

# You and Your Clients' Rights Advocate



*Artwork by: James Bassett*

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

Roxanna Topete  
Clients' Rights Advocate (CRA)

Fatima Perez  
Assistant Clients' Rights Advocate  
(ACRA)

Tel: (213) 213-8118

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or you can call:  
800-390-7032 OCRA NORTH  
916-504-5820 Voice  
916-504-5821 Fax  
877-669-6023 TTY

866-833-6712 OCRA SOUTH  
213-213-8020 Voice  
213-213-8021 Fax

# Office of Clients' Rights Advocacy



*A Program of  
Disability Rights California  
California's Protection and Advocacy System  
[www.disabilityrightscalifornia.org](http://www.disabilityrightscalifornia.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
- Criminal Matters
- Discrimination
- Guardianship
- In-Home Support Services (IHSS)
- Medi-Cal
- Mental Health
- Privacy
- Private Insurance
- Regional Center Services
- School Services
- Social Security
- Voting

