

# Iowa Office of Consumer Affairs Annual Report

## Fiscal Year 2019-2020

### Internal Structure:

- Iowa OCA Advisory Committee ended with 10 members representing 9 MHDS Regions and one of those members represents providers
- Held 4 Advisory Committee meetings 3 in Des Moines and 1 virtual
- Produced 12 monthly reports for Iowa Department of Human Services
- Held the third Annual Meeting on November 16<sup>th</sup>



### Outreach and Communication:

- Published 6 OCA bimonthly newsletters and distributed to the OCA listserv
- OCA listserv is currently at 232 members (195 FY 18-19)
- Maintained and updated website [www.ocaiowa.org](http://www.ocaiowa.org)
- The Facebook page ended with 696 followers (417 in FY 18-19)
- Created and distributed 5000 brochures
- Displayed OCA materials and resources at 14 conferences/events (19 FY 18-19)

### Increasing Awareness:

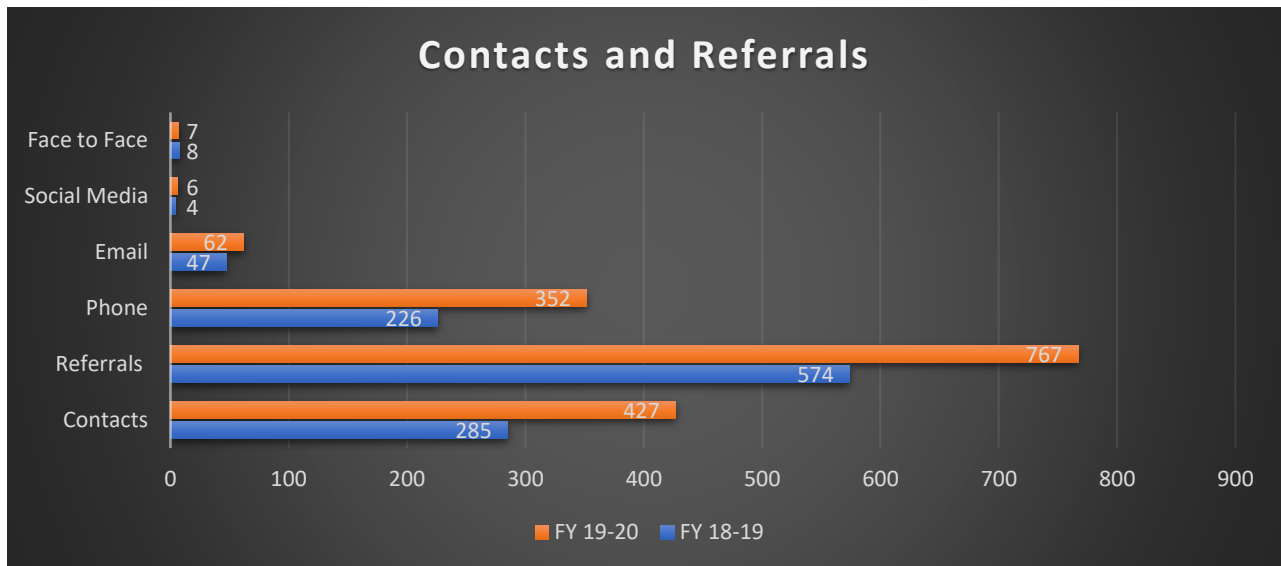
- Met with Iowa's MCO's and IME at multiple meetings
- Represented OCA at Olmstead Task Force, Mental Health Advisory and Planning Council and Iowa Mental Health Commission Meetings
- Communicated with Iowa MHDS CEO's



- Showcased OCA at NAMI Day on the Hill, NAMIWalks, and the Annual Conference/Meeting with a combined reach of 1411 (1450 FY 18-19)
- OCA Advisory Committee represented and created a walk team with 7/9 members present at NAMIWalks
- Staff spent 544 hours at meetings and giving presentations to stakeholders and within the community

### Referral Services:

- Received 427 (285 FY 18-19) total requests for assistance and resources: 352 phone calls (226 FY 18-19), 62 emails (47 FY 18-19), 6 social media (4 FY 18-19), 7 face to face (8 FY 18-19).
- OCA staff completed 767 (547 FY 18-19) referrals and had 290 (161 FY 18-19) attempted surveys, 70 (34 FY 18-19) returned.



### Goals for FY 20-21:

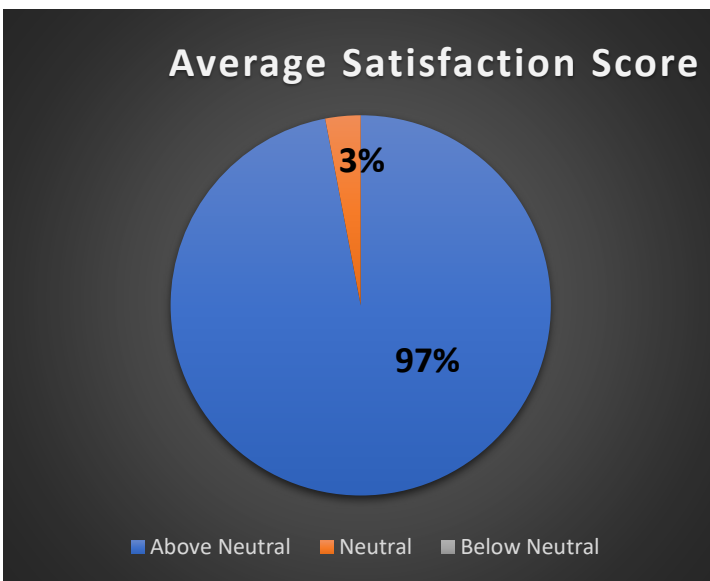
Director’s goals outside of contract:

- Strive for 100% MHDS representation on the Advisory Committee
- Provide communities with educational presentations
- Create and disseminate educational material
- Continue to tap into the potential of using social media to reach across Iowa and provide education and resource information

## Overall Survey Satisfaction

	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	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Strongly Agree	46	66%	39	56%	41	59%	50	71%
Agree	23	33%	24	34%	21	30%	19	27%
Neutral	1	1%	6	9%	0	0%	1	1%
Disagree	0	0%	1	1%	0	0%	0	0%
Strongly Disagree	0	0%	0	0%	0	0%	0	0%

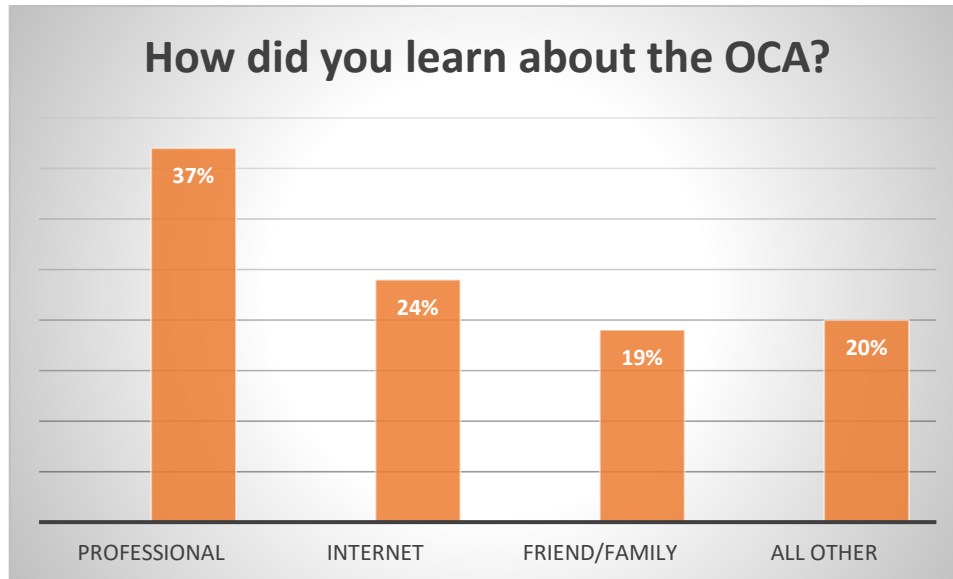
Summary		
Above Neutral	263	97%
Neutral	8	3%
Below Neutral	1	0%
<b>Total</b>	<b>272</b>	<b>100%</b>



## How did you learn about the OCA/NAMI Iowa?

Professional/Provider	26	37%
Internet	17	24%
Friend/Family	13	19%
NAMI	3	4%
Newsletter	2	3%
Brochure	1	1%
Other	8	11%

Summary			
Professional		26	37%
Internet		17	24%
Friend/Family		13	19%
All other		14	20%



**Comments:**

<b>If you answered "other" above, please specify where you heard about OCA/NAMI IA:</b>
Looking for resources online, called someone, they gave me this number
known for a long time
Known about NAMI for years
community
Library
A class that I attended a couple years ago
article
I don't remember

<b>What could we have done to improve your interaction with us?</b>
Went pretty well, don't see a need for improvement.
Nope, I got the answers I needed for the family.
Nope, you answered the phone, like the phone better than the internet which seems to be the way everyone is going now days.
It wasn't bad the way it is now.
nothing, very helpful only help we're able to get.
Interaction was perfect.
nothing very helpful, instrumental in getting the help that I needed.
Suggestion made was very helpful
no, great to have NAMI and you out there
It was great
I called maybe twice before I was emailed some helpful info. However, I'm glad that I called back and was given help.
nothing it was great
I was in a state of panic and Emily was so helpful! It helped us calm down and gather resources needed to help our son.
If this virus was not around, I would have liked to come into the office
I can't think of anything. I was given a website that I will be using in the future.
No, talking and opening up was easy because got to speak to a woman

<b>Would anything have made it easier to contact us?</b>
U were helpful to answer my question.
There was a slight delay in sending in the request, the initial contact, and the answer.
Text

no, very easy every time
It was easy peasy.
no very helpful
You are amazing, got back to me right away.
nope number was right online
Tried to find the office but could not locate it. Was then told that I was at the right place but there had not been anything on the outside of the building to tell me where the office was located.
Hospitals having the information. Have meant with many social workers at hospitals and they have never referred me to NAMI.
Nothing very helpful
No you are everywhere. When you put your name in or a new story it always pops up.
Yes, maybe that person being able to contact someone immediately versus having to leave a voicemail.
nothing it was great
Understanding the different levels between the affiliate and state office, that being clearer when looking up information on the internet.
No. Thank you so much for being there and helping us know the steps needed for commitment.
nothing, you were awesome
Nothing it was super awesome. Figured with the virus that you would be shorthanded and that it would take a while for you to get back to me but you got back to me in the same day, which was pretty cool.
knowing about what services are offered