

Background

The Lanterman Act¹ establishes the California Developmental Services system. With this Act, the legislature created a community-based service system under the leadership of the state's Department of Developmental Services (DDS) and directed locally by community-owned private, non-profit "Regional Centers". The legislature also enacted statutes for quality assurance, monitoring, and performance contracting to ensure community services:

1. Meet the expectations of law, regulation, and contracts, and
2. Result in empowerment and positive life outcomes for people with developmental disabilities² and their families.

Regional Centers serve people at risk of, or affected by, developmental disabilities (also called "consumers") by developing, providing, purchasing, and monitoring the services necessary to "enable persons with developmental disabilities to approximate the pattern of everyday living available to people without disabilities of the same age." (WIC §4501) DDS and the Regional Centers must also prove that these services are effective:

The Legislature finds that the mere existence or the delivery of services and supports is, in itself, insufficient evidence of program effectiveness. It is the intent of the Legislature that agencies serving persons with developmental disabilities shall produce evidence that their services have resulted in consumer or family empowerment and in more independent, productive, and normal lives for the persons served. It is further the intent of the Legislature that the Department of Developmental Services, through appropriate and regular monitoring activities, ensure that regional Centers meet their statutory, regulatory, and contractual obligations in providing services to persons with developmental disabilities.

-WIC §4501

Tri-Counties Regional Center serves over 10,000 individuals with developmental disabilities and their families in Ventura, Santa Barbara and San Luis Obispo Counties. As part of Tri-Counties Regional Center's (TCRC) strategic goals and in compliance with the Lanterman Act, TCRC has pledged that all services provided to individuals with disabilities will be of the highest quality. In order to maintain compliance TCRC has hired Kinetic Flow to measure the satisfaction level of regional center consumers.

Kinetic Flow is an independent research and consulting firm working with human services organizations. Kinetic Flow's mission is to enhance the quality of quality of life services by quantifying the voice of the consumer and other stakeholders for use in Quality Assurance/Quality Improvement and strategic planning. With over 30

¹ Welfare and Institutions Code (WIC) §4500 et seq.

² In WIC §4512(a), "developmental disability" is defined as "a disability which originates before an individual attains age 18, continues, or can be expected to continue, indefinitely, and constitutes a substantial disability for that individual ... include[ing] mental retardation, cerebral palsy, epilepsy, and autism."



Purpose & Objectives

years of combined person-centered research experience and 12 years of combined experience in satisfaction research with individual regional centers, Kinetic Flow has conducted over 20,000 interviews with people with developmental disabilities and their families and has developed valid, stable means of assessing the quality and benefit for services and supports for people with developmental disabilities and their families.

The vision of Tri-Counties Regional Center is that persons with developmental disabilities live fully and safely as active and independent members of their community. To that end, TCRC's mission is to provide person and family centered planning, services and supports for individuals with developmental disabilities to maximize opportunities and choices for living, working, learning, and recreating in the community.

In order to achieve these goals, and in support of the regional center's Strategic & Performance Plan 2007 - 2009, TCRC has collaborated with individuals, families, friends, advocates, service coordinators, service providers and research professionals to develop a quality assurance system, in part based on the feedback of the people TCRC serves.

Further, this project represents a continuation of TCRC's commitment to its community and stakeholders to support individuals with developmental disabilities and their families. During the past ten years, this commitment has included the following quality assessment and improvement efforts:

- In 1998-99, TCRC hired J.D. Power and Associates to measure consumer satisfaction with Independent Living Services;
- In 1999-2000, the Regional Center worked with J.D. Power and Associates to measure satisfaction with service coordination and planning;
- In 2000-01, TCRC piloted a program that merged the Center for Outcome Analysis' expertise in quality assessment and Kinetic Flow's expertise in consumer satisfaction assessment to look at Intake, Early Intervention, service coordination and Individual Program Plans, and Supported Living Services;
- In 2001-02, TCRC worked with XenologiX to assess quality and satisfaction with service coordination, the planning process and Residential Services (CCFs, ICFs);
- In 2002, TCRC participated as one of six pilot centers in the Department of Developmental Services Performance Contract Pilot Project, which, in part, assessed consumer and service provider satisfaction;



- In 2003, TCRC worked with XenologiX to assess quality and satisfaction with service coordination as instructed by the Board of Directors and required by the Union; and
- From 2004 through 2007 XenologiX/Kinetic Flow repeated the assessment of quality and satisfaction with service coordination at the request of TCRC to track progress and compare year-over-year results.

When fully utilized, this feedback provides the organization with tools to improve strategic planning, resource allocation and communication with the end result of creating services and supports which have greater impact on the quality of life for the people they serve. This report is an accurate reflection of the opinions and experiences of people served by TCRC.

Methodology

Population

The population for this study is defined as all individuals with a client status of “active” in the Client Master File and having a birthday within the four-month period prior to the start of the study. The “active” status code ensures all survey participants currently receive services from TCRC - they are not prior clients (now moved out of area or deceased), nor are they just entering the system through Intake. Having a recent birth date increases the likelihood that participants have had recent interaction with the regional center. The Individual Program Plan, which typically occurs within the person’s birth month, is the most scheduled and consistent opportunity individuals with disabilities have to interact with the regional center. Having recent experience interacting with TCRC supports the timeliness and accuracy of the feedback provided by participants.

In an effort to investigate all perspectives, the study demographics of the population is compared to the full regional center population to ensure that it represents the diverse disability, ethnicity, language, geographic, and age groups in TCRC’s catchment area. The sample ensures that results are statistically significant to the 95% confidence level. The total population meeting the criteria was 1,936. Data cleaning was conducted prior to pulling the random population, so that 100% of the records pulled were used to conduct the survey.



Methodology continued...

Questionnaire

The survey instrument was based on fundamental system values (as articulated in the Lanterman Act), best practices in service provision, and legislative and regulatory guidelines. In creating the original survey instrument in 2002, individuals, families, and staff from DDS, regional centers, and service providers reviewed and provided suggestions to enhance the questionnaire. In addition, informal focus groups of individuals, family members, and service providers tested the questionnaire. Satisfaction data collection is compliant with the requirements for both the Centers for Medicaid and Medicare Services (CMS) and DDS.

Over subsequent years, the survey questions have evolved to meet changing regional center and individual needs. However, a consistent base of questions has been maintained to allow TCRC to compare year-over-year results.

This year's questionnaire includes 50 questions on communication, information, service coordination, Individual Program Plan/Individual Family Service Plan (IPP/IFSP), and overall satisfaction. In support of TCRC's grant from the California Wellness Foundation, four additional questions on health care were incorporated in the survey for CY2005 to provide a baseline measure of consumer participation in their healthcare needs. These questions were included again for CY2007 to assist in evaluating the effectiveness of the grant-funded initiative. Note that while the questions remain the same as in 2006 and 2005, the questions were re-numbered into sequential order in 2007, so when comparing results to prior years, care should be taken to ensure the same question (vs. question number) is being used.

Scale. TCRC's Services and Supports Survey primarily uses a five-point unbalanced response scale with 5 response options, including one negative response + one neutral response + three positive response options (see below). "Don't Know" or "Not Applicable" was included as a valid response, but was not provided to respondents.

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

This response scale has been validated by field testing to provide accurate and actionable measures, while being respondent-friendly.

Interviews

Two weeks prior to the start of interviews, TCRC sent pre-notification letters to the individuals and families in the population to familiarize respondents with the survey effort. This served to bolster the response rate, as well as foster confidence in the legitimacy of the effort and increase the overall perception of TCRC.



Kinetic Flow provided training to the professional interview team to ensure full understanding of the questionnaire itself, as well as to ensure consistent interview techniques. Interviews were conducted in both English and Spanish.

Data Collection

Interviews were conducted by telephone, allowing the survey to reach a larger number of individuals and families without screening for language, literacy, or correct mailing address. The telephone effort began on November 7th and closed on November 26th. In total, 584 individuals and families participated in the effort, resulting in a 98% confidence level with a 5% margin of error. The final incidence (or cooperation) rate was 77%³. A total of 111 individuals declined to participate.

This report outlines the data gathered by Kinetic Flow as part of the Tri-Counties Regional Center CY2007 Consumer Services & Supports Survey effort, and includes comparison to applicable items from the 2005 and 2006 studies. The information contained in this report is an accurate and valid snapshot of how people with developmental disabilities and their families (where appropriate) perceive regional center services.

Findings

Respondent Demographics

A total of 584 respondents participated in the survey. Persons with developmental disabilities represented 28.6% of all respondents. Family members were the respondents in nearly all other interviews, with most responses from mothers (56%). Other responding family members included fathers (10%), grandparents (2%), or other family members (3%). Since 61% of the individuals were under age 23, a high number of family respondents is consistent with study demographics. Of the remaining individuals in the survey group, 30% were age 23 to 49 years and an additional 8% were at least 50 years of age.

Individuals and families responding to this study were 43% White, 36% Hispanic/Latin, 12.5% Unknown and 8.6% all other races, including, African-American, mixed, other, Filipino, Chinese, other Asian, and Native American.

The majority of individuals participating in this survey live with a parent or relative in the family home (83.4%). Of the remaining, 11.1% live in Independent or Supported Living, and approximately 4.5% live in Group Homes.

The following table provides an overview of the demographics of survey participants.

³ For comparison purposes, national norms for telephone surveys typically have a 53.2% cooperation rate. TCRC, and most regional centers, tend to have substantially higher cooperation rates than the national norm.



Findings
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Respondent Demographics

Gender		
Female	259	44.3%
Male	325	55.7%
	584	100.0%
Age of Person Receiving Services		
0-3	116	19.9%
4-12	115	19.7%
13-22	128	21.9%
23-49	178	30.5%
50+	47	8.0%
	584	100.0%
Ethnicity		
White	251	43.0%
Spanish/Latin	210	36.0%
Unknown	73	12.5%
Mixed	22	3.8%
African-American	7	1.2%
Other	7	1.2%
Filipino	4	0.7%
Other Asian	7	1.2%
Native American	1	0.2%
Chinese	2	0.3%
	584	100.0%
Primary Language		
English	461	78.9%
Spanish	119	20.4%
Tagalog	1	0.2%
French	1	0.2%
All Other	1	0.2%
Other Asian Lang	1	0.2%
	584	100.0%
Residence Type		
Home of parent/family/guardian	487	83.4%
Own Home - Independent	47	8.0%
Own Home - Supported	18	3.1%
CCF (4-6 beds)	16	2.7%
CCF (7-15 beds)	3	0.5%
ICF/DD-H (4-6 beds)	2	0.3%
CCF (RCFE)	2	0.3%
CCF (16-49 beds)	2	0.3%
Psychiatric Treatment Center	2	0.3%
Foster Home/County	1	0.2%
ICF/DD-N (4-6 beds)	1	0.2%
ICF/DD-H (7-15 beds)	1	0.2%
Other	1	0.2%
Certified Foster Home (under	1	0.2%
	584	100.0%



Findings
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Overall Satisfaction

In Question 47, individuals and families rate their overall satisfaction with Tri-Counties Regional Center services between “Good” and “Excellent” at 3.48. This is a slight increase in overall satisfaction as compared to 2006 (3.41) and 2005 (3.46), although not a statistically significant increase compared to prior year. However, the 3.48 score is a statistically significant increase compared to the score of 3.29 provided by individuals and families in the baseline year 2002.

In Question 48, the overall impact of TCRC on individuals’ lives was rated 3.61 – the highest rating for this question since TCRC began the survey. When compared to the baseline year of 2002 (3.38), the 3.61 score received in CY2007 is a statistically significant increase of 0.23. This score reflects that 88% of respondents feel TCRC’s impact on their life has been “Truly Outstanding” (23%), “Excellent” (29%), and “Good” (36%). When analyzed by demographics, this year’s score was highest for families of children age 0-3 (3.91).

Year-Over-Year Summary of Overall Satisfaction

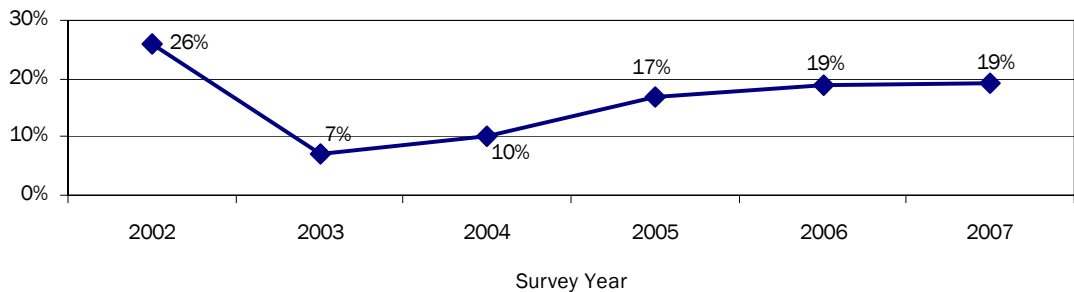
Measure	2007	2006	2005	2004	2003	2002
47. Overall Services & Supports	3.48	3.41	3.46	3.49	3.54	3.29
48. Impact of TCRC on your life	3.61	3.51	3.54	3.52	3.58	3.38

In reviewing Overall Satisfaction by office, the San Luis Obispo team received a rating of 3.93 on Q48 – the only team with a statistically significantly higher rating than the TCRC overall score.

Service Coordinator

Overall, most people know their service coordinator with 19.3% reporting they did not know. A longitudinal comparison of this figure since 2002, indicates a decrease in the number of people who know their service coordinator, but remains significantly better than in 2002 when approximately 26% of respondents did not know their service coordinator.

Do Not Know Service Coordinator



Findings
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The Service Coordinator section of the questionnaire asks individuals and families to rate their satisfaction with their interactions with their service coordinator. As summarized below, over half of the 17 questions in this section were rated higher in 2007 than in 2006. With only one exception, individuals and families rated their service coordinator between “Good” and “Excellent”. Individuals’ satisfaction with Service Coordination is on an upward trend at Tri-Counties.

Q	Q Description	2007	2006	2005
2	Length of time with SC	2.79	3.09	2.91
3	SC Accessibility	3.60	3.55	3.45
4	SC Knowledge	3.62	3.65	3.53
5	SC Responsiveness	3.54	3.51	3.46
6	SC’s Ability to Listen	3.75	3.69	3.64
7	SC’s Understanding	3.64	3.61	3.55
8	SC Acts on Needs & Wants	3.56	3.53	3.42
9	SC Stands Up with Other Agencies	3.60	3.55	3.52
10	SC Stands Up with TCRC	3.58	3.54	3.51
11	SC Prepares Me for IPP	3.44	3.45	3.36
12	SC Helps Make Choices	3.44	3.48	3.34
13	SC Helps with Goals	3.32	3.33	3.18
14	SC Encourages Hopes	3.37	3.39	3.24
15	SC Assures that Goals are Met	3.38	3.34	3.25
16	Goals are Met Timely	3.30	3.34	3.20
17	Changes to Goals are Met Timely	3.31	3.33	3.24
18	Overall SC Rating	3.72	3.68	3.59

Q2 is the only mean score in this year’s survey with a rating less than 3.00. Of those who know their service coordinator, fully 68% of respondents reported their service coordinator had been with them for two years or less. Nineteen percent reported having the same service coordinator for 3 to 5 years and 13% reported having the same service coordinator for 5 years or more. Following is a summarized comparison to prior years.

Turnover	2007	2006	2005	2004	2003	2002
2 years or less	68%	63%	68%	67%	71%	48%
3-5 years	19%	22%	20%	20%	18%	26%
5 or more years	13%	15%	12%	13%	11%	27%

Please note the scale for this question corresponds to time periods rather than Poor to Truly Outstanding, though both are five-point scales for which means are provided and are useful for trending. In 2006 TCRC rated a 3.09 mean score while in 2007 the mean drops to 2.79 – the only statistically significant decrease in mean score compared to the prior year. The lower score indicates a shorter amount of time that service coordinators remain with the person with a disability or the family. This is nearly the lowest rating for this question since 2002 (2.78).



Findings
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When ratings are reviewed by team, Atascadero’s rating of 3.41 was statistically significantly higher score than TCRC’s overall rating. In Atascadero, nearly 60% of respondents reported that their service coordinator had been with them at least 3 years. A new team was added to the report this year based on internal changes at TCRC. Early Start & Intake – North received a rating on Q2 of 2.00. While this rating is statistically significantly lower when compared to TCRC’s overall score, it is important to remember that since Early Start only serves children age 0 to 3 and Intake is an entry process, the unique characteristics of this team make longer service coordinator relationships unusual.

Despite the overall decrease in the amount of time service coordinators have been with individuals and their families, this did not translate into a decrease in service level or satisfaction, which is noteworthy, as it signifies a shift in regional center-consumer/family relationships. In fact the two highest scores in this year’s survey were related to service coordination. The service coordinator’s ability to listen to individuals and their families (Q6) remained the highest score (3.75) in this year’s survey and increased slightly compared to the CY2006 rating of 3.69 and the CY2005 rating of 3.64. Of note, San Luis Obispo achieved a statistically significantly higher score of 4.11 as compared to the TCRC score. Aside from the Early Start & Intake North team, this is the only score between “Excellent” and “Truly Outstanding” achieved by regional teams in this year’s study.

Likewise, for Q18 – “Overall, how would you rate your service coordinator?” - respondents rated this metric at 3.72, the second highest score again on this year’s survey. The score is on an upward trend over the past three years, increasing from 3.68 in CY2006 and 3.59 in CY2005.

By team, other statistically significant mean scores for Service Coordinator include:

Q	Q Description	Team	TCRC	
2	Length of time with SC	Atascadero	3.41	2.79
3	SC Accessibility	San Luis Obispo	3.92	3.60
4	SC Knowledge	Simi Valley	3.87	3.62
6	SC’s Ability to Listen	San Luis Obispo	4.11	3.75
8	SC Acts on Needs & Wants	Simi Valley	3.85	3.56
13	SC Helps with Goals	Oxnard South	3.66	3.32

Communication with Regional Center Staff

The Communication section of the questionnaire asks individuals with developmental disabilities and their families about their interaction with regional center staff, including their service coordinator, receptionists, and anyone they talk to at the regional center. Following is a summary of the mean scores by question for the current prior two years.



Findings
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Q	Q Description	2007	2006	2005
19	Dignity & Respect	3.61	3.55	3.58
20	Staff Returns Calls	3.38	3.34	3.29
21	Express Questions & Concerns	3.38	3.28	3.32
22	Staff Explains Things	3.49	3.34	3.37
23	Overall Comfort with Staff	3.57	3.41	3.51

Within this survey section, the highest score (3.61) was again for Q19 “How would you rate the regional center staff at treating you with dignity and respect?” Overall, 54% of respondents rated this metric as “Excellent” or “Truly Outstanding”, up one-percent from the prior year. When the data for this question is analyzed by age group and ethnicity, 66% of the Early Start (age 0 – 3) families rated this metric as “Excellent” (41%) or “Truly Outstanding” (25%) and 63% of Other ethnicities, aside from African-American, Hispanic/Latino, and White, rated this metric as “Excellent” (34%) or “Truly Outstanding” (29%).

Question 23 asks individuals and families to rate their overall comfort level in speaking with regional center staff. The overall score for this metric was 3.57, a statistically significant increase compared to the prior year’s rating of 3.41.

Also of note in Communication is Q22 – “How would you rate the regional center staff at explaining things to you?” Overall 48% of respondents indicated TCRC staff is “Excellent” or “Truly Outstanding” at explaining things. This metric rated 3.49, a statistically significant increase from the 2006 rating of 3.34. Similar to Q23, when results are analyzed by age group and ethnicity, the 62% of Early Start (age 0-3) families and 56% of Other ethnicities indicated that TCRC staff were “Excellent” or “Truly Outstanding” at explaining.

In the Communication section of the study, two teams received ratings statistically significantly higher than the TCRC overall score. San Luis Obispo received a rating of 3.74 for Q21 - Express Questions and Concerns - compared to the 3.38 received the regional center. Likewise, Early Start & Intake – North received a mean score of 3.75 for the same Q21.

Information

The Information section of the questionnaire asks individuals and family members about the information they receive from Tri-Counties Regional Center. Following is a summary of the mean scores for those questions rated on a 5-point response scale. Q29 is an open-end question with respondent comments provided in the Appendix. Q30 is a Yes/No question with results summarized at the end of this section.



Findings
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Q	Q Description	2007	2006	2005
24	Information to Make Decisions	3.34	3.26	3.21
25a	Information about Regional Center	3.22	3.16	3.18
25b	Information about Generic Supports	3.07	2.98	2.92
26	Cultural Needs & Preferences	3.29	3.23	3.25
27	Language Preference	3.51	3.51	3.55
28	Overall Information Provision	3.41	3.31	3.32

In terms of overall provision of information (Q28), TCRC made significant improvement with a rating of 3.41 in 2007 compared to the baseline year of 2002 when the rating was 3.14. While the overall rating was 3.41, significant variance was noted when data was analyzed by age group. Similar to CY2006, the age group 0 to 3 provided the highest rating (3.70), similar to the score for this subgroup in 2005 (3.69). The lowest ratings in the age analysis were provided by the 50+ years old (3.25) and the 4 to 12 age group (3.26).

As with prior years, TCRC’s lowest rating on the Poor to Truly Outstanding scale was given to Q25B which asks “How would you rate the regional center staff at providing you with the information you need about non-regional center funded, generic or community services?” While this is one of the lowest scoring items on the survey, the score of 3.07 is the highest score received in the five year history of the study.

Q30 asks respondents if they are aware of their fair hearing rights if they disagree with a decision made by the regional center. Fully 81% of individuals and family members responded “Yes”.

When mean scores are reviewed by team, Early Start & Intake – North received statistically significantly higher ratings on all questions in this section. In addition, other statistically significant mean scores for Information include:

Q	Q Description	Team		TCRC
24	Information to Make Decisions	San Luis Obispo	3.68	3.34
24	Information to Make Decisions	Oxnard South	3.64	3.34
26	Cultural Needs & Preferences	Atascadero	3.72	3.29
27	Language Preference	San Luis Obispo	3.85	3.51
28	Overall Information Provision	San Luis Obispo	3.69	3.41



Findings
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Individual Program Plan

The Individual Program Plan (IPP) section of the study asks respondents to focus on their most recent planning meeting and differentiates between the IPP/IFSP and the IEP to ensure that respondents are focused on their regional center meeting. As summarized in the table below, in 2006 scores for most questions in this section declined, however for 2007 mean ratings meet or exceed the higher levels in 2005. Note that mean scores are not provided for Q31, an open-end question with respondent comments provided in the Appendix, and for Q32, a Yes/No response question.

Q	Q Description	2007	2006	2005
32b	Progress Towards IPP Goals	3.24	3.14	3.20
33	Plan Meets Needs	3.29	3.22	3.24
34	Choice of Services & Supports	3.28	3.14	3.21
35	Convenience of IPP Meeting	3.47	3.41	3.38
36	Location of IPP Meeting	3.62	3.55	3.62
37	Comfort at IPP Meeting	3.61	3.49	3.60
38	IPP Addresses Important Things	3.59	3.46	3.52
39	Overall IPP Addresses Needs	3.52	3.40	3.46

As mentioned above, all scores increased compared to 2006 and most increased compared to 2005. Of the increases from the prior year, four questions – Q34, Q37, Q38, and Q39 – had statistically significant increases over the prior year and all questions had statistically significant increases compared to the baseline year 2002.

As with the prior year, the highest score in this section was Q36 – “In terms of convenience, how would you rate the location of your IPP meeting?” rated at 3.62. Overall, people with disabilities and their families rated the IPP process at 3.52 in addressing their needs and wants – the highest rating achieved in the study’s history.

Measure	2007	2006	2005	2004	2003	2002
30. Overall IPP Rating	3.52	3.40	3.46	3.40	3.49	3.34

Consistent with the high scores received by Early Start & Intake – North, five of the eight scores in this section were statistically significantly higher than TCRC’s overall ratings. In addition, other statistically significant mean scores for the IPP include:

Q	Q Description	Team	TCRC
32b	Progress Towards IPP Goals	West Ventura	3.24
35	Convenience of IPP Meeting	Simi Valley	3.47
35	Convenience of IPP Meeting	San Luis Obispo	3.47
36	Location of IPP Meeting	Simi Valley	3.62
39	Overall IPP Addresses Needs	Atascadero	3.52



Findings
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Health Care

Four questions were added to the CY2005 survey as an evaluation tool and measure of success for TCRC’s grant from the California Wellness Foundation. The outcome measurement states: At least 85% of participants surveyed will indicate that the project activities in which they participated have increased one or more of the following:

- Their knowledge of their or their child’s healthcare needs
- Their feelings of increased support
- Their confidence in navigating managed care options
- Their knowledge of available health related resources and services available and how to access them

Questions 40 through 43 address these outcomes with the mean scores for the past three years summarized in the table below. Overall, each of the questions received at least a “Good” (3.0) rating, and all increased compared to the 2006 ratings. Of the four questions, Q40 – awareness of healthcare needs - was rated highest at 3.49 with Q42 – knowledge of available health care resources and services – rated lowest at 3.17.

Q	Q Description	2007	2006	2005
40	Awareness of Needs	3.49	3.39	3.62
41	Understanding Needs & Resources	3.26	3.19	3.37
42	Knowledge of Resources	3.17	3.12	3.26
43	Access to Resources & Services	3.22	3.18	3.34

When questions are analyzed by age group, primary ethnicity, primary language and residential type, there is a wide range of responses. Typically the Early Start (age 0-3) age group rated the questions significantly higher than other groups. In Q40, while the Early Start age group rated awareness of needs, the 50+ age group rated it at 3.00 and the group who speaks Spanish as a primary language rated awareness at 3.18. For Q41, Q42, and Q43, both the 50+ age group and the 13-22 age group rated the questions below 3.00 “Good”.

Scores by Office

A new team, Early Start & Intake – North, was added in 2007. This team is a combined Early Start and Intake for the Northern offices. The current report and findings will be considered baseline for future years. For the current year, individuals and families served by this office provided overwhelmingly high responses, including statistically significantly high mean scores on 32 of 39 measures. The Early Start & Intake – North team did receive a statistically significantly lower result on Q2– the length of time the current service coordinator had been with an individual or family. However, given the nature of this team, these results should be lower, and improvement in this area would not be expected.



Findings *continued...*

Aside from the Early Start & Intake –North team, TCRC’s field offices reflected greater standardization of performance this report cycle, as the differences in mean scores are lower. Overall, there is less than a 0.80 average difference in the performance of each field office by question, and only one question where the difference in mean scores by office is over 1.00. (Analysis including the Early Start & Intake - North team, reflects an average difference of .97, and 16 items or attributes where the difference in performance is 1.00 or greater.)

On 36 measures, TCRC overall showed improvement from CY2006, while one item stayed the same and eight measures showed slight (though not statistically significant) declines in performance. From the baseline year 2002, all 36 regional center measures show improvement, reflecting the overall improvement by each of the individual field offices.

Despite this overall improvement, the Santa Clara office received thirty scores which were statistically significantly lower when compared to the TCRC all office score. In total, Santa Clara received 22 scores less than 3.00, or “Good”, including the lowest score given to an office, 2.46 for level or degree of choice in choosing the services and supports the regional center provides for you. Performance scores for the Santa Clara office are significantly lower than any other office and warrant further review.

When reviewing overall satisfaction with the services and supports provided by the regional center (Q47), all teams received ratings greater than 3.00, or “Good”, ranging from a high of 4.00 received by Early Start & Intake-North and 3.67 for Atascadero to a low of 3.13 received by Santa Clara.

Similarly, when rating the impact the regional center has had on their lives (Q48), individuals and their families rated all offices greater than 3.00, or “Good”. Scores ranged from a high of 4.10 for Early Start & Intake – North and 3.93 for San Luis Obispo to a low of 3.19 for Santa Clara.

Please note, both overall scores for Santa Clara (questions 47 and 48) are statistically significantly lower than the TCRC overall score, however both also show improvement from the scores Santa Clara received on these items in 2006.



Summary

Summary

Findings for CY2007 indicate overall consistent and improved regional center performance compared with CY2006. Of the 39 scale questions, 29 show an increase over the prior year, six of which are statistically significant. On the other hand, nine of the scale metrics show a slight decrease from 2006 with only one reflecting a statistically significant decline. Important to note that of the nine ratings which decreased, eight of them are related to Service Coordination, however only one is statistically significant. Significant gains were made in Service Coordination in 2006 and in general, the decreases in 2007 were slight.

When compared to the baseline year, TCRC had a statistically significant increase in 37 of the 39 scaled metrics reviewed in the “Performance at a Glance” table (see Appendix). In terms of trending, this reflects a positive direction for the regional center, since in the prior year there were statistically significant increases in 27 of the metrics compared to baseline.

Recommendations

Three different methodologies are used to provide data-driven analysis and recommendations for assisting TCRC in moving from “Good to Great”.

The first analysis methodology looks at areas of poor performance – in what areas or on what measures are individuals receiving services and their families providing the lowest rating scores? Questions that are rated the lowest include:

- Q25b: “How would you rate the regional center staff at providing you with the information you need about non-regional center funded, generic or community services?”
- Q25a: “How would you rate the regional center staff at providing you with the information you need about regional center funded services and supports?”
- Q32b: “How would you rate the progress towards the goals that were listed in your IPP or IFSP?”

Each of these items were rated below 3.25 and historically rate among the poorest scoring measures (though each also shows some increase in 2007 over 2006).

In addition, given the statistically significantly lower performance ratings given for the Santa Clara office, local best practices and areas for improvement need to be reviewed.

The second analysis methodology looks at items that drive individuals and families overall ratings and satisfaction with TCRC. Using statistical regression analysis, Kinetic Flow is able provide data-driven feedback on which items and measures are most important to individuals and families.



Summary *continued...*

In 2007, the measures that drive overall satisfaction are:

- Q38: “How would you rate your IPP in terms of addressing things that were important to you?”
- Q25b: “How would you rate the regional center staff at providing you with the information you need about non-regional center funded, generic or community services?”
- Q5: “How would you rate your service coordinator’s responsiveness?”
- Q25a: “How would you rate the regional center staff at providing you with the information you need about regional center funded services and supports?”
- Q26: “How would you rate the regional center staff at taking into account your cultural needs and preferences?”

As the progress made on the IPP or IFSP goals are considered to be substantial measures of success for both individuals and their families, as well as TCRC, Kinetic Flow also conducted regression analysis on the drivers of progress made on those goals, as indicated by individuals’ responses to Q32b. Analyzing data from this perspective highlights measures that individuals and families feel are most important in contributing to the achievement of their goals. These measures are:

- Q33: “How would you rate the plan in meeting your needs as identified by the regional center?”
- Q21: “How is the regional center staff at encouraging you to ask questions and express your concerns?”

The third analysis combines both the performance of the regional center and the importance of different measures to individuals and families by creating an Importance-Performance Analysis Chart. This Importance-Performance Analysis Chart outlines suggested areas of resource allocation and focus for improvement as TCRC works to move from “Good to Great”. The maximum achievable rating for all scale questions is 5.00 (Truly Outstanding). The chart reflects distance to perfection, or the 5.00 “Truly Outstanding” rating for each item. In addition, it depicts the level of importance of each item to individuals with developmental disabilities and their families within the TCRC catchment area. The level of importance is determined by regression analysis.

Using this chart, Kinetic Flow recommends that TCRC place a high priority for resource allocation and training on measures that appear in quadrant one. Based on factor regression analysis, it is determined that these measures have a high level of importance to individuals and families and are primary drivers of satisfaction. At the same time, the distance to perfection is greater than the majority of items on the survey.



Summary *continued...*

Measures that appear in quadrant one include:

- Q38: “How would you rate your IPP in terms of addressing things that were important to you?”
- Q25b: “How would you rate the regional center staff at providing you with the information you need about non-regional center funded, generic or community services?”
- Q25a: “How would you rate the regional center staff at providing you with the information you need about regional center funded services and supports?”
- Q26: “How would you rate the regional center staff at taking into account your cultural needs and preferences?”

The Importance-Performance Analysis Chart for Q32b, which combines the Distance to Perfection and the drivers of satisfaction for progress on IPP and IFSP goals (Q32b), reflect quadrant one prioritization of two measures. These measures include:

- Q33: “How would you rate the plan in meeting your needs as identified by the regional center?”
- Q21: “How is the regional center staff at encouraging you to ask questions and express your concerns?”

Combined, the three types of analysis provide strong statements of individual and family satisfaction to support TCRC’s person-centered processes and the Strategic and Performance Plan 2007 – 2009, both of which move people with developmental disabilities in the direction of TCRC’s vision for them to live fully and safely as active and independent members of their community.

