

Memo

To: Department of Developmental Services
From: Katie Hornberger, Director
Date: January 6, 2021
Re: Semi-Annual Consumer Satisfaction Survey
July 1, 2020 through December 31, 2020

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent for the period of July 1, 2020 – December 31, 2020. 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.

730 surveys were mailed out. 152 people returned surveys. This represents a 21 percent return rate. Of those responding to the questions, 97 percent of the respondents who answered the questions felt they were treated well by the staff. 88 percent of the respondents believed their call was returned within two days. 95 percent of the respondents reported that they understood the information they received. 93 percent of respondents felt their Clients' Rights Advocate listened to them. 87 percent of respondents felt they were helped with their question/problem and 94 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.	146	4	2
2. My call was returned within two (2) days.	129	17	6
3. I could understand the information I got.	138	8	6
4. My Clients' Rights Advocate listened to me.	138	11	3
5. I was helped with my question/problem.	129	19	4
6. I would ask for help from the Clients' Rights Advocate again.	137	9	6

Comments:¹

- I am very grateful for the technical assistance received by attorney Jacqueline Miller. She helped me a lot in my case with the regional center.
- Even though they were busy, they were helpful.
- Alexander Scarlis Really Helped me get my Social Security Benefits Back. I am Really Thankful and Greatful for His Help and Service.
- When Alejandro refused to help, another person to be recommended by OCRA.
- Very knowledgeable with reference to school's obligation during Covid crisis.
- Thank you very much you are all so kind.
- Thank you for your help.
- I don't remember talking to any of the names.
- Both Brittnee & Jessica were wonderful. They were both so kind, compassionate and professional. Thank you to them both!
- Mariana Nava is a great element. Thank you for your support and information.
- Mario was & has been a great help.
- Yulahlia Hernandez - I don't remember what we talked about.

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"

- This is a very important service. Since ggrc case mgrs. no longer do this, it is imperative that the OCRA exists.
- Excellent!!!
- The services provided were excellent. Fatima Perez was informed and prompt. Thank you so much, Fatima for emailing me so much information above & beyond our phone call.
- Lack of follow through and commitment received by Bebo, Roxanna and Fatima.
- Love Kristen!
- Keep up the great work for clients! Thanks for your services, God Bless!
- The staff at OCRA have been great at assisting with problems with SSI. I have been dealing with SSI for months and they have given ongoing advice and support to unscramble multiple issues/mistakes made by SSA!
- Brittney was always helpful.
- An outside referral service for clients OCRA cannot help!
- We appreciate your assistance in solving the issue. It was very helpful.
- Brittnee Gillespie was exceptional.
- I was happy to Be given advice and a plan for how to proceed with my issue in 2 months. They also gave me useful legal information to refer to in future.
- Ms. Miller is an EXCELLENT attorney with a lot of knowledge and experience. They helped me a lot and their support was key to my process with the Regional Center. She and Maria Rojas make an excellent "team". They treat families with empathy.
- I feel like they listen but nothing else there is no other help. It is my comment.
- I gave interviews. Chair of OCRA Committee and did bingo also they are there when I need to talk.
- Alejandro brushed off my valid concerns that GGRC had labeled my daughter as having "disruptive behaviors." So, Ryan Bradley started helping me, then it looks like he left OCRA. Now Brittnee Gillespie has sent me one email. Email is better – no phone tag.
- Thanking you for the services you offer, because they are very helpful, as in my case, I am a person with limited economic resources, thank you.
- Of all the services my son has gone thru, this has been the most comforting, enjoyable, honest people I have been around. The best experience ever Thank you so much.

- Excellent lawyer Mr. Miller and Mrs. Rojas with great professionalism and excellent work. Thank you very much for all your help and for solving this problem of my son Brian M's SSI without your help this would have not been achieved. Thank you, OCRA for allowing me to be represented and work hard to achieve success on this case. Thank you very much.
- I appreciate the empathy and compassion with which you served me. They helped solved the problem in hand with my son and legal documents, thank you.
- The help we received from Ms Kristen Evans was exceptional. She was very kind and patient.
- ATTEND school but I Don't Like so I quit I CAN NOT hear and CAN'T speak Also I do Not Know In SIGN LANguAge
- Wish they could have helped me with my over the phone hearing with the Administrative Law Judge I had on 8/13/2020.
- Maria and Jacqueline are very professional and excellent response regarding my requests.
- She was helpful (I mail it late due to the Covid restrictions) (we are on high risk)
- I CALLED OUT OF FRUSTRATION DUE TO MY SON VIOLATE BEHAVIOURS. SHE SENT AN EMAIL OF THE LATERMAN ACT BUT NO RESOURCES OR HELP
- It help me A lot. It kept me save. And have someone to talk to.
- The service was very good thanks.
- The people who work there are very kind and very responsible.
- Thank you Yulahlia and Emely. Thank you for always helping me.
- Arthur Lipscomb and Celeste Palmer helped solve my son's case. They always answered and received my visits with kindness. They do their job defending client disability rights, they do it wholeheartedly.
- I received some information, but IHSS have called me and they don't want to help the first date I delivered the package to them.
- Thank you so much for this great support, help. Mrs. Jacqueline Miller is an excellent attorney with a lot of knowledge and responsibility, kindness and love of her work. We made our case successful thanks to her and you who allowed her to represent my son Brian. Mrs. Maria Rojas excellent responsible person, friendly, very efficient interpreter. Thank you so much for everything.
- I always ask OCRA for help because they have to know what my son is going through, even if they do not represent him legally.

- We had great service. We were advised and cared for we would definitely use your services again. Thank you so much
- Case reopen and send to my worker sas or irc worker and im not sure if I filled it out.
- I Do!Not Like Kimberlee Candela She is Rude She is No Help She acts Like She above me.
- They were responsive in a timely matter by email and phone. They were helpful in what my issue was with the petscreen people.
- IN ADDITION TO BEING POLITE AND PROFESSIONAL, LORIE PROVIDED AN ALTERNATIVE SOLUTION THAT I HADN'T CONSIDERED AND WORKED BETTER (smile)
- Always treated well, staff always go above and beyond Thank you !!!
- Was working with Gina G. Then she seemed To have "disappeared". Then I got conTacted by Erica Clark. Was surprised That no one had conTacted me about This change. Will I now be dealing with Erica?
- I have been helped by OCRA couple of times and they are really nice and willing to help in future too. Thank you.
- She was wonderful and very helpFull
- Aimee is so helpful and knowledgeable. She took time to explain and answered all of our questions and she made sure we understood them
- NEED TO HIGHER MORE HELP/KNOWLEDGEABLE STAFF ALEJANDRO AND LOURDES WERE EXTREMELY OVERWHELMED AND SEEMED BUSY/RUSHED TO HELP ME. I STILL NEED HELP FOR MY SONS SERVICES.
- Maitria has been supportive and very helpful!
- Maitria and Brenda were very accommodating and compassionate. They listened to all my concerns. They would always simply informations are easy as possible for me to understand. I've speak to Maitria about hoping to meet her in person one day, or even stop by office to personally thank her myself. I wish this day is possible!
- I did not get help and i want a phone call back.
- Response to email within 24 hours
- Brittnee gillespie made me Feel heard + really helped me on my case. IF it wasn't For her assistance, I don't think my son would've gotten his needs met by the School District. I am very grateFul to her For her support + assistance. Thank you so much For your program!
- I should have been referred to the Dept. of Justice for my Police Misconduct. A personal injury lawyer wasn't what I needed.
- Very professional and helpful

- I was treated very well, And the nurses were very nice & Helpful if I had any Questions. Thank you.
- I am so overjoyed that my CRA helped me win my case with Regional Center. She was able to prepare me well and now my son is a regional Center Client. I'm so happy with her Service and Staff and will continue calling for Advice and recommending OCRA with friends and families. Thank you !!!
- Yo siento que deberían de ayudar a resolver los problemas que tenemos por ejemplo yo pregunte por papeles del hospital de Medico Record solo me dieron el numero de teléfono ese yo lo tenia pero no contestaban yo necesitaba que por favor ellos los pidieran les iban hacer mas caso a mi.
(I feel that they need to help solve the problems we have, for example I asked for medical records from the hospital, they only gave me the phone number that I already had but they did not answer. I need them to please ask them for me.)
- GOOD + HELPFUL PEOPLE. THEY NEED MORE STAFF.
- Thumbs Up !!!!! for their knowledge !!
- BRITTNEE GILLESPIE is amazing !
- It interesting but for the mean time everything seem fine.
- Alejandra was kind understanding and very knowledgeable. She listened and explained everything in detail! Thank you!
- All Information
- In the future my mailing address is P.O. Box XXXX, CA 9XXXX
- Excellent communication! They really were concerned about me and my disabled son's appeal case. Samantha and Alex were great!
- Annie was helpful and she did a lot of paperwork that was needed.
- THEY KNOW MY CASE FOR AAP, BUT YOU CLAIM THAT MY SON IS NOT ELIGIBLE FOR THE PROGRAM. THIS IS TOTALLY UNTRUE.
- I am thankful for all the support I got from Kristen.
- Our family has a long withstanding relationship with being tremendously helped by Ms. Kimberlee & Lori Atamian before & after campfire → Paradise, Calif. (If we wrote a book it probably couldn't hold all our praises) Honestly, LoRi Atamian, is the best person I have ever found for me an my daughters & we love her advocacy, pup, Jasper. Her kindness & devotion go far beyond client/attorney Relationship. Right now, I am tearing up thinking back to all the times she has been there for us. I have two daughters 20 and 25 with Autism/Adhd/Bipolar diagnoses (Both young Ladies) I have health issues & no other family. I don't think I could of gone through everything alone. We would all be

separate now. We all love one another very much and want to stay together. Right now, Lorie is working with another gifted, attorney with my IHSS dilemma. It is frightening because we rely solely on the income from IHSS. Though difficult we are grateful. Plus she is helping my younger daughter with school testing & her IEP. I would like to Add – only wish there were more Attorneys, so many are needing help. Kimberlee, Kathy & Lorie, are AMAZING! Thank you! :)

- My concern with the school district has been resolved due to the services I received from OCRA.
- Never return phone call or call back weeks later
- Muy agradecida por el apollo que me brindaron muy contenta que de por medio de la Sra Maria Rojas que contesto todas mis llamadas y especialmente a Jacqueline Miller (Very grateful for the support you gave me, very happy that through Mrs. Maria Rojas who answered all my calls and especially Jacqueline Miller.)
- Your services were excellent. You gave us great supports and suggestions.
- They were helpful
- After all information/documents given to OCRA East LA Clients Rights advocate. Mr. Scarlis email me back that they could not help my problems/case due to no resource available. I am disappointed.
- I would not be taken seriously by my child's school or FNRC if it weren't for Kimberlee Candela. She is a bright light in a terrible – awful – horrible – process of trying to obtain services for my child.
- Thank you
- I am very satisfied with OCRA services
- So helpful and luck to have them guide me along the way
- No, my son's case manager is YL in San Leandro, CA
- They were wonderfull and helpfull.
- They helped me a lot because I did not know anything about this and they guided me to know what I had to do with SSI and IHSS, it was a great difference with them. That's great!