

OCRA SEMI-ANNUAL REPORT  
(July 1, 2009 - December 31, 2009)

TABLE OF CONTENTS

	<u>PAGE</u>
I. INTRODUCTION.....	1
II. PERFORMANCE OBJECTIVES.....	1
A. Services are provided in a manner that maximizes staff and operational resources.....	2
1) Advocacy Reports.....	2
2) Analysis of Consumers Served .....	4
3) Outreach/Trainings.....	6
B. Issues and complaints are resolved expeditiously and at the lowest level of appropriate intervention.....	7
C. Collaborative and harmonious working relationships are fostered.....	7
1) Memorandums of Understanding .....	8
2) Meeting with Association of Regional Center Agencies (ARCA).....	8
D. Consumer Satisfaction .....	8
1) Consumer Satisfaction Survey .....	8
2) Letters of Appreciation.....	9
3) Cases will be handled in a timely manner.....	11
E. Coordination of services with the DDS contract manager, stakeholder organizations, and multi-cultural community. ....	12
F. Self-Advocacy Training.....	13
III. TITLE XVII SECTION 50540 COMPLAINTS.....	13
IV. DENIAL OF CLIENTS' RIGHTS .....	14
V. CONSUMER GRIEVANCES.....	14
VI. CONCLUSION .....	14

## TABLE OF CONTENTS - PAGE TWO

### EXHIBIT LIST

	<u>PAGE</u>
EXHIBIT A (Staff Roster) .....	1
EXHIBIT B (Statistics) .....	2
EXHIBIT C (Advocacy Report Fall 2009, Advocacy Report Winter 2009) .....	2
EXHIBIT D (Outreach and Training Semi-Annual Report) .....	7
EXHIBIT E (Report by Service Level) .....	7
EXHIBIT F (Memorandums of Understanding) .....	8
EXHIBIT G (Consumer Satisfaction Surveys) .....	9
EXHIBIT H (Board OCRA Advisory Committee and Minutes) .	12
EXHIBIT I (Semi-Annual Self-Advocacy Trainings) .....	13
EXHIBIT J (Semi-Annual Title 17 Complaints) .....	13
EXHIBIT K (Semi-Annual Denial of Rights Report) .....	14
EXHIBIT L (Semi-Annual Consumer Grievance Report) .....	14