

Iowa Office of Consumer Affairs Annual Report

Fiscal Year 2020-2021

Internal Structure:

- Iowa OCA Advisory Committee ended with 9 members representing 8 MHDS Regions
- Held 4 Advisory Committee meetings
- Produced 12 monthly reports for Iowa Department of Human Services
- Held the fourth annual meeting on December 15th



Outreach and Communication:

- Published 6 OCA bimonthly newsletters and distributed to the OCA listserv
- OCA listserv is currently at 431 members (232 FY 19-20)
- Maintained and updated website www.ocaiaowa.org
- The Facebook page ended with 727 followers (696 in FY 19-20)
- Displayed OCA materials and resources at 5 conferences/events reaching approx. 700 people (14 FY 19-20)

Increasing Awareness:

- Met with Iowa's MCO's and IME at multiple meetings
- Represented OCA at Olmstead Task Force, Mental Health Advisory and Planning Council and Iowa Mental Health Commission Meetings
- Communicated with Iowa MHDS CEO's
- Showcased OCA at NAMI Iowa events
- OCA Advisory Committee represented and created a walk team for NAMI Walks Your Way virtual event
- Staff spent 723 hours at meetings and giving presentations to stakeholders and within the community (544 FY 19-20)

Referral Services:

- Received 366 (427 FY 19-20) total requests for assistance and resources: 234 phone calls (352 FY 19-20), 117 emails (62 FY 19-20), 4 social media (6 FY 19-20), 2 face to face (7 FY 19-20), and 1 postal mail (0 FY 19-20).
- OCA staff completed 641 (767 FY 19-20) referrals and had 287 (290 FY 19-20) attempted surveys, 41 (70 FY 19-20) returned.
- Received contacts from 45 different counties across Iowa

Goals for FY 20-21:

Director's goals outside of contract:

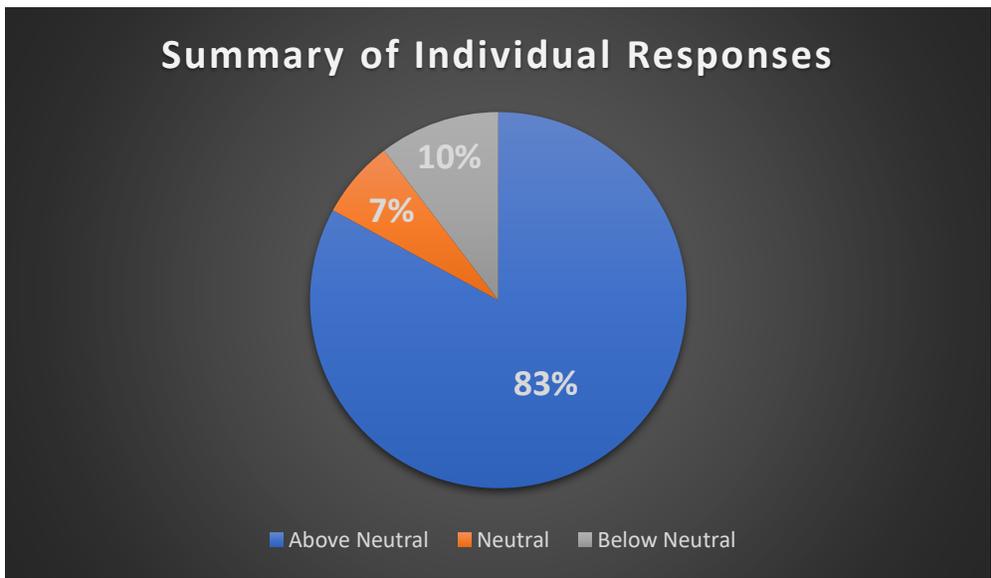
- Strive for 100% MHDS representation on the Advisory Committee
- Provide communities with educational presentations
- Increase contacts by 5% over FY 20-21
- Targeted outreach to the counties that have not contacted the office

Overall Survey Satisfaction

FY 20-21

	My request was answered in a timely manner		The information I received was helpful to me		I would contact the OCA/NAMI IA office again		I would refer others to this resource for assistance		
Strongly Agree	34	83%	19	46%	29	71%	28	68%	
Agree	2	5%	9	22%	7	17%	8	20%	
Neutral	2	5%	6	15%	2	5%	1	2%	
Disagree	1	2%	0	0%	0	0%	1	2%	
Strongly Disagree	2	5%	7	17%	3	7%	3	7%	
								41 returned surveys	

Summary Individual Responses		
Above Neutral	136	83%
Neutral	11	7%
Below Neutral	17	10%
Total	164	

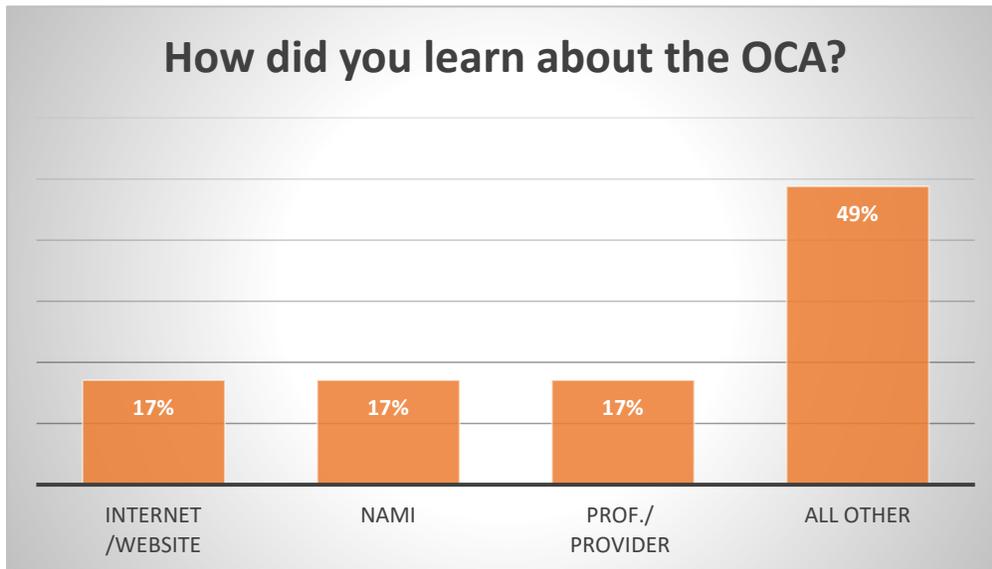


How did you learn about the OCA/NAMI Iowa?

Resource	Total	Avg.
Brochure	1	2%
Friend/Family	5	12%
Internet/ website	7	17%
NAMI	7	17%
Professional/ Provider	7	17%
Other	14	34%
Total	41	

Summary		
Internet /website	7	17%
NAMI	7	17%
Prof./ Provider	7	17%
All other	20	49%
Total	41	

How did you learn about the OCA?



Comments:

If you answered "other" above, please specify where you heard about OCA/NAMI IA:
Iowa Covid 19 mental health website
I was reaching out for a speaker for the School Work group for the Polk County Suicide Prevention. I sent the message to Meriah Hansen, but have since learned she is at NAMI Greater DSM
contacting NAMI
MH probation officer
Minister at covenant church
heard about NAMI a long time ago because of my depression
I know about most resources for mental health and know the NAMI name.
Retired social worker and have known about it for years
the civic center musical presentation there were cards of how to help a person in crisis
Have used before....
Peer support specialist training class
It has been around
211
Years ago started going to meetings in Black Hawk Co. maybe through DD counselor
Was in a group that NAMI did a survey of

What could we have done to improve your interaction with us?

I first emailed in the spring, maybe April of 2020. Receiving no response, I emailed again just this past week and received a much faster response.

Had to call more than one office to get an answer and not a machine with no call back (NAMI GDM). Finally got through and then it was helpful.

Nothing. Is was great!

more resources

Okay, so I was in a position where my group was being dissolved, which would mean a cohesive, positive group would have to move as a whole or split up into other groups, but it basically took allowing my emotional reaction of going minimally verbal IN EMAIL to get through to the person that what I needed was the basic information so I and the others in the group could make the best possible decision for each of us and each other. Instead, for some reason, she seemed intent on making the decisions FOR me, without actually knowing anything about me or my situation and without me having any opportunity to consult with the other members of my group. Aside from being the least efficient use of NAMI personnel resources, that strategy was supremely insensitive to the needs of an already-marginalized population. And she wasn't even asking what I wanted or needed in a group. It was just. "There are these other groups." "Okay, tell me how to get the information on those other groups." "I have that information." "I KNOW you have that information; I NEED that information, why are you not either giving me the information or telling me how to get it?" "I have the information, and can help you." "I realize that. However, you are currently choosing NOT to help me, because you still have the information and I still don't." "But I can help you find a group." Yes, you can. But you're not. Because you know where/when the groups are, and I, for some incomprehensible reason, STILL don't." If this was the run-around every person who might have needed to move groups used, it's absolutely ridiculously discouraging and basically designed to guarantee that people who are already low on emotional capital would give up and not even try to continue participating. I mean, the sensible course of action would have been to update the central website with information on available groups and links to affiliate pages/contacts for registration, but for some reason instead we were doing some sort of convoluted gatekeeping stuff designed to take people who have established relationships of mutual trust and support and force them into isolation, never again to meet those with whom they had forged bonds.

Nothing, you were very helpful considering this was a person that doesn't work for you! So thanks. To be honest though I am not sure what the Office of Consumer Affairs does for NAMI and would be interested in learning more about what you do.

NAMI suggested that Vital Statistics might have the information I was seeking. Vital Statistics never got back to me in any way, but I appreciated the suggestion and NAMI tried to be helpful and prompt.

Having found this resource sooner, or easier.

Our interaction was wonderful. No improvement needed.

Somone w the auth ok r iu ty who can dig in w .e and do things to get answers or to check things out even if its sealed to get clarification on matters concerning to family or friends .like a investigator so then people like me are not alone who have no idea what to do. I keep getting blocked

n/a
Nothing you guys were helpful and gave me resources
Nothing further
nothing
U did great
Not at all. Appreciate you listening to me. Great full for the call and the follow up, made me feel like I wasn't just left out in the cold.
Easy
Everything is great!
nothing
Nothing. I made a phone call and received a follow up with resources by email. Thanks!!
nothing the help that you provided was greatly appreciated.
In the past I had a hard time connecting but Emily got right back to me.
N/A
Everything was fine with my interaction
I was looking for resources about mental healthcare in Iowa that I could share with two families looking for help for their loved ones. The OCA staff was very helpful in providing me with information.
Nothing everything was great. Greatly appritiated the support and being able to have someone listen.
Nothing
Having someone available after hours
<p>I called for help and got none. The person on the other end couldn't even remember or give me the name of another entity or organization that I could go to. All she said was "I can't remember, but I think..." NO help for us at all.</p> <p>Hearing you were such a good organization, I continued my quest with your website, and found an Iowa chapter, but could not find a class, course, or group that was currently active, so I reached out through email. It was over 3 days before I got a response. 3 days is an eternity when in crisis mode, something you should be fully aware of.</p> <p>I will NOT be promoting your organization to people who need help such as we do/did!! I am a high school teacher and have conversations with concerned parents fairly often.</p>
nothing was easy and got an instant rspnse

Would anything have made it easier to contact us?
I was provided a great variety of resources!
gave information about NAMI CI and wanted to talk to Angela and have not heard back.
I mean, what the actual heck?
Would you have any interest in presenting about your organization to a group of 20-25 educators from the Metro area.
Emily Berry was quick to address my questions and concerns. Gave me helpful direction and guidance as well as more resources. They even followed up with me. I'm very thankful and grateful to have such wonderful people serving the community.
I'm overwhelmed and dont have money to hire a lawyer legal aid said thy cannot help me wtf thy didnt even ask my income. They need my mom to tell them talk to them.everyone says get a guardianship well thts about 2 grand I was told and I live check to check. Disability rights said they need mom to talk also or they cannot take her case
Having more resources in Des Moines, IA would be beneficial!
nothing, nice program
I hope when I cannot be at class the Zooming will go well. It is great to have that option as our lives can be very busy in summer.
Phone calls and emails were answered promptly and courteously. I was given information so I could join a Zoom meeting which was very helpful to me. The meeting leaders were also very welcoming and helpful.
Thank u Emily so much for being there for us it encouraged me to keep going
Really enjoy and get a lot out of going to the Family Support Group meetings in Ames
I found out about the Office of Consumer Affairs when I called NAMI Iowa looking for information about a diagnosis I was not familiar with. I refer others to the OCA?NAMI Iowa.
Gave me a great resource and passed it on
Thank you for being there
Emily on the OCA staff provided me with a direct link to the Psychology Today website, where consumers can search for mental-health providers by zip code, area of specialization, and multiple other categories. It is SUCH a helpful site, and I have shared the link with others.
Appreciate you
Stopped going to meetings because it was the same thing over and over. It helps to have someone to talk to when it is needed since I don't have that connection to others now. Have called a couple of times before and always a big help.