

Office of Clients' Rights Advocacy
Annual Report - July 1, 2008 through June 30, 2009
Report by Problem Codes

	ARC	CVRC	ELARC	FNRC	GGRC	HRC	IFC	KRC	LRC	NBRC	NLARC	RCEB	ROCC	RCRC	SARC	SCLARC	SDRC	SGPPC	TCRC	VMRC	WRC	Total
4731 Complaint	12	1			1	1	5	3		16	3		2		1	3	1		6	3	5	63
4731 - No Jurisdiction	1																				1	2
4731 - Regional Center	1	1				1	5	1		12	3		2			3			4	3	4	40
4731 - Service Provider	10				1			2		4					1		1		2			21
Abuse	19	4	6	3	47		7	9	1	8	4	13	4	10	2	3	7	2	19	7	12	187
Exploitation (Financial)		1	2	2	7		1	2		3	1	2	1	2			1		4	1	2	32
Exploitation (Physical / Emotional)					1					1		1		1			1		1		1	7
Financial Abuse	1																					1
Inappropriate / Excessive Physical Restraint		1		1	1		1	1												1	1	5
Inappropriate / Excessive Seclusion												1								1	1	3
Inappropriate / Involuntary Medication Therapy								1														1
Inappropriate Medical Treatment	1	1			1		1					1							1			6
Other Abuse	6	1	3				3	1			1			1			1	2	4	3	1	27
Physical Assault	5		1		11		1	1	1	2		3	2	2	2	1	1		3		4	40
Physical Neglect														1								1
Sexual Assault																					1	1
Sexual Assault - Old	3				9			1	1	1	1	3	1	2		2	2		4	1	2	32
Staff Attitude / Behavior	1				17			2		1	1						1				2	25
Staff Retaliation	2											2										4
Verbal Abuse														1					1			2
Assistive Technology				5	5		1			1	1	2	1	3		1		2	1	1	24	
Assistive Technology - California Children's Services (CCS)				1	1							1							1		1	5
Assistive Technology - Medi-Cal					1								2	1	1		1					6
Assistive Technology - Other AT				3	2		1								2				1	1		10
Assistive Technology - Private Health Care Plan				1																		1
Assistive Technology - Regional Center					1						1											2
Consent			1				2			9			1				5		12	2	3	35
Capacity / Incapacity of Client							1			6			1				5		3	1		17
Informed Consent			1				1			2									8	1	1	14
Substituted Decision Making (Ex. DPAHC)										1									1			4
Conservatorship	12	8	12	5	9	10	10	22	6	14	30	9	16	14	9	8	7	21	48	22	12	304
Alternatives to Conservatorship																2						2
Change Conservatorship				1						1			1	1	1			1	3	1	1	11
Conservatee's Rights	5	1	1	2				1	1	4	14	1	3	3					2	7	1	46
Conservator's Duties	1	1						2		1	1							1	4	1		12
Establishing Conservatorship (General)	4	2			1		9	1	5	4		3	2	3	4	5	5	11	7	2		68
Establishing Conservatorship (Limited)	1	1	10		3	10	1	13		1	14	4	4	1		1	2	3	31	9	9	118
LPS Conservatorship					1			1		1		1	3								1	8
Termination of Conservatorship	1	3	1	2	4			4		2	1		3	6	4			5	1	1	1	39
Criminal Justice / Forensic Mental Health Issues	2		2		15	5	1	7			2	4	1			1			2	1		43
Competency							1	2												1		4
Criminal Justice Issues - Rights	1				15	4		3			2	3	1						1	1		31
Criminal Matter Representation – Not IOLTA eligible - OCRA								1														1
Diversion			2					1				1										4
Jail	1																					1
Other Criminal Justice						1										1						2

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Family	21	5	21	17	7	11	6	10	2	11	3	7	16	15	8	10	7	4	9	14	12	216	
Child Support	2			1	1	1		1			1	1		1	1	1		1	1		2	15	
Custody Issues											1											1	
Dissolution / Annulment	1		3	1		2		3				1		1	1	1			1		1	16	
Estate Planning			1			1			1	2		1	1				1				2	11	
Guardianship of Minors	1	1	2		1	1				1				2			1				3	12	
Other Family	10	4	5	4	3	4	2	3	1	3	1		6	6	3	2	2	1	6	2	3	71	
Parental Rights	7		10	11	2	2	4	3		5		4	9	5	3	6	4	2	1	7	5	90	
Finance	42	1	22	9	37	1	1	9	1	25	14	7	2	9	6	4	5	2	10	21	22	250	
Debtor / Creditor Issues	8		7	5	30		1	1	1	13	6	3		3	3		3		6	7	7	104	
Other Consumer Finance	32	1	10	4	3	1		4		4	6	2		6	2		2		3	6	5	91	
Special Needs Trust	2		5		4			4		8	2	2	2		1	4		2	1	8	10	55	
Health	21	7	32	8	20	22	14	17	13	12	9	29	13	11	19	11	14	7	22	21	36	358	
CCS Eligibility				2		1	1		1			1	1									1	8
CCS Services	1			1		1		3			1	1			2	1						3	14
CCS Share of Cost					1																	1	
Denial of Coverage					1	1	1			1			1	1							3	9	
In Home Nursing	3		1		6		3	3		1				1	1		2			1	2	24	
Medi-Cal Eligibility	1		8	2	2	6	4	1	6		6	6	2		2	3	5	1	9			8	72
Medi-Cal Services	3	2	7		1	8	4	5	2	3	1	6	4	3	3	6	4	1	1	2	12	78	
Medi-Cal Share of Cost / Co-Payment		1	3			3			2			10			2		1	2	2	1	7	34	
Medical Treatment	11	1	8	3	7	1	1	4	1	7	1	4	4	5	7	1	2	2	6	9	2	87	
Medicare			1																			1	
Other Health					1																	1	
Private Insurance	2	3	4		1	1		1	1			1	1	1	2			1	4	5	1	29	
Housing	35	13	20	60	17	4	4	13	2	7	10	10	13	19	25	13	5	1	24	12	17	324	
Eviction					1										1							2	
Housing Discrimination (Zoning / Covenants)		2	3	1					1	2		1	1		1	1	1		1	2	1	18	
Landlord and Tenant Rights	28	6	8	50	7	1	4	7		2	7	5	7	11	5	8	1		5	7	12	181	
Property Rights	1	2	1	6		1		4		1		1	1	2	1				3		1	25	
Reasonable Accommodations	1	2	3		1			2	1	1			1		16			1	4			36	
Section 8	5		3	2	3	2				1	2	2	3	5	1	1	1		8	1	1	41	
Subsidized Housing			2	1	5						1	1		1		3				2	2	19	
Zoning / Restrictive Covenants		1																		1		2	
Immigration			6	1	1				1	3	2	2		1	1		6	3	3	2		32	
Citizenship (Application / Interview)			3		1						1							1				6	
Other Immigration			3	1					1	3	1	2		1	1		6	2	3	2		26	

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Income Maintenance	37	26	135	40	50	68	55	41	87	22	44	56	41	31	33	58	75	37	99	48	185	1268	
AAP							1									2						3	
Disability Benefits and Work			1																		6	7	
IHSS Eligibility	7	2	16	4	1	10	13	5	31	4	5	6	4		1	8	14	11	15	1	21	179	
IHSS Hours	9	2	18	6	1	19	5	9	12	3	7	9	18	1	3	24	9	6	8	5	11	185	
IHSS Protective Supervision	5	2	8	5	2	1	11	3	4		2	4	2	2	8	3	5	1	4	2	25	99	
IHSS Share of Cost	1		2	1		10	1		8	1		7	2						3		7	43	
Income Maintenance	1	1	2		2	1	1		2				6	1	1		3	2	5	1	6	35	
Other Income Programs		2	1	1	2	4	2		3		2	1	1	3	2	1	6		6	1	2	40	
SSA - Child Benefits		1	6	1	1		2	1	7	1	3	4	1	2		1	2		8	5	10	56	
SSI - Eligibility	6	11	39	9	7	10	10	11	8	8	11	9	2	13	5	7	22	6	24	15	23	256	
SSI - Other	6	3	18	10	14	12	3	6	6	2	8	7	4	8	5	7	4	9	18	7	45	202	
SSI - Overpayment	2	2	24	3	20	1	6	6	6	3	5	9	1	1	7	5	10	2	6	11	29	159	
SSI - Representative Payee											1				1				1			3	
Welfare Reform																			1			1	
Juvenile Dependency	3		2							1		1		1		1	2				2	13	
Juvenile Dependency	3		2							1		1		1		1	2				2	13	
Legal Referral	1					1										1		4	2			9	
Civil (General)																		2				2	
Criminal (General) - Rights																		1				1	
Personal Injury	1																	1	2			5	
Small Claims						1																1	
Legal Representation	5	8	1	17	6	5	4	4	4	27	8	10	17	9	7	7	5	14	14	3	13	188	
Civil (General)	3	5	1	6	6	1				10	2	2	6	6	3		2	7	6		10	76	
Criminal (General) - Rights		2		1		1	1	2		1	4	3	10	1	1	1	2		3			33	
Personal Injury	1	1		3		2	3	2	4	15	2	5		2	3	6	1	6	3	3	3	65	
Public Defender	1			7		1				1			1					1	2			14	
Licensing	1									2	1					1			1			6	
Community Care Facilities	1									2	1					1			1			6	
Neglect	2		1		5	1						1					1		1			12	
FTP Dietary Needs					1																	1	
FTP Medical Treatment					2																	2	
FTP Mental Health Treatment						1																1	
FTP Personal Care					1																	2	
FTP Personal Safety (Conditions in Institutions)					1																	1	
Other Neglect	2		1									1								1		5	
Placement	11	8	4	3	4	2	2	5		4	5	5	1	5	3	1	4		7	9	5	88	
Childrens' Group Homes	1		1					1												2		1	6
Facility Conditions	1	2		3	1						1			2							3	13	
Facility Evictions	2	2											1									5	
FTP Community Residential Placement	1		1					1									1			4	1	9	
Move from Institution to Community	3	1	1		1	2		2		3	3	4			2		2		3		1	28	
Support Services Needed for Placement					1		1							1						2		5	
Transfer of Prisoners to State Hospitals(PC §2684)							1															1	
Transitional Housing	2	1	1					1				1		2	1				2		2	13	
Unit / Facility / Institution Transfer	1	2			1					1	1					1	1					8	

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Right to Culturally Appropriate Services					1			1				1			1					3		7
Right to Culturally Appropriate Services					1			1				1			1					3		7
Right to Refuse Treatment		1								1											2	4
Involuntary Medication		1								1											2	2
Other Involuntary Treatment																					2	2
Vocational Rehabilitation Services								4		2	1			2	1	1	2					13
Vocational Rehabilitation Services								4		2	1			2	1	1	2					13
Grand Total	500	329	619	354	460	462	387	366	362	484	266	333	494	230	427	458	304	462	590	430	566	8883