

Memo

To: Disability Rights California Board of Directors
From: Katie Hornberger, Director
Date: August 29, 2014
Re: Annual Consumer Satisfaction Survey
July 1, 2013 through June 30, 2014

Attached are the results of the current Consumer Satisfaction Survey. The surveys were sent out for the period of July 1, 2013, through June 30, 2014. Every fourth closed service request was randomly selected from OCRA's case management system to receive a survey, which included a self-addressed stamped envelope. In April of this year, we slightly revised the survey after consultation with Kathleen Ozeroff at the Department of Developmental Services. We included the name of the staff member(s) who may have assisted and clarified if the respondent wanted a call back "from a supervisor" rather than it being unclear who would be calling them.

Two thousand twelve (2,012) surveys were mailed out. Four hundred-eighty (480) returned the surveys. This represents a 24 percent return rate, a slight increase from last year. Of those responding to the questions, 97 percent of the respondents who answered the questions felt they were treated well by the staff, 95 percent understood the information they were provided, 96 percent believed their CRA listened to them, 95 percent would ask for help from the Clients' Rights Advocate again, and 93 percent were helped by the CRA. This represents an increase in satisfaction in **all** areas. We are very proud of this improvement. OCRA staff have strived to ensure that all callers are well served and felt helped. We have continued to develop additional materials about areas of need in an understandable format.

Last year only 85 percent of people received a call back within two days. We set a goal to improve that statistic and developed a clear plan. We are proud to report that this year 93 percent of respondents received a call back within two days. We added a new staff Bilingual Assistant Clients' Rights Advocate for Southern California to assist with intakes at busier offices and have started implementation of a new phone log system. We are optimistic that we will maintain or improve in timely returning calls in the

coming year as we are hiring a Bilingual Assistant Clients' Rights Advocate for Northern California and fully implementing the phone log system statewide. Our hard work has resulted in clear increases in satisfaction.

	<u>Satisfied</u> (happy face)	Not <u>Satisfied</u> (sad face)	<u>Did Not</u> <u>Check</u>
1. I was treated well by the staff.	450	12	18
2. My call was returned within two (2) days.	433	32	15
3. I could understand the information I got.	446	24	10
4. My Clients' Rights Advocate listened to me.	447	21	12
5. I was helped with my question/problem by my Clients' Rights Advocate.	435	32	13
6. I would ask for help from the Clients' Rights Advocate again.	447	22	11

Comments: ¹

- Christine Armand is excellent. She goes over and beyond what is expected of her. I call her on a normal basis on questions I have with regional center and school district issues.
- Bebo and Ada are unbelievable great with their families and are extremely knowledgeable.
- Anytime if I have a question regarding my care to my special needs son, I call them for a help. They are wonderful very helpful.
- Outstanding Service!!

¹ This is a sampling of the comments received on the surveys. They are copied directly from the survey forms, including punctuation and spelling. If an adverse statement was made about a specific person or agency, the name was deleted for purposes of this report.

- Y gracias a ustedes por ayudarnos porque cuando hay alguien que nos ayuda no abusan de nosotros principalmente los que no hablamos ingles por eso gracias muchas gracias. (And thank you for helping us because when there is someone helping us they do not abuse us principally the ones that do not speak English, because of that thank you very much.)
- Information provided allowed successful interaction with the school district.
- We may finally be on the right track. Thank you!
- I am just disappointed that Mr. Andy Holcombe left. He met my son and myself and knows the case-now I have to start over with another person and it makes it so much harder on me. I have been trying to get regional services for my son for many years now and this just adds another barrier to my efforts.
- Siempre se dirigió con mucha responsabilidad y entusiasmo. (He/she always spoke with a lot of responsibility and enthusiasm)
- El consejero de trabajo debe trabajar como tú _____. (The work counselor should work like you...)
- Dios lo ama. Gracias mil gracias a su ayuda se nos otorgo un permiso para que mi hijo discapacitado tenga su perrito ya que nos estaban amenazados. Dios los bendiga Cristo los ama. (God loves you. Thanks many thanks for your assistance we were granted permission for my disable son to have his dog as we were threaten...May God bless you Christ loves you.)
- Recibí un servicio excelente. (I received excellent service)
- Gracias por su ayuda. Fue de gran utilidad para mí. (Thank you for your help. It was very useful for me.)
- The service was excellent and outstanding.
- I wish I had heard about you when my son was a minor.
- Very unsatisfied.
- I wish there was a Long Beach office downtown LA too far.
- Very nice kind hearted people.
- Aimee Delgado is empathetic and very helpful. (smiley face)
- Arthur very, very helpful used 2X!
- Todavía no estoy con Alta California. (I'm still not with Alta California.)

- Excelente Abogada Gracias (Excellent Advocate/Attorney Thank you)
- I dropped the ball and didn't follow through.
- Por ahora no necesito defensor con la información que me dieron es suficiente gracias. (For now I do not need an advocate, with the information I received was sufficient thank you)
- She told me I seemed to be able to advocate for myself so she wouldn't be able to commit to my case.
- Please offer a hard copy of information on website for people who do not have access to a computer or printer.
- Ms. Meyer's returned my calls within 2 hrs. She is very accesible and simplified communication. And she was very effective with answers and resolutions.
- Gracias por so ayuda y apoyo, me gustaría la terapia de comportamiento en casa, yo ya hice la terapia en grupo para padres. (Thank you for your assistance and supports, I would like behavior therapy in the home, I already did group therapy for parents.)
- El me ayuda a entender las cosas que no entiendo y me las vuelve a repetir hasta que yo entiendo. (He help me understand the things that I do not understand and repeats it until I do understand.)
- Gracias por su apollo y orientasion sin sualluda no ubiera podido aplicar para el cuidado en casa muchas gracia por toda su alluda y por su tiempo. (Thank you for your assistance and orientation, without your assistance I would not been able to apply for IHSS thank you for your assistance and your time.)
- Que parami es una exelente trabajadroa me siento escuchada ayudada entiendo mis derechos yapreno cudadiamas. (For me she is an excellent worker I feel listen to and assisted and I understand my rights and I learn...)
- Apoyo en español y con la abogada y información problemas con agencies provadas y distritos. (Support in Spanish and with the advocate and information problems with approved agencies and districts)
- I am so grateful for all services I have received from OCRA office. Eva Casas even attended the HRC meeting with me.
- Que Gracias por defender los Derechos de mi hija. (Thank you for defending the rights of my daughter.)

- Treated by changing my meds and bxs.
- Very on top of it. Not only made sure I was contacted but helped with getting me connected. Very nice people.
- This office is very accessible and parent friendly especially Luisa, she transmits a very soft accessible tone over the phone.
- Excellent.
- Your service was very beneficial to _____. Although, we are going through a 2nd appeal with IHSS.
- Mario went out of his way to explain the legalities to me in a way I could understand. I am so grateful for this service!
- I wish more could have been don't about my case but I understand the circumstances.
- I would not be independent without Katie Lusson.
- I would like the help to be more speedy when my concerns are presented. There has been times when I had to wait for Katie not being available. However, Luisa is great. (smiley face).
- I was very happy with Hannah, She was easy to talk to and well informed.
- I was helped even though I wasn't a client of Far Northern. Very nice and courteous.
- I would like to see more staff be available to accompany families to appeals and hearings.
- I was very please on how staff treated us. My/our phone calls was returned right away however the answer we for is not what we expected. Overall we are very happy with the service. Thank you.
- I still need rep.
- Thank you the services and help was fantastic!