

Purpose

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

Methodology

Sample

- Targeted random sample of TCRC’s active population: Individuals who may have had an IPP/IFSP in the four to six months prior to the interviews being conducted were eligible to participate (3,899 people served)

Questionnaire

- 46 questions, mixed Quantitative/Qualitative

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

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

Data Collection

- 1,306 individuals participated via telephone interviews (1,198) and an Internet survey (108) between October 17th and December 10th, 2013.
- Interviews were conducted in multiple languages by a professional interview team; the Internet survey was available in English and Spanish.

Findings

““Changed my life. I do things different than I used to do in my life. I changed my ways, my way of thinking. I’ve bettered my life...”

Year over Year data shows us that TCRC, in Calendar Year 2013, has made measurable improvements since baseline year (2002) in all 34 core metrics, and made statistically significant improvements in 32 of the 34 core metrics since 2002. Further, in 2013, all 34 base metric scores were rated between “Good” (3.00) or “Excellent” (4.00). However, as expected, 2013 was also a year of natural rebalancing, where scores overall declined, with all base metrics scoring declining 0.22 - 0.60 from prior year.

Overall Satisfaction with Regional Center Services and Supports	-	3.61
Overall Impact of TCRC on People’s Lives	-	3.79

Findings

continued....

"Just be available for me. It's tough when you find out that your son has a disability, and to know that there's a center where you can ask questions and they'll answer to the best of the knowledge and understand where you're coming from is very comforting."

"The Regional Center has taught me how to live in my own house and has done a good job."

- TCRC received the **highest scores** for...
 - Q8 - Service Coordinator's Ability to Listen – 3.94
 - Q20 - Overall Service Coordinator – 3.84
 - Q9 - Service Coordinator Understanding Your Needs – 3.83
 - Q6 - Service Coordinator Knowledge – 3.80
 - Q44- Overall Regional Center Impact – 3.79
 - Q5 - Service Coordinator accessibility – 3.78
 - Q10 - Service Coordinator acting on needs and wants – 3.77
- TCRC received the **lowest scores** for...
 - Q28 - Providing information about generic or community – 3.08
 - Q29 - Providing information that is ethnically relevant to your culture's value system – 3.23
 - Q27 - Providing information on RC funded services and supports – 3.37
 - Q11 - Service coordinator standing up for your rights when you need services from an outside agency – 3.37

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

Relationship....	Have	Want
Leader / Boss	12%	17%
Partner	41%	55%
Service Recipient	21%	13%
Not Involved	23%	11%
Other	3%	4%

- Satisfaction Analysis
 - When data is reviewed by **POS expenditure level**, in general, those with the highest level of satisfaction and greatest regional center impact, as analyzed by looking at Q43 and Q44 with the regional center are those receiving between \$15,001 - \$20,000 in regional center purchased services and supports, followed closely by those who receive between \$1,001 - \$5,000. Conversely, those least satisfied, in general, are those receiving services at the \$50,001+ POS expenditure level. Greater spending does NOT equate to greater satisfaction.
 - Between different **primary diagnoses**, there is only a 0.18 difference in average scores between the diagnosis sub-categories, just 0.03 higher than in 2012. Between the primary diagnoses (omitting no diagnosis), the areas where individuals saw the biggest difference were:
 - SC acts upon needs and wants – 0.52
 - SC treats you with dignity and respect – 0.49



Findings continued....

"Guiding my son well, he knows and understands. Even if he can't talk, he understands because of the Tri-Counties."

"Everything the center did for me and my child was wonderful. There is no way I can specify one thing because everything my child was helped with changed our lives."

Factor regression analysis shows that in 2013, *metrics most important to individuals and families are the service coordinator and his/her assistance with ensuring the IPP/IFPS meets the individual's/family's needs, are as robust as possible and that the goals listed on the plans are achieved.* Data continues to support the impact of TCRC's focus on person-centered thinking (PCT) and creating truly person-centered, individualized plans and the standardization of IPP/IFSP training and implementation.

Data for 2009 represented an alignment of regional center efforts, expectations of individuals with developmental disabilities and their families, and the intent of Lanterman Act demonstrated by overall increases in the mean scores over the prior year data. Data indicated that 2010 was a plateau year, with a leveling of the data, indicating a balancing of the intent of the Lanterman Act with California's new economic climate. In 2011 and 2012, some of that dual focus still remains, however individuals and families seem to be returning to a model where the IPP is cornerstone, and the community's lowered expectations, brought about by the significant budget and process requirements, led to relatively high scores. 2013 saw a natural realignment of expectations, as the relative crisis of the budget cuts has passed, and perceived performance and an increased emphasis on the IPP as a tool to achieve people's goals.

Looking at the long term achievements, TCRC continues to systematically improve the core function of the regional center system – service coordination and case management, as well as improving the value of the Individual Program Plan for the people it serves. Viewing metric scores since baseline (2002), TCRC has continued its upward trend in meeting the needs of the community, as indicated by the annual Services and Supports Survey, with some natural trending plateaus and dips, as the community's expectations increase and environmental factors impact the regional center and the people it serves.

