

Memo

To: Disability Rights California Board of Directors
From: Katie Hornberger, Director
Date: December 31, 2018
Re: Semi-Annual Consumer Satisfaction Survey
July 1, 2018 through December 31, 2018

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent for the period of July 1, 2018 – December 31, 2018. 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.

Nine hundred and fifteen (915) surveys were mailed out. One hundred and forty-four (144) people returned surveys. This represents a 16 percent return rate. Of those responding to the questions, 95 percent of the respondents who answered the questions felt they were treated well by the staff. 89 percent of the respondents believed their call was returned within two days. 94 percent of the respondents reported that they understood the information they received. 94 percent of respondents felt their Clients' Rights Advocate listened to them. 91 percent of respondents felt they were helped with their question/problem and 91 percent of respondents said they would ask their Clients' Rights Advocate for help again.

	<u>Satisfied</u> (Happy)	<u>Not Satisfied</u> (Sad)	<u>Did Not Check</u>
1. I was treated well by the staff.	135	7	2
2. My call was returned within two (2) days.	125	16	3
3. I could understand the information I got.	132	9	3
4. My Clients' Rights Advocate listened to me.	132	8	4
5. I was helped with my question/problem.	128	13	3
6. I would ask for help from the Clients' Rights Advocate again.	127	12	5

Comments:¹

- OCRA are professionals that know what they're doing. I'm thankful and appreciate all the help you've done for us. Thanks.
- Brittnee was very helpful & informative.
- Follow up help was also given and was helpful.
- Karis was friendly, knowledgeable, helpful, patient and very informative. You are so lucky to have her. We are grateful for her help.
- Jacqueline was very warm and professional. She truly made a very stressful time more bearable because of her support.
- I have received great services from the OCRA over the years. They've helped me a lot.
- Provided excellent service
- Muchas gracias por su tiempo. Dios quiera no tenga la necesidad de llamarles y creanme no lo dudaria. (Thank you so much for your time. God

¹ 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"

forbid I will need to call you again and believe me if I have to, there is no doubt that I will.)

-Yulahlia and Annie have been amazing with everything I have ever asked for help with. I am truly grateful for their services and kind hearts.

- Para mi en lo personal recibí la ayuda que esperaba con Yulahlia Hernandez. Amable educada y muy claras sus contestamientos por cada pregunta. (For me personally, I received all the help I was hoping I would receive with Yulahlia Hernandez. Friendly, educated and gave a very clear response to each of my questions.)

-I got all the help we needed and always with a smile all the ladies are very nice and respectful.

-Grateful for the help and information.

-I have spoken with Brittnee many times and she is very helpful, professional, and down to earth. I have a lot of respect for her.

-Friendly and helpful. Thank you.

-They did an excellent job.

-Aimee is very knowledgeable and detail oriented. I was always assured by her way of solving problems and answering my questions.

-I was informed that my brother with special needs was entitled to transportation by you but he has been denied transportation for 11 months. _____ and _____ both did not provide transportation – they did not attempt to fill out the applications for ADA eligibility nor even contact the para transit _____ service. Your information given to me was correct and helpful but the services were denied by RC.

-I was treated with the out most respect every step was explained thoroughly. Very professional.

-Thank you very much. I am happy now with my new RC coordinator.

-Thank you for all your help Office of Clients' Rights Advocacy Disability Rights. I don't know what I would have done if I didn't find your office.

-Without OCRA's help, it wouldn't had been as easy for me to know how to apply for SSI/ SSDI or SSA. Thank you OCRA (smile).

-My daughter, 18, and myself, received kindness, respect, and dedication, integrity and perseverance. We are very grateful. We have had a horrible time with P.U.S.D! It is better because Lori helped!

-Brittnee was amazing I can't thank her enough. Unfortunately the OCRA was clearly understaffed and wasn't able to provide the in-person support I needed in meetings with my son's school once the situation escalated. This has nothing to do with Brittnee's skills, responsiveness or compassionate concern for my son's educational rights. Hopefully staffing can be increased to allow her to more fully support more families. We ended up

retaining an attorney and are in the process of filling for due process. She was a lifesaver. Without Brittnee we wouldn't have made it this far.

-Son muy utiles (They are very useful)

-They could help me only so far but I won my case partly because of their help.

-OCRA thank you for your help.

-My helper helps me socialize and I have fun on our outings she takes me on.

-The OCRA staff I spoke with regarding my question was not knowledgeable about special education at school situations and had to look up and call me back many days later, which at that time I've got answers to my initial question. She was very polite and courteous. Lack of knowledge as compared to the previous staff.

-I feel discriminated desepcionada not heard explain why I'm a complaint and everything turned out well I do not understand.

-Jacqueline and Maria were superb! Their professional and empathetic service made a stressful time bearable!

-It's hard to contact with Ms. Perez, the secretary took the intake then Ms. Perez contacted me, she still had to call me back about my issues. I prefer office visit meeting, which she did not offer. I don't understand all the attachments from the email.

-Made me comfortable and helped me understand the rights of my child

-Although we achieved our goal of receiving funding from Regional for LVN hours we have not been able to utilize any of the additional hours due to no LVN's are available at the current rate of pay from Regional.

1. We did apply to the Self-Determination Program but were not selected to participate.

2. Although we achieved our goal of additional hours from Regional and had a new service coordinator appointed, our situation has not changed.

3. Bebo and Samantha have been awesome and if the need should arise we will gladly call again.

4. I was wondering if we could utilize Regional funds to an LVN privately and not have to go through a nursing agency? When going through a nursing agency the LVN only earns \$16 - \$18 an hour. I believe if we hired independently we could pay the LVN more. Any assistance or advice would be greatly appreciated

5. My family chips together to pay for someone to be at the house 24 hours a day. We do utilize all of Bridget's IHSS hours 279th but have only found LVN's for about 120 hours a month. We hire family and friends to cover the other 321 hours a month from our own funds

- Gracias por sus servicios todo estubo bien y me atendieron muy bien (Thank you for your services everything was great I was attended by the staff very well).
- I did not get the help and support I requested. Very unsatisfied.
- The staff listened to me but did not help me. I had to do everything myself to find the answers to my questions.
- Just having an advocate who could assist in IEP's was a tremendous help to our family.
- Gracias por su ayuda Mayra Lira me asistio a todas mis dudas (Thank you for your help, Mayra Lira helped me with all of my doubts)
- Fueron muy amables y comprensibles (They were very friendly and understanding. Thank you)
- Totalmente decepcionada de Disability Rights California (Totally disappointed with Disability Rights California)
- They were awesome. Thank you for helping me.
- Kind, understanding and knowledgeable.
- Well informed people, kind, and patient. I will seek them out again as needs arise.
- Celeste Palmer was more than helpful. Thank you!
- I found the services to be very helpful.
- Estoy muy agradecida porque me han sacado de todas mis dudas. (I am very grateful because they have taken me out of all my doubts.)
- I am extremely grateful for the services I received. It allowed me to effective advocate for my son and obtaining a favorable outcome in our state hearing.
- OCRA was very effective in helping to refer a suitable day program for my adult daughter.
- Thank you for your wonderful service to our special children.
- Thank you Christine Hager, muy amable (very friendly)
- I cannot say enough good things about the assistance I and my son (the client) received from Natalie. She called me right back, did research and emailed me the information that we needed. My son is now living in his own apartment for the first time and doing very well. Without Natalie and the Clients Rights Center this may not have happened. So, thank you from the bottoms (and tops!) of our hearts!
- Luisa Delgadillo was highly professional and personable, helped understand my daughter case with, SSI and presenting my case
- The service I have received by Debra and Luisa has always been exceptional. I would highly recommend to other clients of the Westside Regional Center.

- Aimee Delgado was an excellent lawyer. She knew the entire process and prepared me well for the hearing. In fact, the night before the hearing the Regional Center retracted and decided to grant what I am requesting. Without her help, I would not have won the case. Thank you!
- Gracias por la ayuda que nos brindan, se los agradezco mucho (Thank you for the help you give us, I thank you very much.)
- Me ayudo mucho (They helped me a lot)
- Debra is a great person and helped me out perfectly. Thank you.
- Your office was not helpful regarding my concerns.
- Brittnee is amazing! So glad she's on our side.
- She did a great job. Thank you.
- Services were absolutely useless and a waste of my time. They were no help to my situation. All they offered was to send me "links" so I can see what to expect at a hearing.
- Fueron muy Buenos me atendieron me escucharon y me dieron solucion a lo que necesitaba. Gracias (They were very good, they helped me, they listened to me and they gave me a solution to what I needed. Thank you)
- Very helpful, don't know what should I do without their help.
- Great service.
- The staff have been very great and very helpful.