

OCRA SEMI-ANNUAL REPORT
(July 1, 2023 through December 31, 2023)

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I. INTRODUCTION

Disability Rights California provides state-wide clients' rights advocacy services for regional center clients under a 2-year contract, HD119002, with the Department of Developmental Services (DDS) through the Office of Clients' Rights Advocacy (OCRA). The contract was renewed effective July 1, 2021, for a 2-year period which ended June 30, 2023. DDS approved a 1-year contract extension which will expire on June 30, 2024. This semi-annual report covers July 1, 2023, through December 31, 2023. Advocacy services include helping clients access services and support, resolving complaints and issues, and taking legal action.

Between July 1, 2023, and December 31, 2023, OCRA handled 5,136 issues for 3,530 clients. Compared to the last semi-annual reporting period, OCRA handled 586 more issues and served 275 more clients. This increased client count means OCRA is reaching more people.

During this period, OCRA conducted 188 outreach and training activities to 7,227 attendees. This is a 24.5% increase in the number of outreaches

and 1,059 additional people OCRA trained compared to the same period in 2022. See section II.A.4 for details.

OCRA operates offices throughout the state, most of which have one Clients' Rights Advocate (CRA) and one Assistant or Associate CRA (ACRA). Two OCRA offices with high volume hired one additional ACRA to serve its clients – North Bay and San Diego. OCRA uses statewide Intake Assistants as a pilot program for 8 offices. Intake Assistants improve initial communication by answering incoming calls for those offices and getting basic information from callers. OCRA uses Statewide CRAs and ACRAs to help busier offices with cases and cover staff absences. OCRA also has a team of 5 staff dedicated to Outreach efforts, including a Peer Advocate. OCRA's physical offices are in locations convenient to regional centers.

One way that OCRA meets the diverse needs of regional center clients is by hiring diverse staff. About 25% of OCRA staff identify as having a disability. Many speak languages other than English, such as Spanish, Farsi, Arabic, and use American Sign Language. All OCRA staff receive training in respecting cultural and language preferences when analyzing what a client needs and providing services. A list of current staff and office locations is attached as Exhibit A.

II. PERFORMANCE OBJECTIVES

Disability Rights California's contract requires performance objectives, see Exhibit A, Page 14, Paragraph M, of the contract. Each of the specific required outcomes is discussed in the following Sections A through F.

A. Services are provided in a manner that maximizes staff and operational resources.

OCRA continues to serve many people with developmental disabilities. OCRA handled 5,136 issues for regional center clients during this 6-month period, which is more than the same period last year. OCRA served 3,530 clients during this semi-annual review period, which is also more than during the same reporting period last year. OCRA continues to see more clients in person, visiting clients in their homes, day programs, school, and in facilities. OCRA has also held open houses for clients, family members, regional center staff, and vendors. When easier for clients and family members, OCRA uses Zoom and other remote ways to visit clients.

OCRA represented and educated people on many legal issues and helped fix systemic issues. The statistics, attached as Exhibit B and discussed below, show the wide variety of issues handled by OCRA staff. The advocacy report at Exhibit C, covering July through December 2023, tells the stories and the impact our work has had on clients' lives.

1) Advocacy Reports.

OCRA's effective service to the community and the impact of that work is best shown in advocacy stories. Advocates submit case or outreach summaries that show a good outcome, teach a lesson, or have practical value. The stories show the wide variety of legal issues handled by OCRA. Some reflect resolution of systemic problems through high-level direct representation. Others are resolved through negotiation because of collaborative relationships. And others show how clients and family members are empowered to resolve issues with tailored guidance from OCRA. In this way, OCRA provides a combination of both "lay" and "legal" advocacy.

These stories are just a sampling of the cases that OCRA handled. A longer Advocacy Report is available upon request. Stories from July 2023 through December 2023 are compiled and attached as Exhibit C.

Although the largest number of cases OCRA staff handle are generic resource issues like Social Security, special education, and In-Home Supportive Services, one core role is helping clients access regional center services. Here are 3 advocacy stories where clients received regional center advocacy. These stories are not part of the longer Advocacy Report in Exhibit C.

Helen Gets Better Supported Living, a Day Program, and Help with Medication.

Helen's cousin contacted OCRA for help getting a new Supported Living Services (SLS) provider for Helen. Helen is D/deaf and communicates using American Sign Language. Helen's SLS agency did not provide interpreters, which caused Helen to have trouble accessing her community. Helen also could not attend her day program because she had no interpretation services or transportation. Helen also needs direct help to take her medication, which her SLS agency does not do. OCRA helped facilitate her transition to a new SLS agency, with more services and

supports, by communicating and meeting with the regional center and the SLS providers. OCRA encouraged compliance with the program contract that the SLS agency signed with Helen, including providing interpretation services. OCRA also advocated for funding an interpreter at the day program and a nursing assessment for Helen's medical needs. Helen is now regularly attending her day program with transportation from paratransit and an interpreter funded by the regional center. She also has a new SLS agency with staff who can communicate with her and help her access the community. Also, Helen now receives nursing support to take her medications, allowing her to remain safely in her own home.

OCRA Helps Nidia Get a Service Coordinator and Her First IPP.

Nidia asked OCRA for help contacting the regional center to hold her first IPP meeting so she could access services to become more independent. Nidia called the regional center multiple times over several months and always received the same response. She had to wait to schedule an IPP meeting and access services until the regional center assigned a service coordinator. OCRA contacted the regional center to advocate for immediate service coordination. After OCRA's communication with the regional center, they assigned Nidia a service coordinator and held an IPP meeting. After the IPP meeting, Nidia told OCRA the meeting went well, and the regional center would start to provide her with the services she needs to become more independent.

Chris Advocates for Social Recreational Services.

Chris lives independently with supported living services. Chris's mother contacted OCRA with concerns about his housing. OCRA visited Chris at home. While there were no problems with his house, Chris told OCRA that he wants help going into the community and having more time outside of the house. OCRA helped relay Chris's wishes to his service coordinator at the regional center, who agreed to have an Individual Program Plan meeting. OCRA prepared Chris for his meeting and helped him advocate for more social opportunities.

2) Analysis of Clients Served.

OCRA handled 5,136 cases from July 1, 2023, through December 31, 2023. Exhibit B contains the complete compilation of data for the fiscal year.

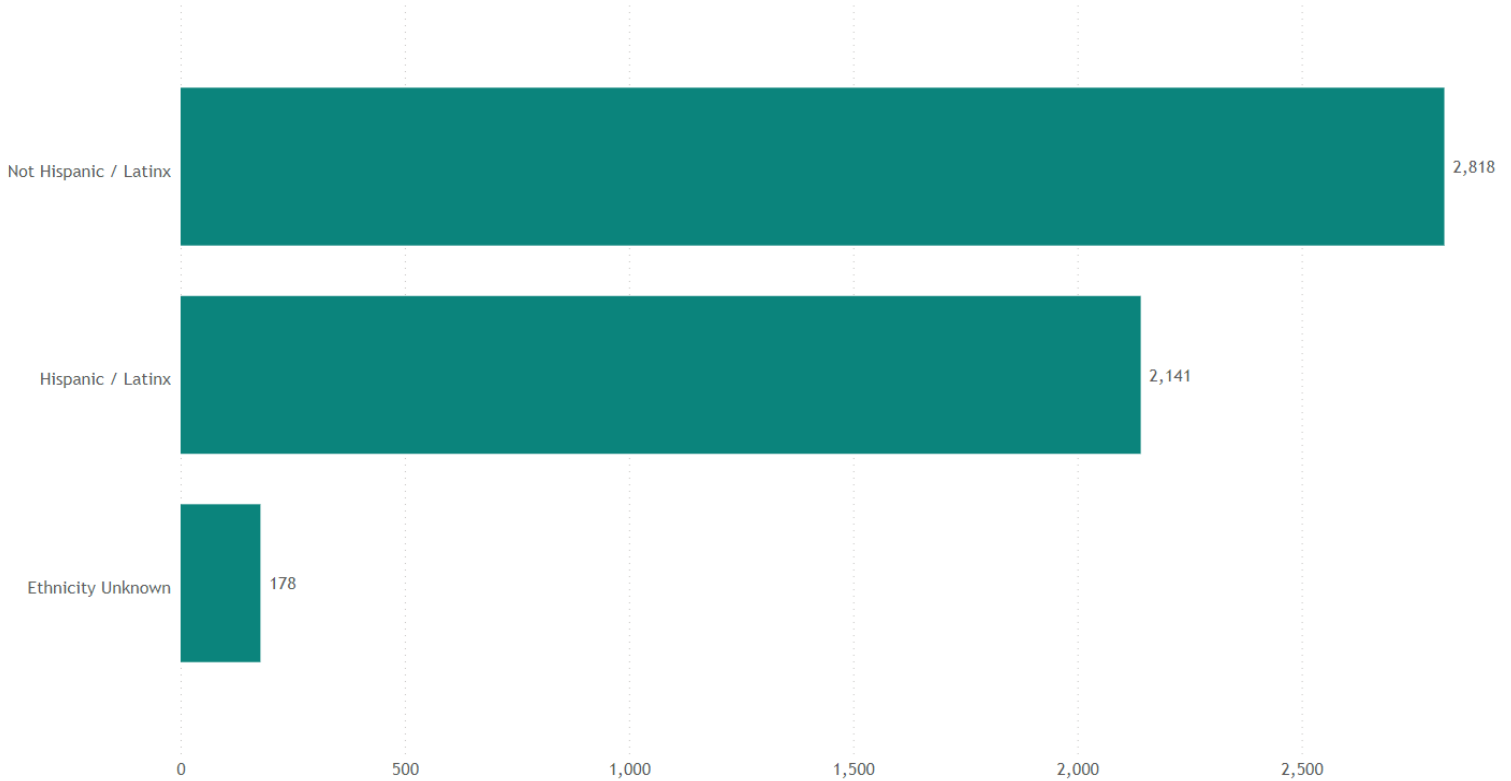
The data has been compiled by:

1. Age
2. County
3. Disability
4. Ethnicity
5. Race
6. Language
7. Gender
8. Gender Identity
9. Pronoun
10. Living Arrangement
11. Type of Problem (Problem Codes)
12. Service Type
13. Reason for Closing (Information and Referral service requests)
14. Representation in Appeal Process

The reports included here are in non-table format so they are accessible to people who use screen-readers. Although the data is still in grids, you can look at each row from left to right and do not need a table header row for context.

By age, the largest percentage of clients OCRA served were age 3 to 17, at 47 percent of clients served. This means parents or caregivers of children with intellectual and developmental disabilities are the most frequent callers to OCRA. The regional center serves 44 percent of clients aged 3 to 17, according to the most recent DDS Consumer Characteristic Report, June 2023. OCRA served 2.2 percent of clients aged 0 to 2 and these Early Start clients are about 14 percent of the regional center population. The next largest age group OCRA served was the 22 to 31 age group with almost 16.7 percent. People aged 62 and older account for 1.75 percent of OCRA clients and 4.7 percent of regional center clients.

Statistics on the ethnicity of clients served show OCRA’s continuing commitment and success in serving neglected communities. For example, 42.5 percent of clients served by OCRA identified as Latinx. This is higher than the 40.89 percent of Hispanic/Latino regional center clients, per the DDS Consumer Characteristic Report, June 2023. Below is a chart showing client ethnicity.



African American and Asian client data is in the report for “race,” which is separated from “ethnicity” in our reporting system. African American clients represent 8.9 percent of regional center clients, but a larger 9.1 percent of clients served by OCRA. Asian clients make up 7.1 percent of regional center clients, but a higher 8.3 percent of clients served by OCRA. OCRA is proud to continue to achieve and surpass parity statewide with the Latinx, African American, and Asian regional center communities.

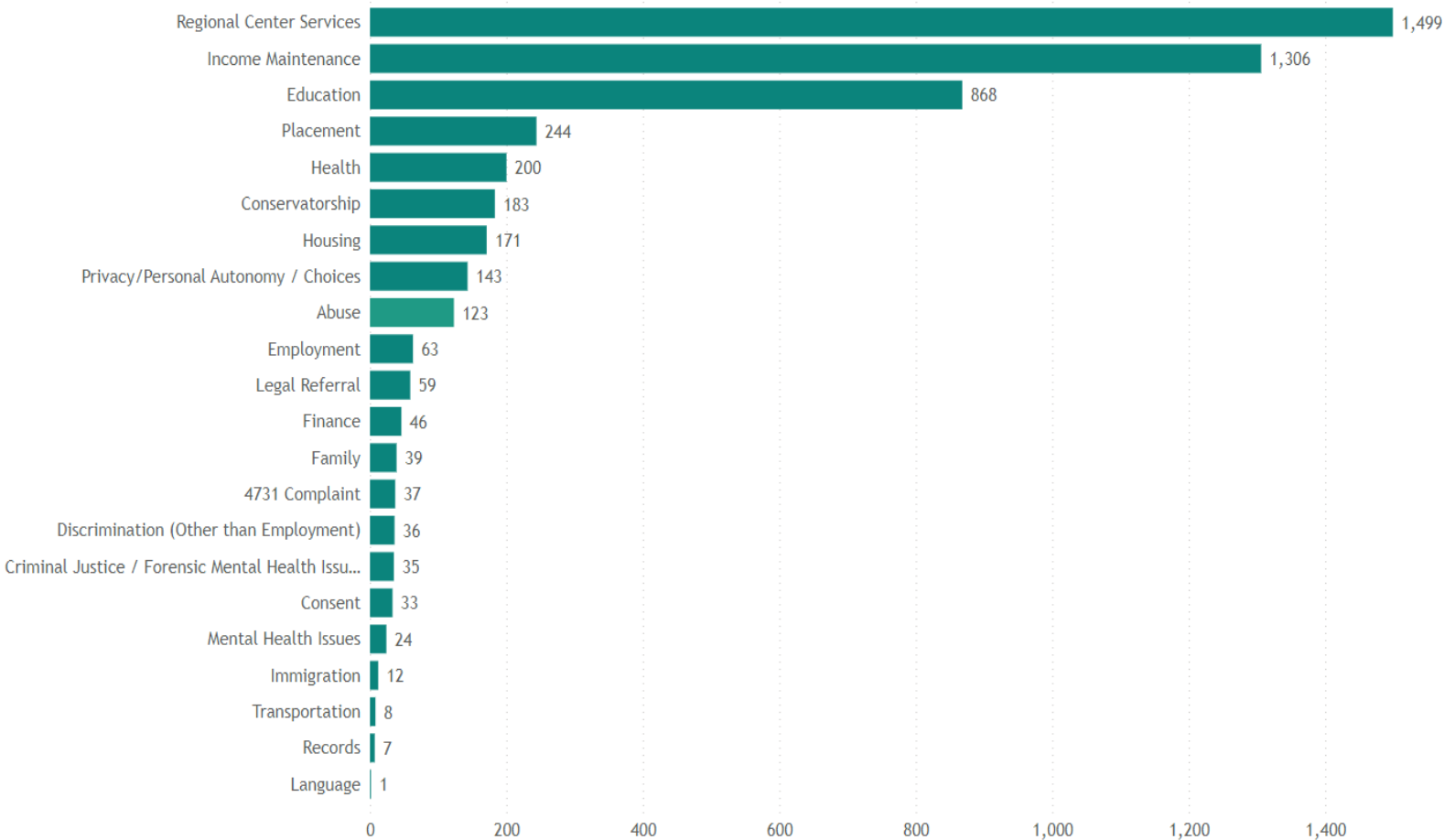
For client language, OCRA serves mostly English speakers, with Spanish being the second most common language. Because OCRA serves mostly children and young adults, the client language field in OCRA’s case management database does not capture when OCRA works directly with a parent or family member who speaks another language. The field captures client language, not caller. This under-reports much of the work OCRA

does in Spanish and other languages. OCRA is looking for ways to capture all language-diverse work since the client language designation will not.

For gender, as in the past, OCRA served more males than females, with almost 68 percent of the clients served identifying as male and just over 31 percent identifying as female. These numbers are like the gender percentages served by regional centers, according to the DDS Consumer Characteristic Report, June 2023. Regional centers served 33 percent female, and 67 percent male clients.

Clients living in the family home generate the largest number of service requests for clients served by OCRA, with 3,343 service requests showing clients living in the family home, or 65 percent of cases handled. This percentage is about the same as the last semi-annual report and is lower than the regional center percentage of clients served in this living arrangement, at 81.5 percent, per the DDS Consumer Characteristic Report, June 2023. As in previous review periods, the next largest group served by OCRA are those living independently, with 560 service requests or 10.9 percent with this living arrangement. This is higher than the regional centers' 7.9 percent of clients living with ILS/SLS.

OCRA's case management database categorizes service requests by issue. Issues are labeled by a problem area and a subproblem area. OCRA's largest problem area is Regional Center Services. This can be anything from regional center eligibility cases, to disputes over services, to problems with case management. This area is 29 percent of OCRA's cases. The next largest is Income Maintenance, at 25 percent. These cases involve IHSS, Social Security, or other income programs. The third largest is Education, which can be a range of different special education cases, at 17 percent. The remaining problem areas ranged from less than 1 percent to 4.7 percent (1 case to 244 cases). These include Placement, Health, Conservatorship, and Housing, among others.



During this review period, OCRA and other units of DRC began using a new sub-problem code, “Appeal Process.” This is used when staff directly represent a client in any stage of a regional center appeal – informal meeting, mediation, or hearing. This does not include service requests where OCRA staff provide information, advice, or technical assistance to someone who is representing themselves or someone else in a regional center appeal. OCRA as a unit represented a client during an appeal in 10 cases during the last review period. All other units at DRC, not including OCRA, represented a client in 2 appeals.

OCRA collects data about why staff closed a case at the lowest level of help. The lowest level is called “Information and Referral.” OCRA staff select from 12 possible reasons for closing the case. During this period, staff closed 2,351 cases at this level. The largest percentage of these cases, 34.3 percent, were closed because the caller asked only for information, referral, or a publication. The next highest, at 18.5 percent, were closed because OCRA reviewed an Individual Behavior Supports

Plan (IBSP) or a comprehensive assessment only. OCRA does this work on behalf of people in restrictive settings (see next section). The next highest, 12.8 percent, closed because the issue was not OCRA-eligible. This could be family law, criminal law, personal injury, or another type of case OCRA does not handle. The remaining reasons for closing these Information and Referral cases range from less than 1 to 6.5 percent and are listed in the report.

3) Analysis of Clients Assisted with Moving to a Less Restrictive Living Arrangement.

The law requires regional centers to tell OCRA about people who live in restrictive settings and people whose community placements are at risk of failing. This includes people who live in, or are at risk of going into, Porterville Developmental Center, Canyon Springs, an Institution for Mental Disease, and STAR homes. The law requires regional centers to send OCRA comprehensive assessments and meeting notifications for clients in these restrictive settings, and clients living in Enhanced Behavioral Support Homes (EBSHs) and Community Crisis Homes (CCHs). Providers of EBSHs and CCHs must invite OCRA to Individual Behavior Support Team (IBST) meetings, and staff attend as many as possible.

OCRA's help in these cases includes speaking with the client about their wishes, reviewing records, attending a variety of meetings, negotiating through phone calls, drafting and filing documents for court, speaking with the client's public defender, service coordinator, family members, or home administrators about possible living arrangements and services, and attending discharge planning meetings and court dates, all to advocate for movement back to the community or for more services to stay in the community. OCRA staff are committed to helping people live in the least restrictive environment, a mandate of the Lanterman Act.

During this review period, OCRA staff took on 327 cases for people who live in Enhanced Behavioral Supports Homes and 179 cases for people who live in Community Crisis Homes. This is more than the last semi-annual reporting period because of better notifications. For example, some of these homes send weekly IBSPs to the CRA for review or invite the CRA to every meeting for every client in every home. OCRA staff handled 65 cases for people who live in Porterville Developmental Center or Canyon Springs Community Facility. OCRA also helped in 45 cases where the

client was in a STAR home for treatment. OCRA handled 28 cases for people in IMDs.

The law also requires regional centers to notify OCRA about clients whose court-ordered 6500 commitments are expiring or have a hearing scheduled, clients under a 5250 or higher-level commitment, clients for whom a petition is filed for a Lanterman Petris-Short (LPS) conservatorship, and clients referred to Porterville Developmental Center. OCRA receives relatively few of these notifications from regional centers, despite going over this requirement during meetings and providing them a “cheat sheet” with the law and duties in a chart.

Here is one advocacy story where a client achieved community integration. This story is also included in the larger Advocacy Report.

Arjuna Finally Finds the Right Care Home with OCRA Support.

Arjuna is an autistic young adult with epilepsy. For years, Arjuna, his co-conservator parents, and the regional center struggled to find a group home that was both capable of caring for Arjuna’s intensive behavioral needs and close enough to support frequent visits with his tight-knit family. Arjuna became eligible for adult residential facilities when he turned 18, but after several did not work, they settled for a stable, lower-level home near family. It became clear that the staff at this new home did not have the skill or experience to support Arjuna. Arjuna does not communicate verbally and staff at the home did not seem able or interested in learning to care for him. Concerned for their son’s wellbeing, Arjuna’s parents replaced the home’s staff for 12 hours per day. When the regional center did not address the home’s deficiencies or look for alternative placement, Arjuna’s parents reached out for help. OCRA stepped in and, after an initial IPP meeting, began hosting regular “check-in meetings” with the regional center and Arjuna’s parents, to discuss progress on alternative placements. Arjuna finally moved to a community crisis home. Unlike his previous residence, community crisis homes are tailored to meet his needs with experienced staff and close behavioral analysis. Arjuna’s transition to this home went smoothly and OCRA continues its advocacy role by reviewing Arjuna’s individual behavioral supports plan monthly.

4) Outreach/Training.

Outreach and Training serve two important purposes: 1) telling people about OCRA services and how to get help and 2) educating people about the law and their rights. OCRA provides training on many issues to a wide variety of people. Training topics include clients' rights, abuse and neglect issues, IHSS, Medi-Cal, special education, voting rights, Social Security benefits, rights in the community, rights under new laws, alternatives to conservatorships, self-determination, and other topics. Training audiences include direct clients, family members, regional center staff and vendors, and community members. For details about self-advocacy trainings specifically, see section II.F.

During this six-month review period, OCRA presented 188 trainings with a total attendance of about 7,227 people. This is more trainings and more attendees than the last semi-annual reporting period. Many outreach and training events are virtual, which makes events more accessible for some communities. OCRA staff also collaborated and presented at many in-person events and enjoyed connecting in person.

OCRA put on one statewide, virtual conference for the Japanese and Vietnamese communities and one in-person conference in the central valley. These large events were in addition to individual OCRA offices participating in local outreach events in their catchment areas.

To guide OCRA staff in their outreach efforts, each office must develop a 2-year outreach plan as a team. Each office chooses communities to target based on ethnicity, race, language, or community feedback. Each office also does at least 2 self-advocacy training events per year under their plans.

This semi-annual report covers the first 6 months of a 2-year outreach cycle that began July 1, 2023. For more details on this and all outreach and training, see the report in Exhibit D.

B. Issues and complaints are resolved expeditiously and at the lowest level of appropriate intervention.

From July 1, 2023, through December 31, 2023, OCRA resolved 5,136 issues for clients. Of those, all but 9 were resolved informally. Over 99 percent of all the matters that OCRA handled were resolved without using

administrative hearings or court proceedings. Data showing this is attached as Exhibit E.

C. Collaborative and harmonious working relationships are fostered.

OCRA staff continue to collaborate with regional centers, stakeholders, and community members. Examples of collaboration with regional centers include OCRA staff participating in:

- Self-Determination Program Local Advisory Committees
- Regional Center START Advisory Council
- Regional Center Diversity Committees
- Disparity Task Force Meetings
- ECT Review Committees
- Bioethics Committees
- Behavioral Modification Review Committees
- Risk Assessment Committees
- Regional Resource Development Project – Regional Center (RRDP-RC) Liaison Meetings
- Special Education Roundtable with regional center local offices

Some examples of collaboration with stakeholder and community groups include OCRA staff participating in:

- Access Paratransit Consumer Advisory Committee (CAC)
- Access Paratransit Operations Subcommittee
- Adult Transition Task Force
- Butte County Coordinating Council (BCCC)
- Colaboracion Latina – UC Davis MIND Institute Resource Center
- County Coordinating Councils
- County/Advocate meetings about benefits, services, and appeals
- Criminal Justice Task Force
- Disability Thrive Initiative Advisory Group
- DS Taskforce and Implementation Workgroups (and many other DDS Focus Groups and Workgroups)
- El Arc de California
- Healthcare Task Force
- Health & Wellness Committee-Forensic Task Force
- Hispanic Resource Council of Northern California
- IHSS Statewide Advocates' Meetings

- LA County Dependency Court Education Committee
- Multi-Agency Advisory Board (MAAB)
- North Coast Special Education Task Force meetings
- People with Disabilities and Aging Advisory Council (PWDAAC)
- Self-Advocacy Board of Los Angeles County (SABLAC)
- SABLAC & SCDD Self-Advocacy Joint Projects
- SCDD Self-Advocacy Special Education Training
- SCDD Self-Advocacy Training
- SCDD Self-Advocacy Friendly check in
- SSI Statewide Advocates' Meetings
- State Advocacy Team for IDD and Aging
- State Hearings Division Stakeholder meetings
- Statewide Self-Advocacy Network (SSAN)
- Supported Life Training Planning Committees
- The Arc of California planning committees
- University Center for Excellence in Developmental Disabilities (UCEDD)
- Voter Accessibility Advisory Committee L.A. County (VAAC)

Many OCRA staff provide training to regional center staff and vendors on topics such as clients' rights, OCRA services, or a substantive area of the law such as Social Security benefits. OCRA staff meet regularly with regional center staff and community partners to spot trends, share experiences and knowledge, and collaborate on many subjects. Many regional center staff have made OCRA their primary contact if their clients have legal issues.

OCRA has found, consistent with this requirement in Disability Rights California's contract with DDS, that much effective advocacy takes place from relationship-building and informal advocacy. OCRA's calls come from many sources. OCRA staff resolve issues and complaints with regional centers, benefits agencies, and school districts informally. Word of these successful negotiations often spread around the disability community.

5) Memorandums of Understanding.

OCRA has established Memorandums of Understanding (MOUs) with each regional center that address the center's individual needs, concerns, and method of operation. Generally, MOUs are updated as needed. For example, we may need to meet and update the MOU if we have changes in the law. These meetings have been productive and positive. OCRA has

very good working relationships with most regional centers. During this review period, OCRA did not update MOUs with any regional center, given that there is a new MOU template to use. OCRA and regional centers will update MOUs using the new form template during the next review period. OCRA has forwarded copies of all current MOUs to DDS. Exhibit F lists the status of each revised MOU.

6) Meeting with Association of Regional Center Agencies (ARCA).

ARCA and OCRA directors met one-on-one during this 6-month period, including to preview and provide feedback on the new MOU template. ARCA and OCRA also serve on several workgroups, task forces, and committees together. This collaborative relationship will continue, as will the work on shared goals.

D. Clients and families are satisfied with the services provided.

Disability Rights California recognizes the importance of client satisfaction. OCRA is committed to serving clients and family members in a way and with results that ensure client and family satisfaction with the services provided. In the past, OCRA used a Client Satisfaction Survey, developed with DDS many years ago. Survey results showed positive client satisfaction during each review period. OCRA did not send the former survey to any clients during this review period. DRC is undertaking an agency-wide process to improve data and documentation of client satisfaction and once that process is implemented, OCRA participate and report the results.

One indicator of client satisfaction is the low number of grievances compared to the number of cases OCRA handles. During this review period, there were just 6 level one grievances and none escalated to a higher level. Compared to 5,136 cases handled, this low number of grievances is remarkable.

7) Cases will be handled in a timely manner.

Clients and families contact OCRA because something has gone wrong. Their cash or health benefits may have stopped, they may be forced to move to a more restrictive environment, or they have another urgent situation. OCRA's policy is that staff return all calls as soon as possible, but not later than the close of the next business day. OCRA staff note this policy on the outgoing voicemail message that callers hear when reaching

the office voicemail. In the 7 offices that have the Intake Assistant Pilot Project, the intake assistants answer the phone. This increases the number of callers reaching another person rather than leaving a message. Statewide CRAs and ACRAs handle calls in offices with a high call volume or when there are staff absences or vacancies. Staff also use electronic call logs to document all calls, which ensures timeliness and helps client satisfaction.

Once a caller completes an intake and a case is opened for a client, OCRA staff use internal timelines to move through the case timely. OCRA supervisors oversee the cases and track when it was opened and the work done so far. They work with staff to track when the work should get done or the case should be wrapped up, given the timelines. For example, a case under the category “Information and Referral” should be resolved within 7 calendar days. For this type of case, OCRA staff provide information such as publications or a referral to another legal aid organization, attorney, or resource. The 7-day timeline ensures the caller gets this information and referral timely. A case under the type, “Counsel and Advice” should be resolved within 28 days. The OCRA Office Manager runs a report, as a check and balance, to show each case’s number of days open and highlight any cases that need more attention.

E. The provision of clients’ rights advocacy services is coordinated in consultation with the DDS contract manager, stakeholder organizations, and persons with developmental disabilities and their families representing California’s multi-cultural diversity.

OCRA meets with the DDS contract manager monthly and dedicates two additional meetings during the fiscal year specifically to review information about OCRA services in the Annual and Semi-Annual Reports. When DDS has asked to see specific data, OCRA responds by adding it to the next report.

DRC’s Board of Director’s Community Engagement Committee gathers input from the multicultural disability community, including people with developmental disabilities, about DRC and OCRA services. The OCRA Director and staff have served on several stakeholder committees about the appeal hearing process and conservatorship reform during this review period. During these sessions, OCRA listens and learns the developmental disability community’s priorities. Several OCRA staff serve on Diversity Committees with their local regional center to find ways to better serve

diverse client groups. Several OCRA staff also serve on committees with regional center clients, families, and staff to plan events and conferences.

Because listening and serving together has been so informative, OCRA will continue to hear from the community on how to provide high quality, efficient services with which clients are satisfied.

F. Self-advocacy training is provided for clients and families at least twice in each fiscal year.

Welfare and Institutions Code, Section 4433(d)(5), requires that the contractor providing advocacy services for clients of regional center services provide at least two self-advocacy trainings for clients each year. Disability Rights California's contract with DDS mirrors this language. OCRA strongly believes in the importance of self-advocacy and requires at least two self-advocacy trainings by each of the 21 OCRA offices per year, far exceeding the two mandated trainings. Some offices provide more than two trainings per year.

During this 6-month review period, OCRA staff provided 20 self-advocacy presentations statewide, an increase from the same reporting period in 2022. Many OCRA staff talk and meet with self-advocates regularly without providing formal training.

Staff may present any of the DDS-approved self-advocacy trainings. To date, OCRA has developed seven packets of information to use in the approved trainings in addition to the DDS Consumer Safety materials and the living arrangement options materials developed by DDS.

Samples of the OCRA self-advocacy packets (all are in both English and Spanish), were provided separately in a binder marked OCRA Training Materials with the 2007-2008 Annual Report. In discussions with DDS's previous Contract Manager, all agreed that OCRA should not submit duplicate training packets. As always, OCRA welcomes comments from DDS on any training packets. A list of Self-Advocacy Trainings held last year are in Exhibit G.

Self-Advocacy training survey responses are valuable to give feedback and ideas for future trainings. Here are sample comments from training surveys, which participants completed during in-person self-advocacy trainings this review period.

Clients' Rights Bingo

1. Were your access needs met?

(Getting into the building, was the training room comfortable, were you able to get into the bathroom, was the information provided helpful, etc.)

YES

NO



Comments: I loved it.

2. Did the environment contribute to the learning experience?

YES

NO



Comments: I had a great time.

3. Did you learn something from this training?

YES

NO



Comments: I learned how to play Bingo and my rights.

3. Did you learn something from this training?

YES

NO



Comments: Rights Can Be Denied For A Good Cause

4. Was the speaker interesting?



NO

100%

5. How did this training meet your needs?

The training was good. My needs were met good.

5. How did this training meet your needs?

Click here to enter text.

helped with understanding Rights

5. How did this training meet your needs?

learned more about clients Right

6. Are there any issues or areas you would like OCRA to train in over the next year?

How to report / who to tell

Hands Off My Money

3. Did you learn something from this training?

YES

NO



Comments:

I LEARNED ABOUT

MONEY

Was the speaker interesting?

YES

NO

5. How did this training meet your needs?

IT WAS FUN

III. TITLE 17 COMPLAINTS

CCR, Title 17, Section 50540, sets forth a complaint procedure whereby a regional center client, or his or her authorized representative, who believes a right has been abused, punitively withheld, or improperly or unreasonably denied, may file a complaint with the Clients' Rights Advocate. The Complaint process is similar to that established by Welfare & Institution Code, Section 4731 but offers more client protections. OCRA handled one Title 17 Complaint during this review period, as noted on Exhibit H.

IV. DENIAL OF CLIENTS' RIGHTS

CCR, Title 17, Section 50530, sets forth a procedure whereby a care provider may deny one of the basic rights of a client if there is a danger to

self or others or a danger of property destruction caused by the actions of a client. The Clients' Rights Advocate must receive and review the denial for it to be started. The regulation requires that OCRA submit a quarterly report to DDS by the last day of each January, April, July, and October. Instead, OCRA has included the reports concurrently with the contractually-required Annual and Semi-Annual reports. OCRA can submit duplicate reports quarterly to DDS, if requested. Attached as Exhibit I is the current log of Denials of Rights from the OCRA offices.

V. CLIENT GRIEVANCES

Exhibit A, Paragraph 12, of the contract between DDS and Disability Rights California requires OCRA to establish a grievance procedure and to inform all clients about the procedure. DDS has approved the grievance procedure developed by OCRA. The procedure is posted prominently in both English and Spanish at each office and is available in all 11 threshold languages. The grievance procedure is offered in all letters to clients or others who contact OCRA, when an office declines to provide the requested service to that person.

During the 6-month review period, OCRA handled 5,136 matters. OCRA received 6 grievances filed during this review period. Attached as Exhibit J is the grievance chart.

VI. COLLECTION OF ATTORNEY'S FEES

OCRA does not charge clients, their families or advocates fees for services nor does OCRA seek to recover costs from these individuals. Clients' Rights Advocates who are licensed to practice law in California, or Assistant, Associate, or unlicensed Clients' Rights Advocates, all of whom work under the supervision of an attorney, can collect attorney's fees and costs like those collected by private attorneys or advocates for special education cases or other cases where there are statutory attorney's fees. Neither Disability Rights California nor OCRA ever collect attorney's fees from clients. OCRA collected no attorney's fees during this review period, see Exhibit K.

VIII. CONCLUSION

OCRA has continued to provide exceptional service to people with developmental disabilities throughout the state. Clients and callers are

satisfied with OCRA's outreach/training and casework, shown in the positive training survey responses and the low number of grievances compared to the number of cases. In just 6 months, OCRA handled 5,136 cases for 3,530 clients in a wide variety of legal problem areas. In these 6 months, OCRA also provided 188 training events to 7,227 clients, family members, regional center staff and vendors, and interested community members - all while meeting each of its performance objectives. OCRA has surpassed statewide parity with Latinx, Black and African American, and Asian communities. OCRA staff are committed every day to helping regional center clients access services and supports to live the most independent and productive lives in the least restrictive environment. OCRA looks forward to continuing to work with people with developmental disabilities and provide the advocacy services they need.