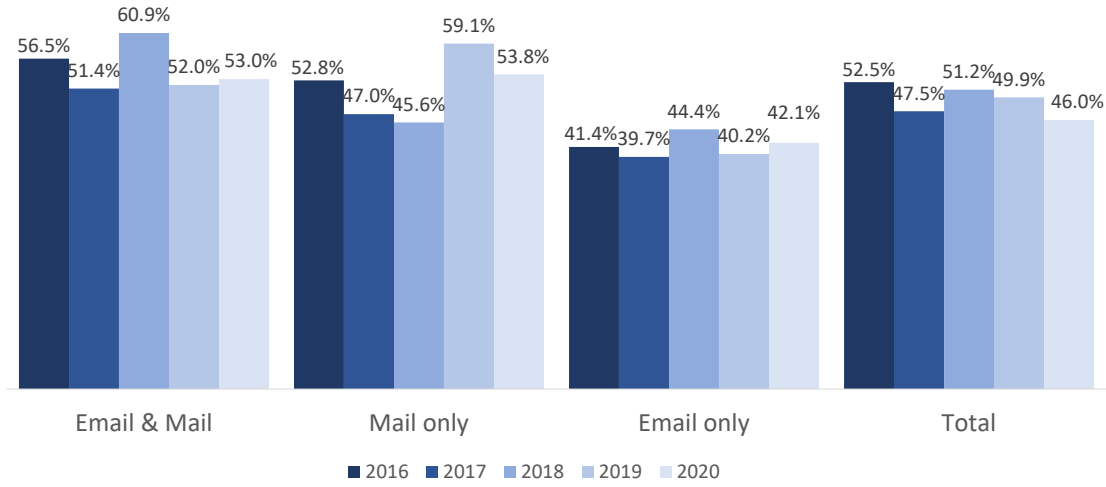


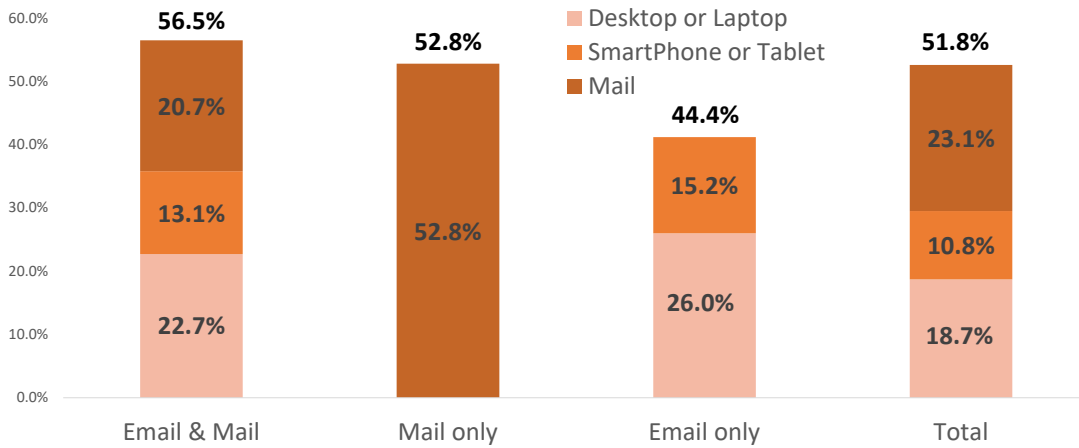
Response Rate by Contact Information, 2016-2020



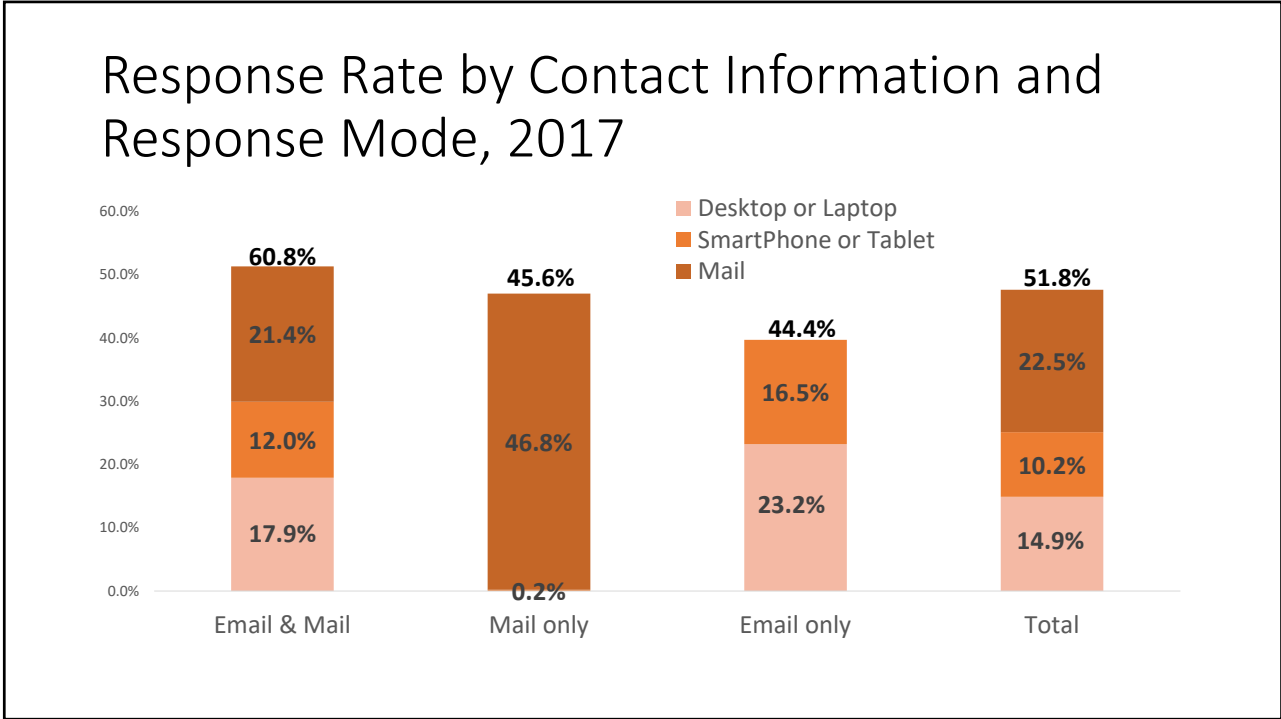
Note: 2020 rates for standard protocol only

1

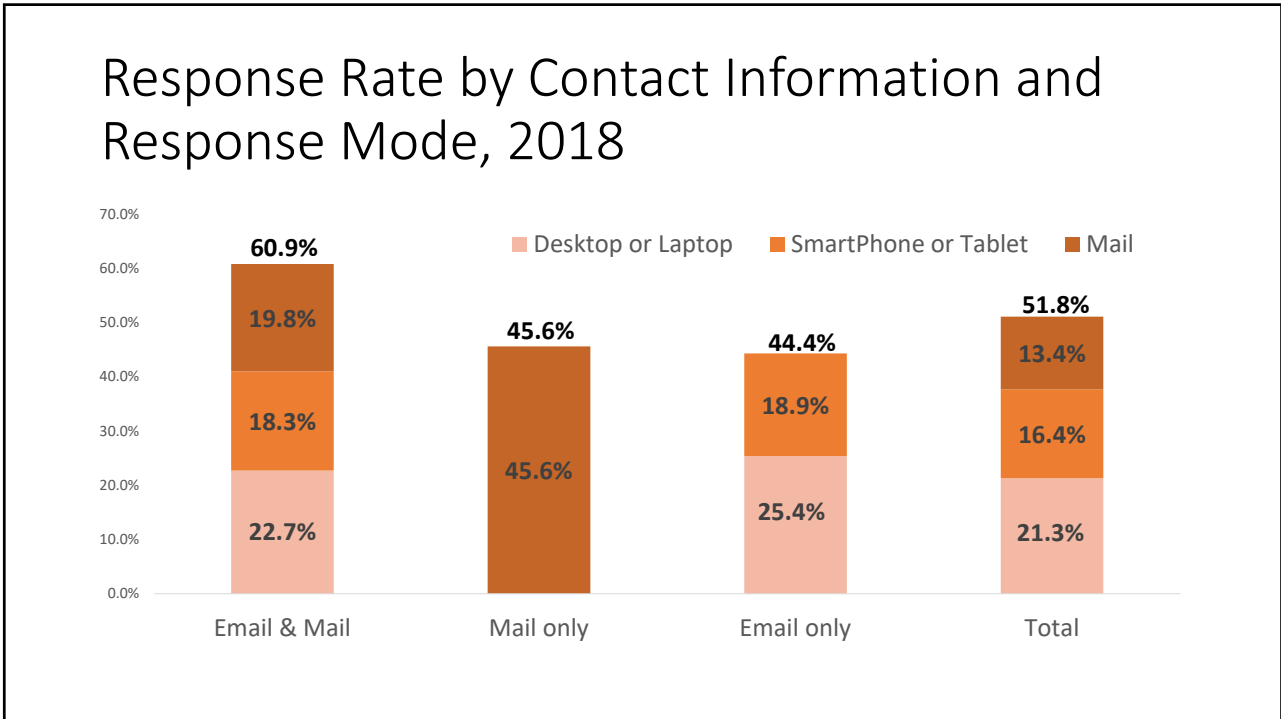
Response Rate by Contact Information and Response Mode, 2016



2

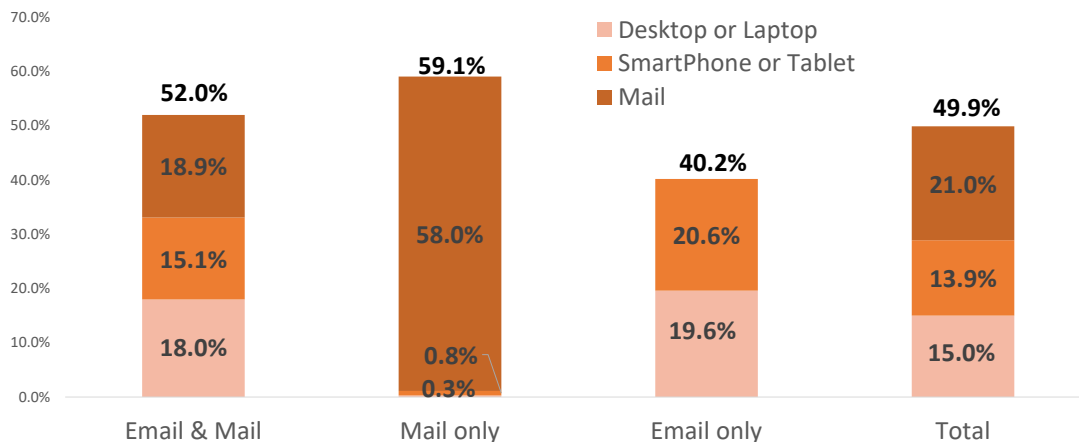


3



4

Response Rate by Contact Information and Response Mode, 2019



5

Client Experience Survey Challenges

- Under coverage of target population – due to nonparticipation by some agents
 - Solution: all agents and office staff participate
- Over coverage errors – from failing to remove non-attendees from program registration lists
 - Solution: agents screen out non-attendees before sending list to PDEC
- Nonresponse errors – ~15% of email addresses w/o postal addresses fail to reach clients
 - Solution: agents and staff supplement contact information from other records to provide the most complete contact information possible
- Measurement errors – missing data on contact method and/or topic of information provided to clients
 - Solution: agents record accurate and complete information about client contacts during 30-day period

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