

Purpose

To quantify the voice of service providers

- Support strategic planning and provide benchmark comparison data
- Inform data-driven decision making
- Support resource allocation
- Enhance communication

Methodology

Sample: With the goal of soliciting as much feedback as possible from the community, and making the effort as representative as possible, all organizations vendored by the regional center were included in the survey sample and invited to participate in the survey.

Questionnaire: 15 questions, mixed Quantitative/Qualitative mirroring the 2013/14 Strategic Thinking Survey: Satisfaction Survey.

The 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:

- 184 service providers participated an Internet survey (compared to 34 in 2013) between July 31st - August 31st, 2017.

Findings

Year over Year data shows us that VMRC, in 2017, has made measurable improvements since baseline year (2014) in all 9 metrics, and statistically significant improvement in 7 of 9 metrics.

Overall - 3.51 (3.14 in 2014)

- VMRC received the **highest scores** for...
 - Your comfort level in contacting VMRC (3.63, 3.48 in 2014)



VMRC received the **lowest scores, which is also the most improved score** for...

- How well VMRC staff communicates with your agency regarding issues related to your agency's contract or services (3.04, 2.38 in 2014 increased 0.66)

Additionally, the questionnaire included two (2) Yes/No questions and a follow-up. These questions include:

Q) Have you or any of your employees participated in a VMRC-sponsored vendor training within the last 18 months?

Response	Count	Percent
Yes	102	54.8%
No	63	33.9%
No Response	21	11.3%

Q) How do you rate the effectiveness of the VMRC-sponsored vendor training? Those attending the meeting rated the value of the information a 3.32, between "Good" (3.00) and "Excellent" (4.00); and 2.89 in 2014.

Q) Have you or your staff visited the VMRC Web site (www.vmrc.net) within the past 6 months?

Response	Count	Percent
Yes	158	84.9%
No	18	9.7%
No Response	10	5.4%

As noted above, those who have visited the website rated the effectiveness of the training a 3.58, between "Good" (3.00) and "Excellent" (4.00).

- Satisfaction Analysis
 - By **Type of Service**, providers of Special Durable Medical Equipment (4.50) and Early Start (4.20) gave the regional center the highest Overall scores.
 - By **Size of Provider**, providers with 7-20 employees gave the regional center the highest overall score (3.81)
 - By **County**, providers in Calaveras gave the regional center the highest overall score (4.00).

