

# Memo

To: Disability Rights California Board of Directors  
From: Katie Hornberger, Director  
Date: December 31, 2017  
Re: Semi-Annual Consumer Satisfaction Survey  
July 1, 2017 through December 31, 2017

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Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent for the period of July 1, 2017 – December 31, 2017. OCRA selected every fourth closed service request from the case management system to receive a survey by mail, which included a self-addressed, stamped envelope.

One thousand one hundred and sixty-eight (1,168) surveys were mailed out. One hundred and thirty-nine (139) people returned surveys. This represents a 12 percent return rate. This is a lower rate of return than past surveys and we will continue to monitor and evaluate this system. Of those responding to the questions, 94 percent of the respondents who answered the questions felt they were treated well by the staff. This is slightly lower than the same reporting period last year but still a very strong statistic. 86 percent of the respondents believed their call was returned within two days. This is lower than the same reporting period last year and may be due to the vacancies that we had in the fall. As we are now nearly fully staffed I expect this number increase. 92 percent of the respondents reported that they understood the information they received. 94 percent of respondents felt their Clients' Rights Advocate listened to them. Both of these statistics are slightly lower than the same reporting period last year but as stated above reflect good service. 84 percent of respondents felt they were helped with their question/problem and 89 percent of respondents said they would ask their Clients' Rights Advocate for help again. These numbers are also lower and we are doing additional training with new staff members to aid them in explaining to clients the different kinds of assistance we provide. A supervisor calls back on all surveys where a call back was desired or unsatisfactory service was indicated.

	<u>Satisfied</u> (Happy)	Not <u>Satisfied</u> (Sad)	<u>Did Not</u> <u>Check</u>
1. I was treated well by the staff.	129	8	2
2. My call was returned within two (2) days.	115	18	6
3. I could understand the information I got.	125	11	3
4. My Clients' Rights Advocate listened to me.	129	8	2
5. I was helped with my question/problem.	114	22	3
6. I would ask for help from the Clients' Rights Advocate again.	119	15	5

**Comments:<sup>1</sup>**

- I was treated with respect and professionalism. My concerns were heard and addressed in a timely manner.
- I always got a good feed backs and helpful info from Amy. She is a great helper.
- They help me with so much. I am really thankful.
- She do not help me talk to SSI for them to amount me more.
- Hannah Liddell went over and beyond her job.
- I am most grateful to have Ms. Gettleman to represent my autistic son \_\_\_\_\_ and myself regarding the housing issues with the Peralta Dream LLC. I was in despair before Ms. Gettleman came to rescue. Entirely beyond my expectations, as soon as she gathered sufficient information of my concerns and issues, she immediately went to work on this project. In just a matter of days, the problems were satisfactory resolved in our favor. Truly amazing. I was completely relieved. Of course, her superior legal

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<sup>1</sup> These are all of the comments received on the surveys. They are copied directly from the survey forms, including punctuation and spelling. If an adverse statement was made about a specific person or agency, the name was deleted for purposes of this report. ["RETURN TO MAIN DOCUMENT"](#)

expertise and compassion to her clients contributes to this rapid resolution, I would like have her represent us in the future. Please forward my immense gratitude to her dedication to her profession and her clients.

Thanks again.

-Both times I called for assistance the person I spoke with was very knowledgeable about my specific concern(s).

-I am fine.

-We spoke via email & that helped since our availability did not always overlap due to my schedule. Thank you for that!

-She take the time to help me understand.

-Ms. Liddell is a brilliant advocate. She is informative, supportive and empathetic with our family's needs. Mr. Liddell always has a solution and is wonder attorney. OCRA is fortunate to have such an advocate on staff. She deserves a raise!

-They complicated my situation with social security with \_\_\_\_ instead of helping me I felt disrespected because you were supposed to help me with 1 case.

-Aimee is amazing and really advocated for all my rights. We need more advocates like Aimee!

-I have more questions, need more support in (other) my family & self. Please call me.

-Brittnee was incredible. She was knowledgeable supportive, and responsive. Her help made a difficult situation manageable. She was able to provide guidance that kept our long term and short term goals in mind.

-Arthur was always prompt, courteous, and professional. He helped out a great deal and overall it was a positive experience.

-No comment at the moment

-OCRA did help me contact \_\_\_\_\_ services however they did not follow up with my additional concerns regarding \_\_\_\_\_. I even put them in writing and asked them to contact me. So far no one has.

-I just want to thank the whole personnel that works in the office of WRC (OCRA) specially Luisa Delgadillo.

-Thank you for all your hard work on this case.

-We did not get help from anyone. We do need help because Westside Regional is not responding to the need of my son \_\_\_\_\_.

-Debra was great patient and caring. She helped me resolve my issues and was a great advocate during my IPP.

-OCRA staff has always been there and always been helpful whenever I have any questions about disability rights. I am so grateful for OCRA.

-Thank you!

-Thanks to the help I was given I went better prepared to my daughters meeting and I was able to accomplish 1 on 1 aid to work with her. I'm grateful for their help excellence all the way around!

-I was invited to call back with the outcome of case; I actually am still in the process of settling differences.

-Que siempre que tengo preguntas siempre son contestadas (Every time I have questions they are always answered)

-No comment at the moment.

-I have recently sent Mr. Weafer more emails on the latest IEP issues and haven't heard back.

-Ojala pudieran tener mas recursos de representacion y para poder dar mas cursos de informacion para nosotros los padres. Muy agradecida, (Hopefully there could be more resources of presentation and give more courses of information for us parents. Very gratefully).

-After extensive struggle in trying to get Regional Center to help pay for my son's care, his vendor finally received an email indicating that the Regional Center is going to make benefits effective 9/6/17 at daily rate of \$250.00 per day. I can now work stress free. I can't tell you how difficult it is for a widow mother caring for a child with disabilities & making ends meet, and then having to face unforeseen challenges. I thank you both from the bottom of my heart and may God bless you and yours.

-Gracias por la ayuda, me explicaron bien lo que pedi (Thank you for the help, they explained everything I asked for perfectly).

-No one ever called me.

-Este servicio que tienen es excepcional, Estoy muy agradecida por su ayuda. Se las volviera a pedir si lo necesitara. (The service you have is exceptional. I am very grateful for your help. I would ask for help again if I needed to. Thank you.)

-I was given a run-around that ended nowhere. This was my second time to have contact with OCRA and the same thing happened.

-Reponder a las llamadas mas rapido y si se van de vacaciones dejar el caso a otra person (Respond to the calls quicker and if you go on vacation leave the case to another person)

-Brittnee has been our advocate and her expertise is far beyond our expectations. She is the best kind of compassionate and knows her job! Thank you!

-Siempre que he pedido ayuda, me han ayudado con ecelencia y profenalismo, ademas con Buena actitud y buen servicio. (Every time I have asked for help, I've been helped with excellence and professionalism, as well as good attitude and good service).

-He tenido la oportunidad de tartar tanto a Hannah como a Ada, ambas son muy accesibles, de ecelente trato, muy profesionales. Estoy muy agradicida de la forma en la que me han afiliado. (I have had the opportunity to have dealt with Hannah as well as Ada, they are both accessible, excellent treatment, very professional. I am very pleased in the form they have affiliated with me).

-No comment.

-Se interesaron much por asistirme y aclarar mis dudas. (They were very interested in assisting me and they cleared my doubts).

-For me the case is not finished it due to she didn't help me speaking for! Yo he pedido ayuda de orto programa \_\_\_\_\_. De una comadre que tubo ayuda para su nieto y le ayudaron muy bien se llama \_\_\_\_\_. (I have asked for help from another program. \_\_\_\_\_. From a girlfriend that had help for her grandson and they helped her very well her name is \_\_\_\_\_).

-Filomena is extremely helpful with all of my questions, comments and concerns regarding all my SSI matters as well as all other matters I needed help with. Shannon was present at my IPP and very helpful as well.

-Estoy muy satisfecha con el servicio por parte de Jessica Tellez y la abogada B. Gillespie (Gracias) (I am very satisfied with the service by Jessica Tellez and the Attorney B. Gillespie (thank you))

-I called recently and left a voicemail and have not heard back.

-I was given a lot of information to appeal the case which armed me with legal info. I learned a lot.

-They are great, but could not help me in my Quest for continuing regular medical. Overall great service.

-I have a roommate that uses Alta and gets respite care and he was told there was enough respite care for us. But I was told that there was nothing. I also asked to have our case done by the same lady who handles my roommates stuff. I never got a call back on those two issues. Also the lady who came into my apartment documented some info the wrong way so I would like a manager/customer service person to go over \_\_\_ file so I can make sure his in file and records. But the front desk lady/secretary was a ten! She handled a lot of my issues before and I felt like she helped me out the most! Thanks

-The conversation I had over the phone provided invaluable advice information. In the end, I won the appeal and I couldn't have done so without speaking to Jacqueline.

-Thank you.

-Ms. Dai was extremely helpful in advising and informing me of my rights in regards to my special needs daughter. She is clearly an expert in her field of work. I specially appreciated her attentiveness and patience.

-Megan was extremely helpful and went out of her way to provide excellent research and feedback.

-Mi llamada no fue contestada en 2 intentos de comunicacion dejando mensaje especifico de la ayuda que necesito (My call was not answered in 2 attempts of communication leaving a specific message of the help I need.)

-Very helpful.

-It's hard not to take the lack of service personally. My son and I have suffered as a result of. I am currently getting assistance with getting more services that my son needs from ALTA. I still wasn't sure if I am getting help with getting my son on track or at least getting IEP close to what he had when we moved here.

-Everything when I need 100%.

-En dos ocasiones contacte a la oficina de donde trabaja Marsha Johnson y la primera vez me hizo dar vueltas a varias oficinas del SSI y medical cuando mi problema era muy simple solo era una falla en el input de informacion de mi hijo... ya tambien me dejo saber qui si no tenia la certeza de ganar un caso...no lo tomaria. La segunda vez que la contacte me encontraba en una situacion muy delicada con una apelacion. Se comunico despues de tiempo y me hizo saber que se iba de vacaciones y no me podia ayudar. Realmente estoy muy decepcionada de esta oficina. Sencieramento \_\_\_\_\_. (In two occasions I contacted the office where Marsha Johnson works and the first time she made me take unnecessary trips to SSI and medical offices when my problem was very simple it was just a mistake of inputting information of my son...and also she let me know that if she didn't have the certainty of winning a case...she wouldn't take it. The second time I contacted the office I was in a very difficult situation with an appeal. She communicated with me time after and let me know she was going on vacation and she couldn't help me anymore. Actually I am very disappointed of this office. Sincerely \_\_\_\_\_)

-OCRA will be very helpful if Service Coordinators know when to refer a client/family to you. I was looking for help to do the process for Conservatorship for my son and the service coordinator gave me your phone number, TCRC also has a brochure where it says call this number for more information. But when I call you, I found you don't help to do the process and not even to complete the paperwork, my question is if the service coordinator understand what service your office provides for

clients/families. Sorry but I think Service Coordinators need more and better training to don't make families feel frustrated giving us wrong information.

-I received from OCRA (Aimee Delgado) excellent services.

-Asi como me envian en Engles la informacion, Asi les contesto De verda no encuentre la ayuda efectivade parte de Ustedes. Siento que ustedes apoyan mas al distrito que a los padres o nuestros ninos con necesidades especiales (Just like you sent me English information, this is how I will respond honestly I didn't find effective help on your part I feel that you guys are supporting the district more than the parents or children with special needs.

-Ms Liddell was very thorough; our document was reviewed, her concerns were shared with us and eventually assisted us (again) in solving the issue.

-They are too busy to provide needed help.

-It was a pleasure to work with Hannah and Ada!

-I was referred to a colleague who had the specific information I needed.

-Very condescending and patronizing attitude by \_\_\_\_\_. Very upsetting.

-Amiee's knowledge, kindness, and availability has been absolutely priceless to me. Her presence has been a true blessing and we are grateful for all her guidance and support!

-This is the second time they help me, really good service and really professional. Thank you!

-They had no answers, let me write out answers.

-People were nice and knowledgeable.

-Had much difficulty communicating with Filomena. Had very little to no positive outcomes from seeking the services. Filomena was often abrasive speaking to client's mother who did not speak much English.

-The ladies were nice.

-Ms. Chambers is extremely knowledgeable and compassionate, she helped me resolve an issue with the SDRC.

-Too many got involved having to explain my situation, got referrals but really not a solution to resolving the issue of why I contacted OCRA. Gave information but Advocate did nothing with it. Need to be more resourceful and knowledgeable about child/disabilities rights w/special needs to when to transition after 3 yrs old. When RC no longer provides services.

-It was a pleasure to work with Hannah and Ada!

-Overall awesome experience for my family. Can't thank enough to Brittnee for being so acknowledging & attentive, also very informative & clear. I'm sure all you do will go a long way. This support means a lot to the families.

-OCRA did a very good job, the staff who helped me named Jazmin, was a very good person explained to me very well, she sent me copies of information and thank her so much for her help.

-Always informative and know what they are doing.

-Mrs. Cruz was very nice and informative. She really helped me Thank you.

-Jackie Dai was no longer at East LA office I talked to someone OCRA no help from them Help came from Matthew Pope-Lawyer.

-I was referred to a colleague who had the specific information I needed.

-I writing this in regards to my working with Maricruz Magdaleno regarding our son, \_\_\_ and transportation service he was getting to his day program from the town in which he lives (\_\_\_) to \_\_\_ in Visalia, CA. Initially she told me that a service cannot just be discontinued without a written notice, I told her we did not receive one from RC or from \_\_\_. It seems that after she spoke with someone else, I believe it was someone from RC or who knows, it no longer applied, what she said, that "He should've received a written notice for the reason as to why the service was terminated". RC nor OCRA were not able to tell us (both of us, my husband and I, are educated people) why our son did not deserve or need a written notice other than, "The contract is between RC and \_\_\_". So we are left to assume that \_\_\_'s needs are not a priority. What matter most in this case, is that the new manager at \_\_\_ (a pro profit) is in charge of who comes and who goes, who gets and who doesn't regardless of how it affects (in this case, adversely) the RC (a nonprofit State Organization) client, in this case, our son. That leads us to believe that RC no longer has a mission to keep people with disabilities in their home setting out to cater to that of a for profit agency. So now we as his parents, have no choice but to place our son (in a city outside our home) as the system doesn't not allow for services for disabled adults who happen to live rurally with their parents, be given if the service is not profitable to the agency providing the service in this case, \_\_\_. So no, the explanations (none) nothing that states why our son does not deserve a written notice was given nor was the outcome in our son's best interest considering where he lives and his disability.

-Excellent!!! This office very helpful specially Mr. Jacqueline Miller is thoughtful and have a very big heart; staffs are working so hard to support the family with disable one. Thank god for having this Advocate.

-Arthur is very attention and listens well. He really knows his work and laws. Very friendly and helpful. Great to work with.