	4	3	1	1		16	1	82	
	Regional Center - Behavioral Services	5	7	11			11	6	3	10	2	7	5	12		2	15	5	5	16	4	5	131	
	Regional Center - Case Management	1	1	4	8	3	1	14	11	7	8	8	11		3	3	12	5	5	11	1	14	131	
	Regional Center - Crisis Services		1	1																	1		7	
	Regional Center - Day Program, Training and Activity	3	2	7	1	1	15	5		1	9	4	7	2		3	4	7	3	2	1	3	80	
	Regional Center - DDS Policies / Procedures				1		1	7			2			2			1	8	1				23	
	Regional Center - Early Start (Part C / Under Age 3)				1	4		4		1		3	3	11		2	7	3	1	3	1	15	59	
	Regional Center - Eligibility for Regional Center services	17	25	15	14	16	11	52	21	4	20	7	18	24	5	16	23	19	30	23	8	19	387	
	Regional Center - Fair Hearing Procedures (Information only; no repres	2	2	26		10	11	3	2	14	7	1	2	12			12	4	45	15	4	7	177	
	Regional Center - Independent Living Services	2	7	3	2	3		1	1		2	2	1		1		2		4	4		2	37	
	Regional Center - IPP (Development / Meeting / Compliance)	5	3	2	6	1	5	7	7	3	23	11	3		5	2	6	1	8	16	4	3	121	
	Regional Center - Other Regional Center Services	41	8	17	1	8	7	6	22	9	1	11	14	16	1	7		12	9	10	9	20	229	
	Regional Center - Prevention Services																				1	1	6	
	Regional Center - Respite	7	1	9	2	4	5	18	8	12	3	8	14	2		1	3	20	2	4	4	12	139	
	Regional Center - Supported Employment	2		1				1				6		3			1		1	1			17	
	Regional Center - Supported Living	6	1	5	1	11			1	1	17		4	9			4	3	5	1	12	1	5	87
	Regional Center - Transportation	1	3	1	1	2	1		7	7	2	1			3	4		2	3		1	5	1	45
	Regional Center - Waiver			1			1	1							5			3		1	1		1	14
Regional Center Services Total		92	62	104	40	63	96	131	85	79	101	63	90	106	20	45	99	93	118	123	60	110	1780	
Grand Total		239	247	309	202	203	177	255	255	196	266	141	236	232	107	188	259	236	255	339	185	336	4863	