



OMR Survey Analysis

Options For All

nature

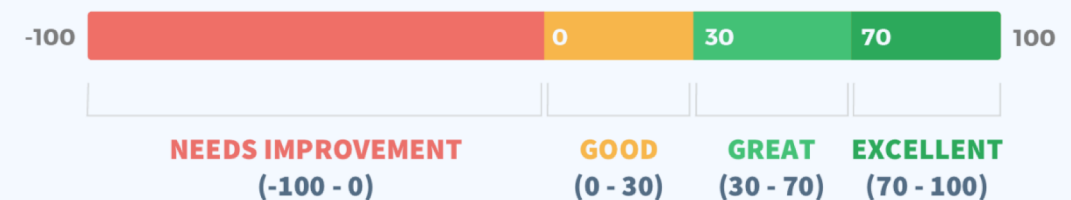
Executive Summary

Purpose: Assess satisfaction rate of OFA clients and stakeholders and percentage of promoters of OFA services

- **Response Rate: 38%**
 - Increase from 35% in previous year
- **Net Promoter Score: 52**
 - Increase of **5 points** from previous year
 - Highest Promoters:
 - **Regional Centers 88**
 - **Inland Empire 60**
 - **Enhanced Behavioral Support 84**
- **Satisfaction: 92%**
 - Increase from 87% in previous year
 - Most Satisfied:
 - **Regional Centers 97%**
 - **Inland Empire 96%**
 - **Enhanced Behavioral Support 95%**
- **Clients Service Goals: 57%**
 - Highest % Goals Met:
 - **Community Engagement / Enhanced Behavioral 63%**
- **Opportunity for Improvement:**
 - Employer Partners

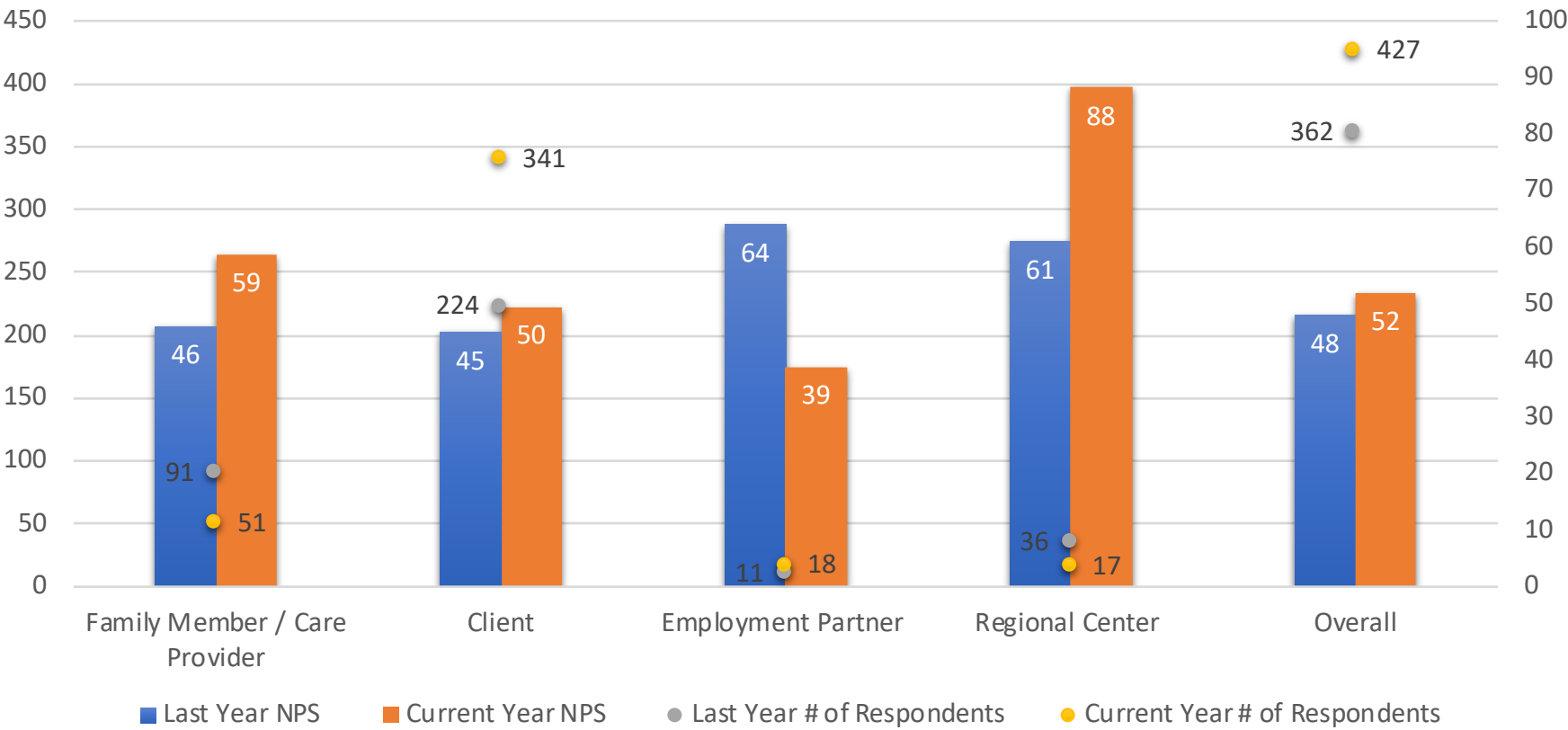
Key	
Highly Satisfied	5
Very Satisfied	4
Neutral	3
Unsatisfied	2
Highly Unsatisfied	1

What is a good NPS score?



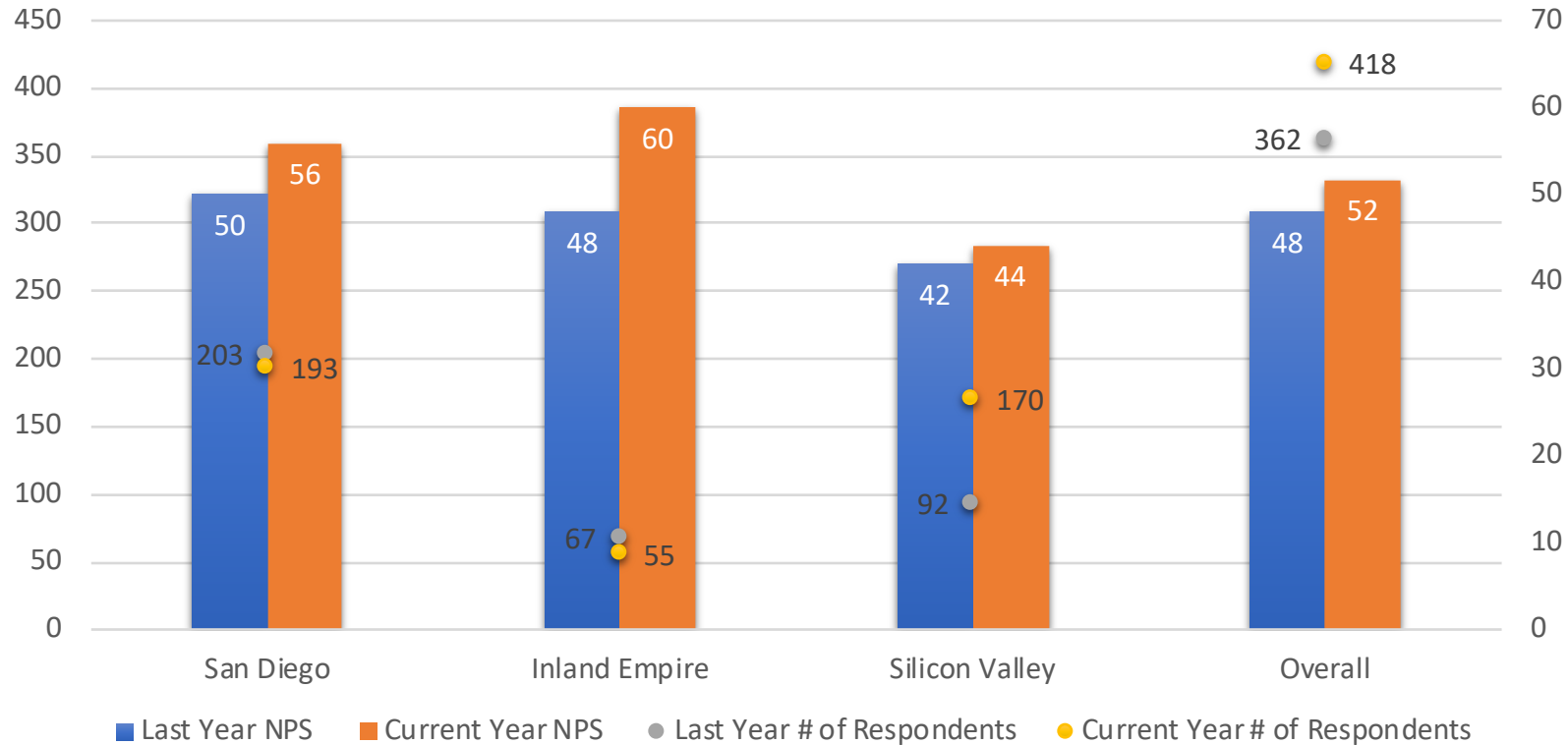
Net Promoter Score

How likely are you to recommend OFA to a friend or family member?



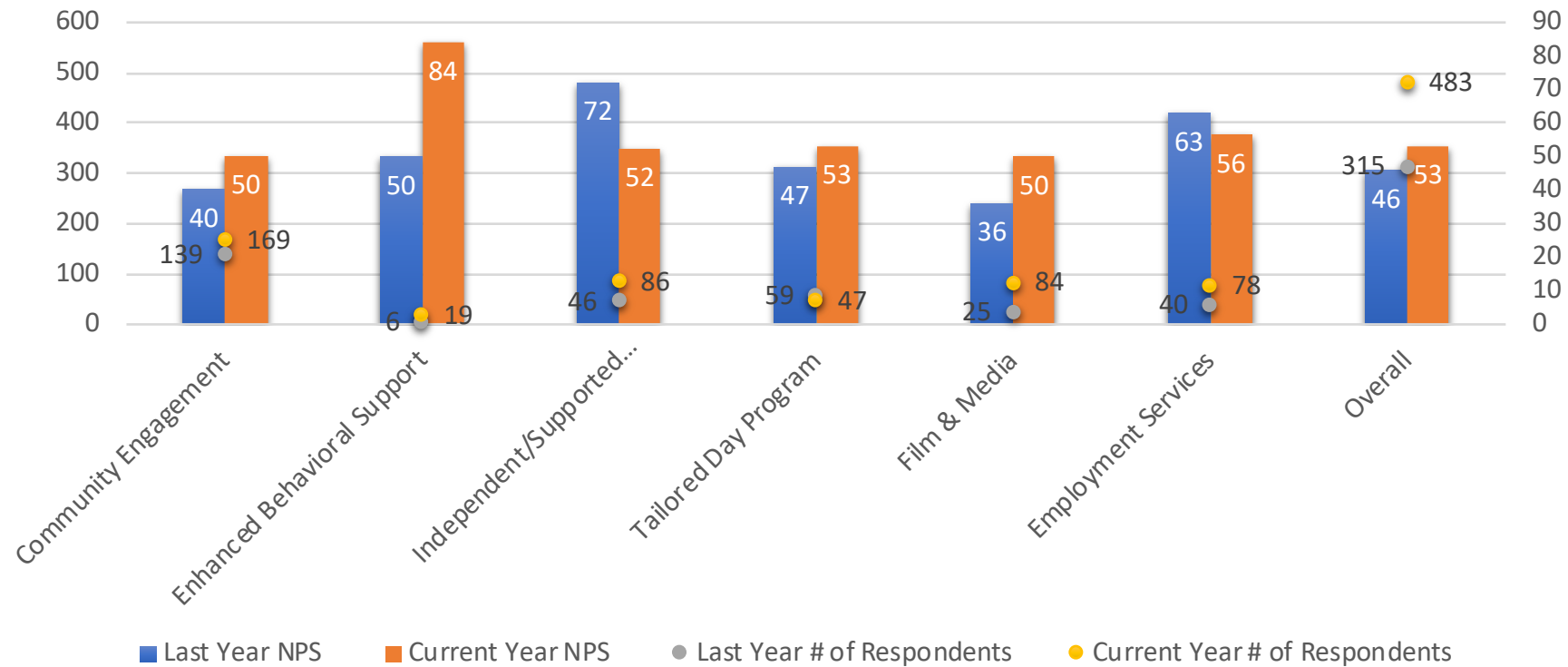
Net Promoter Score by Region

How likely are you to recommend OFA to a friend or family member?



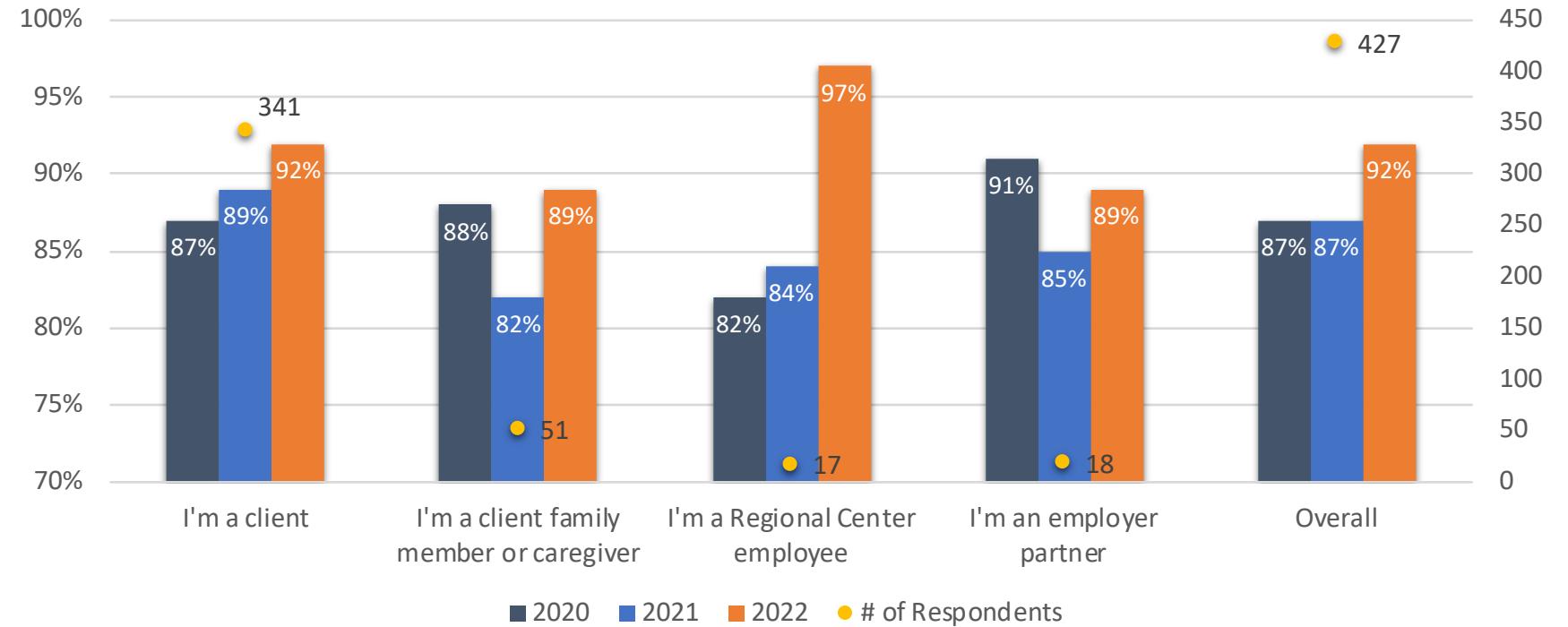
Net Promoter Score by Program

How likely are you to recommend OFA to a friend or family member?

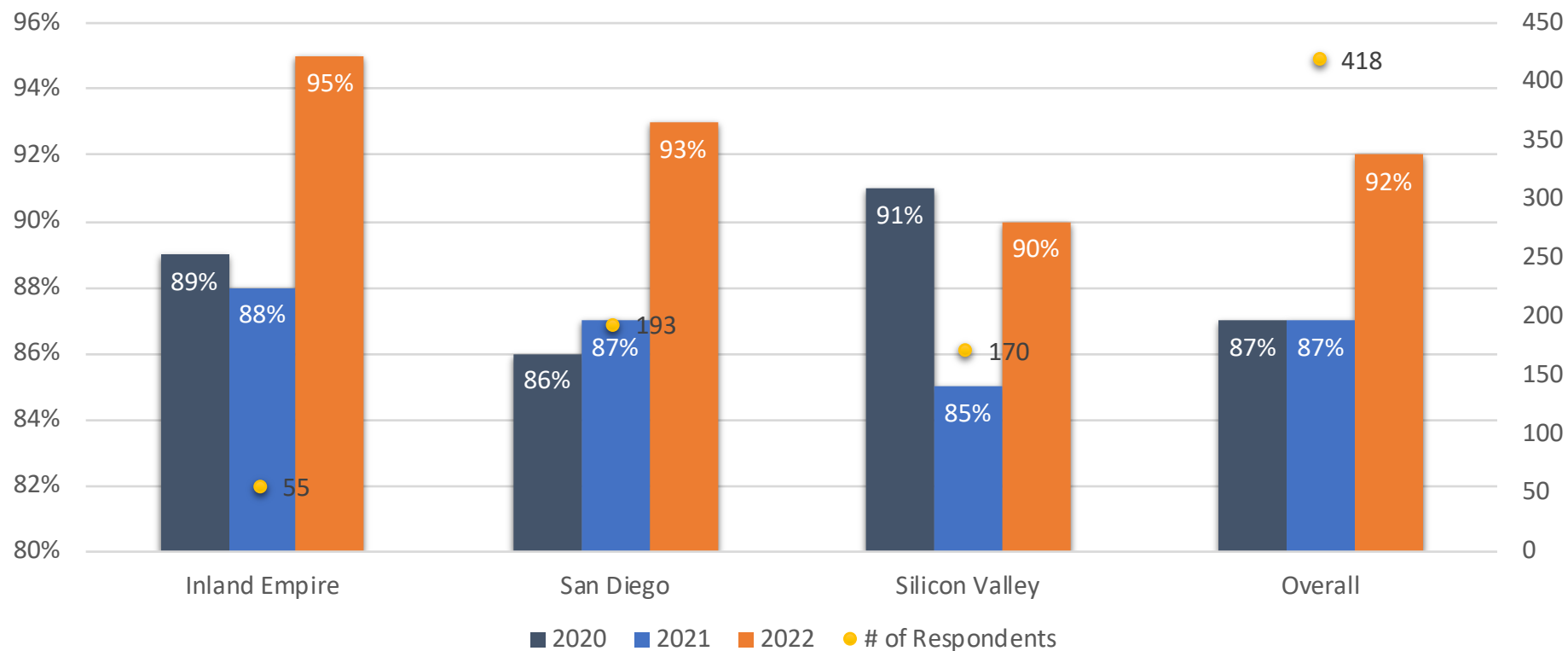


Overall Satisfaction with OFA

- How satisfied are you with our service?
- How satisfied are you with the OFA staff that you interact with?

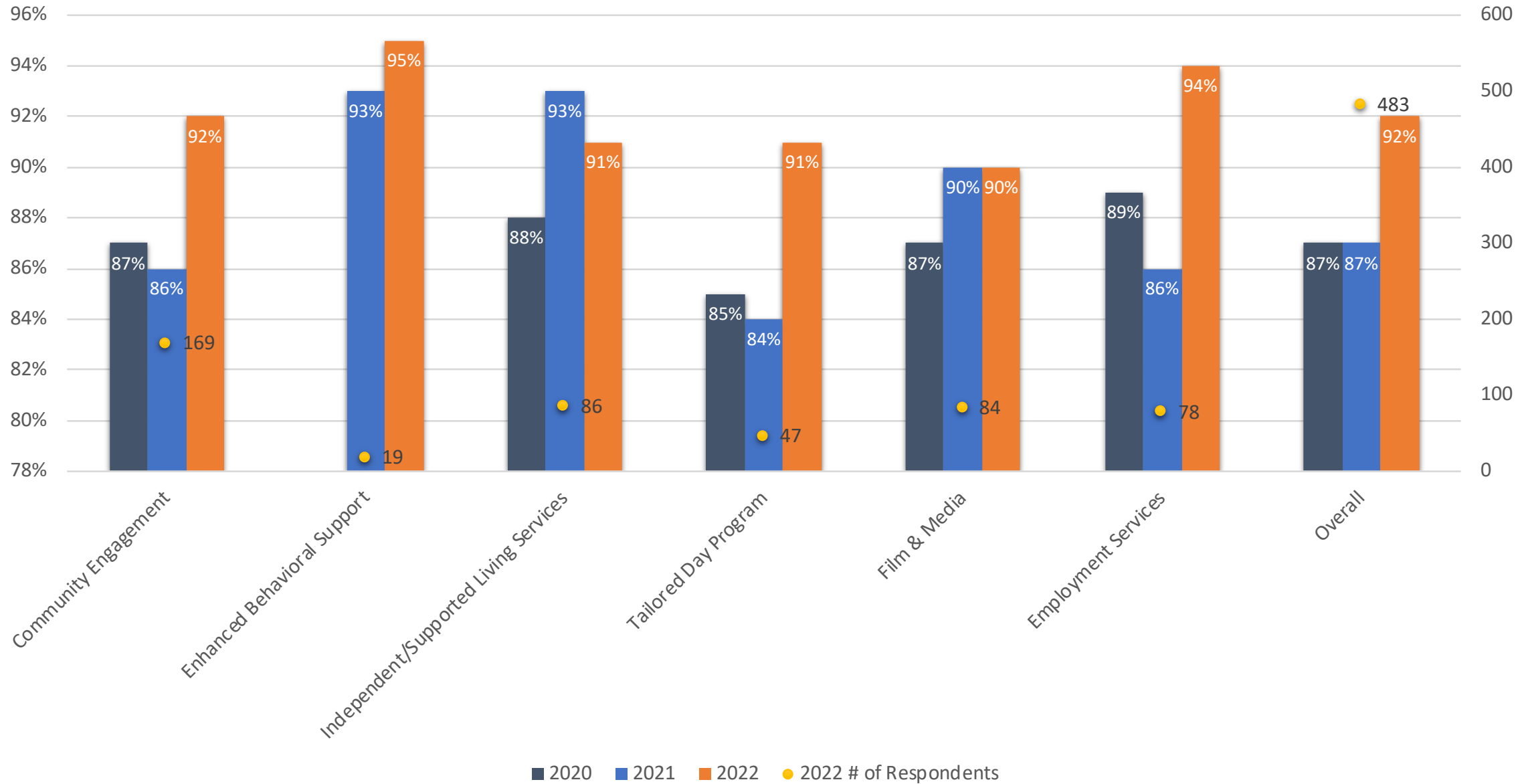


Overall Satisfaction by Region

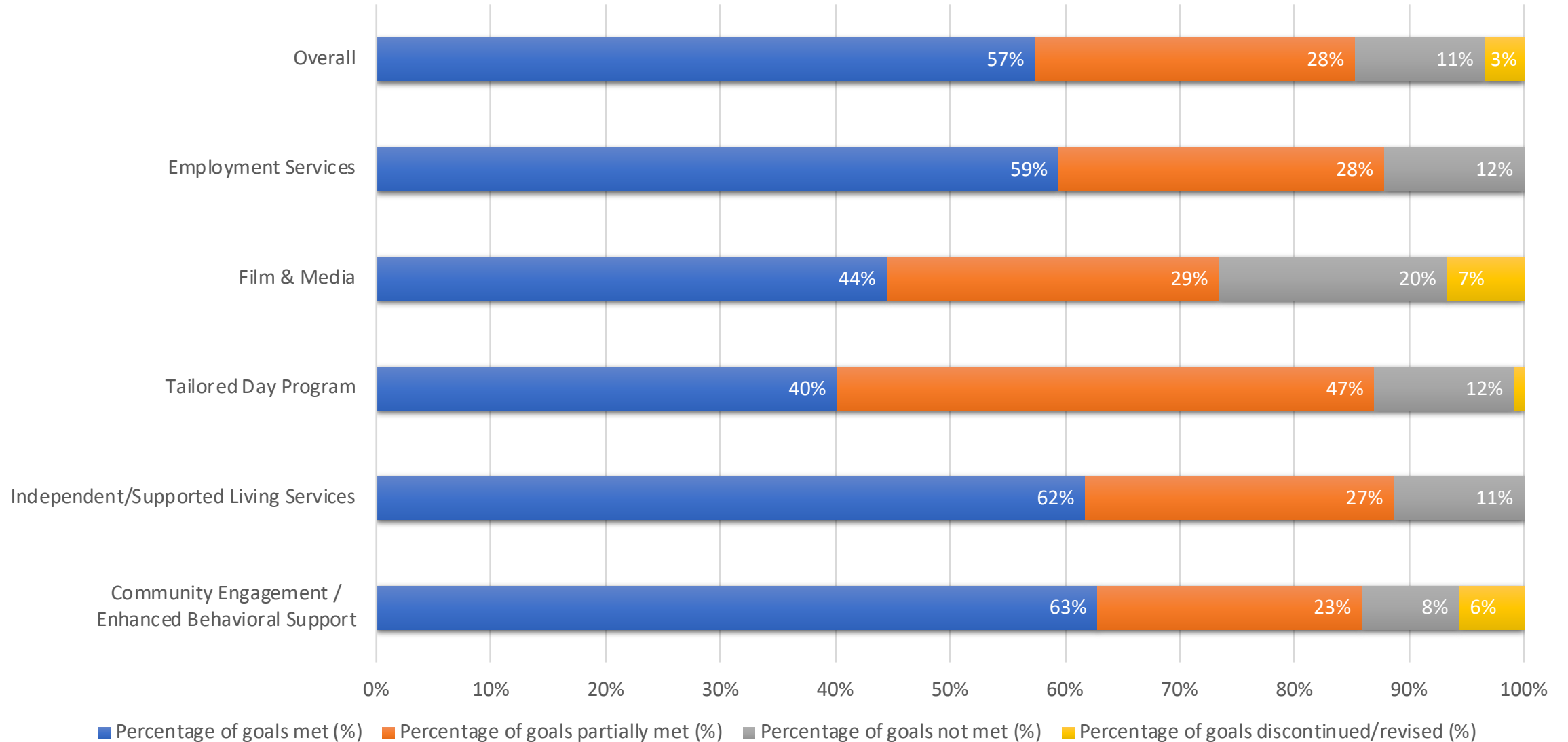




Overall Satisfaction by Program

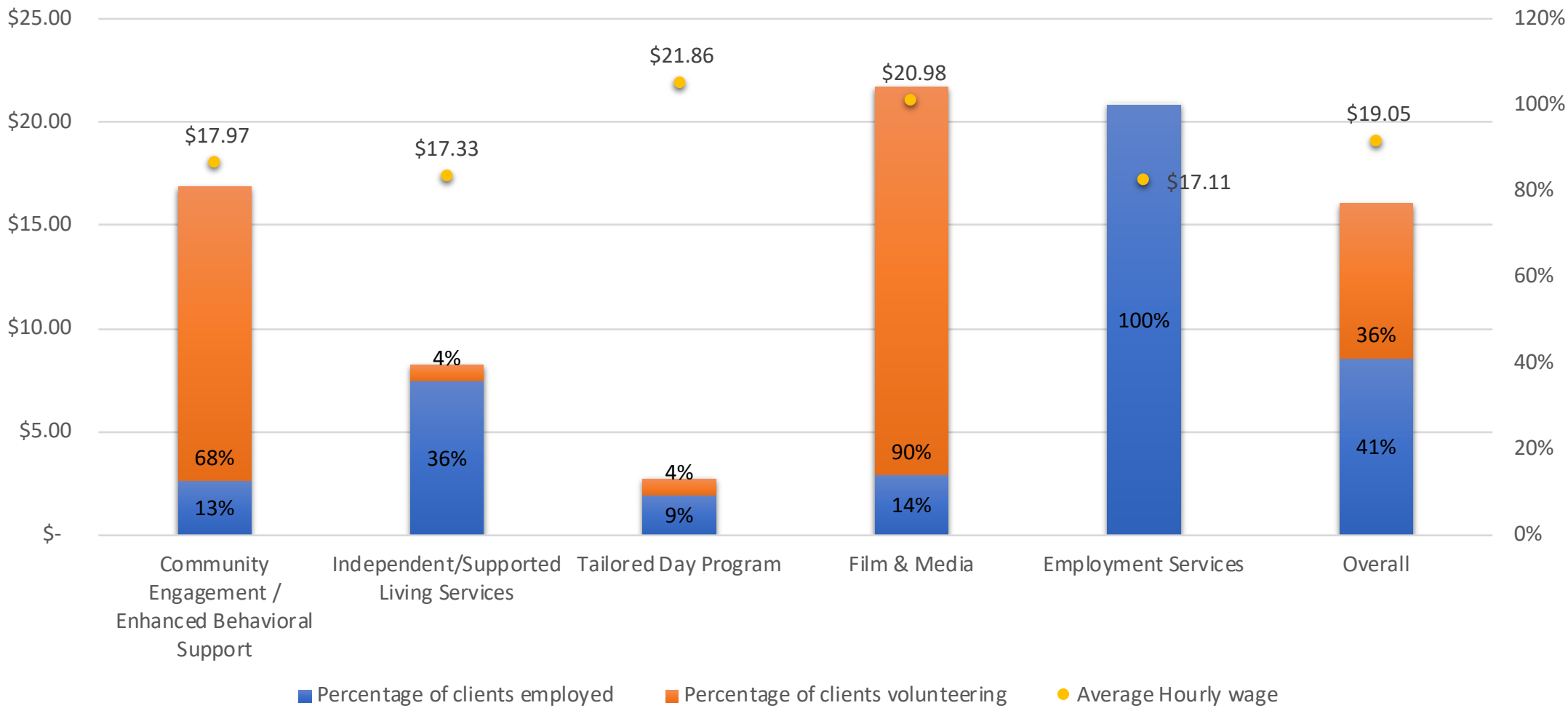


Clients Service Goals



Clients Volunteer and Paid Employment Outcome

Total annual number of job placements: 119



Key Findings

The survey has highlighted that all respondents are satisfied with OFA services and staff and are likely to promote the company. Some common areas of improvement identified by all respondents are **time** and **staffing numbers**.

- **Clients in Community Engagement in San Diego and Inland Empire** ask for more hours to go out in the community and build relationships. At the same time, they feel that the program is short of staff.
- Likewise, **Family Members in Tailored Day Programs in Silicon Valley and Community Engagement in San Diego** feel that the lack of staff impedes to extend program hours.
- **Clients in F&M in San Diego** praise the staff for teaching skills, but also ask for a more individual approach based personalized assignments.
- **Clients in Employment Services in Silicon Valley** ask for more job coaches.
- **Regional Centers** are highly satisfied by the staff responsiveness and support system, highlighting how the employment management has improved the quality of the services



