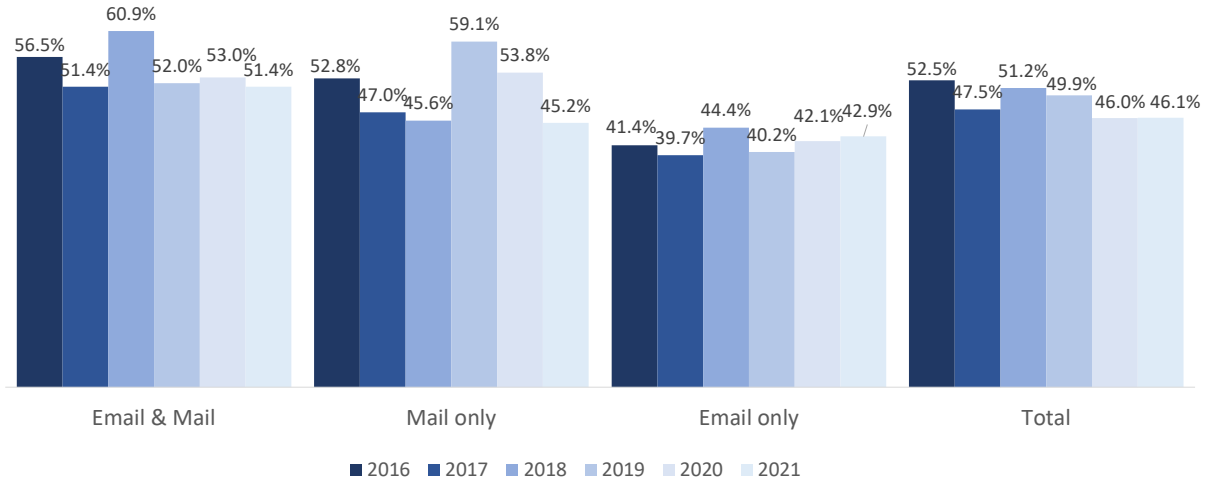


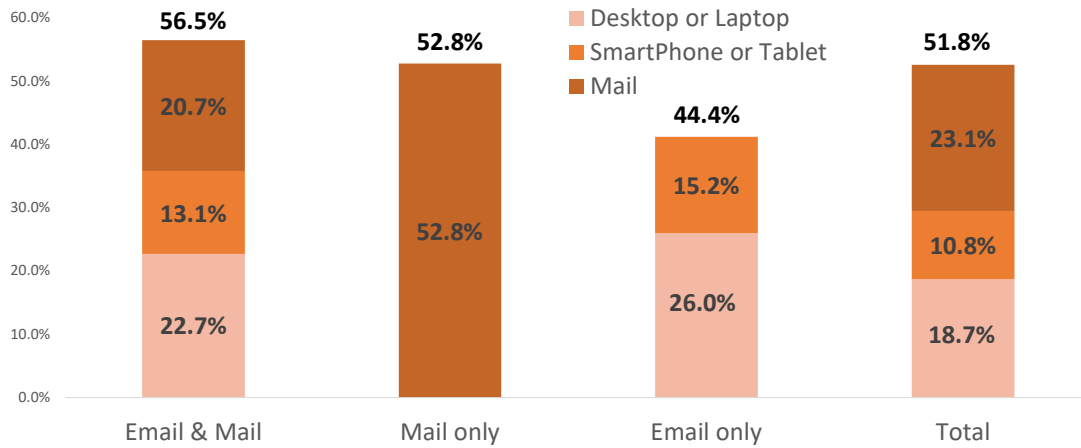
## Response Rate by Contact Information, 2016-2021



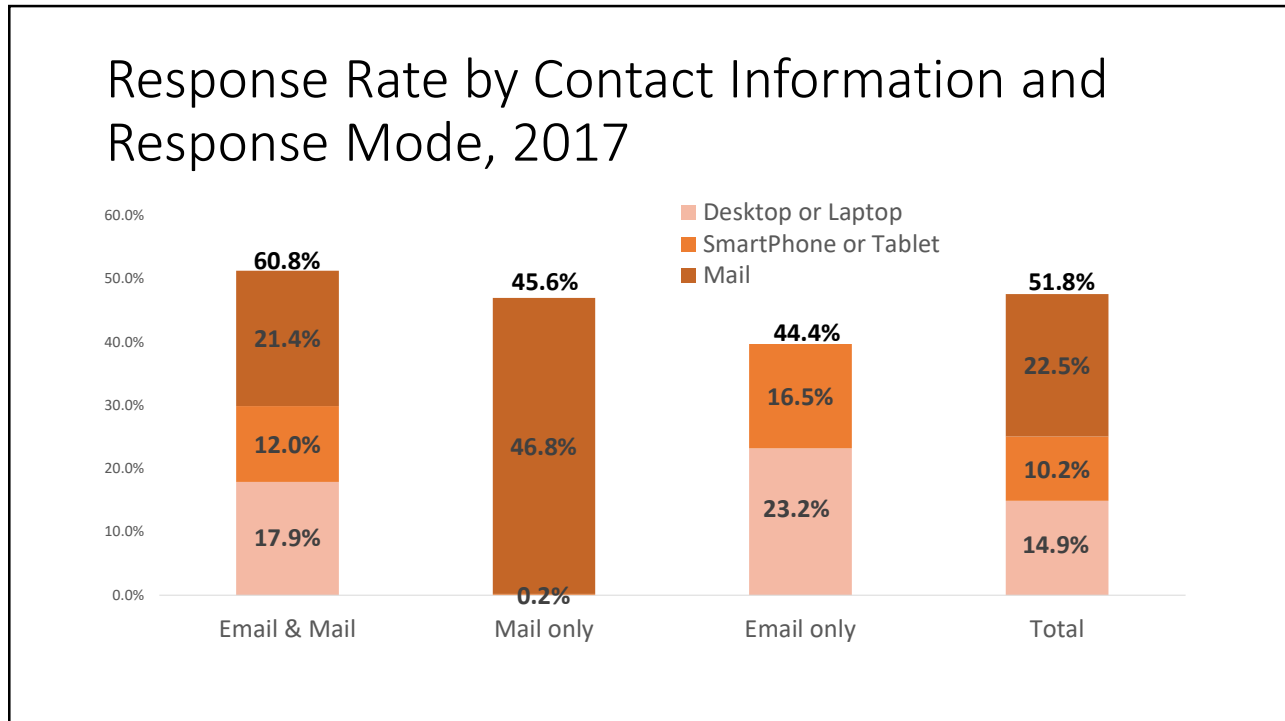
Note: 2020-21 rates for standard protocol only

1

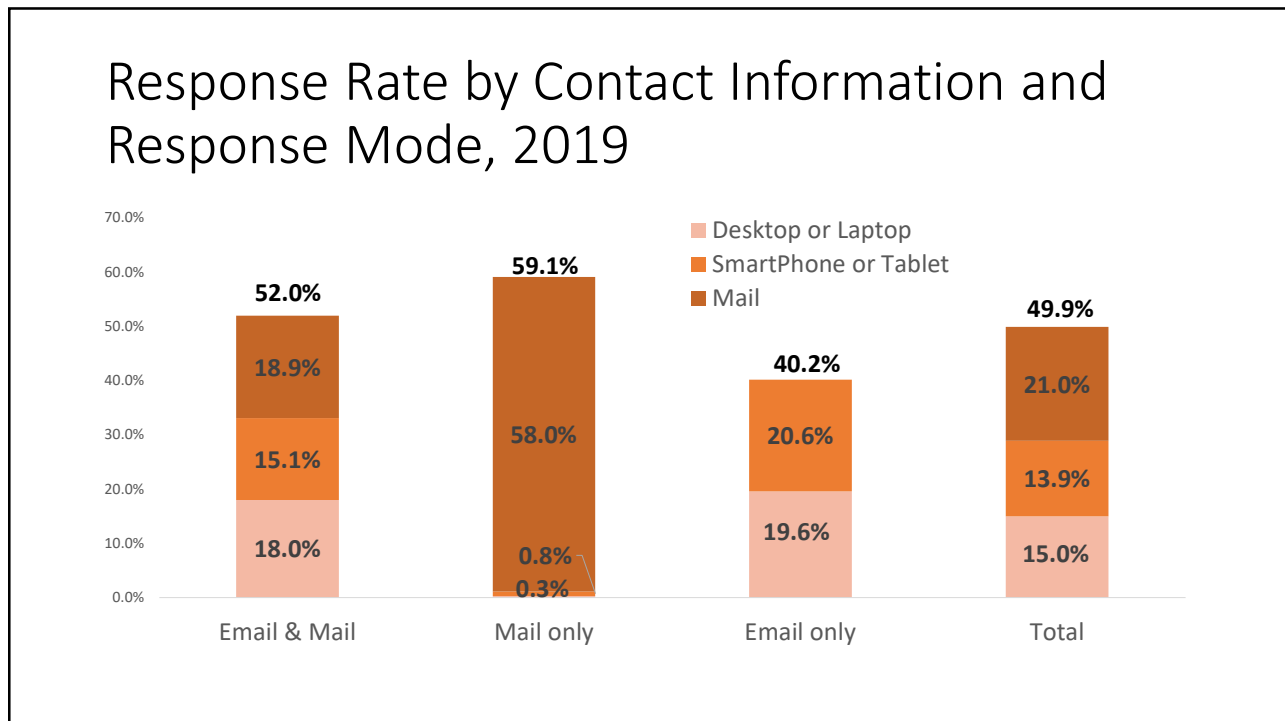
## Response Rate by Contact Information and Response Mode, 2016



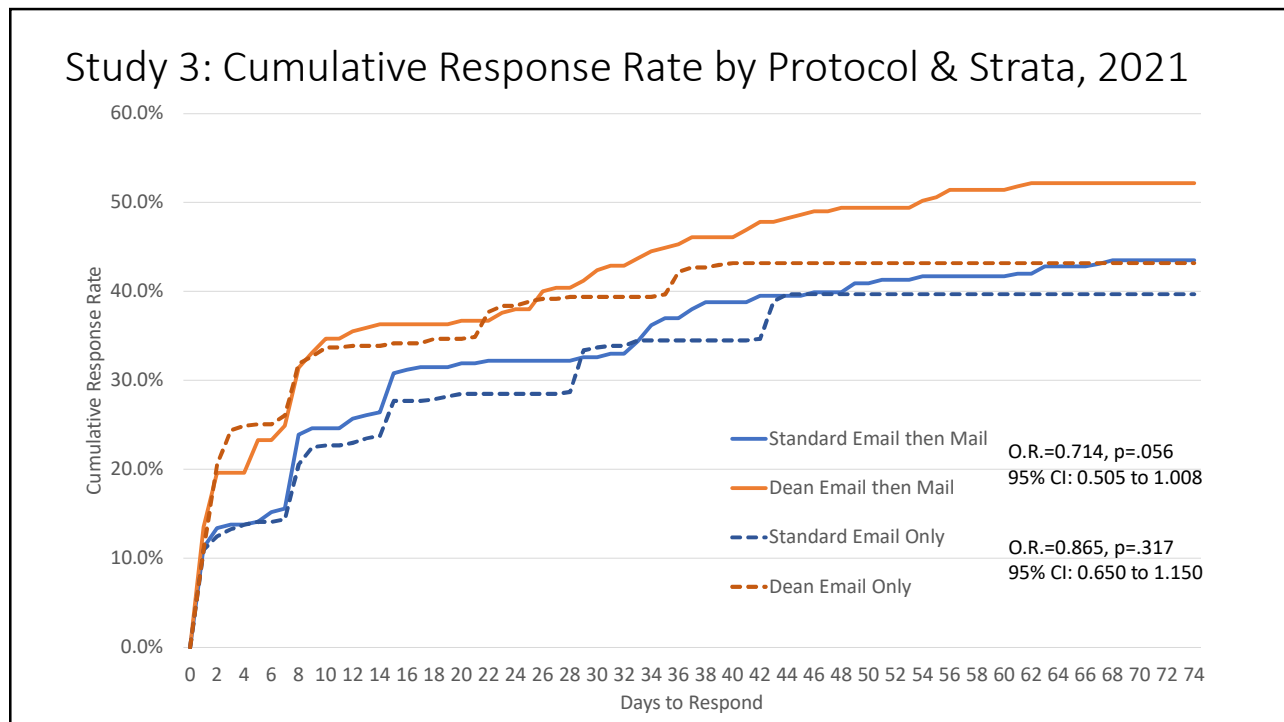
2



3



4



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 – ~5% of email addresses w/o postal addresses fail to reach clients vs ~1% when mail & email addresses available in 2021
  - 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

6