

### Purpose

To quantify the voice of people served

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

### Methodology

**Sample:** Targeted random sample of VMRC'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 (2,492 people served).

**Questionnaire:** 15 questions, mixed Quantitative/Qualitative mirroring the 2013 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:

- 384 individuals participated via telephone interviews (362) and an Internet survey (22) between July 31<sup>st</sup> - August 28<sup>th</sup>, 2017.
- Interviews were conducted in multiple languages by a professional interview team in English and Spanish; the Internet survey was available in English and Spanish.



## Findings

Year over Year data shows us that VMRC, in 2017, has made measurable improvements since baseline year (2013) in 11 of 12 metrics, and notable improvement in 5 of 11 metrics. One metric was rated 0.01 lower than in 2013. Further, in 2017, all metric scores were rated between “Good” (3.00) or “Excellent” (4.00).

Overall Services and Supports	-	3.76
Overall Impact of VMRC on People’s Lives	-	3.76

- VMRC received the **highest scores** for...
  - Service coordinator treating you with dignity and respect (3.92)
- VMRC received the **lowest scores** for...
  - The regional center communicating with you (3.66)
- With the exception of Q2, all remaining metrics showed marked improvement, between 0.15 (Q3) to 0.36 (Q9).
- Satisfaction Analysis
  - By **Primary Ethnicity**, individuals designated “Multi-Cultural” provided the highest overall satisfaction score (4.29), and tied for the highest overall impact score with individuals designated as “Asian” (4.00).
  - By **Age Band**, consistent with other regional centers, families of individuals 0 – 2 Years of Age, reflected the highest satisfaction scores, as families enter into the regional center system with little knowledge, little experience and few expectations, and Early Start services and supports are more intensive. (Overall satisfaction 4.01, Overall impact 4.01)
  - By **Primary Diagnosis**, individuals with an “other/combination” diagnosis have the highest overall satisfaction score (3.96), followed closely by those with a primary diagnosis of cerebral palsy (3.95). Individuals with a primary diagnosis of Epilepsy provide the highest overall impact score (4.14)
  - By **IPP/IFSP frequency**, those with Semi-Annual IPP/IFSPs had the highest overall satisfaction (4.33) and overall impact (4.00) scores.

