

# Memo

To: Disability Rights California Board of Directors  
From: Katie Hornberger, Director  
Date: February 1, 2016  
Re: Semi-Annual Consumer Satisfaction Survey  
July 1, 2015 through December 31, 2015

---

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent for the period of July 1, 2015 – December 31, 2015. 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.

Seven hundred and fifty-eight (758) surveys were mailed out. One hundred and four (104) people returned the surveys. This represents a 14 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. 90 percent of the respondents believed their call was returned within two days, which is an increase compared to 88 percent from the last annual report. 94 percent of the respondents reported that they understood the information they received. 95 percent of respondents felt they were listened to. 89 percent of respondents felt they were helped with their question/problem, which is an increase from 88 percent last reported. 93 percent of respondents said they would ask their Clients' Rights Advocate for help again, which shows an increase from the 91 percent in the last annual report.

	<u>Satisfied</u> (Happy)	Not <u>Satisfied</u> (Sad)	<u>Did Not</u> <u>Check</u>
1. I was treated well by the staff.	98	5	1
2. My call was returned within two (2) days.	90	8	6
3. I could understand the information I got.	96	6	2
4. My Clients' Rights Advocate listened to me.	95	6	3
5. I was helped with my question/problem.	89	12	3
6. I would ask for help from the Clients' Rights Advocate again.	93	7	4

### Comments:<sup>1</sup>

-Hannah Liddell has been professional and is very knowledgeable and I appreciate all of her help.

-Aimee Delgado was very helpful with all info provided. She really knows how the regional center operates.

-Excellent service. I received valuable and clear instructions and explanations on our rights in regards to protective supervision. As a result, we have gotten approved on PS from IHSS. Thank you so much for your help.

-I was not sure what problem I was into. I did not understand what action I need to take. No one helped me how to deal with the Social Security overpaid notice.

-I have a right to call them and speak with Kimberlee or Lorie.

---

<sup>1</sup> This is 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"](#)

- My questions were answered and I received helpful suggestions.
- Thank you Aimee! Without you my life would be a lot more stressful. You are very kind, helpful, and of course very knowledgeable. Until next time. (Smile face)
- Thank you so much. Happy holidays!!
- Es muy servicial y me encanto. (It is very helpful and I loved it.)
- I truly appreciate all the great help you have given me. You are always very knowledgeable and professional.
- The "little bit" of help I got was superb!! Unfortunately, because they are so understaffed, they were only able to scratch the surface. There is such a huge need. Is there anything you can do about adding staff?
- Muchas Gracias por sus servicios me ayudaron mucho. Muy agradecida. (Thank you for your services you helped me a lot. Very Grateful.)
- Everyone was always kind and compassionate with just enough professionalism. The disappointment and frustration was learning that due to budgets that help was not available to our family.
- Great advice.
- Though I greatly appreciated the help I received from the Kendra and Gina, I think it is unfair and an absolute disservice that my disabled son was denied direct representation because of my assumed ability to advocate for him as his conservator. More staff is needed.
- My first attempt to get assistance for my grandson who is autistic with Asperger disability. He is 33 years of age, needs a situational assessment for employment. Our request was denied but I appealed. I sent in all of his school information over 2 months ago and had no response.
- Difficult as our children get older. I am still in most ways responsible for my son but was reminded by OCRA frequently that my son was the client, and I was not. Hard to realize my role as advocate is limited because my son is over 18.
- Very helpful, grateful for the help.
- So I have to do all of the work running around. They are only there for advice?
- Que son servicios excelentes, a uno como padre nos dan las herramientas para saber cómo ayudar a nuestra hija. (Are excellent services, as a parent they give us the tools to know how to help our daughter.)
- I'm not really sure when I called? Can you please send me a date and when I called and what was call about??
- The staff tries really hard to meet all my needs.

- I really appreciate the help you have given me and for the time you have helped me in my case.
- Vanessa and Melissa gave such excellent customer service. I love Office of Clients' Rights Advocacy! My conversation with Melissa was very helpful and informative. I felt much empowered after our talk.
- OCRA es de gran ayuda y nos ofrece mucha información. Yo estoy muy agradecida con OCRA. (OCRA is helpful and gives us a lot of information. I am very grateful to OCRA.)
- Great service. People there are empathetic and caring. Lucy is a professional and knows exactly what to do.
- Hannah was great and really helped me understand the procedures.
- Utterly useless. Should be defuncted! Monies directed to an entity that actually provides advocacy.
- They were kind and caring and also understanding to my needs. Thank you.
- Thank you for excellent service.
- OCRA closed my case without resolution. They are unable to assist me with Kern Regional Center appeal.
- Excelente (Excellent).
- Jazmin was very helpful. She took the time to hold a class for myself and another family and that was very helpful.
- Excellent services.
- Ha sido de mucho beneficio para mi porque me han ayudado también a entender los derechos que tiene mi hijo con necesidades especiales. Gracias. No tengo ningún problema en que me llamen. (It has been very beneficial for me because I has also helped to understand the rights of my child with special needs. Thank you. I have no problem in being called.)
- Have been satisfied by my local Tri-Counties office; but not by OCRA. Very disturbing.
- Mr. Espinoza and Alejandra were very professional and understanding.
- Very professional, very timely.
- It was nice to have someone to turn to. Thank you Lynne.
- Me gustaría que la información fuera en persona. Que lo vieran en una entrevista. Realmente sentí que no me querían ayudar por aver sido representado por un abogado. (I would like that information in person. They/we should be seen in an interview. I really felt that they did not want to help me for being represented by a lawyer.)
- It's hard to understand or know what services you provide.
- Estoy muy contenta con los servicios la persona que me ayudo, fue muy amable y me regresaba las llamadas en horas no dilataron más de dos

días. Muchas gracias por su ayuda. (I'm very happy with the services the person who helped me provided, was very friendly and I was returning calls in hours did not delayed no more than two days. Thank you very much for your help.)

-The OCRA team were respectful of the clients' rights and needs at all times. Thank you. (Smiley face)

-I want to thank Mario and Alejandra for helping me with getting Protective Coverage from IHSS for my grandson. Mario is very knowledgeable and kind. I am a better advocate for my grandson because of the things I learned from Mario.

-I am very thankful to have won the case with your help.

-Mi hijo ya cumplió los 18 años de edad y sus ingresos SSA es lo mismo. (My son has already reached 18 years of age and his SSA income is the same.)

-I am satisfied with the service that I got from OCRA.

-Don't send surveys after a phone call question.

-If not attorneys that you don't provide, what do you provide? I will call again when I feel the need to. I will leave the bottom blank.

-Me siento muy satisfecha con la ayuda de la señorita Aimee Delgado y gracias a la preparación de ella, mi caso se resolvió, so excelente profesionales. (I am very satisfied with the help of Miss Aimee Delgado and thanks to her preparation my case was settled, they are excellent professionals.)

-The procedure of having to call and make an appointment instead of responding to information provided by email seems very inefficient.

-Quiero decirles que estoy muy agradecida por la ayuda que me dieron. Muchas gracias y se in el futuro tengo mas preguntas, no dudare en llamarles y pedirle información relacionada al caso. (I want to say that I am very grateful for the help they gave me. Thank you very much and if I have more questions in the future, I will not hesitate to call and ask for information related to the case.)

-I liked their services but didn't resolve case. I was denied my benefits that I applied for. Thank you! I really did appreciate your help.

-Excelente Servicio, muchas gracias. Dios los bendiga. (Excellent service, thank you very much. God bless you.)