

Office of Clients' Rights Advocacy
Annual Report - July 1, 2002 through June 30, 2003

Report by Problem Codes

	ARC	CVRC	ELARC	FNRC	GGRC	HRC	IRC	KRC	LRC	NBRC	NLARC	RCEB	RCOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Total
Capacity/Incapacity of Client					2					1	1	1	1	1					4	2	1	14
Informed Consent			1		1		1	1				3	1	1		1		1	6			17
Substitute Judgment			1				1				1	4		1								8
Total			2		3		2	1		1	2	8	2	3		1		1	10	2	1	39
OCRA - Conservatorship																						
Change of Conservators					2			2			3	1	3	2					3			16
Conservatee's Rights	3	2	1	2			1	1			9	1	2	2		1	1		5	3	5	39
Conservator Duties	1		2		1		1	1					4	2		1	1	1	11	3	1	30
Establishing Conservatorship (General)	1		37		2		2	7		4	1	2	1	3		7	3		2	6	1	79
Establishing Conservatorship (Limited)	4	1	5		5		1	28	1		29	9	48	7		18	3	2	23	6	9	199
LPS Conservatorship	1		2		1						1	1				2		2				10
Termination of Conservatorship			4	2	2		1	1	1	1	2	1	2	3	1				4	4		31
Total	10	7	49	4	13		6	40	2	5	45	15	60	19	1	29	8	5	48	22	16	404
OCRA - Consumer Finance																						
Debt Collection		2	22	2	4	2	1	2		2	6	8	7	8	1	2	11		4	2	6	92
Other Consumer Finance	3	3	33	3	3	1	5	31		3	15	5	3	8	1		5		5	11	8	146
Special Needs Trust			1	3	1	3	1			3	11	3	3			2	2		8	3	6	50
Total	3	6	58	6	10	4	6	33		8	32	16	13	16	2	4	18		17	16	20	288
OCRA - Discrimination (Other than Employment)																						
Architectural Barriers														1			1				1	3
Discrimination	1		5				2	2		5	5	1	3	4	1	1	2	2	1	1	3	39
Higher Education (Public and Private)	2											1										3
Insurance Discrimination						1		1														2
Public Accommodations (Hotels, Restaurants, Etc.)	1	5	3				1		1	1	1	2		3			3		5	1	2	29
Public Services (Federal, State, Local)		2	1	2						1		4		1					4	3	2	20
Racial Discrimination						1				1									1			3
Telecommunications															1							1
Transportation (Public and Private)							1	1	1					1	1		1		2		3	11
Total	4	7	9	2		2	4	4	2	8	6	8	3	10	3	1	7	2	13	5	11	111
OCRA - Education																						
Adult Education Programs		4						1			1		1	1					1	2	2	13
Assessment	1	4	5	1	2	1	2	2	4	1		2	3			2	3	1	5	3		42
Complaint Procedures		8	27		3		11	2	3	8	3	2	2	8	2	7	5	6	8	5	7	117
Day Care		1	2		1												1			1		6
Due Process Procedures	1	1	7		3	1	7	11	5	1	10	2	5	3	1	4	2	8	7	1	7	87
Eligibility		3	1		1	1										3	1	3	2			15
Extra Curricular Activities			1		1									2					1			5

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FTP Culturally Appropriate Services			10																			10
Full Inclusion (Except Pre-School)	1	4	13		2	1				1		3	2		1	2	1	6	5	1	1	44
Higher Education	1		6						1				2									10
Home/Hospital Instruction	1	1		5				1		5	2				1		1	1	2		1	21
IEP Development	11	21	84	18	12	2	14	67	2	23	15	12	1	16	2	6	34	15	28	12	7	402
Least Restrictive Environment	3	18	10	1	1	4	2	1		1	2	8	1	1	2	1	7	3	5	1	1	73
Mental Health Services		2		1			1	2				2				2			4			14
Non-Public School Placement	1		4		1	3	2	7			1	4	1	1	1	4	2	2	7		2	43
OT/PT		4	3	1	1	1		2	1	4	3	1	3						9		1	34
Other Education		3	15		2	3	1		3	3	1			1		8		4		4	1	49
Part C - Early Start/Early Intervention		2			1				1			18			4				1	1		28
Positive Behavioral Intervention	1	10	7			1	4		2	1	2	8	3	5	2	5	4	2	12	3	1	73
Preschool Full Inclusion		1	3			1						2						1	1			9
Preschool Programs		7	1	1		1	2		1	2	2	8	1		9			2	5	2		44
Public School Placement		28	9	9	3	4	2	17	1			20	8	5	10	25	10	4	22	7	3	187
Related Services	1	27	17	2	3	10	9	26	8	1	10	17	6	3	6	20	3	11	46	6	9	241
Residential Placement			1	1								1	1			1						5
Suspension/Expulsion	1	12	3		2	2	2		1	3	5	2	1	5	1	1	1	3	7	5	1	58
Transition Planning		1	4	1	2	3	1		1	4		2				5	1	1	6		5	37
Transporation	4	6		2	2		2	1	1	3	7	9		4	3	12	5		6	3	3	73
Total	27	168	233	43	43	39	62	140	35	61	64	123	41	55	45	108	81	73	190	57	52	1740
OCRA - Employment																						
Employment	6	1						2		2		2			1	1				1	1	17
Employment Discrimination: Firing	2	1	1		1	1				2	1	2		1	1					3	1	17
Employment Discrimination: General		1	4		1	1	1			1		2	1				1		1	1	3	18
Employment Discrimination: Hiring			1					2		1		1							1			6
Employment Discrimination: Reasonable Accomodations	1				1	1				1	1	1				1	1		2		2	12
Supported Employment		1	1	1			1				1			4					2	1		12
Worker's Compensation						1								1					1		3	6
Total	9	4	7	1	3	3	3	4		7	3	8	1	6	2	2	2		7	6	10	88
OCRA - Family																						
Child Support		1	5		1			2			1	1		9		2		3	1	2	2	30
Dissolution	1		4	1	1				1	1	1	2		4			1	1		2	2	22
Family - Other	6	5	13					14		3	20	2	3	10	4	10	3		5	7	5	110
Guardianship of Minors	1		5	1	1			2		3		2		4			1		3	2	6	31
Parenting/Custody	10	4	15	1	2		1	9	2	5	6	11	1	12	1	6	1	4	13	2	10	116
Wills, Trust and Estate Planning			1					1			1		2	3						1	5	14

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Total	18	10	43	3	5		1	28	3	12	29	18	6	42	5	18	6	8	22	16	30	323
OCRA - Forensic Mental Health Issues																						
Criminal Justice Issues			1		1	1	1	14			1	15		8						1	7	50
Diversion		1				1					1	6		2								11
Incompetent to Stand Trial (IST)								1													1	2
Total		1	1		1	2	1	15			2	21		10						1	8	63
OCRA - Health																						
CCS Eligibility			2								3	2				1	1	1			1	11
CCS Services		1			2	1				2	1	1		1		1		1	1			12
CCS Share of Cost						1						1										2
Denial of Coverage	2	3	4					1		1	6	1									1	19
In Home Nursing/Medical Care			3		7	1		1		2		1	1		3		3	1	1	2	5	31
Medi-Cal Eligibility	1		4		2		3					9		2		1	4		2		5	33
Medi-Cal Services		4	4	1	3	3			1	3	1	8		4	3	5	1	3	1	5	3	53
Medi-Cal Share of Cost/Co-Payment									2	1		4				1		1	3		1	13
Medical Treatment	2	4	6	2	3	1	5	11	1	5	4	2	4	6	3	1	3	1	12	4	10	90
Private Insurance		3	1		1		6	1	2	2	5	6				1		1	5	1	4	39
Total	5	15	24	3	18	7	14	14	6	16	20	35	5	13	9	11	12	9	25	12	30	303
OCRA - Housing																						
Housing Discrimination	1						2			1			1				1			1	2	9
Landlord/Tenant	2	1	26	6	4	2	4	4	4	6	10	10	4	17	3	8	2	1	6	7	11	138
Ownership of Property	3			2			1	1	1				2					2	1		3	16
Reasonable Accommodations			3	2	4	1	1	9	2	1	1	4	1	1	2	2	1		3	2	2	42
Section 8	3	2	1	1	3					1	3	3		2	1	2	4		5		3	34
Subsidized Housing	1		1	1					1			1		3					1			9
Zoning/Restrictive Covenants			1	1			1					1		1								5
Total	10	3	32	13	11	3	9	14	8	9	14	19	6	26	6	12	8	3	16	10	21	253
OCRA - Immigration																						
Citizenship Interview			1				1				2	1	1									6
Immigration			2							3	4	4	5			3	1	2	2		3	29
Total			3				1			3	6	5	6			3	1	2	2		3	35
OCRA - Income Maintenance																						
Disability Benefits and Work							1							2					1		1	5
IHSS Eligibility		18	4	2	5		1		2	3	2	9	1	3		8	2		6	1	15	82
IHSS Number of Hours		6	10	1	1	4	5		1	5	3	6		5		7	2		1		5	62
IHSS Protective Supervision		1	7	1			5		1	5	2			3		5	2		4		4	40
IHSS Share of Cost and Other	1		1			1						3		1			1				2	10

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Income Maintenance	1	2	6		1		3				2	4		5			1		5	4	2	37
Other Program Eligibility		2	2		1							5					1		3	2	5	21
SSA Benefits, Child Benefits (SSDI)	4	1	3	2	2					1		8	1	4		1	1		4	1	7	40
SSI - Other	3	8	26	4	4	3	4		1	5	5	9	3	6	1	16	1	4	9	4	3	119
SSI Eligibility	2	9	27	9	6	3	6	1	1	2	7	36		13		13	1	3	4	6	26	175
SSI Overpayment	5	2	19	2	3	1	5	1	3	1	4	7		7		5	3	5	9	3	21	106
Welfare Reform																1						1
Total	16	50	105	21	23	12	30	2	9	22	25	87	5	49	1	56	15	12	46	21	91	698
OCRA - Juvenile Dependency																						
Juvenile Dependency	1	1		1	1		2	1		2	2		1	5	1	3			1			22
Total	1	1		1	1		2	1		2	2		1	5	1	3			1			22
OCRA - Legal Representation																						
Civil (General)	1	1	2	1	1		2	4	2	1	2	3	3	2		5	5	2	26		6	69
Criminal (General)	11	3			8	2	3	4		2	7		11	1		7	1	1	8	1		70
Personal Injury	1	2		2	2		1			3	3	6		2	1	2	1		6		7	39
Public Defender	2			1													2		7			12
Total	15	6	2	4	11	2	6	8	2	6	12	9	14	5	1	14	9	3	47	1	13	190
OCRA - Licensing																						
Community Care Facilities		2			1			1		2	1									1		8
Health Facilities													1						2			3
Program Accreditation/Certification			1																			1
Total		2	1		1			1		2	1		1						2	1		12
OCRA - Neglect																						
FTP Admission to Institution																			1			1
FTP Dietary Needs		1																				1
FTP Mental Health Treatment							1															1
FTP Personal Care							1								1						2	4
FTP Personal Safety (Client to Client Abuse)																				1		1
FTP Personal Safety (Conditions in Institutions)												1					1				1	3
FTP Personal Safety (Physical Plant)									1								1					2
FTP Personal Safety (Staff to Client Abuse)								1				1	1									3
FTP Treatment: Medication Side Effects							1															1
Other Neglect	1		1				2						1							1		6
Total	1	1	1				5	1	1			2	2		1		2		1	2	3	23
OCRA - Placement																						
Board and Care Conditions	5	1		1		1	4	2		2		5			1	1		1	2	7		33
Board and Care Evictions	1	2		1	2				1	2	2	1		1		1				2	1	17

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Childrens' Group Homes	3	2	1		3					2			2		1		3		9		3	29
FTP Community Residential Placement	1	4	4			1	6	2	1			8	2	1		6	1		8	2		47
FTP Community Services			1														8			1		10
Return to Community from Institution	4			2	3	2	4	1	1	2	1	1			1	2	6		2			32
Supported and Transitional Housing	2		1	1	3		1	2		5	2		2				5		2	2	3	31
Transfer of Jail Inmates to MH Programs (PC §4011.6)					1			1														2
Transfer of Prisoners to State Hospitals(PC §2684)								1											1			2
Unit or Institution Transfers	5	2			4								2			1	1				1	16
Total	21	11	7	5	16	4	15	9	3	13	5	15	8	2	3	11	24	1	24	14	8	219
OCRA - Privacy/Personal Autonomy																						
Personal Autonomy	1	9	27	1	2		14			20		18	1	18		5	3		4	4	1	128
Recovery of Personal Property	1						1	1														3
Rights of/Denial of Personal Possessions	1	2		1	2	1						1		5	1					3		17
Rights of/Denial of Privacy - Association				2			2		1				1									6
Rights of/Denial of Privacy - Mail										1												1
Rights of/Denial of Privacy - Religion										1												1
Rights of/Denial of Privacy - Search and Seizure																	3		2			5
Rights of/Denial of Privacy - Sexuality			1							1		1		1					2			6
Rights of/Denial of Privacy - Telephone	1									1					1							3
Rights of/Denial of Recreation	1				1		1					1								2		6
WIC §5325.1 Rights	2																					2
Total	7	11	28	4	5	1	18	1	1	24		21	2	24	2	5	6		10	7	1	178
OCRA - Records																						
Access		4			5					2	1	2	3	2		1			4		2	26
Breach of Confidentiality	1				1			2		1		3		2					1		1	12
Denial of Access	1	1											1						2			5
Total	2	5			6			2		3	1	5	4	4		1			7		3	43
OCRA - Regional Center Services																						
Assessment of Needs	1	4	6	1	4	3	1	1	1	4		9	13				4	5	1	11	3	72
Community Living Arrangements	4	2	1	3	1	2	8	2	1	1	2	3	1	1	5		4		10		3	54
Coordination with County Mental Health		2								1					1						1	5
Crisis Prevention Services					1									2		1			4			8
Day Training and Activity		4	1		1	1	9		6	2	3	8	1		1		3	2	8	1	3	54
Eligibility	24	41	35	21	35	8	48	13	8	27	17	25	23	11	20	25	10	16	38	21	15	481
Family Support Services	4	9	4	3	7	6	9	2	5	3	5	9	11	7		3	5	5	27	6	19	149
Hearing Procedures			14		5	3	21		9		7	7	1	1		3	6	35	7	1	20	140
IPP Development	9	4	6	1	1	5	7	2	2	3	2	4	2	3	2	9	13	8	11		6	100

