You and Your Clients' Rights Advocate

Your CRA or Assistant CRA's name and phone number is:

CRA: Kelsey Handcock
(916) 504-5958
Kelsey.Handcock@disabilityrightsca.org

ACRA: Josselyn Cardenas
(916) 504-5958
Josselyn.Cardenas@disabilityrightsca.org

Office of Clients' Rights Advocacy

Untitled by Dan Michiels
Artist Dan Michiels lives in San Francisco and works at Creativity Explored.
www.creativityexplored.org
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or you can call:
1-800-390-7032
916-575-1615 Voice
877-669-6023 TTY
916-575-1623 Fax

A Program of Disability Rights California.
California's Protection and Advocacy System
www.disabilityrightsca.org

OCRA

The Office of Clients' Rights Advocacy (OCRA) is part of Disability Rights California. OCRA has a Clients' Rights Advocate (CRA) at each regional center. The CRA helps protect regional center consumer's rights. OCRA is funded by the state Department of Developmental Services.

Who Can OCRA Help?

Anyone may ask OCRA about regional center consumer's rights. OCRA will answer the questions or help find another resource. Regional center consumers or family members may ask OCRA to advocate for their rights.

How Can Your CRA Help You?

Your Clients' Rights Advocate can:

Help regional center consumers and their families get services.

Provide information about rights and services.

Provide training.

Represent regional center consumers in hearings.

Investigate complaints about denial of rights in a facility.

How Will OCRA Decide If It Can Help?

In deciding if OCRA can advocate for you, your CRA will look at:

The merits of your case.
Your ability to advocate for yourself.
The availability of OCRA resources.
Other available advocacy resources.

You may file a grievance if you are not satisfied with OCRA services.

With What Type of Issues Can Your CRA Help?

Abuse/Neglect
Conservatorship and alternatives

Discrimination

In-Home Support Services (IHSS)
Medi-Cal
Mental Health
Privacy
Private Insurance
Regional Center Services
School Services
Social Security
Voting