

2012 Program Report Card: Case Advocacy Services (OPA)

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

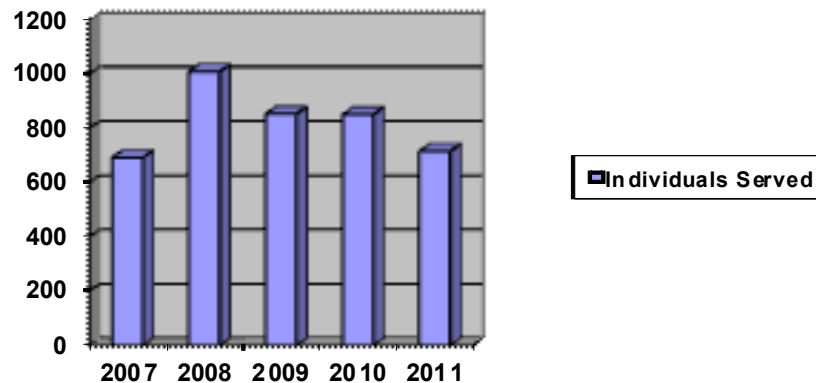
Contribution to the Result: Connecticut residents with disabilities have equal access to participate and contribute to the economic and civic life of their community.

| Program Expenditures | State Funding | Federal Funding | Other Funding | Total Funding |
|----------------------|---------------|-----------------|---------------|---------------|
| Actual FY 11 | \$571,679 | \$939,736 | 0 | \$1,466,073 |
| Estimated FY 12 | \$486,151 | \$867,523 | 0 | \$1,353,674 |

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.

How Much Did We Do?

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.

Trend: ▼

How Well Did We Do It?

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. Note: in some cases it is more appropriate and more timely to contact individuals by phone, in person, or by another means.

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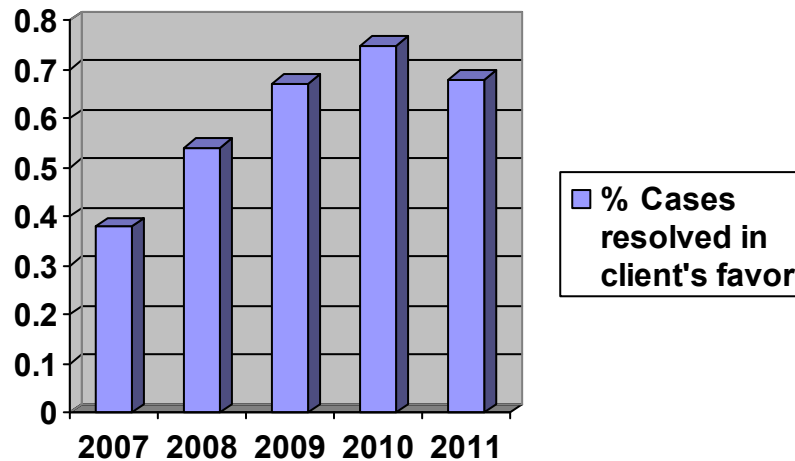
Quality of Life Result: The civil and human rights of all Connecticut residents are respected and protected.

[INSERT GRAPH HERE]

Story behind the baseline: As indicated in the 2011 RBA report card, OPA has just begun collecting this data. We are still working to generate this graph.

Trend: too soon to tell

Is Anyone Better Off? The percentage of cases where issues are resolved partially or fully in the client's favor.



Story behind the baseline: "Issues resolved partially or fully in the 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. OPA opened 716 cases and closed 487. Of the closed cases, 329 were resolved in the client's favor. The cases that remain open typically either were opened late in the year or involve a very high level of intervention.

Trend: ◀▶ The trend may be leveling off. From a low of 38% in 2007 to a high of 75% in 2010, the success rate increased substantially. In 2011 the success rate dropped to 68%. It is too soon to call this a decline, but it is good data to have.

Proposed Actions to Turn the Curve: OPA was unable to develop special education clinics as originally planned. OPA is still seeking 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 working to create a panel of pro bono lawyers to help people file discrimination complaints with the Commission on Human Rights and Opportunities.

Data Development Agenda: As indicated in the 2011 RBA report card, OPA has developed a tool to capture the data for measure number 2--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.