



# Overview: 2017 Client Services Accessibility and Satisfaction Survey

Westside Regional Center  
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Kinetic Flow Corp.  
A Human Services Consulting Group

# Overview

- Why? Survey Background & Purpose
- How? Methodology
- What? Findings
- So? Going from Good to Great – The Next Steps



# Background

*“...It is the intent of the Legislature that agencies serving people 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...”*

Welfare & Institutions Code §4501

*“Westside Regional Center (WRC) has experienced racial and ethnic disparities among individuals with developmental disabilities.”*

Westside Regional Center, Department of Developmental Services, Reduction in Disparities in Purchase of Services, Regional Center Funding Proposal (Fiscal Year 2016-17)

Listening ~ Creativity ~ Listening ~ Relationships ~ Sharing ~  
Listening ~ Relaxing ~ Laughing ~ Doing our Best!



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# Purpose

**To quantify the voice of people served**

**To improve the quality and equality of quality of life services**

- Understand disparities among different cultural groups;
- Determine, to the best of the survey's ability, the difference in usage and satisfaction with services of different cultural groups;
- Understand any barriers to services or regional center access people have encountered;
- Understand and utilize collected information provided by individuals regarding their experience with Service Coordination;
- Determine if the people served have experienced any problems with the regional center, accessing the regional center, Service Coordinator or Service Providers;
- Identify service trends, including utilization, potential best practices and areas for improvement; and
- Determine the level of overall satisfaction with the regional center and the services and supports provided by the regional center.





# Methodology

- Sample
  - Targeted random sample of WRC' s active population:  
*Individuals who may have had an IPP/IFSP in the four months prior to the interviews being conducted were eligible to participate; as interviewing continued, additional sample was added (6,085 people served)*
- Questionnaire
  - 53 questions, both Quantitative/Qualitative
- Data Collection
  - 1,094 voices represented (110 online; 983 telephone, both mediums utilized multiple languages)
  - Calls lasted approximately 16.5 minutes
  - Achieved a 99% confidence level with a 3.6% margin of error with an 50% response distribution



# Understanding the Results

## The Unbalanced Scale

- Accounts for Social Desirability (social conditioning)
- Accounts for Social Service System (fear of retribution)
- Provides greater discrimination for improvement

1.00 = Poor  
2.00 = Just Ok  
3.00 = Good  
4.00 = Excellent  
5.00 = Truly Outstanding

## Satisfaction = Expectations – Performance

- Define, Set and Clearly Communication Expectations
- Define, Set and Meet Performance as aligned with Expectations

## Terms

- Mean = average of all designated scores
- N = number of respondents

# What Individuals & Families Said...

- WRC received the highest scores for...
  - Service Coordinator speaking to you in your preferred language (4.04)
  - Service Coordinator helping you feel comfortable talking about you/your child (4.01)
  - Overall Service Coordinator (4.00)
- WRC received the lowest scores for...
  - Assisting you to identify and connect with natural supports (3.41)
  - Providing information on generic services (3.50)

# Overall Satisfaction

- Overall Satisfaction with Regional Center Services and Supports (3.88)
- Overall Service Provider Quality (3.89)
- However, responses vary by.... Language

Primary language	N	Overall WRC services	Overall service provider quality
English	872	3.95	3.98
Spanish	205	3.63	3.53
Other Languages*	17	3.76	3.88

\*Other Languages include languages spoken by five (5) or fewer respondents, including: Amharic, Arabic, Farsi, Hindi, Japanese, Korean, Mandarin Chinese, Portuguese, Russian as is entered in the Client Master File.



# Overall Satisfaction

- By Primary Ethnicity

Ethnicity	N	Overall WRC services	Overall service provider quality
White	274	3.98	4.00
Asian	56	3.96	4.07
African American	259	3.88	3.90
Hispanic/Latino	377	3.81	3.79
Other Ethnicities*	127	3.86	3.89

\*Other Ethnicities including Multi-Cultural, Other, Unknown and ethnicities with five (5) or fewer respondents, including: Native American, Other Pacific Islander, Samoan, as is entered in the Client Master File.



# Overall Satisfaction

- By Primary Diagnosis

Primary diagnosis*	N	Overall WRC services	Overall service provider quality
Autism	351	3.92	3.90
Cerebral Palsy	108	3.92	3.93
Intellectual disability	512	3.86	3.89
Epilepsy	104	3.81	3.80
Other Developmental Diagnosis	87	3.84	3.89

\*Please note, the total N exceeds the total number of survey respondents as individuals may have more than one primary diagnosis as provided in SANDIS.



# Overall Satisfaction

- By Purchase of Service (POS) Expenditure level:

POS Expenditure*	N	Overall WRC services	Overall service provider quality
\$0 – No POS	275	3.81	3.84
\$1 - \$1,000	181	3.79	3.80
\$1,001 - \$5,000	355	3.94	3.94
\$5,001 - \$10,000	169	3.93	3.90
\$10,001 - \$15,000	65	4.06	4.12
\$15,001 - \$20,000	20	3.85	3.75
\$20,001 - \$50,000	20	3.90	4.00
\$50,001 +	9	3.75	3.78

\*Please note: Purchase of Service (POS) Expenditures are determined by the needs identified by the IPP/IFSP team planning process and are not formally assigned by the regional center; the above POS Expenditure level structure was created by Kinetic Flow as a way to analyze data.



# What Individuals & Families Said...

- How well do you feel your service coordinator was prepared for you/your child's IPP meeting?

Response Option	%
Completely Prepared	53.3%
Very Well	32.7%
Somewhat	9.6%
Not Very Well	2.8%
Not at All	1.6%

- Do you feel that the focus of the IPP or IFSP was on you/your child?

Response Option	%
Completely	57.1%
Very Well	32.6%
Somewhat	7.7%
Not Very Well	1.5%
Not at All	1.1%





# What Individuals & Families Said...

- Thinking about your last IPP meeting, are you receiving all of the services or supports identified in your/your child's service plan?

Response Option	%
Yes	82.4%
No	12.1%
Don't Know	5.5%

134 Response, top mentions include:

- ✓ Speech Therapy (21 mentions)
- ✓ Physical Therapy (18 mentions)
- ✓ Occupational Therapy (18 mentions)
- ✓ Respite (14 mentions)
- ✓ Social Skills Group Training Program (11 mentions)

# What Individuals & Families Said...

- Are there any services or supports the regional center has made available to you/your child that you have not utilized?

Response Option	%
Yes	25.0%
No	64.3%
Don't Know	10.8%

262 Response, top mentions include:

- ✓ Respite (57 mentions)
- ✓ Social Skills Group Training Program (37 mentions)
- ✓ In-Home Support Services (17 mentions)
- ✓ Behavioral Therapy (12 mentions)
- ✓ Occupational Therapy (11 mentions)

# What Individuals & Families Said...

- Do you feel there are barriers that prevent you from accessing all of the services you need that are offered by the regional center?

Response Option	%
Yes	22.5%
No	70.3%
Don't Know	7.2%

265 Response, top mentions include:

- ✓ Lack of effective communication (66 mentions)
- ✓ Lack of public funding, support and resources (37 mentions)
- ✓ Personal scheduling and time constraint (25 mentions)
- ✓ Accessibility and transportation (18 mentions)
- ✓ Lack of caring, qualified service providers (14 mentions)



# What Individuals and Families Said....

- Do you know how to navigate the regional center?

Response Option	%
Completely	18%
Very Well	26%
Somewhat	31%
Not Very Well	15%
Not at All	10%
Don't Know	3%

- Do you know what your rights are?

Response Option	%
Completely	21%
Very Well	27%
Somewhat	33%
Not Very Well	14%
Not at All	6%
Don't Know	2%



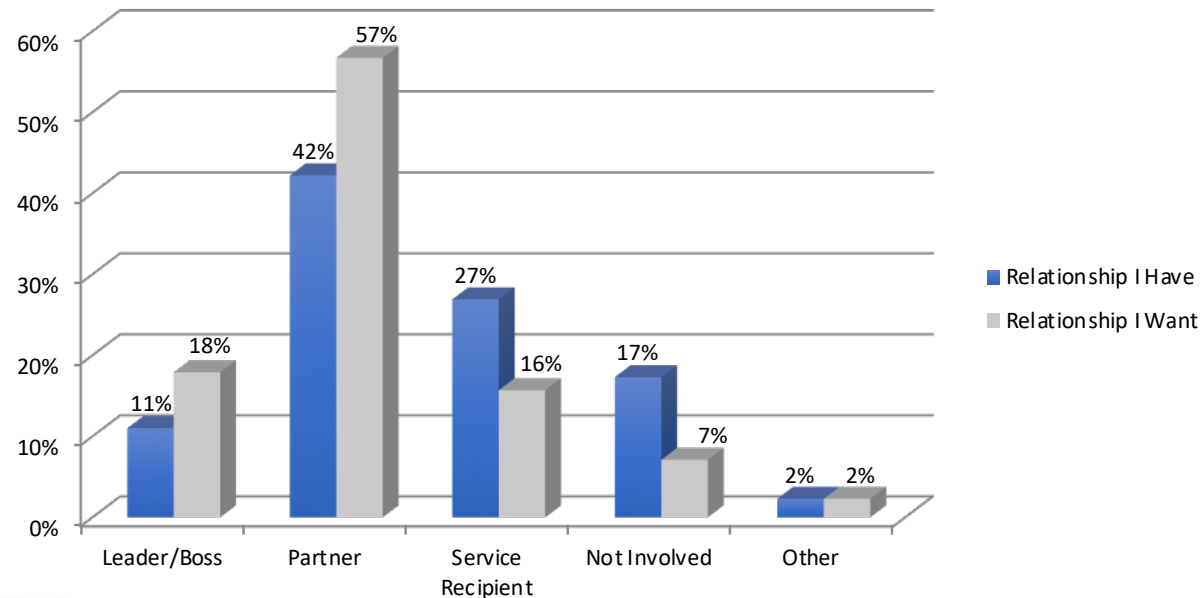
# What Individuals & Families Said...

- Do you know who your Service Coordinator is?

95.7% said “Yes”

- In general, please describe how you work with the regional center?/  
How would you like to work with the regional center?

Relationship I **Have** / Want to Have with the Regional Center



# Going from Good to Excellent

- Focus on Areas for Improvement (low scores)
- Focus on Areas of Best/Promising Practices (high scores)
- Focus on Areas of Greatest Impact
- Focus on Areas of Significant Change / Differences
- Focus on Areas of Organizational Priority



# Going from Good to Excellent

## Areas of concentration to maximize Overall Satisfaction:

- Q38. Providing you information on community services/resources available to you
- Q40. Overall providing you with information
- Q3. SC in terms of being available when you need information or help
- Q37. Providing you with information on regional center funded services and supports

## Areas of concentration to maximize Service Provider Quality:

- Q38. Providing you information on community services/resources available to you
- Q39. Assisting you to identify and connect with natural supports in your life
- Q40. Overall providing you with information



*"I've been very thankful the program is there. Although it takes a while my son has improved a lot and I am thankful for that."*

*"They haven't done anything to make my life better..."*

*"Helping me identify the needs my child has and working with me to help reach the goals. They really helped to make me feel like it isn't my fault. He has improved significantly."*

*"...we had a nice meeting, we had all these things and had ideas for what we were going to do. We asked for a day program or job helper and they didn't follow through. They said it was available, but nothing ever happened with it."*

*"The Regional Center doesn't have a lot of therapists that speak Spanish, and sometimes I need them to. They sent me one, and I feel like they didn't help me at all, because he spoke English, and we speak Spanish in my home. I just feel like this was the main issue."*



*"I don't think that I would be able to deal with my son's situation without the Regional Center's help by myself. They have helped me, guided me, and because of that my son was able to graduate high school."*

*"They need coordinators that are more prepared. The regional center needs to be more accessible and inform us better and they need to have our trust."*

*"I think my worker is very involved. She is very interested. She seems to care a lot not only about my son and the family dynamic. She cares, and she is involved. When she comes, she makes us feel like it's important to her."*

*"Communication, I would prefer to see a menu of services offered and then we can conference on if they appropriate for him. I don't know what to ask for since I don't know what they offer."*

*"WRC provides a critical service to its clients, and I am grateful for the support we have received as we have begun this new life. Thank you for the dignity and care you have shown us."*

*"I would like my service coordinator inform me about important things that are coming up."*



# Questions & Discussion



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