

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 (5,282 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:

- 1,416 individuals participated via telephone interviews (1,307) and an Internet survey (109) between September 24th and November 15th, 2014.
- Interviews were conducted in multiple languages by a professional interview team; the Internet survey was available in English and Spanish.

Findings

Year over Year data shows us that TCRC, in Calendar Year 2014, has made measurable and statistically significant improvements since baseline year (2005) in all 34 core metrics. Further, in 2014, all 34 base metric scores were rated between “Good” (3.00) or “Excellent” (4.00). Additionally, metrics were rated statistically significantly higher than in 2013.

“They have shown me the capacity of my son.”

Overall Satisfaction with Regional Center Services and Supports	-	3.76
Overall Impact of TCRC on People’s Lives	-	3.85

Findings

continued....

"I do not know what I would do without regional center. They've changed my life. I'm on the verge of making history. I'm independent now. I'm very happy. This is the best I've ever felt."

"It takes 3-5 years to get what you need. My son is at home wasting away with no services."

"They gave us the tools and the help that we needed for my daughter to bring her to a place where she is flourishing not just in our home but at school."

- TCRC received the **highest scores** for...
 - Service Coordinator’s Ability to Listen (3.95)
 - Overall Service Coordinator (3.88)
 - Service Coordinator Understanding Your Needs (3.87)
 - Service Coordinator Knowledge (3.86)
 - Treating you with Dignity and Respect (3.86)
 - Providing you a written copy of your IPP/IFSP in your primary language (3.85)
- TCRC received the **lowest scores** for...
 - Providing information about generic or community (3.31)
 - Providing information on RC funded services and supports (3.44)
 - The level or degree of choice you have in choosing services (3.52)
 - Providing information you need to make your own decisions (3.54)
 - Progress towards goal listed in your IPP/IFSP (3.55)

• **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	11%	16%
Partner	38%	53%
Service Recipient	23%	20%
Not Involved	26%	9%
Other	1%	1%

- 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 \$1 - \$1,000 in regional center purchased services and supports, followed closely by those who receive between \$20,001 - \$50,000. 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 0.22 difference in highest and lowest scores for overall services and 0.23 differences between highest and lowest scores for overall impact; while differences do exist between they do not lend themselves to “neat” analytical conclusions to their consistency and meaning.

Findings

continued....

*“Where can I begin?
She walks, she talks,
she runs, she's
starting to eat. The
neurologist thought
she would never
walk or talk. It's
given my child back,
and they worked
with me every step
of the way..”*

*“The worker didn't
show up to my son's
IPP even though I
reminded him. And I
now don't know
who my worker is. I
left a message to
find out who my
new worker was,
and it was never
returned.”*

While 2013 was a year of realignment, when the service and support cuts, as well as new requirements for the regional center that have been handed down by the State are causing people served by the regional center to re-examine what the regional center does and how it does it. 2014 showed small improvements and gains made by the regional center as respondents have adjusted to the “new reality” of services and supports and are again seeing the regional center in a more neutral light. In addition, 2014 data demonstrates TCRC’s commitment and focused effort to continually meet the changing needs of the people they serve, in an ever-changing regulatory environment. Comments from the open-ended questions point to continued need for information and communication, as well as greater responsiveness by regional center staff. However, comments also highlight the continued impact TCRC has had on the people it serves.

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 (2005), 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.

