

Purpose

To quantify the voice of people served and to determine their satisfaction with the regional center, coordination and provision of services.

Methodology

Sample: Targeted random sample of WRC's active population (7,564): Individuals who may have had an IPP/IFSP in the four to six months prior to the interviews being conducted were eligible to participate (3,928 people served). 99% confidence level and 3.83% margin of error (the study would be 99% same if every person in the population participated).

Questionnaire: 53 questions, mixed Quantitative/Qualitative; developed in partnership with WRC, WRC's Equity Task Force and Kinetic Flow.

Scale: 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.

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

Data Collection:

- In total, the effort included outreach to 6,085 people served.
- 1,094 individuals participated (983 via telephone and 101 via online survey) between October 31st and December 20th, 2017. Data collected represents a 99% confidence level, 3.6% margin of error with a 50% response distribution.
- Interviews were conducted in multiple languages by a professional interview team primarily in English and Spanish; the online survey was available in English and Spanish. Calls lasted approximately 16.5 mins.

Findings

Respondents included:

- Parents (79%), persons with developmental disabilities (15%), other family members (5%), other (1%).
- Representing, by ethnicity: Hispanic/Latino (34%), White (25%), African-American (24%), Asian (5%), other/multicultural/unknown (11%).
- Representing, by Residence type: family home (85%), Independent or Supported Living Services (10%), Licensed Residential Home (2%), other (2%).

- 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)

"Before my son started he did not talk and now he communicates very well."



Findings
continued...

"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."

"I think what you guys offer is great in many different situations but not exactly for our family "

"I think that each coordinator is pretty overloaded, they just have way too many cases assigned to them. I think they're doing the best they can but I think they need a lighter workload so they don't feel so crazed. They work ridiculous hours because they're trying to keep up with their workload, they're going to burn out really fast. They're wonderful people, who are super dedicated to their job, but they're overwhelmed."

- 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 with Regional Center Services and Supports - 3.88
 Overall Service Provider Quality - 3.89

However, means for the overall satisfaction varied by the **Primary Languages** spoken:

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.

by **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.

by **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.

Findings
continued...

"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."

"I get very good service from the Regional Center and I feel comfortable calling them for any referral I need."

"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."

"That the service coordinator, if I know to ask she will know the answer, but she doesn't offer information about services. Things aren't voluntarily offered. They don't give you a manual of services. You learn by making mistakes, not by being taught."

and 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.

Relationship with WRC:

Describe how you work with the regional center vs how you would like to work with the regional center...	Have	Want
Leader / Boss	11%	18%
Partner	42%	57%
Service Recipient	27%	16%
Not Involved	17%	7%
Other	2%	2%

Service Coordination: 96% of respondents know their service coordinators.

How would you rate your service coordinator In terms of....	Mean
Being available when you need information/help	3.86
In terms of ability to listen to you	3.97
Being knowledgeable	3.93
Having a good understanding of you/your child's needs	3.89
Helping you prepare for your planning meeting	3.81
Helping you think about future goals and plans	3.73
Overall, how would you rate your service coordinator	4.00

Communication with WRC:

How would you rate regional center staff in terms of...	Mean
Treating you with dignity and respect	3.94
Returning your phone call and emails	3.72
Encouraging you to ask questions / express concerns	3.77
Explaining things to you in an understandable way	3.81
Overall, comfort level in communicating with staff	3.86

Findings
continued...

"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."

"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."

Information:

How would you rate regional center staff in terms of...	Mean
Providing information to make your decisions	3.69
Service Coordinator took into account your family's language, traditions, background	3.91
Providing information on regional center funded services	3.63
Providing information on generic or community services	3.50
Assisting you to identify and connect with natural supports	3.41
Overall, providing information	3.66

Service Planning:

How would you rate service planning in terms of...	Mean
Your comfort level at IPP meetings	3.96
Meeting addressing things that are important to you	3.88
Planning team recommending/suggesting options	3.73
Providing you with written copy in preferred language when you request it	3.93
Your service coordinator answering questions and addressing your concerns at this meeting	3.96
Overall, IPP in addressing your/your child's needs and wants	3.87

Within the Service Planning section of the survey, respondents were asked about service utilization. For each Yes/No question, follow-up qualitative questions were asked.

- o 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%
No	12%
Don't Know	6%

Themes from the feedback of respondents selecting "no" (134) include: speech therapy, physical therapy, occupational therapy, respite, social skills groups training program, behavior management, transportation, In-Home Support Services, employment, Independent Living Services, after school programs, Early Start, adult day program, and counseling.

Findings continued...

"...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."

"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. They 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."

- 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%
No	64%
Don't Know	11%

Generally, unutilized responses (262) included: respite, social skills group training program, In-Home Support Services, behavioral therapy, occupational therapy, speech and language therapy, adult and day program services, disability parent support program, transportation, employment readiness, dental care, childcare, physical therapy, and transition plan for special education.

- 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	23%
No	70%
Don't Know	7%

Generally, barriers included: lack of effective communication, lack of public funding, support, and resources, personal scheduling and time constraints, transportation, lack of qualified providers, criteria for eligibility, care and attention, long waiting time, feeling forced, living with a disability of a family member, and lack of information.

- 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%

Findings continued...

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

"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."

- o 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%

The 2017 Client Services Accessibility and Satisfaction Survey, when fully utilized, provides the regional center with a greater understanding of the community - people's needs, wants and challenges – and the tools to improve strategic planning, resource allocation, and communication with the end result of creating services and supports that have a greater impact on the quality of life for all people served by Westside Regional Center.

"I would like them that us as parents that have special kids, many time we do not know about the help and rights and just a few people are the ones that express the necessities of your son, I would like them to orient me because many times they ask us if we need more help or information and because is something new we don't know of the alternatives available for kids. If they know all that they can provide to kids that would facilitate us to know."

"WRC has improved my child's life through in all areas: early intervention, amazing therapists, social skills group, parent training for BI, In home Behavior Therapy with a child psychologist, respite, an advocate at IEP meetings. They have helped me to push our school district to follow SELPA/IDEA. I have received help filing out my Long Term Medi-Cal form for IHSS. I appreciate all the help. WRC has made a positive impact on my entire family. We are grateful. Thank you."