



Study Overview



Introduction

Tri-Counties Regional Center (TCRC) was formed in 1969 under the leadership of California's Department of Developmental Services (DDS) with the guidance of the Lanterman Act. At that time, the legislature created a community-based service system directed locally by community-owned non-profit "Regional Centers".

Regional Centers serve people at risk of or affected by developmental disabilities 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). Developmental disabilities include mental retardation, cerebral palsy, epilepsy and autism spectrum disorders.

TCRC is one of 21 private, non-profit corporations that contracts with the State of California to act as a single case management agency for persons with developmental disabilities and their families. TCRC supports the lives and empowerment of approximately 10,000 individuals and families in a geographic area encompassing Ventura, Santa Barbara and San Luis Obispo counties.

The Lanterman Act¹, which established the California Developmental Services system, also enacted statutes for quality assurance, monitoring, and performance contracting to ensure that 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.

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

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."



Introduction

continued...

Today at Tri-Counties Regional Center, these statutes are being met, and true empowerment is becoming an integral part of life for people with developmental disabilities.

The regional center system is built on a strong foundation of opportunity, growth and independence in which collaboration with community stakeholders – people with developmental disabilities, families, vendors, community members and regional center staff - is a key component. Within the past 10 years regional centers, led locally by grass roots consumer empowerment movements and legislatively by the *New Freedom Initiative*³, have begun truly integrating community stakeholders and practicing data-driven decision making. Further, with the introduction and proliferation of Self-Directed Services and Person-Centered Thinking in California, shifts are occurring in the thinking, valuation and expectations of individuals with developmental disabilities and their families, service agencies and service providers.

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-centered and family-centered planning, services and supports for individuals with developmental disabilities to maximize opportunities and choices for living, working, learning, and recreating in their communities. In order to fulfill this objective, TCRC has made a commitment to five core values:

- 1) Life quality enhancement – TCRC supports individuals with developmental disabilities and their families to make their lives better and to help them achieve their hopes and dreams.
- 2) Responsiveness – Regional center activities should be focused on individuals and their families
- 3) Organizational excellence – TCRC works to make the organization a better company, while managing the annual budget and following all laws and regulations
- 4) Community ownership – The regional center belongs to individuals and families, it is owned and operated by people with developmental disabilities, their families, friends and advocates
- 5) Community building – The regional center will strive to involve local towns and neighborhoods as partners in the service system

³ In February 2001 President Bush launched the *New Freedom Initiative*, a comprehensive program of policy change to shift choice and the tools to make choices into the hands of Americans with disabilities. Further, the Centers for Medicare and Medicaid (CMS) have renewed their commitment to create a "culture of responsiveness" for individuals with developmental disabilities which is fully expressed in the HCBS Quality Framework. As a result of these efforts, California's Department of Developmental Services (DDS) is moving towards consumer satisfaction as a mandated compliance tool, rather than a non-required, or supplemental tool.



Introduction

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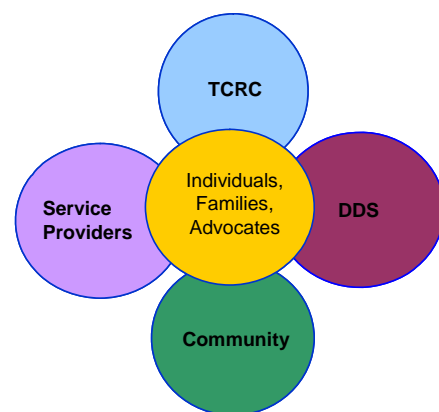
Today there is renewed focus on improving the quality and choice of services and supports for people with disabilities and on creating truly person-centered services. When a solid person-centered system is based in valid data and truly integrated as a management tool, organizations are better empowered to:

- Assess and reassess strategic focuses;
- More effectively allocate resources, including aligning training needs;
- Create organizational efficiencies, helping to streamline workloads and maximize budgets;
- Inform and shape service policies;
- Measure value;
- Create greater cooperation with stakeholders; and
- Deliver the greatest value to individuals served and families, employees, vendors and the greater community.

Further, in conjunction with person-centered thinking and planning, a person-centered data-driven decision making system facilitates and measures true empowerment of the people served by:

- Shifting service expectations;
- Creating greater cooperation and true collaboration (a partnership) between stakeholders;
- Aligning expectations and actions of all stakeholders; and
- Creating a true-value based system of mutual respect, listening, understanding and acting;
- Creating greater value, outcome and empowerment for the individuals served, families, employees, vendors and the greater community.

In support of the regional center's Strategic & Performance Plan 2007 - 2009, and in compliance with the Lanterman Act, TCRC has collaborated with individuals, families, friends, advocates, service coordinators, service providers and research professionals to develop a quality assurance system based, in part, on the feedback of the people TCRC serves. For over ten years, TCRC has worked with Kinetic Flow Corp. to ensure that feedback is collected in an objective and consistent manner and analysis meets the changing needs of the organization.



Kinetic Flow's mission is to *enhance the quality of quality of life services* by quantifying the voice of the client and other stakeholders for use in data-driven



Introduction

continued...

decision making, quality management, strategic planning and resource allocation. With over 30 years of combined person-centered research experience and 12 years focused specifically on the regional center system, 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 of services and supports for people with developmental disabilities and their families.

As part of this quality improvement process, each year Kinetic Flow collects qualitative and quantitative feedback is collected from individuals and families served by the regional center. To truly be an integrated management tool, and serve the regional center's purposes outlined above, individual and family data must be based on the organization's purposes: the regional center's mission, services and supports, and strategic plan – all based in person-centered thinking. Organizational decision making is based in data and fact, not anecdote and intuition. Recognizing this, and as part of a larger quality improvement process, Tri-Counties Regional Center annually collects data from the individuals and families they serve. This data includes consistent, targeted data points, actionable analysis, and contributes to an established process for integrating the data into organizational decision making.

Quantitative data is analyzed by demographical variance, including age, primary language, primary ethnicity, residential type, and geographical location. Data is analyzed primarily utilizing mean scores, however response percentages and top-box analysis is reviewed, as is a form of statistical analysis called factor-regression analysis. The purpose of analyzing the data in such a variety of methods, and to such great extent, is to provide the greatest insights, including trends, variances and drivers, to support TCRC in its drive to move the organization from "Good to Great", as well as provide the greatest learnings.

This project represents a continuation of TCRC's commitment to its community and stakeholders to support individuals with developmental disabilities and their families.

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 outlines the methodology, data and findings gathered by Kinetic Flow as part of the Tri-Counties Regional Center CY2008 Services & Supports Study and includes comparison to applicable items from the 2005, 2006 and 2007 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.



Methodology

This section provides background on the population and sample – who was surveyed, the questionnaire – what participants were asked, and the collection of data – how people participated.

Population

The population for this study is defined as all individuals with a client status of “Active” or “Early Start” in the Client Master File. 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.

The total population meeting the criteria was approximately 8,400. From the total records, a sample of individuals was selected having a birthday within the four to six month period prior to the start of the study. 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 every one to three years, 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.

The total number of individuals in the selected sample was 2,667. In an effort to investigate all perspectives, the study demographics of the sample are compared to the full regional center population to ensure that it represents the diverse ethnic, language, geographic, and age groups in TCRC’s catchment area. Data cleaning was conducted prior to pulling the sample, so 100% of the records pulled were used to conduct the survey.

TCRC - Quota by Team

Team	Target Completes	English +Other	Spanish
Atascadero	77	69	8
Conejo	79	75	4
Early Start/Intake North	74	58	16
Oxnard – Adult	82	56	26
Oxnard – Children	87	62	25
Oxnard – Early Start	79	52	27
San Luis Obispo	82	77	5
Santa Barbara – Adult	76	70	6
Santa Barbara – Children	77	54	23
Santa Maria - Adult	79	68	11
Santa Maria – Children	77	48	29
Simi	78	69	9
Simi – Early Start	70	63	7
W. Ventura – Adult	69	62	7
Total	1,086	883	203

TCRC intends to use the findings of this study in each of its offices and has committed to a 95% confidence level with a 5% margin of error over a two year time period for each office. The following table summarizes the target number of completed interviews in order to achieve this level of data integrity. With the targeted 1,086 interviews, the confidence level for regional center data is 99% with a 3.65% margin of

*Population:
A complete group of entities sharing some common set of characteristics*

*Sample:
A subset of a population*



Methodology

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error – a very high level of data integrity indicating that the study findings would be 99% the same if every person in the 8,400 population participated in the study.

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 addition, the questionnaire represents the collaboration of all TCRC functional and geographical areas, as well as community developed service standards. 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.

Since creation in 2002, the survey questions have evolved to meet the changing needs of the regional center and individuals. However, a consistent base of questions has been maintained to allow TCRC to compare year-over-year results.

For 2008 the survey included 50 questions on communication, information, service coordination, Individual Program Plan/Individual Family Service Plan (IPP/IFSP), and overall satisfaction.

Service Coordinator	17 questions
Communication	5 questions
Information	7 questions
Individual Program Plan	9 questions
Health Care	2 questions
General Services	5 questions
Overall	5 questions

While similar to the 2007 questionnaire, there were several significant changes:

- Removed: “How long have you been with your current service coordinator?”
- Removed: Four questions on health care incorporated in the 2005, 2006 and 2007 surveys in support of a grant from the California Wellness Foundation.
- Added: Two 2-part health care questions on doctor visits and dental exams
- Added: Two questions on TCRC’s newsletter, “Tri-Line”
- Added: One question on how individuals describe their relationship with the regional center



Methodology

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Note that the changes to the survey necessitated re-numbering, so caution should be used when comparing results with prior years to ensure that the metric is the compared, rather than the question number.

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, and three positive response options (see below). "Don't Know" or "Not Applicable" was included as a valid response, but was not provided to respondents. This response scale has been validated by field testing to provide accurate and actionable measures, while being respondent-friendly.

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

The survey also includes questions with open-end, categorized responses and four open-end questions.

Data Collection

Two weeks prior to the start of interviews, TCRC sent pre-notification letters to the individuals and families in the sample 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.

Interviews were conducted by telephone, allowing the survey to reach a large number of individuals and families without screening for language, literacy, or correct mailing address. 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.

The Stats	
Survey Start	Nov 5, 2008
Survey End	Dec 6, 2008
Total Participants	1,093
Call Time	21:00
Cooperation Rate	61.3%
Confidence Interval	99%
Margin of Error	3.65%

Regular call monitoring ensured that quality and process remained consistent. Telephone numbers were dialed through random selection to ensure equal opportunity for participation. Up to four attempts were made to contact clients and families with the option for a scheduled call-back.

The telephone effort began on November 5th and closed on December 6th. While initial target for completed interviews was 1,086, in total, 1,093 individuals and families participated, resulting in a 99% confidence level with a 3.65% margin of error. The final cooperation rate was 61%. A total of 239 individuals declined to participate, a sharp increase from the previous year's 111 declines.

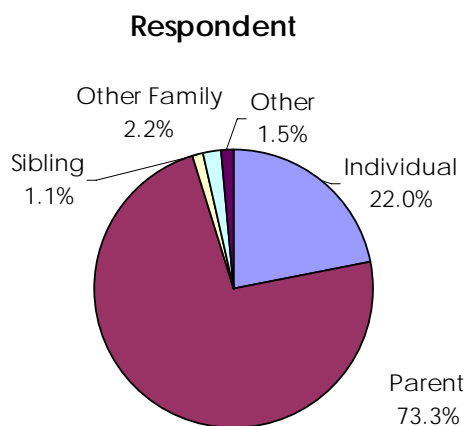


Respondent Demographics

A total of 1,093 respondents participated in the survey. All of the quotas by office and language were achieved with the exception of Simi (Children and Adults) for which 73 of the 78 targeted interviews was achieved. This, however, does not have a negative impact on the targeted 95% confidence level and 5% margin of error over the two year period.

The average respondent was the parent of a male child under the age of 13 living in the family's home with an ethnicity of White and English as the family's primary language.

Persons with developmental disabilities represented 22.0% of all respondents. Family members were the respondents in nearly all other interviews, with most responses from parents (73.3%). Other responding family members included siblings (1.1%), other family members (2.2%) and other (1.5%). When respondents selected their relationship as "other" they were asked to specify. Responses included conservator, spouse and friend.



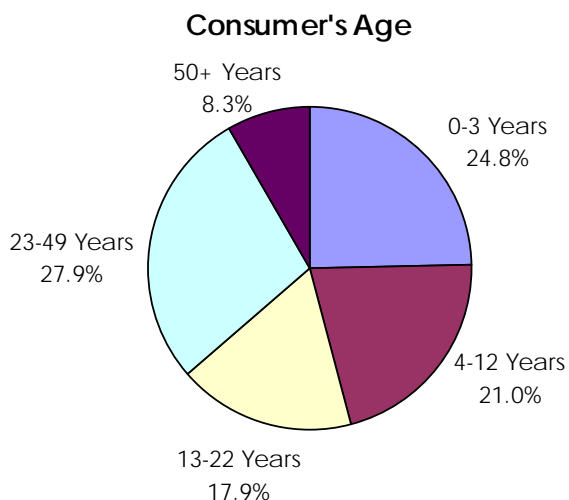
Since over 63% of the individuals were under age 23, a high number of family respondents are consistent with study demographics. Of the remaining individuals in the survey group, 27.9% were age 23-49 Years and an additional 8.3% were at least 50 years of age.

The majority of individuals participating in this survey live with a parent or relative in the family home (78.8%). Of the remaining, 13.4% live in Independent or Supported Living, and approximately 2.3% live in Group Homes. The percentage of respondents living in a group living residence (CCF or ICF) is relatively low when compared to the sample population (2.3% vs. 11.3%), however, there are unique challenges to connecting with clients in this residential environment, including provider protectiveness, which tends to result in fewer completed interviews with these individuals. This also applies to respondents living in a Nursing Facility (SNF/NF) with

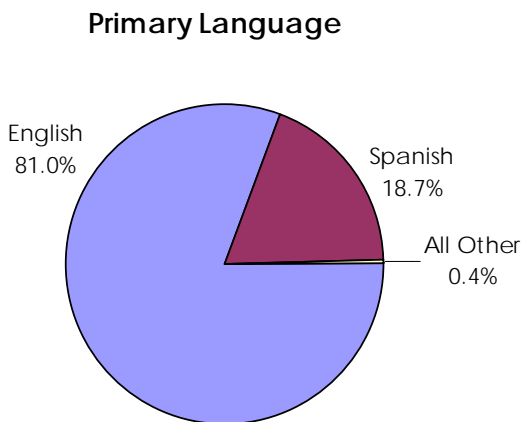


Respondent Demographics
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the additional complication that individuals in these facilities may have medical complications which preclude their participation in the survey. Note that in the Results by Question, for the Residence Type demographic breakdown, results are grouped into Parent/Relative/Legal Guardian, Independent/Supported Living, Group Home (including both CCF and ICF), and all Other.



Ethnically, clients participating in this study were approximately 45% White, 32% Hispanic/Latino, 16% Unknown and 1.5% African-American. All other ethnicities (eight CMF ethnic categories, including Mixed, Other, Filipino, Chinese, Korean, Native American, other Asian, and other Pacific Island group, represented 54 individuals) total 4.9%. Although a relatively large demographic by percentage, for analysis purposes, respondents with Unknown ethnicity are grouped in the "Other" category in this report. The number of people with an Unknown ethnicity has increased over the past three years from approximately 8% in 2006 to 12% in 2007 to 16% in 2008.



Respondent Demographics
continued...

Surveys were conducted in English and Spanish with 204 individuals choosing Spanish. Of the 888 interviews conducted in English, the Client Master File indicated a primary language other than English for four respondents. "Other" primary languages included Arabic, French, Russian and Other.

The following table provides a summary of all respondent demographics.

Respondent Demographics

Age of Person Receiving Services		
0-3	271	24.8%
4-12	229	21.0%
13-22	194	17.7%
23-49	306	28.0%
50+	93	8.5%
	1093	100.0%
Ethnicity		
White	494	45.2%
Spanish/Latin	354	32.4%
Unknown	175	16.0%
Mixed	28	2.6%
African-American	16	1.5%
Other	9	0.8%
Filipino	5	0.5%
Chinese	5	0.5%
Other Asian	3	0.3%
Native American	2	0.2%
Other Pacific Islander	1	0.1%
Korean	1	0.1%
	1093	100.0%
Primary Language		
English	885	81.0%
Spanish	204	18.7%
French	1	0.1%
All Other	1	0.1%
Russian	1	0.1%
Arabic	1	0.1%
	1093	100.0%

Gender		
Female	434	39.7%
Male	659	60.3%
	1093	100.0%
Residence Type		
Parent/Relative/Guardian	861	78.8%
Own Home – Independent	93	8.5%
Own Home – Supported	54	4.9%
CCF (4-6 beds)	49	4.5%
CCF (7-15 beds)	7	0.6%
Foster Home/County	6	0.5%
ICF/DD-H (4-6 beds)	4	0.4%
SNF/NF Nursing	4	0.4%
CCF (1-3 beds)	3	0.3%
CCF (RCFE)	2	0.2%
Family Home	2	0.2%
ICF/DD	1	0.1%
ICF/DD-H (7-15 beds)	1	0.1%
CCF (16-49 beds)	1	0.1%
Psychiatric Treatment Center	1	0.1%
Certified Foster Home	1	0.1%
California Youth Authority	1	0.1%
SNF/NF Psychiatric	1	0.1%
County/City Jail (short term)	1	0.1%
	1093	100.0%



Findings

*Quantitative Measure:
Utilization of a numbered scale to collect data that solicits responses from respondents that can easily be measured*

*Qualitative Measure:
Free form response to an open-end question*

*Statistical Significance:
Indicates that the difference between two means is unlikely to have occurred by chance*

The Findings section provides highlights and discussion of responses to the survey questions. Kinetic Flow encourages the reader to reference the Detail by Question, Summary Charts, the Responses to Open-End Questions and the questionnaire (located in the Appendix) while reviewing this section. The Detail by Question is the quantitative section of the report, providing overall analytics, along with results by demographic grouping – Age, Ethnicity, Primary Language and Residential Type. The Responses to Open-End Questions is the qualitative section of the report. In this section, the words of clients and family members are provided verbatim describing their experiences, wants, and needs in their own words.

Statistical Significance is shown in the Summary Charts, whereby scores that are statistically significant compared to Baseline (2002) and Prior Year (CY2007) are indicated by red bold type (statistically significant decrease) or green bold type (statistically significant increase.) Statistical significance is a mathematical test that determines if the difference between two means is unlikely to have occurred by chance. A statistically significant difference means there is statistical evidence that there is a difference; it does not mean the difference is necessarily large, important, or significant in the common meaning of the word.

The calculation for statistical significance takes into account a number of factors including population size, sample size, mean, etc. When sample sizes increase, the formula for statistical significance is more sensitive and numerical differences between means may decrease, though they are statistically significant. In prior years, a general guideline to determine a statistically significant difference was +/- 0.25; for CY2008, as the population and sample have increased, the range of change for statistically significant difference has narrowed.

The Findings begin with the last section of the questionnaire – Overall Satisfaction – then proceed in the order of the sections in the questionnaire:

- Service Coordinator
- Communication
- Information
- Individual Program Plan
- Health Care
- General Services

Overall, scores for 2008 were slightly lower than in 2007 with eight metrics statistically significantly lower. There were no scores that were statistically significantly higher than the prior year; however 24 metrics were statistically significantly higher than the baseline 2002 scores.



Findings

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“A doctor told my husband and I that our baby would never be normal because of a brain problem, but with the therapy provided by the center and the coordinator my son is getting better everyday.”

Overall Satisfaction

Questions 46 through 50 focused on respondents’ overall satisfaction with TCRC. The section consists of two closed-end questions which use the 5-point unbalanced Poor to Truly Outstanding scale, one short response question and two open-end questions (Q49, Q50). The verbatim responses to the open-end questions are found in the Responses to Open-End Questions section of the report.

In Question 46, individuals and families rate their overall satisfaction with regional center services between “Good” and “Excellent” at 3.54. This is a slight increase in overall satisfaction as compared to 2007 (3.48) and 2006 (3.41). The 3.54 score is a significant increase compared to the score of 3.29 provided by respondents in baseline year 2002 and matches the highest rating received for this metric in 2003.

In Question 47, the overall impact of TCRC on individuals’ lives was rated 3.60 - nearly the same as the prior year’s historical high of 3.61. This score reflects that 87% of respondents feel TCRC’s impact on their life has been “Truly Outstanding” (20%), “Excellent” (37%), and “Good” (30%). When analyzed by demographics, this year’s score was highest for families of children age 0-3 Years (3.88), while the lowest score, 2.82 was given by individuals living in Other types of residences.

Year-Over-Year Summary of Overall Satisfaction

Measure	2008	2007	2006	2005	2004	2003	2002
Overall Services & Supports	3.54	3.48	3.41	3.46	3.49	3.54	3.29
Impact of TCRC on your life	3.60	3.61	3.51	3.54	3.52	3.58	3.38

In reviewing Overall Satisfaction by office, the Oxnard Children’s Team received a rating of 4.01 on Q47 – the only team with a rating over 3.85 on this metric and one of three teams to have a score significantly higher than the TCRC overall score.

Q48 was an addition to the 2008 survey, asking about the respondent’s relationship with the regional center, specifically “In general, please describe how you work with the regional center?” Response options included:

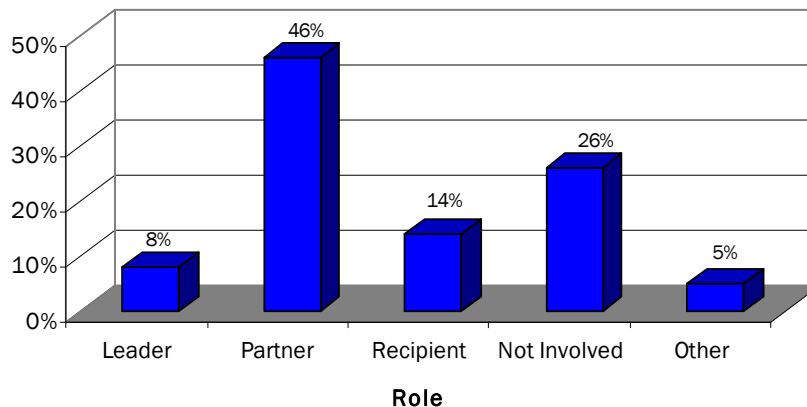
- I am the Leader/Boss: They are there to support me.
- I am a Partner: They work with me.
- I am a Service Recipient: They let me know when I need to do things and what I am eligible for
- I’m not really involved with the regional center: I don’t talk with them much
- Other



Findings
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Fully 46% of respondents described their relationship as a partnership. This percentage declined with the age of the person receiving services and tended to evolve to Not Involved with people age 50+ Years. This percentage was also higher

How Individuals Work with the Regional Center

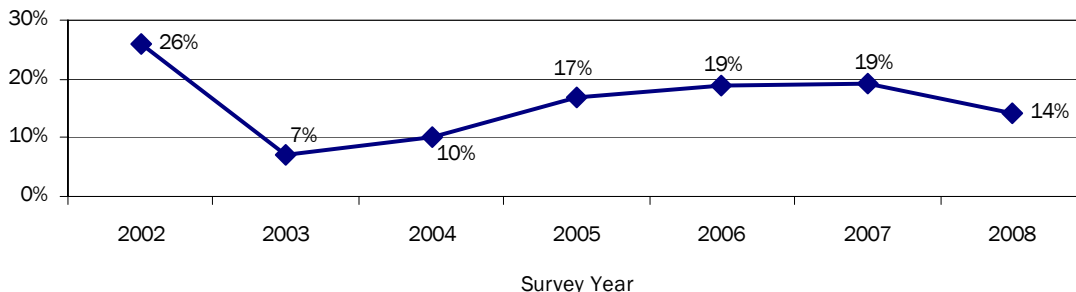


(66%) for respondents with a primary language of Spanish. Also of note, 31% of African-Americans described their role as Leader/Boss as compared to 8% for the regional center overall.

Service Coordinator

Overall, most people know their service coordinator with only 14% reporting they did not know. A longitudinal comparison of this figure since 2002 indicates the plateau of 17% to 19% of people who did not know their service coordinator is now dropping. This figure remains significantly better than in 2002 when approximately 26% of respondents did not know their service coordinator. Those who responded “No” or “Don’t Know” their service coordinator skipped to the next section.

Do Not Know Service Coordinator



Findings

continued...

"[His goals are] to go to school or start working. The coordinator has offered to help my son get a job at Wal-Mart."

Looking at the Demographic Breakdown of Responses in the Detail by Question provides additional insight for this question. In total 92% of parents of children ages 4-12 Years know who their service coordinator is as compared to only 74% of people living in a Group Home.

The Service Coordinator section of the questionnaire asks individuals and families to rate their satisfaction with their interactions with their service coordinator. While all of the ratings were slightly lower than the prior year, overall all metrics were rated between "Good" and "Excellent" and only three metrics were significantly lower than 2007. Q17 "Overall how would you rate your service coordinator?" dropped from a historical high of 3.72 to 3.58 which remains above the baseline score of 3.48. For three years from 2006 to 2008 six of the sixteen service coordinator ratings declined two years in a row.

Q Description	2008	2007	2006
SC Accessibility	3.50	3.60	3.55
SC Knowledge	3.51	3.62	3.65
SC Responsiveness	3.49	3.54	3.51
SC's Ability to Listen	3.67	3.75	3.69
SC's Understanding	3.58	3.64	3.61
SC Acts on Needs & Wants	3.47	3.56	3.53
SC Stands Up with Other Agencies	3.49	3.60	3.55
SC Stands Up with TCRC	3.50	3.58	3.54
SC Prepares Me for IPP	3.34	3.44	3.45
SC Helps Make Choices	3.38	3.44	3.48
SC Helps with Goals	3.24	3.32	3.33
SC Encourages Hopes	3.30	3.37	3.39
SC Assures that Goals are Met	3.29	3.38	3.34
Goals are Met Timely	3.26	3.30	3.34
Changes to Goals are Met Timely	3.22	3.31	3.33
Overall SC Rating	3.58	3.72	3.68

"My service coordinator is always available to mentor, guide, and help me with my kids."

As with the prior year, the highest score in this year's survey was given for "How would you rate your service coordinator's ability to listen to you" (Q5) which was rated 3.67 by individuals and their families. Of note, Atascadero achieved a statistically significantly higher score of 4.00 as compared to the TCRC score. Aside from the Oxnard Early Start team, this is the only score of "Excellent" (4.00 or greater) achieved by regional teams in this year's study.

While no demographic group rated the metrics in this section significantly higher than the overall mean, two groups consistently provided significantly lower ratings. For nearly every metric in this section, both individuals living in Other types of residences (Foster Home, SNF, Family Home, etc.) and individuals speaking a primary language of Spanish provided mean scores significantly lower than the overall mean score. The following table provides a summary of the scores and the difference by metric.



Findings
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When scores are reviewed by team, both Early Start & Intake – North and Oxnard Early Start received statistically significantly higher ratings on most metrics, as did Atascadero. In contrast, Santa Barbara North Children’s Team received statistically significantly lower scores on all sixteen metrics and Oxnard Children’s team received statistically significantly lower scores on 14 of 16 metrics.

Q Description	Overall	Spanish		Other Residence	
	2008	Score	Diff*	Score	Diff*
SC Accessibility	3.50	3.10	-0.40	3.23	-0.27
SC Knowledge	3.51	3.08	-0.43	3.08	-0.43
SC Responsiveness	3.49	3.10	-0.39	3.08	-0.41
SC’s Ability to Listen	3.67	3.10	-0.57	3.46	-0.21
SC’s Understanding	3.58	3.08	-0.50	2.77	-0.81
SC Acts on Needs & Wants	3.47	3.05	-0.42	2.75	-0.72
SC Stands Up with Other Agencies	3.49	3.04	-0.45	3.08	-0.41
SC Stands Up with TCRC	3.50	3.07	-0.43	2.77	-0.73
SC Prepares Me for IPP	3.34	3.01	-0.33	2.55	-0.79
SC Helps Make Choices	3.38	3.00	-0.38	2.92	-0.46
SC Helps with Goals	3.24	2.96	-0.28	2.45	-0.79
SC Encourages Hopes	3.30	2.98	-0.32	2.82	-0.48
SC Assures that Goals are Met	3.29	2.98	-0.31	2.50	-0.79
Goals are Met Timely	3.26	2.95	-0.31	2.64	-0.62
Changes to Goals are Met Timely	3.22	2.94	-0.28	2.36	-0.86
Overall SC Rating	3.58	3.04	-0.54	3.25	-0.33
Average Difference from Overall			-0.40		-0.57

* Difference is equal to Spanish or Other Residence score minus 2008 Overall score.

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 and prior two years.

Q Description	2008	2007	2006
Dignity & Respect	3.58	3.61	3.55
Staff Returns Calls	3.30	3.38	3.34
Express Questions & Concerns	3.32	3.38	3.28
Staff Explains Things	3.34	3.49	3.34
Overall Comfort with Staff	3.46	3.57	3.41

Within this survey section, the highest score (3.58) was, as with the prior year, for Q18 “How would you rate the regional center staff at treating you with dignity and respect?” Overall, 55% of respondents rated this metric as “Excellent” or “Truly Outstanding”, up one-percent from the prior year. When the data for this question is



Findings
continued...

“...She wanted help with independent living, but no one ever called.”

analyzed by age group and ethnicity, 65% of the Early Start (0–3 Years) families rated this metric as “Excellent” (43%) or “Truly Outstanding” (22%) and African-Americans provided a mean score of 3.88 with 44% indicating this metric as “Truly Outstanding”.

Two questions in this section had a statistically significant decline, although the decline compared to prior year was only 0.11 for both Q21 rating the regional center staff at explaining things and Q22 overall comfort level speaking with staff.

Reviewing the results by demographic breakdown, two trends emerge. For all five questions in this section, respondents with a child age 0-3 Years typically rated the question higher than the overall score, while respondents living in Other Residence Types rated the questions significantly lower than the overall score. The following table summarizes the response range for each question.

Q Description	2008	0-3 Years	Other Resid	Range*
Dignity & Respect	3.58	3.78	3.50	-0.28
Staff Returns Calls	3.30	3.55	3.00	-0.55
Express Questions & Concerns	3.32	3.60	2.93	-0.67
Staff Explains Things	3.34	3.53	2.75	-0.78
Overall Comfort with Staff	3.46	3.68	2.94	-0.74

* Range is the difference between Other Residence score minus score for 0-3 Years.

The range for Q18, Staff treats you with Dignity and Respect, is relatively narrow indicating that most people are satisfied with how they are treated by staff and that treatment is not interpreted differently by demographic groups. For the other four questions, however, there is a significant difference in the satisfaction between these demographic groups. Individuals living in Other Residence Types are significantly less satisfied with their communication with the regional center than other groups.

Consistent with the trend of higher scores given by parents with children age 0-3 Years, when results are viewed by team, statistically significantly higher scores are provided for both Early Start & Intake - North and Simi Early Start. In addition, the Atascadero team received statistically significantly higher ratings on every metric in the Communication section.

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 a Yes/No question with results summarized at the end of this section.



Findings

continued...

"They allowed me the confidence to make good decisions."

In terms of overall provision of information (Q28), TCRC's rating dropped by 0.11, however remains a significant improvement compared to the baseline year of 2002 when the rating was 3.14. While the overall rating was 3.41, significant variance (0.91) was noted when data was analyzed by demographics. Similar to the trend noted in the Communication section, the age group 0-3 Years provided the highest rating (3.56), although it is lower than the prior year's rating for this group (3.70). The lowest ratings by demographic group were again provided by individuals living in Other Residence Types who rated overall information provision at 2.65.

Q Description	2008	2007	2006
Information to Make Decisions	3.23	3.34	3.26
Information about Regional Center	3.15	3.22	3.16
Information about Generic Supports	2.93	3.07	2.98
Cultural Needs & Preferences	3.33	3.29	3.23
Language Preference	3.47	3.51	3.51
Overall Information Provision	3.30	3.41	3.31

As with prior years, TCRC's lowest rating on the Poor to Truly Outstanding scale was given to Q25 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?" This metric received a rating of 2.93, a drop of 0.14. In general, this was a lowest rating metric for nearly every team.

Q29 asks respondents if they are aware of their fair hearing rights if they disagree with a decision made by the regional center. Fully 85% of individuals and family members responded "Yes" up 4% from the prior year.

When mean scores are reviewed by team, the Oxnard Children's Team received statistically significantly higher ratings on all questions in this section compared to the prior year. In addition, other statistically significantly higher mean scores for Information include:

Q Description	Team	TCRC
Information to Make Decisions	Early Start-North	3.52
Information on RC Services	Atascadero	3.25
Information on Generic Services	Early Start-North	3.33
Information on Generic Services	Atascadero	3.25
Cultural Needs & Preferences	Simi-Early Start	3.61
Language Preference	Simi-Early Start	3.76
Overall Information Provision	Atascadero	3.50
Overall Information Provision	Early Start-North	3.55



Findings
continued...

“They should look at my dreams and goals. What I want is a job, school, or career. I want an independent business of my own.”

“I haven’t been invited to the IPP meetings for years. I don’t know.”

“They are changing the IPP program.”

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, there were no significant changes in scores compared to 2007. Note that mean scores are not provided for Q30, an open-end question with respondent comments provided in the Responses to Open-End Questions, and for Q31, a Yes/No response question.

Q Description	2008	2007	2006
Progress Towards IPP Goals	3.19	3.24	3.14
Plan Meets Needs	3.29	3.29	3.22
Choice of Services & Supports	3.24	3.28	3.14
Convenience of IPP Meeting	3.47	3.47	3.41
Location of IPP Meeting	3.62	3.62	3.55
Comfort at IPP Meeting	3.56	3.61	3.49
IPP Addresses Important Things	3.55	3.59	3.46
Overall IPP Addresses Needs	3.48	3.52	3.40

As summarized in the table above, most scores either decreased slightly or stayed the same. There were no statistically significant changes in the scores from prior year, however all scores remained statistically significantly higher than the baseline year 2002.

Consistent with prior years, the highest score in this section was Q35 – “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 3.48 in addressing their needs and wants – down slightly from the high of the prior year.

Measure	2008	2007	2006	2005	2004	2003	2002
Overall IPP Rating	3.48	3.52	3.40	3.46	3.40	3.49	3.34

In reviewing ratings by demographic groups, a trend with that in other section is evident – consistently lower ratings from individuals who speak Spanish as their primary language and higher ratings from parents with a child as 0-3 Years.

In addition, ratings by individuals with an ethnicity of African-American generally provided lower scores, while individuals living in Group Homes generally provided higher scores.

Consistent with the trend above of high scores provided by children age 0-3 Years, the Early Start & Intake – North, Oxnard Early Start and Simi Early Start teams received a majority of the scores in this section statistically significantly higher than the overall TCRC rating. In contrast, Oxnard Children’s team received statistically significantly lower ratings on all metrics.



Findings
continued...

Q Description	2008 Overall	0-3 Years	Spanish	Range*
Progress Towards IPP Goals	3.19	3.52	2.53	-0.99
Plan Meets Needs	3.29	3.60	2.91	-0.69
Degree of Choice of Services	3.24	3.52	2.93	-0.59
Convenient Timing of IPP Meeting	3.47	3.66	3.15	-0.51
Convenient Location of IPP Meeting	3.62	3.92	3.18	-0.74
Comfort Level at IPP Meeting	3.56	3.82	3.14	-0.68
IPP Addresses Important Things	3.55	3.78	3.09	-0.69
IPP Addresses Needs & Wants	3.48	3.76	3.02	-0.74

* Range is the difference between Other Residence score minus score for 0-3 Years.

Health Care

For 2008 the health care questions were changed. The four questions asked in 2005 through 2007 were removed and two new two-part questions were added:

- Q39. Have you been seen by a doctor in the past 12 months for an annual physical?
Q39a. If no, please tell me why you have not had an annual check-up?
- Q40. Have you been seen by a dentist in the past 12 months for an annual exam?
Q40a. If no, please tell me why you have not had an annual exam?

Overall, 89% of participants responded “Yes” to Q39. Those who responded “No” or “Don’t Know” were asked the follow-up question, Q39a. The question was asked as an open-end; however, responses were categorized to facilitate quantitative analysis. The table below provides a summary for both Q39a and Q40a. Of the 92 people who responded to Q39a, the majority (70%) indicated “Other” and were asked to specify. In reviewing those responses, approximately 36% indicated that was “No Need, Not Sick”.

Overall, 63% responded “Yes” to Q40. Those who responded “No” or “Don’t Know” were asked the follow-up question, Q40a. The question was asked as an open-end; however, responses were categorized to facilitate quantitative analysis. Results are summarized in the table below. As with Q39a, the majority responded “Other” and were asked to specify. Of these approximately 21% were children who were “too young”, 6% who felt there was “no need” and 5% who had “no teeth”.

“He is healthy. I'm not going to take him if he doesn't need to go.”



Findings
continued...

Q39a – Doctor		No Annual Exam Reasons	Q40a – Dentist	
Count	%		Count	%
10	11%	Awareness: I didn't know	34	12%
1	1%	Transportation	2	0.7%
1	1%	Resources: No Local Doctor/Dentist	7	2.5%
5	5%	Resources: Doctor/Dentist does not meet needs	16	6%
N/A	N/A	Resources: Dentist does not use anesthetics	5	1.8%
2	2%	Resources: Do not accept Medi-Cal/Denti-Cal	12	4%
5	6%	Availability: No Appointments	13	5%
4	4%	Personal: I am afraid	15	5%
64	70%	Other	175	63%
92	100%	Total	279	100%

General Services

Questions 41 to 45 ask the respondent about a variety of general topics – day activities, transportation, neighborhood safety, and TCRC’s newsletter, the “Tri-Line”.

Q41 asks respondents to rate their job or day activity on the 5-point Poor to Truly Outstanding scale. For school-age children, the question was specifically asked about after-school activities, rather than their school experience. Respondents rated this metric 3.50 unchanged from the prior year. When reviewed by demographics, there is significant variance (0.89) with a high of 3.81 given for age 0-3 Years and a low of 2.92 given by individuals living in Other residence types. When viewed by team, this metric received the highest score for all teams with a 4.09 given by families served by the Oxnard Early Start team.

Q42 asks respondents if “adequate transportation is available when you want to go out or do something?” This metric was rated on a frequency scale, rather than the Poor to Truly Outstanding scale. Response options and the corresponding percentages include

- Yes, Always 77%
- Yes, Usually 10%
- Sometimes/Rarely 7%
- No 6%

The percentages for “Yes, Always” were slightly lower for individuals age 23-49 Years and those living in Supported/Independent Living, however for every demographic group, at least 80% of people responded either “Yes, Always” or “Yes, Usually”.



Findings

continued...

"They should list in the newsletter all the services available."

"The information in the Tri-Line has made me realize my child has the opportunity to become a productive member of society."

"It helps me believe in the future."

Q43 asks respondents "In general, do you feel safe in your home and in your neighborhood?" Like Q42, this question used the frequency response scale with results as follow.

- | | |
|--------------------|-----|
| • Yes, Always | 86% |
| • Yes, Usually | 8% |
| • Sometimes/Rarely | 4% |
| • No | 2% |

Nearly all demographic groups rated this metric over 75% "Yes, Always", however for individuals who speak Spanish as a primary language only 51% responded "Yes, Always". Fully 25% of respondents indicated "Sometimes/Rarely" or "No".

Q44 also used the frequency scale and respondents were asked "Do you receive the Tri-Line?" As summarized below, a majority of people indicate that they do receive the newsletter. By demographic group, only 36% of individuals living in Other residence types indicating receiving it. Those who responded "Yes" were asked a follow-up question (Q45) "What do you enjoy about the Tri-Line?" Responses to this question can be found in the Responses to Open-End Questions.

- | | |
|--------------------|-----|
| • Yes, Always | 65% |
| • Yes, Usually | 4% |
| • Sometimes/Rarely | 6% |
| • No | 26% |

Scores by Team

For 2008 the scores were calculated by manager team, rather than by office as in past years. This more accurately reflects the evolving structural and managerial organization of Tri-Counties Regional Center and benefit team managers interested in using data to inform process changes to better serve people with developmental disabilities and their families.

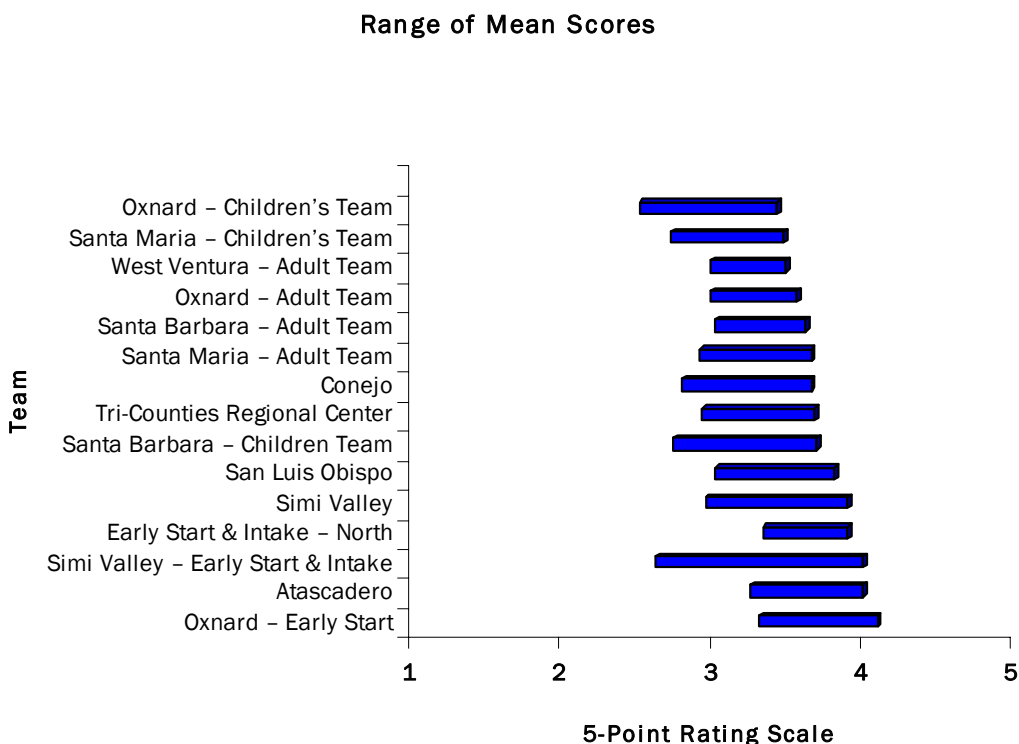
As of October 2008, TCRC was comprised of fourteen manager teams as follows:

- | | |
|--------------------------------|---------------------------------|
| • Atascadero | • Santa Barbara – Adult Team |
| • Conejo | • Santa Barbara – Children Team |
| • Early Start & Intake – North | • Santa Maria – Adult Team |
| • Oxnard – Adult Team | • Santa Maria – Children’s Team |
| • Oxnard – Children’s Team | • Simi Valley |
| • Oxnard – Early Start | • Simi – Early Start & Intake |
| • San Luis Obispo | • West Ventura – Adult Team |



Findings
continued...

The following chart depicts the range of scores by team. In general, the Early Start teams generally received higher mean scores as parents of young children found a valuable resource and partner in working with their child with special needs. Many of the scores for these teams were statistically significantly higher than TCRC’s overall scores. All scores for the Early Start teams were between “Good” and “Excellent” with the exception of Q25 – Information on Non-RC Services, for which Simi Valley – Early Start and Intake received a mean score of 2.95. The highest scores among the Early Start teams were given to the Oxnard Early Start team for Q41 – Overall Day Activities (4.09), Q46 – Overall Services (4.01) and Q47 - Overall Impact (4.01).



Across the regional center system, individual and family satisfaction tends to dip as children with disabilities move out of the Early Start program and transition into the main regional center system and the school system. This trend remained true for TCRC’s Children’s teams. Both the Oxnard Children’s Team and the Santa Maria Children’s Team received scores that were generally slightly lower or significantly lower than TCRC’s overall scores. On the other hand, the scores for Santa Barbara – Children’s Team tended to be similar to the TCRC overall scores.

The teams which serve adults generally had scores in alignment with or slightly lower than TCRC’s overall ratings. Interesting to note - all four Adult Teams received scores



Findings

continued...

statistically significantly lower than TCRC's overall rating for Q35 – Convenience of IPP Meeting Location. Overall, scores between the Adult Teams had relatively minor variance among the scores, with slightly lower scores for the West Ventura Adult Team.

There are four teams which serve both Children and Adults. Scores trended similar to TCRC's overall ratings or higher, particularly for Atascadero, which received statistically significantly higher scores on 24 of 38 metrics. Simi Valley was also notable with 7 of 38 metrics statistically significantly higher than the TCRC overall.

Looking at the scores for the teams as a group, there is a low of 0.57 variance for the metric Convenient Timing of IPP Meeting and a high of 0.90 variance for the metric Choice of Services.

Note that in looking at results for Simi Valley (Children & Adult Teams), the percentage of respondents with an ethnicity of "Unknown" in the CMF is 32.9% - over double that of TCRC overall. When reviewing team results by demographic grouping for Primary Ethnicity, caution should be used with the ratings since the groups may not be discrete.



Summary

The 2008 *Services and Supports Survey* quantifies the voice of individuals and families served and supported by Tri-Counties Regional Center. While individual scores may reflect feelings between Poor to Truly Outstanding, overall, individuals and families feel that on 34 indicators TCRC performs between “Good” (3.00) and “Excellent” (4.00). The highest scores were given for the service coordinator’s ability to listen (Q5: 3.67), the location of the IPP meeting (Q35: 3.62), and the overall impact of the regional center (Q47: 3.60). Further, compared to the baseline year (2002), TCRC has statistically significantly increased scores on 24 of the 38 metrics measured.

Compared to the prior year, scores for 2008 show a slight decrease in 31 of the 35 regional center measures. Of note, the four items in which TCRC receives a score either higher or consistent with 2007 are all areas that in the past two years have been included as a driver of satisfaction, or part thereof:

Metric	2008	2007	Change
Staff Considers Cultural Needs and Preferences	3.33	3.29	+0.04
Convenient Timing of IPP Meeting	3.37	3.37	N/A
Convenient Location of IPP Meeting	3.62	3.62	N/A
Plan Meets Needs	3.29	3.29	N/A

Interestingly, leaving the overall items aside, the metrics that show the biggest decrease from the prior year, are those items that relate to a *function* of the regional center, rather than a *relationship* – further supporting the shift taking place in the role of the regional center and the role of the individual and/or family from service recipient to partner (Q48). The items that decreased the most from the prior year include:

Metric	2008	2007	Change
Staff Explains Things	3.34	3.49	-0.15
Information about Non-RC Services	2.93	3.07	-0.14
SC – Knowledge	3.51	3.62	-0.11
SC – Stands up for Rights with Other Agencies	3.49	3.60	-0.11
Information to Make Decisions	3.23	3.34	-0.11

For eight questions there was a statistically significant decrease. However, it is important to understand that with the higher confidence interval (99% vs. 95%), a smaller increase or decrease is needed to create a statistically significant change - with the greater sample sizes, differences unlikely to happen by chance are more easily noted. For example, for Q2 – Service Coordinator Accessibility, the 2007 rating was 3.60 as compared to 3.50 in 2008; however in CY2007 this would not have been statistically significant. (Note: See Findings Introduction for Detail by Question for a complete explanation.)



Summary
continued...

The items which declined significantly compared to the prior year include:

Q#	Question Description	2008	2007	Difference (2008-2007)
21	Staff Explains Things	3.34	3.49	-0.15
17	Overall SC Rating	3.58	3.72	-0.14
25	Information about Generic Supports	2.93	3.07	-0.14
28	Overall Information Provision	3.30	3.41	-0.11
3	SC Knowledge	3.51	3.62	-0.11
23	Information to Make Decisions	3.23	3.34	-0.11
22	Overall Comfort with Staff	3.46	3.57	-0.11
2	SC Accessibility	3.50	3.60	-0.10

The scores for the 2008 Services and Supports Survey represent the first overall decrease in satisfaction since 2004, although 2008 scores are still higher than the baseline year 2002. Normal dips and plateaus in customer feedback are expected and in fact, are part of the normal business function. Overall declines at TCRC may be contributed to one or more (on none) of the following:

- Increased individual/family expectations;
- Decreased regional center performance;
- Respondent sensitivity to environmental factors (budget constraints, etc.);
- Realignment of the regional center – individual/family relationship;
- Regional center operational changes (changes to organizational and team structures, new processes and procedures, etc.).

Of note, this year’s declines are not in one specific area. Given this, it is more likely that the declines are due to overall system changes that have occurred in the past two years and a realignment of the overall regional center-individual/family relationship.

Recommendations

As with any data, it is beneficial to review the detailed results, as well as the verbatim comments provided by participants, and to not rely solely on the report summarization. It is important to realize with any relationship data, outcomes are influenced by two main components:

$$\text{Satisfaction} \Rightarrow \text{Expectations} : \text{Performance}$$

This means that there are always at least two possibilities – the way (how) information and actions are communicated by the regional center (performance) and the way (how) information and actions are perceived by stakeholder (expectations).



Summary continued...

The Expectation-Performance equation is important because in some cases the regional center may already provide a resource that consumers and families want, however if consumers and families are not aware of it, for them it does not exist. Resources need to be examined both in terms of what is being provided and how, but also how information about the resource is/is not communicated.

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

Areas of Poor Performance. 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:

- Q25: “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?”
- Q24: “How would you rate the regional center staff at providing you with the information you need about regional center funded services and supports?”
- Q31b: “How would you rate the progress towards the goals that were listed in your IPP or IFSP?”

Each of these items was rated below 3.20 and historically rate among the poorest scoring measures – the same three metrics were lowest in 2007 and each declined in 2008.

Metrics Most Important to Individuals. 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 to provide data-driven feedback on which items and measures are most important to individuals and families.

Q46 represents individual and family’s overall satisfaction with the regional center. Understanding through the data which metrics individuals and families contribute most significantly to their overall satisfaction can help TCRC focus attention and resources on critical areas. Q31b – Progress Towards IPP Goals – reflects the specific purpose of the regional center and the specific goals of the people they serve. The IPP is intended to capture the goals of people with disabilities and direct the needed services. The IPP is at the heart of the regional center-individual relationship. As the progress made on the IPP/IFSP goals is considered to be a measure of success for individuals and their families, as well as TCRC, Kinetic Flow conducted regression analysis on the drivers of progress made on those goals, as



Summary *continued...*

indicated by individuals' responses to Q31b. Analyzing data from these perspectives highlights measures that individuals and families feel are most important in their interaction and the effectiveness of their relationship with TCRC.

In CY2008 the measures or attributes that drive overall satisfaction (Q46) are listed below in descending order by the strength of the measure's predictive value.

- Q33: "How would you rate the level or degree of choice you have in choosing the services and supports the regional center purchased for you?"
- Q38: "Overall, how would you rate your IPP in addressing your (your family's) needs and wants?"
- Q9: "How would you rate your service coordinator in terms of standing up for your rights when you need services from the regional center?"
- Q24: "How would you rate the regional center staff at providing you with the information you need about regional center funded services and supports?"
- Q32: "How would you rate the plan in meeting your needs as identified by the regional center?"

In CY2008, the measures or attributes that drive progress on goals (Q31b) are (listed in descending order by the strength of the measure's predictive value):

- 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?"

Performance-Importance Analysis. 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. The 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. This chart is located in the Summary Charts section of this report.

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...*

Quadrant 1 priorities, those labeled “Concentrate Here First” for both Q46 and Q31b analysis are summarized below.

Quadrant 1: Q46 Overall Satisfaction

- Q33: “How would you rate the level or degree of choice you have in choosing the services and supports the regional center purchased for you?”
- Q38: “Overall, how would you rate your IPP in addressing your (your family’s) needs and wants?”
- Q11: “How would you rate your service coordinator in working with you to make choices about your future goals and action plans?”
- Q24: “How would you rate the regional center staff at providing you with the information you need about regional center funded services and supports?”
- Q9: “How would you rate your service coordinator in terms of standing up for your rights when you need services from the regional center?”

Quadrant 1: Q31b Progress Towards IPP Goals

- Q32: “How would you rate the plan in meeting your needs as identified by the regional center?”
- Q4: “How would you rate your service coordinator’s responsiveness?”

Further, as the data shows an overall decline of the regional center as a whole, and the regional center – individual/family relationship as a whole, organizationally, the regional center should work to understand this decline or realignment, but still choose to focus improvement efforts on of the primary types of analysis and by pinpointing specific areas for improvement. The overall decline in scores does not demand, nor should the regional center take it as an indication of, the need to improve all areas of regional center operations.

Please see Statistical Analysis for greater detail on the Drivers of Satisfaction and the Performance-Importance Analysis.

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.

