

Office of Clients' Rights Advocacy
Annual Report - July 1, 2007 through June 30, 2008
Report by Problem Codes

	ARC	CVRC	ELARC	FNRC	GGRC	HRC	IFC	KRC	LRC	NBRC	NLARC	RCEB	RCOC	RCRC	SARC	SCLARC	SDRC	SGPPRC	TCRC	VMRC	WRC	Total
4731 Complaint																						
4731 Complaint	3	2		1		4	6	2	1	3	2	2	3			4			2			35
4731 - Service Provider	10							2		1	3		1			1					1	19
Total	13	2		1		4	6	4	1	4	5	2	4			5			2		1	54
Abuse																						
Coercion										1			1									2
Dissolution																		1				1
Exploitation (Financial)	1			1	3	1	1	1	1	3		4		3	3		1		1	2	1	27
Exploitation (Physical / Emotional)					1					2		2	1				1					7
Inappropriate / Excessive Medical Treatment	1			1				1														3
Inappropriate / Excessive Physical Restraint	1			1	4								1	1						2		10
Inappropriate / Excessive Seclusion						1				1										1		3
Other Abuse	3	2	1		6		5				1	1		2		1			5	5	1	33
Physical Assault	2	1		2	14		4	3	1	3		1		1	1	2	1	1	3	1	3	44
Sexual Assault	1	3	1		14		3	3		3	3			1	1	2			1	2	1	39
Staff Attitude / Behavior			1		18		1	2			1				2						3	28
Staff Retaliation	1											1		1	1		1					5
Verbal Abuse								1		1		1		1	1		1			3		9
Total	10	6	3	5	60	2	14	11	2	14	5	10	3	10	9	5	5	2	10	16	9	211
Assistive Technology																						
California Children's Services (CCS)					2		1		1			1		1						5		11
Medi-Cal					1														2			3
Medicare																	1					1
Other AT	1		1		1								3		1		1	1			1	10
Regional Center	1	1			1								3									6
Total	2	1	1		5		1		1			1	6	1	1		2	1	2	5	1	31
Consent																						
Capacity / Incapacity of Client	1						1		1	1	3	2		2			1		4	5	1	22
Informed Consent			1					1		2	1	1	1	2			1		4	1	1	16
Substitute Judgment	1								1	2												4
Total	2		1				1	1	2	5	4	3	1	4			2		8	6	2	42
Conservatorship																						
Change of Conservators	2			2						1						1		1	3			10
Conservatee's Rights	4	2	2	2	1	1		1		1	10	2		3	2					9	1	41
Conservator Duties		1	2					2		1				1	1		1		1	1		11
Establishing Conservatorship (General)	2	2			2	2	13	2	2	4	1		3		5	14	10	11	35	6		114
Establishing Conservatorship (Limited)			15		1	6	5	19		2	15	8	1	1	2	3	1	3	17	8	23	130
LPS Conservatorship											1											1
Termination of Conservatorship	1	3		2				3			1	1	1	1					2	6		21
Total	9	8	19	6	4	9	18	27	2	9	28	11	5	6	10	18	12	15	58	30	24	328
Consumer Finance																						
Debt Collection	13	2	5	9	26	2	2	6	1	7	2	9	2	6	4	1	7		2	5	9	120
Other Consumer Finance	14	1	12	8	6	3		6	3	6	4	8		7	7	4	7	1	5	11	3	116
Special Needs Trust	1	2	6		2			1		2	7	5	1	1			2		6	1	5	42
Total	28	5	23	17	34	5	2	13	4	15	13	22	3	14	11	5	16	1	13	17	17	278
Discrimination (Other than Employment)																						
Architectural Barriers				1																		1
Discrimination		2		2	2	1	2		1	2	3	3	1	3		1	1	2	1	1	4	34
Higher Education (Public and Private)		1										1					1					3
Insurance Discrimination		1																		1		2
Public Accommodations (Hotels, Restaurants, Etc.)		1				1	2	1		3		1			1			1		4		15
Public Services (Federal, State, Local)	3						4		2		1	1	3	2	3					1	1	21

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Transportation (Public and Private)					3	2	1	2			1		3				1		2		8	23
Total	3	5	2	3	5	4	9	3	3	5	5	6	7	5	4	1	3	3	3	7	13	99
Education																						
Adult Education Programs		1	1	1				5						1	1				1			11
Assessment	1	3	5		1	3		2	3	3		1	3	1	6	4	4	1	9	2	11	63
Complaint Procedures	1	7	12	2	2	8	16	11	6	8	3	11	1	3	4	3	9	6	9	11	13	146
Day Care	1									2									1			4
Due Process Procedures		3	10		2		6	1	1	3	2	3	1		7	8	4	3	4	3	7	68
Eligibility		1	1	5		2	3	1	5		1	1			1			4	4			29
Extra Curricular Activities			1	1				1					1		1		1					6
Full Inclusion (Except Pre-School)					4	1			3	5		3		1	2	1		1	3	3		27
Higher Education			1	1				1							1			1				5
Home / Hospital Instruction							1	1	1	1			1	1			1	1	1	1		10
IEP Development	5	31	61	51	25	24	24	42	32	37	5	8	18	8	85	19	18	82	33	5	17	630
Least Restrictive Environment		1	4	5	7	1	4	2	5	3		7	4	2	9	5		4	3	2	2	70
Mental Health Services						1	1						1		1	2			1	1	1	9
Non-Public School Placement		1	8		2	3		4	8	4		3			2	3	4	2	4		4	52
OT / PT	3	2			2		1	1	5	1				2	3	2	1	4	1	2	1	31
Other Education	5	7	8	1	5	8	12	10	6	6		4	3		27			7	10	8	4	131
Part C - Early Start / Early Intervention						16		1			3	10	1		1	9	1	2			4	48
Positive Behavioral Intervention	2	3			1		1	1	4			6	9		7	12			7	3	1	65
Preschool Full Inclusion		2	3		1				3				1			1						11
Preschool Programs		6	2	1		1	5	3	5	1		3			3	4	1	5	2		2	44
Public School Placement	7	13	14	2	12	13	14	24	11	3	1	9	5	8	27	20	9	10	11	9	4	226
Related Services	3	12	28	1	7	34	10		5	11		11	5	6	20	27	7	15	6	4	15	227
Residential Placement							2				1	1				2						6
Suspension / Expulsion	2	6	2	2	3	1	1	11	1	1	1	3	1		8		2	2	5	4		56
Transition Planning		4	2	3	5	3		1	2		1	8		3	7	4	2	1	3	4	1	54
Transportation		5	5	2	4	1	2	10		1		3	2	1	17	2	5	3	5	4	1	73
Total	30	108	176	78	83	120	103	133	106	90	18	95	57	37	240	128	69	154	123	66	88	2102
Employment																						
Employment		1	6	3						1	1				1		1		2	4	2	22
Employment Discrimination: Firing		1			1	1	2			1	1		2	3		2			2	2	1	19
Employment Discrimination: General	1	5	1	2	2	2	1			1				2	2	1			3	1		24
Employment Discrimination: Hiring			1									2			1		1		2	1		8
Employment Discrimination: Reasonable Accomodations																1			7		2	10
Long-Term Disability Benefits					1																	1
State Disability Benefits							1															1
Supported Employment	2		2		2		1		1			1	1			1	2		1			14
Worker's Compensation			1					1					3							1		6
Total	3	7	11	5	6	3	5	1	1	3	2	3	6	5	4	5	4		17	9	5	105
Family																						
Child Support	2		1	1		1				1		3		1	1		2			1	2	16
Dissolution				1		1	2	2		2	1	1			1	3			1		1	16
Family - Other	4	6	9	3	2	2	1	3	1	1	7	2	4	3	3		3	3	3	11	8	79
Guardianship of Minors		1	2		2		2	3				1	1	1		1				2	1	17
Parenting / Custody	7	4	7	7	3	4	1	5		6	3	4	8	5	5	8	2	4	3	9	4	99
Wills, Trust and Estate Planning			1		1			2					2	1	1					1		9
Total	13	11	20	12	8	8	6	15	1	10	11	11	15	11	11	12	7	7	7	24	16	236
Forensic Mental Health Issues																						
Criminal Justice Issues - Rights	4				34	1		1			3	4		1						4	2	54
Diversion			1		4	3					3	7								1		18

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Incompetent to Stand Trial (IST)	1																					1
Total	5		1		38	4		1			6	11		1						5	2	74
Health																						
CCS Eligibility	1						1				1						2				3	8
CCS Services			1			2	1	2	2	1	1	1		7	2			1	2			23
Denial of Coverage		2	1		1	3	2	1				1	3		1		8	1	3		1	28
In Home Nursing / Medical Care	1				1	3	1		2	2			1	9			2			2		24
Medi-Cal Eligibility		1	6			4	2	1	2		6	15	3		3	5	12		11		7	78
Medi-Cal Services			5	1	1	4	1	6	2	1	2	5	4	2	4		9			2	4	53
Medi-Cal Share of Cost / Co-Payment	1	1	1								1	8					1	2		2	6	23
Medical Treatment	3	2	4	4	13	1	2	8	1	8		1	11	4	4		2	2	6	13	1	90
Private Insurance	1	1					2				2	1	2		2	1	1	2	6	2	1	24
Total	7	7	18	5	16	17	12	18	9	12	13	32	24	22	16	6	37	8	28	21	23	351
Housing																						
Housing Discrimination			1	4			1	1		1					3				3	1	1	16
Landlord / Tenant	14	2	11	33	9	3	5	18	3	1	10	5	9	6	3	14	5	2	4	10	24	191
Ownership of Property				1	1		1	3	1					4	2	2	1			1	1	18
Reasonable Accommodations		3	2	5	3	2	1	2	3	2	2		1	5	11	3	1		2	2	3	53
Section 8	3		5	4	4			2	1	3		1	2		2	4	2	1	8		5	47
Subsidized Housing				1	2								1	1				1	2		1	9
Zoning / Restrictive Covenants	1		1						1		1									1		5
Total																						
Immigration																						
Citizenship Interview												1										1
Immigration			3				1	3			2	5			5	3	8	4	3	1	2	40
Total	18	5	23	48	19	5	9	29	9	7	15	12	13	16	26	26	17	8	22	16	37	380
Income Maintenance																						
Disability Benefits and Work				1								1		1					2		3	8
IEP Development																					1	1
IHSS Eligibility	4	6	7	5		10	12	8	12	2	4	3	3	1	2	4	18	5	6		14	126
IHSS Number of Hours	3	6	19	10	8	14	14	6	6		4	7	4	3	5	18	16	1	23	4	12	183
IHSS Protective Supervision	2	4	9	4	4	2	13	2	4		2	2	5		4	8	4		1	1	7	78
IHSS Share of Cost and Other		1	4	1		6	3		2			3	2				2		1		7	32
Income Maintenance	1	2	2	1	1	1		4	1	2			1	1	1		2	2	3	2	8	35
Other Program Eligibility			2	1	2	2	1	2	1	1	3	7	2			1	1		3	2	4	35
SSA Benefits, Child Benefits (SSDI)	1	4	12	5		1	1	5		1	3	13		4	1		2		11	4	5	73
SSI - Other	4	4	17	9	9	3	4	6	3	4	5	2	6	5	6	7	6	2	8	9	22	141
SSI Eligibility	6	9	19	3	7	8	8	17	4	7	13	26	9	8	3	11	23	4	24	10	21	240
SSI Overpayment	1	2	14	6	13	1	14	8	6	1	7	7	3	5	5	9	11	8	8	13	15	157
Total	22	38	105	46	44	48	70	58	39	18	41	71	35	28	27	58	85	22	90	45	119	1109
Juvenile Dependency																						
Juvenile Dependency	2	1	2				1	1						2								11
Total	2	1	2				1	1						2		2						11
Legal Representation																						
Civil (General)	5	5	2	4	3	3	4	6		5	3		2	2	2	3	2	1	8		9	69
Criminal (General) - Rights		3		1		1		1			3		3	4	1	2			6			25
Personal Injury	1	3		4	1	2			1	5	3	3	2	1	1	3		6	7	1	5	49
Public Defender		1		2	1	1	3	1		2									2			13
Total	6	12	2	11	5	7	7	8	1	12	9	3	7	7	4	8	2	7	23	1	14	156
Licensing																						
Community Care Facilities	1	1					1			2			1						1			7
Program Accreditation / Certification																			1			1

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Total	1	1					1			2			1						2			8
Neglect																						
FTP Admission to Institution																			1			1
FTP Dietary Needs															1							1
FTP Medical Treatment					5								1		1							6
FTP Personal Care					1	1							1		1		2					6
FTP Personal Safety (Conditions in Institutions)					1																	1
FTP Personal Safety (Staff to Client Abuse)					1												3					4
Other Neglect	1		1	1	1							1							2		1	8
Total	1		1	1	9	1						1	2		2		5		3		1	27
Placement																						
Board and Care Conditions	3		1							1		2	2		1		4			9		23
Board and Care Evictions	3					2	1			2		1	1	1	1				1	1		14
Childrens' Group Homes			1		1	1		3			1					2	1		2	3		15
FTP Community Residential Placement	1	1	1				1	5		1	1	4			1		5			7	2	30
FTP Community Services				1	1																	2
Return to Community from Institution	10		1	4	1	4		2		2	3		3	1	1		4		1	2		39
Supported and Transitional Housing	1	1			1			3			1		2		2			1	3		1	16
Unit or Institution Transfers	2	5		1		1								1	1			1			2	14
Total	20	7	4	6	4	8	2	13		6	6	7	8	3	7	2	14	2	7	22	5	153
Privacy/Personal Autonomy																						
Personal Autonomy	4	3	8	1	25	1	4	4	1	17	5	11	2	5	5	2	6		11	17	2	134
Recovery of Personal Property											1			2								3
Rights of / Denial of Personal Possessions					2					3									1	1		7
Rights of / Denial of Privacy - Association	2	4			4	1	5		1	2	2	3	4	2	2	1	2		1	1		37
Rights of / Denial of Privacy - Religion					1		1				1				1							4
Rights of / Denial of Privacy - Search and Seizure					1																	1
Rights of / Denial of Privacy - Sexuality			1		1						2	2		2			1			1		10
Rights of / Denial of Privacy - Telephone		1				1		3		2					1	1			2			11
Rights of / Denial of Recreation				1	3			1									1					6
WIC §5325.1 Rights	4							1												42		47
Total	10	8	9	2	37	3	10	9	2	24	11	16	6	11	9	4	10		15	62	2	260
Records																						
Access	2						2			3	1		2		1		3		1			15
Breach of Confidentiality				2							3	1					2					8
Denial of Access			1			1				1		1			2		3					9
Total	2		1	2			3			4	1	4	3		3		8		1			32
Regional Center Services																						
Assessment of Needs	16	5	9			17	23	1	1	11	1	11	2	3	8	31	1		16	5	3	164
Community Living Arrangements	6		2	6		4	6	5		6	7	3	3			5		2	11	2	5	73
Coordination with County Mental Health		1								1										1		3
Crisis Prevention Services									1	1		1	6	1	2				3			15
Day Training and Activity	4	6	16	1	4	17	3	3	2	16	2	5	3	2	1	13	2	1	2	7	2	112
Eligibility for Regional Center services	17	60	17	22	29	15	85	31	23	28	6	26	45	4	26	59	34	36	36	26	23	648
Family Support Services	5	5	7	3	3	23	4	1	6	26	1	10	13	7	6	9	2	6	8	15	23	183
Hearing Procedures	3	4	6	2	2	4	13		4	22		11	14		2		1	15	19	1	13	136
IPP Development	10	20	5	15		8	9	2	7	10	8	1	7	1	1	12	3	22	29	2	4	176
IPP Implementation	1	8		6	1	5	5	1	6	4	7	1	1			2	3	1	16	5	1	74
Lanterman Act - Case Management	23	8	2	2	1		22	4	1	5	6	9	2			11	3	6	3	2	2	112
Lanterman Act - DDS Policies / Procedures	7	1	2		2	1	13	1	3	14		2				4	5		2		3	60
Lanterman Act - Regional Center	16	4	1		2		7	4	5	5	13	10			1		3	1	8	2	2	84
Licensed Residential Services	2	3		1		6	2						1			1	2				1	19

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Prevention Services		1	2	1		1		1		1			2		2	7	2		2	2		24
Regional Center Services - Other	34	62	15	9	15	34	7	29	24	9	19		38	3	11	7	22	41	20	21	35	455
Supported Living	7	3	4		6	5	1	3		2	2	4	10		2	6	8		5	10	8	86
Total	151	191	88	68	65	140	200	86	83	161	72	94	147	21	62	167	91	131	180	101	125	2424
Right to Culturally Appropriate Services																						
Right to Culturally Appropriate Services	2									2									3			7
Total	2									2									3			7
Right to Refuse Treatment																						
Involuntary Medication												1			1				1	1		4
Other Involuntary Treatment														1							1	2
Total												1		1	1				1	1	1	6
Vocational Rehabilitation Services																						
Vocational Rehabilitation					1			1			1				1							4
Total					1			1			1				1							4
Grand Total	360	423	510	316	443	388	480	432	266	403	266	416	355	203	448	452	389	361	618	454	505	8488