

To: Department of Developmental Services

From: Shannon Cogan, OCRA Acting Director

Date: December 31, 2021

Re: Semi-Annual Consumer Satisfaction Survey
July 1, 2021 through December 31, 2021

OCRA administrative staff sent surveys in the client’s primary language by mail with a self-addressed, stamped envelope for the period of July 1, 2021 – December 31, 2021. OCRA sends surveys after each month of service, so December survey responses will be included in the Annual Report, rather than this report. To encourage more feedback from the community, OCRA changed from sending a survey to every fourth closed service request, to every closed service request in the case management system. OCRA only sent surveys to a person once during a quarter if they had more than one service request, to avoid duplication.

OCRA mailed 2460 surveys and 352 people returned surveys. This is a 14.3 percent return rate. Of those survey answers, 97 percent felt they were treated well by the staff. 91 percent of respondents believed their call was returned within two days. 93 percent of respondents reported that they understood the information they received. 93 percent of respondents felt their 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 OCRA for help again. In past reports, we included all comments in this memo. In an effort toward brevity, we now highlight selected comments for the Director’s Report. OCRA will provide the document with all comments upon DDS’ request.

	<u>Satisfied</u> (Happy)	<u>Not Satisfied</u> (Sad)	<u>Did Not Check</u>
1. I was treated well by the staff.	335	11	6
2. My call was returned within two (2) days.	315	31	6
3. I could understand the information I got.	322	26	4
4. My Clients’ Rights Advocate listened to me.	327	24	5
5. I was helped with my question/problem.	311	36	5
6. I would ask for help from the Clients’ Rights Advocate again.	316	27	9