

Purpose

- To quantify the voice of people served
- Support strategic planning
 - Inform data-driven decision making
 - Support resource allocation
 - Enhance communication
 - Measure satisfaction in relation to TCRC’s Operational Principles:
 - Choice, Freedom & Independence
 - Quality of Life
 - Family & Community
 - Teamwork & Collaboration
 - Organizational Excellence

Methodology

Sample: Targeted random sample of TCRC’s active population: Individuals who may have had an IPP/IFSP in the four to six months prior to the interviews being conducted were eligible to participate (5,895 people served)

Questionnaire : 48 questions, mixed Quantitative/Qualitative

The Services and Supports Survey primarily uses a five-point unbalanced response scale. This response scale has been validated by field-testing to provide accurate and actionable measures, while being respondent-friendly.

- 1 = Poor
- 2 = Just OK
- 3 = Good
- 4 = Excellent
- 5 = Truly Outstanding

Data Collection:

- 1,434 individuals participated via telephone interviews (1,155) and an Internet survey (279) between September 21st and November 15th, 2015.
- Interviews were conducted in multiple languages by a professional interview team in English and Spanish; the Internet survey was available in English.

Findings

Year over Year data shows us that TCRC, in 2015, has made measurable and statistically significant improvements since baseline year (2006) in all core metrics. Further, in 2015, all metric scores were rated between “Good” (3.00) or “Excellent” (4.00), except for the one metric added this year. Additionally, 9 metrics were rated statistically significantly higher than in 2014.

“I’d like to say thank you.”

Overall Satisfaction with Regional Center Services and Supports	-	3.77
Overall Impact of TCRC on People’s Lives	-	3.87

Findings

continued....

"They have been a very important part of help me get my child where he is right now. And each year gets better and better thanks to the services provided by Tri-Counties."

"I would like to feel more comfortable reaching out to my service coordinator."

"Since I am a partner I feel comfortable communicating that with them directly."

"(My sister) has had over four SC and she have never met any of them."

- TCRC received the **highest scores** for...
 - In terms of their ability to listen to you (3.99)
 - At understanding your needs (3.91)
 - Overall service coordinator (3.91)
 - Providing a written copy of your IPP/IFSP in your primary language (3.91)
 - In terms of their knowledge (3.90)
- TCRC received the **lowest scores** for...
 - Presenting and helping you understanding service options available to you or your child (2.57)
 - Providing information on generic services (3.35)
 - Providing information on regional center funded services (3.49)

– **Relationship:** In general, please describe how you work with the regional center vs how you *would like to* work with the regional center?

Relationship....	Have	Want
Leader / Boss	14%	18%
Partner	39%	53%
Service Recipient	21%	18%
Not Involved	24%	8%
Other	2%	3%

- Satisfaction Analysis
 - When data is reviewed by **POS expenditure level**, in general, those with the highest level of satisfaction and greatest regional center impact, as analyzed by looking at Q46 and Q47 with the regional center are those receiving between \$1 - \$1,000 in regional center purchased services and supports, followed closely by those who receive between \$20,001 - \$50,000. Conversely, those least satisfied, in general, are those receiving services at the \$50,001+ POS expenditure level. Greater spending does NOT equate to greater satisfaction.
 - When no diagnosis exists, overall satisfaction, impact and progress on goals are highest. Between different **primary diagnoses**, there is a 0.22 difference in highest and lowest scores for overall services, 0.24 differences between highest and lowest scores for overall impact; and a 0.19 difference for overall impact. While differences do exist between they do not lend themselves to “neat” analytical conclusions to their consistency and meaning.

Findings

continued....

"I think everything is great, truly outstanding... They're always there with their limited funding I'm amazed at what they can do."

"It's been a very difficult experience. The only thing we have gotten out of this is mountains of paper work."

"...We are just so profoundly appreciative of what the regional center has done since 1943."

- Looking at Progress on Goals, Overall Services, and Impact, individuals not on the **Medicaid Waiver** tend to provide higher scores than those on the Medicaid Waiver, especially in the area of Progress on Goals (Not on Waiver – 3.70, on Waiver – 3.57), though many factors may contribute to these score, not simply Waiver enrollment.

2013 was a year of realignment with new service and support cuts and new regional center requirements handed down by the State causing people served by the regional center to re-examine what the regional center does and how it does it. 2014 showed small improvements and gains made by the regional center as respondents have adjusted to the “new reality” of services and supports. The results for 2015 show continued slow improvement as service restrictions grow tighter and the regional center strives to meet not only these continued changes, but the needs of the people they serve. In addition, 2015 data demonstrates TCRC’s commitment and focused effort to continually meet the changing needs of the people they serve, in an ever-changing regulatory environment.

Looking at the long term achievements, TCRC continues to systematically improve the core function of the regional center system – service coordination and case management, as well as improving the value of the Individual Program Plan for the people it serves. Viewing metric scores since baseline (2006), TCRC has continued its upward trend in meeting the needs of the community, as indicated by the annual Services and Supports Survey, with some natural trending plateaus and dips, as the community’s expectations increase and environmental factors impact the regional center and the people it serves.

