

To: Department of Developmental Services
From: Shannon Cogan, OCRA Director
Date: August 1, 2022
Re: Annual Consumer Satisfaction Survey
July 1, 2021, through June 30, 2022

Attached are the results of the current Consumer Satisfaction Survey. OCRA sent surveys for July 1, 2021 – June 30, 2022 to all closed service requests from the case management system. OCRA sent surveys by mail, which included a self-addressed, stamped envelope. OCRA sent clients who had multiple service requests only one survey, if OCRA provided services within the same quarter.

OCRA mailed 5,290 surveys. 770 people returned surveys. This represents a 15 percent return rate. Of those responding to the questions, 97 percent of the respondents who answered the questions felt they were treated well by the staff. 90 percent of the respondents believed their call was returned within two days. 94 percent of the respondents reported that they understood the information they received. 94 percent of respondents felt their Clients' Rights Advocate listened to them. 90 percent of respondents felt they were helped with their question/problem and 92 percent of respondents said they would ask their Clients' Rights Advocate for help again.

	<u>Satisfied</u> (Happy)	<u>Not Satisfied</u> (Sad)	<u>Did Not Check</u>
1. I was treated well by the staff.	728	23	19
2. My call was returned within two (2) days.	679	72	19
3. I could understand the information I got.	708	47	15
4. My Clients' Rights Advocate listened to me.	706	49	15
5. I was helped with my question/problem.	677	77	16
6. I would ask for help from the Clients' Rights Advocate again.	688	58	24