



Analysis of AAAPP Complaint and Incident Log Trends 2022

	Complaint Category	GR	OAA	Other	Total
A	Vendor scheduling	4	-	-	4
B	Vendor quality	6	-	-	6
C	No contact by Case Manager	27	-	-	27
D	Quality of case management	18	-	-	18
E	Issue with OAA Provider	n/a	-	-	n/a
F	Service not available	14	-	-	14
G	Service not covered under program	2	-	-	2
H	Additional service wanted	11	-	-	11
I	Termination from program or service	3	-	-	3
J	Waiting List issue	1	-	-	1
K	APS / AHCA Incident Reported	0	-	-	0
L	Other	13	-	-	13
		99	0	0	99

*Primary nature of complaint indicated in category that most closely describes complaint issue