

OFFICE OF CLIENTS' RIGHTS ADVOCACY
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Memo

To: OCRA Advisory Committee
From: Jeanne Molineaux, Director
Date: 8/28/2002
Re: Consumer Satisfaction Surveys; Annual, 2001-2002

Attached are the results of the current Consumer Satisfaction Survey. The survey was sent out for the year July 1, 2001, through June 30, 2002. Every fourth closed case was randomly selected from OCRA's computer intake system to receive a survey, which included a self-addressed stamped envelope.

Two hundred thirty nine surveys were mailed out. Ninety-one people returned the survey. This represents a 38 percent return rate. The results were excellent. Of those responding to the questions, 92 percent of the respondents who answered the questions felt they were treated well by the staff, 90 percent understood the information they were provided, 92 percent believed their CRA listened to them, 84 percent believed they were helped by the Clients' Rights Advocate, 88 percent would ask for help from the Clients' Rights Advocate again. Lastly, 80 percent received a call back within two days.

OCRA is justly proud of the results of its Consumer Satisfaction Survey.

	<u>Satisfied</u>	<u>Not Satisfied</u>	<u>Did Not Check</u>
1. I was treated well by the staff.	84 ☺	4 ☹	3
2. My call was returned within two (2) days.	73	13	5
3. I could understand the information I got.	82	5	4
4. My Clients' Rights Advocate listened to me.	84	4	3
5. I was helped with my question/problem by my Clients' Rights Advocate.	76	9	6
6. I would ask for help from the Clients' Rights Advocate again.	80	4	7

Comments: ¹

- Clients' Rights Advocacy is vital in our County.
- Great.
- We really like Celeste Palmer-Ghose. She's been a great shield and educator for us and helped us so very much. Thanks.
- Thank for being there for me God bless you.
- Tom is great. Thanks.
- What a blessing Matt and Lisa (?) were- very responsive and knowledgeable. Thank you!
- Amy was very supportive. She kept our needs 1st; was good to offer suggestions not pushing her own personal preferences or ideas. Very helpful.
- I never received a call back from the Advocate. My phone calls were never returned. I never received any help. I felt ignored.
- Stan did an exceptional job in helping me. Amy is really good too!

¹ The comments 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.

- I have a girlfriend that is mad at me and won't talk to me, but I am willing to forgive her for her mistakes and be her friend again.
- My experience with the advocate office was excellent.
- Brian Capra is wonderful! Highly recommended!
- Sin la ayuda de ellos no hubiera logrado obtener la ayuda que mi hijo necesitaba. Gracias!! (translation: Without their help I would not have managed to obtain the help my son needed)
- Gracias por todo lo que me han alludado. (translation: Thank you for all the help you have given me)
- Your guidance was invaluable! Thank you, thank you, thank you!
- I was disrespected in _____ unreturned call.
- I felt like I was the center of their attention and feel free to call on them again if the need arises. Thank you.
- I love working with you all.
- As a case manager at NBRC, it would be helpful to receive follow up call or memo stating the work you did for our client or their family.
- Tammy Solano was very helpful and I am very grateful for all the "battles" she's had to go through with us.
- I am very pleased with this group.
- I still need help with my problem.
- Katie Casada is great, very helpful. She puts a lot of time into helping consumers. She is always available to answer questions.
- Aida is very helpful, but is over-burdened with the caseload. If you could hire another assistant that would be great. Katie Casada did explain the information very well.
- Not very helpful. No follow thru. I felt like I had to go to law school to help my consumer.
- Very friendly.
- I need information regarding social security rights; could you provide me with this information please!
- Hard to get hold of ___ at times.
- CRA's presence at a planning meeting, to address supported living services, became more of a barrier to implementing the plan as CRA brought up old issues e.g. Board & Care placement which was not in consumer's best interest and had previously been discussed and ruled out.