

Office of Clients' Rights Advocacy
Annual Report - July 1, 2009 through June 30, 2010
Report by Problem Codes

		ARC	CVRC	ELARC	FNRC	GGRC	HRC	IFC	KRC	LR	NBRC	NLARC	RCEB	ROCC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Total	
4731 Complaint	4731 - Developmental Center										2												2	
	4731 - Regional Center	2						3	2	1	13	2	3	1		4	5	1	3	2	5	4	51	
	4731 - Service Provider	2							3			1	2							4	3		15	
	Title 17	1																1				2	4	
4731 Complaint Total		5						3	5	1	15	3	5	1		4	5	2	3	6	10	4	72	
Abuse	Emotional / Psychological Abuse	1		1					3	1				1		4		2	3	6	10	4	8	
	Exploitation / Coercion								3	1				1	3						1	1	6	
	Financial Abuse		1	1	1	3			3		1		4	1	5	2	6	3		6	4	4	45	
	Inappropriate / Involuntary Medication Therapy											1											1	
	Inappropriate Medical Treatment		1						1	1		1											4	
	Other Abuse							1	1					1	2	3		1			2		11	
	Physical Assault	2	1	2	1	18			8	1	1	1		1	1	4			1	1			1	43
	Physical Neglect	1				2								2		2	2		1		1			11
	Physical Restraint / Seclusion									2		1												3
	Sexual Assault		1	1		8					1						5					2		18
	Verbal Abuse					2										2						1		5
Abuse Total		4	4	5	2	33		2	18	2	3	4	6	5	15	16	7	5	1	7	11	5	155	
Assistive Technology	Assistive Technology - Medi-Cal				1			1															3	
	Assistive Technology - Other AT	1																				3	4	
	Assistive Technology - Regional Center	1											2								2	1	6	
	Assistive Technology - Vocational Rehabilitation																				1		1	
Assistive Technology Total		2		1				1					2						1		6	1	14	
Consent	Capacity / Incapacity of Client					1		2	1			3									1	1	9	
	Informed Consent										3	1			1						2		8	
	Other Consent						1				1	2			1						2	2	9	
	Substituted Decision Making (Ex. DPAHC)										1	1											2	
	Withhold Consent																				1		2	
Consent Total					1		1	2	1		5	7		1	2					4	3	2	30	
Conservatorship	Alternatives to Conservatorship	2	1	8	2	4		8	24	8	9	1	3	5	1	8	9	11	10	37	10	12	173	
	Change Conservatorship	1		2	1		2			1	2	1	2	2		3				2	2		21	
	Conservatee's Rights	2			2			1			4	28	5	1	2	3		3		3	7		62	
	Conservator's Duties	4					1					3		1									10	
	LPS Conservatorship			1						1			1	1	1					1			11	
	Opposition to Petition		6	1				1				3		2		2	1	1			2	4	24	
	Petition	1	1	4	3		4	3				3	1	1	1	2	1			4	8		35	
	Termination of Conservatorship		1		1	1			2		1		1	1	1	4		1	1	2	2	2	20	
	Conservatorship Total	10	9	17	7	7	7	13	26	10	19	36	15	11	7	21	10	16	18	50	33	14	356	
Criminal Justice / Forensic Mental	Competency	1			1					1		1											5	
	Criminal Justice Issues - Rights	1		2	1	7	1		2			1	2	2	1								20	
	Criminal Matter Representation – Not IOLTA eligible - OCRA								1														1	
	Diversion								1				3					2		1	1		8	
	Jail	2				1					1			2		1							7	
	Juvenile (Detention and Probation)											1				2							3	
	Other Criminal Justice	2	1	4	2	2	1		1			1	1	1	1	1					1	3	1	22
Probation					1																		1	
Criminal Justice / Forensic Mental Health Issues Total	6	1	6	5	10	2	6	2	1	1	3	1	6	5	1	4	2	2	3	4	1	67		
Discrimination (Other than Employment)	Architectural barriers										1											1	2	
	Civil Rights (Race, Religion, Sexual Orientation)			1			1			1			1										4	
	Higher Education (Public and Private)				1		1																2	
	Insurance Discrimination			1											2	2	2				4		1	
	Other Discrimination	1	1	3	2	3		1	1							2	2			1	4		2	26
	Public Accommodations (Hotels, Restaurants, Etc.)	1		3	1	2						1	1			1		3			1	5		17
	Transportation (Public and Private)		1	2		1			1					1					1		2			6
Discrimination (Other than Employment) Total	1	3	7	4	6	2	2	1	1	3	1	1	2	2	3	2	1	4	1	7	6	8	67	
Education	Education - Adult Education Programs		9						1								1				1		15	
	Education - After School Programs									1													1	
	Education - Assessment	3	5	5	1	1	5	6	6	6	7		4	3		1	3		2	1	1	5	65	
	Education - Assistive Technology			1	1								1	2					1				8	
	Education - Behavioral Intervention, Services and Supports	8	11	17		2	6	4	4	5	2	1	3			20	16	2	2	3	5	6	117	
	Education - Compliance Complaint	1	7	3	1	1	1	6	5	5	13		6	3	4	6	2	5	3	3	6	1	82	
	Education - Discipline (Suspension / Expulsion / Other)		11	5	4		2	2	5				2	1	1	6	2		5	10	6	3	65	
	Education - Discrimination	3	1		1	3			1			3		1	1	3					2	1	3	23
	Education - Due Process Appeals		1	1	2		3		3	15	5	4		4		1	3	2	1	5		5	55	
	Education - Early Intervention (Part B / Over Age 3)			1					1					1	1		1	1			2	2	2	12
	Education - Eligibility		2	3			1	1		2	4		1		1	3	4		11		1	2		36
	Education - Extra Curricular Activities	1		2			1					1									1	1		7

	Education - Full Inclusion (Except Pre-School)		1	2		2	2	1	1				2	1		3	1		1			17			
	Education - Higher Education		1	1								2			2	1	3	1				11			
	Education - Home / Hospital Instruction		1	1		2			1			2			1	2		2	1		1	14			
	Education - IEP Development		32	40	32	34	14	31	30	17	30	35	7	14	22	14	77	38	5	33	19	7	20	551	
	Education - Least Restrictive Environment		1	8	6	1		1	1	2	3	4				12	2	1	3	4			49		
	Education - Mental Health Services (AB 3632)																	1		2			3		
	Education - Non-Public School Placement		1		9	1	3	4	1	5	1	3	1	3	3		3		1	2	3	5	49		
	Education - Other Education		14	7	7	4	6	4	17	1	5	1	3	10		6	1	1	4	12	5	1	109		
	Education - Personal Injury (Tort Claim)			1	4		1			4	5		1		2		1	1	1		3	4	29		
	Education - Preschool Programs and Full Inclusion		1	1	2	1	1	5	1					1	2	1	1	1		1	3	1	24		
	Education - Public School Placement		8	25	17	3	10	5	9	15	15	5		12	4	1	20	11	1	13	8	14	4	200	
	Education - Related Services (Ex. OT / PT / S&L / 1:1 / Medication)			15	37	5	7	27	8	3	14	5	7	13	4	1	24	19	3	19	10	4	5	230	
	Education - Residential Placement		1	2			2		1					2										9	
	Education - Transition Planning (Any Age)			2	3		1	2	2	1	1	2		9	1		3	6		4	1	1	2	41	
	Education - Transportation		7	9	3	7	1	1		2		5	2	4	4	2	5	4	2		7	2		67	
Education Total		83	160	160	64	53	104	79	92	104	100	25	84	67	26	200	119	27	106	100	64	72	1889		
Employment	Employment Discrimination: General / Hiring	1			2	5	3		1	1			2	1	2					4	1	4	27		
	Employment Discrimination: Reasonable Accommodations	1		2	2	1	1					1		1	1					2	2	1	15		
	Vocational Rehabilitation Services	1						1	1		1	1	6	1	1					2			14		
	Wrongful Termination	1		4			1	1			1	1	3	2	2	1			1	5		4	26		
Employment Total		4	2	6	4	6	5	1	2	2	2	1	12	4	5	2			1	13	3	9	82		
Family	Adoption	2	1		1		2						1										7		
	Child Support						1	2	1	1			1			1	1		4				6	18	
	Custody Issues	4	5	5	5		6	2	5		1	5	7			5	1	4	2		6	4	5	72	
	Dissolution / Annulment				2	1	1				1	1			1	2		1					1	11	
	Domestic Violence	1		2												1							3	7	
	Family Support Services	3	1	3	2		3					1	2		1	1				2	1		20		
	Foster Care	1			1			1					1		1								5		
	Guardianship of Minors			1	1					1			2							4	2	1	12		
	Marriage	1														1	1						3	6	
	Parental Rights	5		2	2	2			3		4	1	2	2	2		5	1	3	1			35		
Family Total		17	7	13	14	3	13	5	9	3	7	6	16	4	14	3	10	7	3	13	7	19	193		
Finance	Debtor / Creditor Issues	11		7	19	14	3	1	5		6	4	8	1	12	1	1	5	6	10	9	10	133		
	Estate Planning				4			2	1	1		1	1		3	2	1	1	2	2	3	5	29		
	Special Needs Trust	2		4	1	5	1	1	2			9	1	2	2	1	3	1	1	6	2	9	53		
Finance Total		13	7	11	24	19	4	4	8	1	7	14	9	6	16	3	5	6	9	18	14	24	215		
Health	CCS Eligibility				2			1				1				1							1	6	
	CCS Services		1				2					1		4		2	2	1					1	14	
	EPSDT					2				2														4	
	In Home Nursing			1		2	4	1	1		2		1	1				2	2					1	18
	Medi-Cal Eligibility	1			1		4	3		8	1	3	3	12	2	1	3	5	2	8	2	14	73		
	Medi-Cal Services	6	2	3		2	3	2	2	8	2	4	2	10	1	2	2	6	1	4			5	67	
	Medi-Cal Share of Cost / Co-Payment			3		1	3	2			1	2	15	1	1		2	1	2	5	2	2	43		
	Medical Treatment	3	1	1	2	4		1	2	2	2	3	4	3	1	1	3	2		2	6	6	49		
	Medicare			1		1	1				1	1	1	2								1	2	11	
	Medi-Medi								3	2								1	1	3		3	8		
	Other Health	7		2	2				3	2		1	1	5	1	3			2	2	9	6	1	49	
	Private Insurance	2		4		2	6	1	3								1	1	4	1	3		28		
Health Total		19	4	15	7	16	23	11	11	22	10	15	31	34	9	11	20	11	35	18	39	370			
Housing	Eviction	8	1	2	3	10	2	2	1		2	1	3	2	5	1	1		3	7	1	4	59		
	Foreclosure						1		1										1				4		
	Habitability	3			2		1		2	1				2								1	3	15	
	Housing Discrimination (Zoning / Covenants)		1	1						1				2				1		1			1	9	
	Landlord and Tenant Rights	5	3	4	32	7	1		12		2	4	3	6	12	2	1			10	6	7	117		
	Mobilehome Law		1						2					1					1		1		6		
	Property Rights	1		1		1				2			1		1		1		1		2	1	12		
	Reasonable Accommodations			3	3				1		2		1	1	1	4			2	2	3		23		
	Section 8	2			2	2	1	1				1	2	5	5			2		2	4	1	30		
	Subsidized Housing	1		2	2					1	1			3	1		3		1			1	4	20	
Housing Total		20	6	13	44	20	6	3	19	5	7	6	14	18	25	8	7	2	7	23	17	25	295		
Immigration	Citizenship (Application / Interview)						1	1	1		1		1		3		3	1		1			14		
	Other Immigration			1	1			1	3	3						1	1		1	1	1	1	16		
	Public Charge																			1			1		
Immigration Total				3	1		1	2	3	4		2		3		4	2		2	2	1	1	31		
Income Maintenance	AAP				1		3	3					3					2					12		
	CAPI												1					1					2		
	IHSS Eligibility	13	14	19	9		12	11	5	30	6	7	10	6	2	2	11	12	12	8	1	28	218		
	IHSS Hours	24	4	26	10	9	15	18	3	23	2	7	17	18	4	7	22	13	49	12	4	8	295		
	IHSS Protective Supervision	14	3	14	8	2	15	6		8	1	9	3	9	7	7	8	7	2	3	4	24	154		
	IHSS Share of Cost	1		1			2	1					2					1		2		1	11		
	Other Income Programs	10	3			6	2	1			1	1	1	1	1	1	1		3		1	34			
	SSA - Child Benefits									4			1		1			1		1		1	9		
	SSA - DAC					2				3			2		1			2	2	6	4	9	31		

	SSA - SSDI	1	1	1	3	2				1	2			2	1	1			8		3	26		
	SSI - Eligibility	5	27	36	14	14	11	17	8	12	8	7	15	2	13	9	11	23	13	18	19	30	312	
	SSI - Other	6	1	17	7	8	1	2	7	6	2	5	3	5	9	3	3	5	6	16	16	23	151	
	SSI - Overpayment	7	7	21	6	19	4	4	6	2	2	3	5	2	5	6	12	8	11	12	5	21	168	
	SSI - Representative Payee	3		6		1	2		5		2	4	3	1	4	1	1	3	1	7	6	2	52	
	State Disability Benefits	1	1	1				1			1						1					1	7	
	Income Maintenance Total	85	60	142	56	64	69	64	34	88	26	45	66	44	49	37	71	79	96	96	59	152	1482	
Legal Referral	Civil (General)		3	1	3	2	3	1	2		5	1	5	7	7	3		2	12	7		6	70	
	Criminal (General) - Rights	1			3	1		1		2		1		2	1		2				3		1	18
	Personal Injury	1	1	1	2	5	1	3	5	2	2	3	2	1			6	1	4	5	3	6	54	
	Public Defender		1		7				2												2		12	
	Small Claims	1			3					1		1	2	1			1	1	4	1	2		18	
	Worker's Compensation				1					1			1	1			1	1	4	1	2		4	
	Legal Referral Total	3	5	2	19	8	4	5	9	4	9	5	8	13	10	3	8	4	17	21	4	15	176	
Mental Health Issues	Mental Health - Complaint															1					1		2	
	Mental Health - Eligibility															1					1	1	4	
	Mental Health - Involuntary Commitment		1		5	1							1	1		2		1	1				13	
	Mental Health - Service, Supports and Treatment				1	2	1		1				1	2	1		2	3	2		2		16	
	Mental Health Issues Total	1	1	1	7	2	1	1	1	1	2	3	3	2	2	4	5	1	1	35	1	1	35	
Placement	Discharge Planning					2									1		1			5	2		11	
	Facility Conditions	1		1	1	1		1		2				1								3	11	
	Facility Evictions	1			1	1		1							1							1	6	
	Health Facilities				1																	2	3	
	Move from Institution to Community	1						3		5			1	1			1				1		13	
	Support Services Needed for Placement	1	1		6	2	2		2	1			1		2				1	9	1		27	
	Transitional Housing		1	1				1		1	1	1		1			1	1				2	9	
	Unit / Facility / Institution Transfer		5					3						1						3			14	
	Placement Total	4	7	1	1	9	6	1	10	9	1	1	1	5	2	3	3	9	18	3	94	1	94	
Privacy/Personal Autonomy / Choices	Community Activities	1		5	1			1		1	1	1		2	1	1		1	1			1	17	
	Least Restrictive Environment		1	2	4	1		1		2		1		2				1		1	2		18	
	Mail				1																1		3	
	Other Privacy / Personal Autonomy / Choices	17	6	5	3	14	3	12	5	10	3	3		3	6	4	8		7	28	4		141	
	Personal Property	4		1				1		3				1	1		2		1	1			16	
	Privacy				2	3		5		1		1	1	1	2	2		1	1	1			21	
	Religion											2											2	
	Sexuality			1	1					2							1					1	6	
	Telephone				1	3	2	2		2							1				1		13	
	Privacy/Personal Autonomy / Choices Total	22	7	13	11	21	6	20	9	1	21	3	8	1	9	11	8	11	2	13	33	7	237	
Records	Breach of Confidentiality												1	1									2	
	Denial of Access		2			1		1		1		2	3			1							10	
	Erroneous Information	1		1				1		1		1		1									5	
	Records Total	1	2	1	1	1	1	1	1	1	3	5	1	1	1	1	1	1	1	1	1	17	17	
Regional Center Services	Lanterman Act - Regional Center											1	1										2	
	Licensed Residential Services					1																	1	
	Regional Center - 6500				1			1						1									9	
	Regional Center - Assessment of Needs	6	4	6	3		35	53	2	16	2	2	11	3	4	6	9	1		1	17	3	184	
	Regional Center - Behavioral Services	15	19	6		1	31	13	2	17		13	14	21		2	28	9	4	11	5	7	218	
	Regional Center - Case Management	1	9	9	12	3	6	28	21	19	10	26	28	5	3	6	13	7	8	25	4	18	261	
	Regional Center - Coordination with County Mental Health																					1	1	
	Regional Center - Crisis Services			1	1				1	1			2	2			1		1	3			13	
	Regional Center - Day Program, Training and Activity	2	2	6	4	5	26	8	10	2	12	8	5	6	9	4	24	14	6	2	2	3	160	
	Regional Center - DDS Policies / Procedures	2		1	2	1	1	9		2		2	4	1			3	10					40	
	Regional Center - Early Start (Part C / Under Age 3)	1	2	3		12	41	20	2	10	3	3	7	10		5	14	2	4	5	7	33	184	
	Regional Center - Eligibility for Regional Center services	16	49	25	30	29	32	96	23	19	31	21	31	40	9	37	55	17	25	30	24	27	666	
	Regional Center - Fair Hearing Procedures (Information only; no repres		8	110	17	15	15	17	9	40	41	25	3	37	1	3	39	5	119	25	6	17	552	
	Regional Center - Independent Living Services	2	7	9	1	1	2	1	3	7	1	2	4	2		4	2	8	2			3	61	
	Regional Center - IPP (Development / Meeting / Compliance)	1	10	6	20	6	11	8	8	6	13	7	10	12	4	9	7	11	16	20	5	9	199	
	Regional Center - Microenterprises							2													1		3	
	Regional Center - Other Regional Center Services	66	5	34	3	18	49	33	39	13	11	11	24	46	9	5	1	20	19	17	19	53	495	
	Regional Center - Prevention Services			4	3					1						1	1	10					21	
	Regional Center - Respite	15	13	3	8	34	37	52	12	26	42	33	32	13	16	17	7	28	3	12	8	28	439	
	Regional Center - Supported Employment	2		1	1			2			1		2	1			1	2					14	
	Regional Center - Supported Living	9	3	4		10	6	5	8	5	9	3	13	12	1	8	6	5	1	13	2	8	131	
	Regional Center - Transportation	4	6	3	11	5	4	2	16	12	2		6	2	1	2	13	1	1	4	2	1	98	
	Regional Center - Waiver		1	1		1	1			5	7		1	2	1	3	4	5	2	6	2		42	
	Regional Center Services Total	142	138	232	116	142	298	347	159	201	185	157	198	215	59	108	230	149	217	184	105	212	3794	
Grand		441	414	647	382	425	554	565	423	451	430	335	486	442	258	440	500	339	499	609	417	614	9671	