

Program Report Card: Case Advocacy Services (OPA)

Quality of Life Result: The civil and human rights of all Connecticut residents are respected and protected.

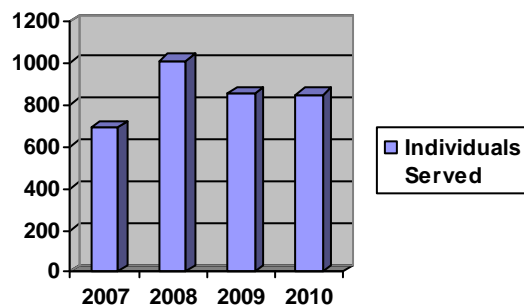
Contribution to Result: Connecticut residents with disabilities have equal access to participate and contribute to the economic and civic life of their community.

*Actual SFY 2010 Total Program Expenditures \$1,847,745 State Funding: \$735,371 Federal Funding: \$1,112,374
Other Funding: \$0*

*Projected SFY 2011 Total Program Expenditures \$1,896,994 State Funding: \$770,874 Federal Funding: \$1,126,120
Other Funding: \$0*

Partners: State and federal agencies and organizations serving people with disabilities, including the U.S. Departments of Justice and Education, and the following state agencies: DPH, DSS, SDE, DDS, DMHAS, DOT, DMV, DOL, DCF, CDHI, CHRO, BESB, and DOC; licensing and oversight bodies; state and national disability advocacy organizations including the National Disability Rights Network (the national umbrella organization for Protection & Advocacy Systems), and Connecticut's non-profit legal services organizations.

Performance Measure 1: The number of people served by Case Advocacy Services annually.



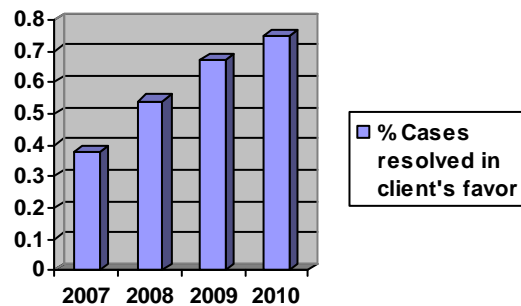
Story behind the baseline: Case advocacy services are the highest level of intervention provided by OPA. The quickest, short-term assistance is provided by “information and referral”; mid-level services include things like representing a student at a PPT meeting (special education); the absolute highest level of intervention is to pursue legal remedies, such as class

action law suits, which can take years. AID activities are not considered direct advocacy, but rather an objective investigation and oversight for allegations of abuse and neglect of people age 18 – 59 with mental retardation.

Proposed actions to turn the curve:

Continue to provide advocacy to help people move into the community.

Performance Measure 2: The percentage of cases where issues are resolved partially or fully in client's favor.

**Story behind the baseline:**

“Issues resolved partially or fully in client's favor” can be measured using our Disability Advocacy Database (DAD). Each client has an Advocacy

Plan which spells out how the case will flow and what OPA will do.

Proposed actions to turn the curve:

Empowerment: OPA is developing special education clinics to be held across the state where parents can come in and meet with an Advocate for about 30 minutes for a review of their records and to receive advice. OPA plans to use existing resources to hire an attorney who has expertise in special education. This will free up other legal resources to focus on other issues at no additional cost. OPA is also creating a panel of pro bono lawyers and paralegals to help people file discrimination complaints with the Commission on Human Rights and Opportunities (CHRO).

Performance Measure 3: The time it takes from initial contact with OPA to when a letter is sent to the individual seeking assistance explaining the decision made at Case Review on whether to provide Case Advocacy Services.

NO CHART OR DATA, YET. SEE PROPOSED ACTIONS TO TURN

THE CURVE (DATA DEVELOPMENT AGENDA)**Story behind the baseline:**

OPA tracks when the client first contacts the agency and OPA sends a letter to clients once a decision is made whether to provide case advocacy services, but our database does not currently track the time line in a readily accessible format.

Proposed actions to turn the curve:

Date development agenda: going forward, at no cost, OPA can be sure the client database contains the date and time for 1) when the individual contacted the agency, 2) when the case is first brought to Case Review, and 3) whether a decision is made then or whether further information is needed and if so, when the final decision is made.