

Office of Clients' Rights Advocacy
Semi-Annual Report - July 1, 2009 through December 31, 2009
Report by Problem Codes

		Report by Problem Status																						
		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 - Developmental Center 4731 - Regional Center 4731 - Service Provider Title 17	2 2 1						2	2 3	1	1 7	1 1	3 1			3	2		3	1 2	3 1 2	1	1	
4731 Complaint Total		5						2	5	1	8	2	4			3	2	1	3	3	6	1	46	
Abuse	Emotional / Psychological Abuse Exploitation / Coercion Financial Abuse Inappropriate Medical Treatment Other Abuse Physical Assault Physical Neglect Physical Restraint / Seclusion Sexual Assault Verbal Abuse	1 1 5 1 1		1		2			2 1				3 1 1		3 1 2	1 1 3	1 1 1			4	3 1		1	
Abuse Total		2	2	1	1	18		2	8		1	1	4	3	10	8	2	2		5	6	1	77	
Assistive Technology	Assistive Technology - Regional Center Assistive Technology - Vocational Rehabilitation												2									1	3	
Assistive Technology Total																					1	1	4	
Consent	Capacity / Incapacity of Client Informed Consent Other Consent Withhold Consent					1		1	1		3	2			1					1	1	1	7	
Consent Total						1		1	1		3	3			1					3	2	2	19	
Conservatorship	Alternatives to Conservatorship Change Conservatorship Conservatee's Rights Conservator's Duties LPS Conservatorship Opposition to Petition Petition Termination of Conservatorship	1 1 2 1 1		4 1 1 1	1 1 1		1	3 1 1	13 1 1	1	4 1 3	1 1 2	2 1 1	3 1 1		6 1 1	3 1 2	7 1 2	9 1 1	18 2 2	6 1 5	4	1	
Conservatorship Total		4	5	9	5	2	3	7	14	1	9	16	8	5	3	12	3	11	11	24	20	5	177	
Criminal Justice / Forensic Mental	Competency Criminal Justice Issues - Rights Criminal Matter Representation – Not IOLTA eligible - OCRA Diversion Jail Juvenile (Detention and Probation) Other Criminal Justice	1 2 1		2	1	2	1		1		1	1	1		1				1	1	1	2		
Criminal Justice / Forensic Mental Health Issues Total		3	1	4	3	4	2	3	1	2	2	2	2	1	3			1		3	4	1	40	
Discrimination (Other than Employment)	Architectural barriers Civil Rights (Race, Religion, Sexual Orientation) Higher Education (Public and Private) Other Discrimination Public Accommodations (Hotels, Restaurants, Etc.) Transportation (Public and Private)			1			1			1	1												1	
Discrimination (Other than Employment) Total		3	3	3	4	2	2		1	1	1	1	1	2	1	1	1	4		4	1	6	41	
Education	Education - Adult Education Programs Education - After School Programs Education - Assessment Education - Assistive Technology Education - Behavioral Intervention, Services and Supports Education - Compliance Complaint Education - Discipline (Suspension / Expulsion / Other) Education - Discrimination Education - Due Process Appeals Education - Early Intervention (Part B / Over Age 3) Education - Eligibility Education - Full Inclusion (Except Pre-School) Education - Higher Education Education - Home / Hospital Instruction Education - IEP Development Education - Least Restrictive Environment Education - Non-Public School Placement	4 1 7 4 7 1 1 15 1 1			1		4	2	2	1	3	2	1	3	4	1	2	1	2	1	1	8		
Education Total		1	2	4	1		4	2	2	3	2		1	2		1	2		2		2	31		
		3	7	10	2	2	3	3	2	1	1	3			9	8		1	1	1	1	58		
		4	2	1	1	4	3	2	4		4		1	3	1	1	3	3	2	2	4	40		
		7	1		1	1	3		1		1			1	2		3	5	4	1	28			
		1			2		1		1		1			1	1	2			1	3	12			
				1		2		4	1		1			1			1	1	1	2	14			
				3			1						1				1			1	6			
		1					2		1				1			2			1		7			
		1			1								2			2			1		6			
		1	1		1		1						2			2			2		8			
		15	23	15	21	7	7	9	5	15	8	5	7	12	5	36	12	5	13	5	3	6		
		1	3	4					1	1	1					7		1	2	1		22		
		1		6			3	1	2	1	2		2	3		1			2	1	1	26		

	Education - Other Education	5	3	1		2	4	2	13	1	1	1	1	6		2	1	1	3	6		53	
	Education - Personal Injury (Tort Claim)			1	3				3	2		1	1	1		1	1	1			1	15	
	Education - Preschool Programs and Full Inclusion			1	2			3					1			1		1	2			11	
	Education - Public School Placement	2	19	11	3	4	5	6	8	10	3		4	3	1	10	6	1	6	6	5	1	114
	Education - Related Services (Ex. OT / PT / S&L / 1:1 / Medication)		6	22	1	1	10	3	3	5	3	5	8	3		16	7	2	8	2	2	1	108
	Education - Residential Placement	1											1									1	3
	Education - Transition Planning (Any Age)		2	1		1	1	1	1	1			3	1		2	2		1	1		1	19
	Education - Transporation	6	6	2	4		1		1		1		3	3	2	4	2			3	1		38
Education Total		37	91	89	33	19	48	32	50	48	28	13	42	38	12	98	45	15	51	40	23	25	877
Employment	Employment Discrimination: General / Hiring	1			2	2				1			1						3	1	4		17
	Employment Discrimination: Reasonable Accomodations	1		1	1		1				1												5
	Vocational Rehabilitation Services	1							1				2						1				5
	Wrongful Termination	1											1	2		1			4		1		10
Employment Total		4		1	3	2	3		1	1	1		4	2		1			8	1	5		37
Family	Adoption	1	1				2																4
	Child Support							1								1		3			3		8
	Custody Issues	3	3	2	1		4		4		1	4	6			3			2	4	5		42
	Dissolution / Annulment					1	1									1							3
	Domestic Violence	1														1					2		4
	Family Support Services	1	1	1			2					1			1	1	1		2	1			11
	Foster Care	1			1			1							1								4
	Guardianship of Minors									1			1			1			4	1			7
	Marriage	1																					3
	Parental Rights	3			1			2			1	1	1		1	1	1				1		11
Family Total		11	5	3	3	1	9	2	6	1	1	5	9	1	8	2	1	6		10	2	11	97
Finance	Debtor / Creditor Issues	7		4	10	8	1		1		6	2	2		8			3	1	7	4	6	70
	Estate Planning				2				1			1		2				1	1	2	2	13	
	Special Needs Trust	1			1	4			2			6		1	1	1	3		1	3	1	6	31
Finance Total		8		4	13	12	1		4		6	9	2	3	9	1	4	3	3	11	7	14	114
Health	CCS Eligibility				2							1			1				5			1	5
	CCS Services			1			1				1		1		1	2	1					1	9
	EPSDT					2				2													4
	In Home Nursing					1		1	1		1		1						1			1	7
	Medi-Cal Eligibility						4			3	1	2	1	6				1	5	1	8		33
	Medi-Cal Services	2	1	3		1	2	1		3	1	3	2	6		1	2		3	1		3	35
	Medi-Cal Share of Cost / Co-Payment			1		1	3			1	1	10	1	1	1	1		1	3	1			26
	Medical Treatment			1	2	2		1	2	1		1		1	1	1	1	2	1	5	3		24
	Medicare			1		1						1	1	2						1	1		8
	Medi-Medi																				3		6
	Other Health	4		1	2	1			1	2			1	4	1	2		2		3	3		27
	Private Insurance	1		3		1	3	1	1								1		2	1			14
Health Total		7	2	10	6	10	13	4	5	11	5	9	17	20	6	7	2	11	3	17	12	21	198
Housing	Eviction	5		2	3	2	1	1	1			1	2	1	2	1			2	4		1	29
	Foreclosure								1								1						2
	Habitability	2								1			1								2		6
	Housing Discrimination (Zoning / Covenants)										1												6
	Landlord and Tenant Rights	3	1	3		20	6	1		5		2	2	1	3	7	1			9	4	5	73
	Mobilehome Law			1					2					1									5
	Property Rights	1		1		1				2									1		1		8
	Reasonable Accomodations																4			1		3	12
	Section 8	1			1	2	1					1								1	4	1	18
	Subsidized Housing												1		3		2		1		1		5
Housing Total		12	2	7	26	11	3	1	11	3	3	4	6	8	12	7	3	1	4	15	11	14	164
Immigration	Citizenship (Application / Interview)			2								1		3						1			7
	Other Immigration							1	2	1		1				1			1	1	1		9
Immigration Total				2				1	2	1		2		3									16
Income Maintenance	AAP						2	1					2			1			2				7
	IHSS Eligibility	10	7	10	7			6	4	16	4	3	7	5		1	7		4	3	7	15	117
	IHSS Hours	17	2	18	5	7	11	7	3	10	1	6	5	8	1	2	13	11	32	8	1	5	173
	IHSS Protective Supervision	11	3	7	5		8	3		5		4	2	3	2	6	3	4	1	2	2	14	85
	IHSS Share of Cost	1					1	1					2							1		1	7
	Other Income Programs	4	2			3	1	1			1	1		1	1	1	1		3		1	21	
	SSA - Child Benefits												1					1				1	8
	SSA - DAC					2				3			2			1			3	3	8		22
	SSA - SSDI			1												1	1	1		5		1	10
	SSI - Eligiblity	3	14	15	7	7	6	6	4	10	4	6	7	1	7	4	6	11	5	11	9	12	155
	SSI - Other	5		7	4	4	1		5	1	1	2	3	1	6	2	2	1	3	9	8	14	79
	SSI - Overpayment	4	5	14	4	9	1	1	4	2	1	1	1		2	2	7	1	2	5	2	12	80
	SSI - Representative Payee	1		4			1		4			2	3	3		2	1			3	3	2	29
	State Disability Benefits			1								1							1				4
Income Maintenance Total		56	33	77	32	32	33	26	24	50	15	26	35	19	24	20	40	36	46	58	28	87	797

Legal Referral	Civil (General)	3	1	1	3				2	1	2	4		1	5	1		2	26				
	Criminal (General) - Rights	1		1		1		2		1			1			1		10					
	Personal Injury	1			3	1	2		1		2	1			1	3	2	24					
	Public Defender			2			2									2		6					
	Small Claims	1		2												2	1	7					
Worker's Compensation											1	1					1	2					
Legal Referral Total		3	3	6	4	4	3	4	3	3	1	3	5	5	1	2	8	9	3	5	75		
Mental Health Issues	Mental Health - Complaint													1					1	2			
	Mental Health - Eligibility													1				1	1	3			
	Mental Health - Involuntary Commitment	1			1								1	1		1		1	1	7			
	Mental Health - Service, Supports and Treatment				1								1		1	2	1	2		8			
Mental Health Issues Total		1		2									2	1	3	1	2	2	4	1	19		
Placement	Discharge Planning													1				1		2			
	Facility Conditions	1		1	1	1				2										6			
	Facility Evictions	1			1	1		1											1	5			
	Health Facilities				1													2		3			
	Move from Institution to Community	1							2		4			1						8			
	Support Services Needed for Placement				5	2		2		1			1		1			1	5	19			
	Transitional Housing		1				1			1	1		1						1	6			
	Unit / Facility / Institution Transfer		1					2					1			1		3		8			
Placement Total		3	1	1	1	8	4	1	7	8	1		4	1	1	1		5	8	2	57		
Privacy/Personal Autonomy / Choices	Community Activities			3										1	1					1	6		
	Least Restrictive Environment		1	1	1					2		1				1			1		8		
	Mail					1														2			
	Other Privacy / Personal Autonomy / Choices	9	4	1	1	7	2	9	3		1	1	3		1	4	2	5		5	13	4	75
	Personal Property	2								1							2		1	1	8		
	Privacy				1					1				1				1	1	1	6		
	Religion										1									1	1		
	Sexuality			1																	3		
	Telephone					1	2	1	2		2	1						1		1	9		
Privacy/Personal Autonomy / Choices Total		11	5	5	4	9	4	10	5	1	8	1	5		2	5	3	8	1	9	16	6	118
Records	Breach of Confidentiality												1	1							2		
	Denial of Access		1			1							2	3			1				8		
	Erroneous Information	1			1									1							3		
Records Total		1	1	1	1								3	5			1						13
Regional Center Services	Community Living Arrangements														1						1		
	Lanterman Act - Regional Center										1	1									2		
	Licensed Residential Services					1															1		
	Regional Center - 6500																				2		
	Regional Center - Assessment of Needs	3	1	3	1		18	43	1	6		2	4	2	2	3	6			7	2	104	
	Regional Center - Behavioral Services	9	11	4		1	17	9	1	10		9	13	9		1	9	3	3	6	2	4	121
	Regional Center - Case Management		4	2	6	3	4	15	10	10	6	20	14	4	2	2	6	2	3	16		7	136
	Regional Center - Coordination with County Mental Health																				1	1	
	Regional Center - Crisis Services			1	1				1	1			1	1					1	3		10	
	Regional Center - Day Program, Training and Activity		1	3	2	3	14	4	8	2	11	4	5	3	6		18	10	4	1	1	2	102
	Regional Center - DDS Policies / Procedures	2		1	1	1	1	3		1		2	2	1			2	1			1	19	
	Regional Center - Early Start (Part C / Under Age 3)	1	1	2		5	19	17	1	5	2	3	5	4		2	9	1	3	4	6	13	103
	Regional Center - Eligibility for Regional Center services	6	32	17	13	18	23	44	15	13	21	14	14	19	4	24	30	8	15	11	18	16	375
	Regional Center - Fair Hearing Procedures (Information only; no repres		8	80	17	8	9	5	8	26	26	14	1	24	1	3	23	1	67	5	6	7	339
	Regional Center - Independent Living Services	2	5	4	1		2	1		4			3			3	1	5	2			2	35
	Regional Center - IPP (Development / Meeting / Compliance)	1	4	3	12		2	6	3	4	6	3	7	6	1	2	3	6	6		5	86	
	Regional Center - Microenterprises								2													2	
	Regional Center - Other Regional Center Services	39	4	27	2	11	38	12	25	5	7	9	18	22	7	1	1	4	13	12	8	35	300
	Regional Center - Prevention Services			2	3					1								8					14
	Regional Center - Respite	8	9	2	5	31	15	33	8	16	32	28	22	9	13	11	5	19	2	8	7	19	302
	Regional Center - Supported Employment			1	1			1						1			1					1	6
	Regional Center - Supported Living	8	1	3		2	2	4	5	2	5		2	4	1	4	6	3		4	2	4	62
	Regional Center - Transportation	4	3		7	5	2	1	13	8	2		6	1	1	1	11	1	1	4	2	1	74
	Regional Center - Waiver		1			1	1			2	7			2		1		3	1				19
Regional Center Services Total		83	85	155	72	89	168	198	101	116	125	109	118	112	39	55	134	71	124	83	60	119	2216
Grand Total		250	240	372	212	228	299	292	251	238	226	205	265	230	138	228	244	175	257	313	212	327	5202