

Memo

To: Disability Rights California Board of Directors
From: Katie Hornberger, Director
Date: February 1, 2015
Re: Semi-Annual Consumer Satisfaction Survey
July 1, 2014 through December 31, 2014

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent out for the period of July 1, 2014, through December 31, 2014. Every fourth closed service request was randomly selected from OCRA's case management system to receive a survey, which included a self-addressed stamped envelope.

One-thousand, two-hundred and six (1,206) surveys were mailed out. Two-hundred sixty (260) people returned the surveys. This represents a 22 percent return rate. While this rate is lower than the return rate during the same period last year it is slightly higher than the annual return rate last fiscal year. Of those responding to the questions, 96 percent of the respondents who answered the questions felt they were treated well by the staff, the same percentage as the same reporting period last year. We had a slight decrease in the percent of people who reported receiving a call back within two days, from 88 to 84 percent. We also had small decreases in the percentage of people who felt helped by the CRA from the same reporting period last year, from 87 to 85 percent and those that would ask for help from the CRA again, from 91 to 89 percent. We saw increases in the percent of respondents who understood the information they were provided, from 90 to 95 percent in the same reporting period. The same is true for the percent of respondents who believed their CRA listened to them, from 91 to 96 percent.

	<u>Satisfied</u> (happy face)	<u>Not Satisfied</u> (sad face)	<u>Did Not Check</u>
1. I was treated well by the staff.	244	10	6
2. My call was returned within two (2) days.	215	40	5
3. I could understand the information I got.	242	13	5
4. My Clients' Rights Advocate listened to me.	245	10	5
5. I was helped with my question/problem by my Clients' Rights Advocate.	222	38	0
6. I would ask for help from the Clients' Rights Advocate again.	232	28	0

Comments: ¹

- Celeste Palmer has provided advocacy on behalf of my son for at least 10 years. I was delighted to know that she is still with OCRA & showing the same level of dedication & commitment as she did back then.
- I worked with Arthur Lipscomb. He is very helpful and professional. You are very fortunate to have him as part of your staff. My issue was resolved. Arthur was prepared and ready to help me.
- Couldn't have gotten started without them.
- I had a SSI question and the information was helpful and useful. Thank you.

¹ This is a sampling 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.

- Celeste helped my girl case in Jan/14, then she can't help again due to short man- power. Arthur was out. I was told to ask help from other resources.
- I was very happy with the service I just hope they can call back faster. Thank you!
- Thank you!!
- The support I received from Eva and Cynthia is very valuable and what I need to help my son.
- She was very, very nice and kind. Seem to care about my son as well as what the business was about. Need more people like that. Thanks.
- Organizing the lunch situation with other clients, please.
- Asa saved me from losing a lot of extra hours. Her advice was perfect.
- Glad this resource is available to agencies and consumers.
- Excellent!
- Bebo Saab and others at the office were extremely courteous and quick to follow up as well as make the process understandable.
- Great help, great people-compassionate and smart.
- I'm very pleased and grateful what I received for my two special needs children.
- Was excellent service the lawyer and assistant did all they could and more than was expected. They even came to my house when it was not possible for my son to travel. Thank you so much!
- They resolved the problem and help us with professional guidance and once we told the Client Right Advocacy was helping us the problem was corrected immediately. They cared about what was happening and supported throughout the situation until it was corrected. Thank them so much. They cared about what was happening.
- Celeste Palmer was very helpful in my needs. She is friendly and seems to care for others. Thanks again Celeste for your help with my son's needs I could not have done it without you.
- I'm very happy that I'm working with Golden Gate Regional.
- Staff is very knowledgeable.
- I called a few times. Mostly I received good timely services.
- Everything was good.

- C. Palmer has empathy even if what she tells you is not what you want to hear.
- Tal vez tuve la suerte de tener un trabajador eficiente. (Perhaps I had the luck of having an efficient worker.)
- I absolutely love the help I receive from Jazmin Romero. I have contacted her for several different reasons and she always helps me.
- Thank you for reviewing my son's records/file to verify if he was eligible for services or not. It's good to have another set of eyes when you're not sure.
- He was very nice when we went to RCEB, but when I called back for a question the secretary was not helpful.
- Wonderfully kind and helpful staff. Thank you!
- I met twice with Margie who was extremely busy yet helped me advocate for my son to receive services from CVRC in the 5th Category. Her advice was essential in prevailing against a denial for services.
- We are very pleased with our previous case worker Joshua. I believe we have a new case worker. We appreciate it if we could hear from him, introducing himself.
- Both Jackie Dai and Lucy Garcia were very helpful. They treated me as if I was the only person needed their help the whole day. Jackie answers my emails quickly. She went extra mile to further help me. I'm very thankful for both of them.
- Fueron amables pero nunca recibí ayuda, me refieieron con licenciada y me dijeron que ellos no iban a perder su dinero y solo recibí humillaciones, tener hijos con necesidades especiales es un crimen por favor hablen conmigo. (They were cordial but I never received assistance, they referred me to an attorney and they told me that "they were not going to lose their money and I only received humiliations. Having children with special needs is a crime.)
- I would like to thank Celeste.
- Thank you for your services, the only thing that I was not happy with, all the completes. I was not told if they were corrected, also if the case manager was talk to about the completes again thank you. Also I would appreciate a response or update on this.

- Gracias por ayudarnos en nuestro idioma Español. (Thank you for helping us in our language.)
- Aimee was very nice & patient. She is our life saver. I will need her help for the next IPP meeting.
- Yulahlia and Annie were both amazing. I am very thankful for their help. I truly appreciate all their hard work to help me and my family. Thank you for all your help!
- Megan was very accommodating. She listened and answered my questions well. She let me understand the issue.
- Christine Armand is a great OCRA Representative. Very knowledgeable and informative.
- La ayuda que he recibido de Ramona Landeros ha sido fabulosa y aprendido cosas nuevas. (The help I have received from Ramona Landeros has been fabulous and I have learned new things.)
- The staff here was extremely helpful with their information, my special needs son became a client of CVRC. I am very thankful for them.
- Aimee was so helpful. Thank you very much for helping ___ and myself to solve the issue.
- Jazmin is always ready to help and find and send information. She is caring and knowledgeable. She is also fast and thorough.
- Muy agradecidos de contar con su ayuda. (We are very grateful to count on your help.) They are very caring and thoughtful.
- I need service during school fall breaks, anger management home assistance + housing assistance. Possibly change of offices.
- I got useful information.
- I figured my issue out primarily on my own. Your staff is friendly and professional.
- I would like to call in the future.
- I had quite a struggle trying to get benefits for my disabled brother—the system is designed to shut people out. Without Luisa and Katie’s help, I don’t think it would be resolved to date—as it is, it took 6 months.
- I only had a brief encounter this time. Mr. Mora returned my call & clarified my IHSS issue. I would need to officially apply & be denied for Protective Services before Mr. Mora can take the case.
- Thank you so much, God bless you.

- I requested a list of attorneys (Family Law) which they provided. However, none of the attorneys were in my area of Santa Barbara. I have used OCRA in the past and they have always been very helpful.
- Katie and Luisa are lovely, thoughtful, helpful and welcoming.
- I like my care giver Michelle.
- No mas darles las gracias y disirles Dios los bendiga. (Just want to say thank you, and may God Bless you!)
- I was seeking information and that was provided to me in my phone call. Not only did I receive appropriate information but I felt the compassion as I shared my reasons for calling. My son was terminal and my heart was aching with pain as I was also in the process of “fair hearing” with Alta. I would recommend OCRA to others in need of your services!.
- Both Rita Defillippis and Filomena Alomar are very polite, caring thoughtful and always there for my needs.
- Orientaciones y como abogar por nuestros hijos y donde podemos recibir ayuda. (Orientations that have to do with advocating and where to get help for her kids.)
- Celeste Palmer was very knowledgeable and very helpful.
- Invaluable to me as we went up to Fair Hearing! I do not know what I would have done without her support and information! Excellent work!
- Very helpful and polite.
- Lorie has been very supported when I needed. She always return my calls. Thank you!!!
- No me ayudaron con nada. Me trataron como una persona ignorante y discriminaron a mi hijo. Por su culpa mi hijo sufre. Por que son unas personas insensitivos y mal personas. No le me ayudaron a mi hijo a asistir a un programa para ayudarlo. (They did not help me with anything. They treated me like an ignorant person and were discriminiative against my son. It is because of you, that he suffers. Why are you insensitive, bad people. You didn’t help my son enlist into a program that can help him.)
- Their help has eased the frustration and understanding when dealing with the School District and other governmental bodies. Without their assistance my son would not have the right services.

- I was not helped all OCRA in Chico said to call the police due to issue I had.
- No trabajamos con el caso de mi hijo pero si me ayudaron y si necesitara ayuda nuevmente no dudaria en hablarles. Muy buenas personas. Gracias por ayudar a la gente que los necesitamos que Dios los bendiga siempre. (We did not work on my son's case, but you did help me. If I needed any more assistance on a new issue, I would not hesitate in calling you. Really great people. Thank you for assisting the people whom need it the most. May God forever bless you!)
- They did not show up since Sept 22nd and no call or anything.
- Without the help I received from Hannah and Ada I would not understand my son's rights and what is required by law. They have been instrumental in my son receiving the current services.
- It was extremely helpful!
- I've worked with both Katie and Luisa and they both listen and provide excellent support, guidance and information.
- Los servicios fueron excelente. Todo el personal es muy amable. (Services were excellent. Staff is very courteous.)
- Excellent service, professional, compassionate caring.
- I was told they could not help at that time so was helped by Area Board 4. They were great help!.
- Mi hija ____ sigue necesitando ayuda de un representante de OCRA porque las oficinas del SSA Wilshire Center no aprobaron my renunciacion. Y ustedes tienen mucho mas entendimiento que yo para quitarle esta deuda \$23,439.38 y es una presion para pagarlo. Desde cuando comenzo y porque el sobre pago, el porque le dieron mas dinero? ¿Cual es la razon, porque mi hija ____ tiene un diagnostico de nacimiento, o sea tiene un a discapacidad con su hermana gemela Lucy. (My daughter ____ still needs help from a representative of OCRA because the offices of SSA Wilshire Center did not approve my resignation. You are more knowledgeable than I am to help with taking out this debt of \$23,439.88 and it is a pressure to pay it off. Since she started, and because of the overpayment, and why did they give her more money? What is the reason that my daughter ____ has been diganosed since birth or has a disability with her twin sister ____.)

- Amazing. Thank you!
- I have received alot of kindness and treated with respect. I am grateful!
- After several phone calls, I did talk to a representative from OCRA only once. I did call back more than once and did not get response back. I did left phone message.
- I could not have gotten thru the hearing w/out Eva's assistance and understanding of law.
- Wonderful. Do not cut this program. Huge problems in Lake County.
- Hannah Liddell was a great help to me and my son.
- Consumer/parents could benefit on a "step by step" workshop on How to ask for services and How the NOA process is done "step by step."
- Dar las gracias por la ayuda que recibí y mi caso se resolvió. Estoy muy contento. Gracias! (I give thanks for the help I received and my case being resolved. I am very happy! Thank you!)
- Cynthia was very helpful and helped us better understand the laws related to special needs children.
- Friendly staff—however by the time they get back to you their help is no longer valid. This causes one to navigate the system alone. I realize there are many clients served but I felt very frustrated trying to get help.
- With prompt support I received, we were able to resolve our son's transportation service reinstated without any delay! The request I made to the district made reinstate all services to students who currently reside in more than one household! Thank you.
- Que he recibido toda las respuestas de muchas preguntas que yo tenia por que yo nunca havia encontrado a quien preguntarle y haora si lla tengo que es OCRA. (I have received all the answers to many questions I had because I've never found someone to ask these questions to. Now I do have someone, and that is OCRA.)
- Well, we didn't actually get any services. We contacted you for help with appealing a decision which was that ___ was no longer eligibile for protective services. We now have an attorney and are prepared to go to court.
- Hannah Liddel helps me in every way posible words cannot express on how thankful I am with her.
- Wonderful service, prompt.

- Everything was so helpful and staff very good listener.
- I really appreciated the time, information and advice Megan gave me. Thank you!
- Muy contenta con la Sra. Mary Melendrez. Ella llego a nuestras vidas cuando mas la necesitabamos. Nuestra familia esta muy agradecida por toda su ayuda. (Really happy with Ms. Mary Melendrez. She came into our lives when we needed her most. Our family is really grateful for all her help!)
- Estoy bien agradecida por toda la ayuda que me dieron. (I am very grateful for all the help they gave me!)
- I had a very complex case and the legal issues were eluded from the grasp of the very junior lawyer who did the intake & initial review of the case. I have since retained private counsel.
- Estoy muy contenta con la Sra. Celeste Palmer. (I am very happy with Ms. Celeste Palmer.)
- I received great help from the office with regards to insurance. It helped greatly.
- It improved my life.
- I was very satisfied with the service I was given by OCRA. Jazmin was very helpful and took time to explain the process & policies thoroughly. Thank you!
- Solo quiero agradecerles por la ayuda que me brindaron. (Just want to thank you for the help you gave me!)
- Thank You!
- My name is ___ I am ___'s sister & conservator. I have never received any help from OCRA. I need some help with a question.
- Very knowledgeable and caring staff. Thank you!
- Excelentes. (Excellent.)
- Ms. Candela explained everything to the fullest extent. She was very helpful and got me right in to help with my problem.
- My calls were not returned, was treated very badly by _____.
- TERRIFIC!!! They were prompt, thorough and effective.
- When ever I had any kind of problems that needed to be taken care of right away, she would go out of her way to help me take care of the

problem. And she would go to all of my appointments with me. I have no complaints. I'm satisfied with the service.

- I kindly requested assistance with all three of my kids cases, specially with two of them that have not been able to receive assistance from regional center for more than 7 years, OCRA was not able to assist me, except with two pamphlets. Wow!
- In the past Megan and Susan have been very helpful. We recently moved to San Diego County and have continually been challenged w/day program, respite supports, IHSS & Medical. They have both helped us through it all. Great attitude, great help. Thanks!
- I was treated like what I had to say was not important. Case was not looked into by OCRA. I was under stress and just put off.
- No por ahora gracias. (Not at this moment. Thank you!)
- I was later told that they cannot continue to assist me further due to lack of resources. I was not sure if I can ever resume their services again.
- 1. I would like more information on how to get low cost legal help in declining with school districts and perhaps regional centers. 2. I would also like more information and clarification on EXACTLY what services regional center is supposed to be providing. They are NOT helpful AT ALL in regards to helping me w/ my son. 3. I would also like to be kept up to date on when the SERR Manual will be updated because I feel it is significantly missing real-world strategies and sciences, not to mention legal updates that parents need to navigate this awful "system!!!". 4. I would also greatly appreciate more information on how to change laws, so that our kids have more than a fair shot, a decent and sucesful shot at being the best they can be, not these law, grossly, "standards" that are set for our children now. These school districts as well as regional centers need to be help accountable for the well-being of our children, not just academically, but whole body, so they can grow up to be fully functionable adults and contribute to society to perhaps make it better!
- Una excelente abogada. (An excellent Attorney)
- I was not satisfy with the services. I felt discriminated. I see no interest on helping me. They only said, they will but it never happened.
- These women were not helpful. I did not feel respected with help like that, well "nevermind," who needs that!

- Que muy buenos servicios la trabajadora Rita muy amable y buena defensora de nuestros niños. (Really great services! Rita the attorney very sweet and great at defending our children).
- Been calling Cynthia and Eva's office for months now and Anthony Rios in L.A. Haven't received a call for my inquiries. Cynthia messaged me that she appologized and also she'll be on maternity leave. Came in a few days ago advised me that she'll email Cerritos office just for Cynthia's call. I'd like to inquire if I can also include you as one of my mentors in advocacy.
- Las abogadas nunca pueden representarnos legalmente porque dicen que estan ocupadas. Solo nos dan la informacion y no nos asesoran. Es pobre la asesora legal. (The attorneys were never able to legally represent us, because they said, there were busy. They only gave us information and they did not assist. Legal help is really poor.
- I truly appreciate Katie and Luisa's assistance over the past several months. They were able to give me some valuable advice on several issues.
- Exelente Servicio (Excellent Service.)
- Christine Armand was the Best Help for my son. I am so grateful!.
- I need your help still. I need your help!
- My son's teacher bullied him and violated his civil rights and his IEP. Both are illegal! Lorie was more concerned that I pulled my son out of school. Autistic children do need socialization, but not at the risk of them feeling that they are not safe. What is the point of advocacy if you're just going to tell me basically nothing can be done. That teacher is still there at Meadowlane. So she continue to intimidate and bully disabled children. Lorie asked me to fax her his IEP but I was left with the feeling she couldn't care less. So I didn't. if you're going to call yourselves advocates, then learn the laws and advocate for the children that are being mistreated by ignorant so called educators.
- I wish I could have been represented at second hearing. How could I have gotten that kind of help or appeal in supreme court? I know I wasn't on wait list in August. How could I have had more representation?

- I am being assisted by Disability Rights of CA San Diego Regional Center for Educational placement support and services for my son ____.
- Hannah has been an outstanding source of help and guidance in addition to helping me with ____'s IEP, IEP of which I had no clue. OCRA should be grateful that she is a part of your family, and I say this after working for attorneys for the past 18 years.
- Very helpful. Although it would have been nice if they could have actually represented us at a hearing.
- I just want to say thank you for your help!.
- All the staff was very courteous and helpful.
- Called for landlord/tenant handicap accommodation and discrimination. But help is so extremely limited and inept. They redirected me and said that they only help developmentally disabled children. They said I had to call DR. of L.A. & L.A. said I had to call San Diego. I am in O.C.! How can they help so far went to Legal Aid, but attorney has a lot to juggle away. Trying and has helped but landlord has the power. (legal aid is govt. funded and she can't be my "witness".)
- Gracias por los servicios, estoy muy satisfecha! (Thank you for your services, I am very satisfied!)
- I am very satisfied with their services.
- Thank you! & Happy Holidays.
- Margie Oppel has been absolutely amazing. A blessing to my life that I found someone who is competent and empathetic to our situation. She is informative and prompt with all her information & knowledge that I lack. I will only boast about her excellent service, to my son.
- I was very dissatisfied from the services I received from ____'s office.
- Llame por segunda ocasion y me dijeron que ellos no hacen representaciones. (I called for a second issue and they told me that they do not represent their clients.)
- I would like to receive a list of advocates to fight with R.C.
- Hannah has been an exceptional help. I can't say enough good things for the outstanding help, advice and support she has given both myself and my son. Hannah has been a blessing to us. She is amazing in what

she does with a touch of care and understanding that clients should deserve.

- Que estoy muy satisfecha y contenta el abogado respondió mis preguntas y inquietudes, muy feliz. Gracias OCRA. (I am very satisfied and happy the attorney answered my questions and put my worries at ease. I am very happy. Thank you OCRA.)
- Veronica is an asset to your staff. We found her knowledge extremely helpful in our endeavours with the very adversarial IRC.
- Gracias a OCRA mi hija recibe servicios, Gracias a OCRA y al Señor Mario y la Señora Valerie. (Thanks to OCRA, my daughter receives services. Thank you to OCRA and Mario and Valerie.)
- I received outdated lists of organizations to help with eviction. At least 3 phone numbers were no longer in service of the free agencies.
- I had help twice two different OCRA's and daughter would not have been with me today. I am the mother of eighteen children adults and would not have been able to finish the job God gave me without them. Thanks again.
- My appreciation for the help that was provided.
- Hannah is exceptional supportive, & compassionate. OCRA is truly fortunate to have Ms. Liddell. Her work ethic, patience, and knowledge & kindness are rare. Any family who has good fortune of working with Ms. Liddell will always be in good hands. Ms. Liddell fights for her clients. I would with Ms. Liddell anytime.
- She was informative and kind but I didn't trust that she had my daughter's best interest above the sort of safe company line of the deny by delay bureaucratic Regional Center but I appreciated her information.
- Si, yo necesito saber si pueden ayudarme para yo tener los servicios IHSS Por que yo no trabajo por atender a mi hijo que tiene discapacidades y para mas servicios del Centro Regional. (Yes, I need to know if you can help me receive benefits and services with IHSS. I do not work, because I have to take care of my son who is disabled. I would like to get more services with the Regional Center.)
- I had very good service by OCRA. Both Mr. Saab and Mr. Mora were very kind and helpful.

- She helped me with Liberty and North Bay. I really thank her so much, I don't know if I had help for North Bay to take away my time with Liberty.
- I highly satisfied with OCRA's services. I received good legal advice anytime that I needed. Mrs. Casas-Sarmiento is a wonderful and knowledgeable attorney.
- Hannah Liddell help me out alots she is amazing.
- We are extremely grateful to Celeste Palmer. The support we received was critical in getting our daughter in the proper placement with the proper support. A year later is like "night and day", thankfully!!
- Very successful in resolving my case. Very happy with Arthur Lipscomb. Thank you!
- Arthur was helpful with my questions.
- Excellent service. Kind people that walked me through all I needed to know and very compassionate and caring and listened to me!