



# 2017 Satisfaction Surveys:

*Driving Quality Improvement with  
Stakeholder Feedback*

Valley Mountain Regional Center  
March 2018

# Overview of the Day

- Why?
  - Purpose
- Who?
  - Who we contacted (our Stakeholders)
- How
  - How we contacted our Stakeholders
- What
  - What we found out (the Results)
- And?
  - Now what?





## Purpose & Objectives

- Assesses current overall and metric specific satisfaction, as well as changes in the data;
- Provides an accurate reflection of how regional center stakeholders are faring in relation to regional center services and supports;
- Provide basis for scientific and intentional decision making to optimize operational efficiencies/effectiveness;
- Drive resource development and allocation needs; and
- Priorities scarce operations dollar.

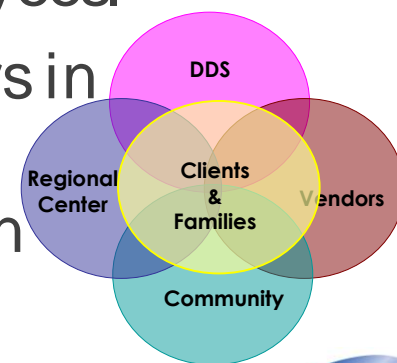


**It makes a difference!**



## Who? Our Stakeholders

- **Individuals and families** served – they are the experts in the process and outcomes of the services and supports they receive
- **Employees** – as the front-line staff interacting with individuals and families, service providers and partner organizations, employee satisfaction greatly affects actual service delivery and stakeholder's experience with the regional center – the regional center is its employees.
- **Service Providers** – as the regional center partners in service delivery and achieving outcomes for people served, service providers are a vital link in our system.





# 2017 Consumer Satisfaction Survey





# Methodology

- Sample
  - 17% of all people served (2,492) with a possible IPP/IFSP in preceding 4-6 months
- Questionnaire
  - 15 questions on service experience, IPP, matched 2014 service survey questions (Quantitative/Qualitative)
- Data Collection
  - Data collected between July 31<sup>st</sup> – August 28<sup>th</sup>, 2017
  - Online survey (22) in English and Telephone interviews in multiple languages (362) = 95% confidence level, 4.4% margin of error





**Who responded?  
What did they say?**

# Results – Who Responded?

384 respondents:

Perspective	Respondents	Response Rate
Individual	73	19%
Parent or Foster Parent	292	76%
Other	19	5%
<b>Total</b>	<b>384</b>	<b>100%</b>

Primary Diagnosis	Respondents	Response Rate
Autism	116	30%
Cerebral Palsy	22	6%
Downs Syndrome	31	8%
Epilepsy	7	2%
Intellectual Disability	29	8%
Other / Combination	72	19%
Declined to Comment	107	28%
<b>Total</b>	<b>384</b>	<b>100%</b>



# Results



- Overall, respondents provided ratings between “Good” (3.00) and “Excellent” (4.00), with all eleven (11) metrics rated 3.50 or higher.
- Of the eleven metrics, individuals and families provided the highest ratings for
  - 2. Service coordinator treating you with dignity and respect (3.92)
- The lowest rating was provided for:
  - 9. 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).



# Results

From your experience with VMRC, can you please tell us, how would you rate each of the following:	2013 Mean	2017 Mean	Difference (2017-2013)
2. Your service coordinator in treating you with dignity and respect?	3.93	3.92	-0.01
3. Your relationship with your service coordinator?	3.61	3.76	0.15
4. VMRC staff in listening to you?	3.54	3.72	0.18
5. Your service coordinator in returning your telephone calls or responding to your emails?	3.47	3.73	0.26
6. Your service coordinator's knowledge about your disability?	3.59	3.77	0.18
7. Your service coordinator's knowledge of the regional center system and its rules?	3.67	3.87	0.20
8. Your service coordinator's knowledge of community resources?	3.46	3.78	0.32
9. The regional center in communicating with you?	3.30	3.66	0.36
10. Overall, how would you rate your IPP/IFSP in addressing your (your family's) needs?	3.48	3.76	0.28
11. Overall, how would you rate the services and supports the regional center purchases for you and your family?	3.41	3.76	0.35
12. Overall, how would you rate the impact the regional center has had on your life?	3.57	3.76	0.19



## Results

- 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.





# 2017 Employee Satisfaction Survey





# Methodology

- Sample
  - All VMRC employees (excluding the Executive Director), 310 employees
- Questionnaire
  - 70 questions on Individual's Role in the Regional Center, the Culture of the Regional Center, Resources, Information and Communication, Supervisors, Upper Management, Overall Satisfaction (Quantitative/Qualitative), mirrors 2013 Strategic Thinking Survey, 2014 Employee Satisfaction Survey
- Data Collection
  - Data collected between June 17<sup>th</sup> - July 2<sup>nd</sup>, 2017
  - Online Survey: Received 258 responses = 99% confidence level, 3.3% margin of error (\*plus partials!)





**Who responded?  
What did they say?**

## Results – Who Responded?

258 respondents:

- At least 79% of employees in each of VMRC's 3 offices responded
- Tenure
  - 12.4% < 1year ~ 41.9% -1-9 years ~ 35.7% >10 years

Unit / Department	Respondents	% of Response
Case Management	176	68.2%
Clinical Services	46	17.8%
Fiscal	20	7.8%
Human Resources	5	1.9%
Information Services	3	1.2%
Other	7	2.7%
Blank	1	0.4%
<b>Total</b>	<b>258</b>	<b>100%</b>

Note: 100.1% due to Rounding. Employee data was provided by department and not functional team, therefore percentage of respondents per functional team cannot be determined at this time.



## Results

- VMRC received over 50% Agreement on 52 of the 58 (compared to 44 in 2014) metrics and 75% or higher agreement on 26 measures (18 in 2014)
- VMRC achieved its highest ratings for
  - I care about and am committed to doing the best job I can each day. (98%)
  - I know what is expected of me at work. (92%)
  - I feel that the work I do supports the vision of the organization in serving people with developmental disabilities. (91%)
  - I feel like what I do makes a difference to the people VMRC supports. (90%)



# Results



- Lower rating items
  - Upper Management fosters a team approach within our agency. (49%)
  - Upper Management is open to suggestions for improvement. (47%)
  - There is a culture of trust at the regional center. (47%)
  - Upper Management is open to input from the staff. (46%)
  - The communication across organizational boundaries within the regional center enables us to perform our jobs effectively. (46%)
  - I am fairly compensated for what I do. (43%)

# Overall

- 64% of employees are Not Engaged and 28% are Actively Disengaged – improvements over 2014 and 2013!

Levels of Engagement	U.S.	RC Average	VMRC 2013	VMRC 2014	VMRC 2017
Engaged	33%	15%	2%	6%	9%
Not Engaged	49%	59%	38%	58%	64%
Actively Disengaged	18%	25%	60%	35%	28%

- However, 64.7% of employees would either Definitely or Maybe want to be working at VMRC in two years.

Would you want to be working for VMRC in two years?	2014	2017
Yes, Definitely	26%	56%
Yes, Maybe	39%	32%
No	13%	9%
Don't know	22%	7%



# Overall

- Engagement differs among the offices and the departments – all improvements over 2014:

Office	Modesto	San Andreas	Stockton
Engaged	10%	7%	8%
Not Engaged	60%	53%	66%
Actively Disengaged	30%	40%	26%

Case Management	Engaged	Not Engaged	Actively Disengaged
Case Management	9%	60%	31%
Clinical	11%	74%	15%
Fiscal	5%	85%	10%







# Overall

- *Employees know what their job is, it matches their personal strengths and they do the best they can each day;*
- *Employees have the information they need to do their jobs and are being held accountable; and*
- *Supervisors respect and listen to their employees and co-workers are generally committed to doing good work.*
- *The themes employees state are most missing are:*
  - *Compensation*
  - *Clear Upper Management Leadership and Support*
  - *Trust*
  - *Teamwork*
  - *Feeling Valued*





# 2017 Service Provider Satisfaction Survey



# Methodology

- Sample
  - All organizations vendored by VMRC
- Questionnaire
  - 15 questions mirroring 2013/14 Strategic Thinking Survey, Satisfaction questions (Quantitative/Qualitative)
- Data Collection
  - Data collected between July 31<sup>st</sup> – August 31<sup>st</sup>, 2017
  - Online survey: 184 respondents (compared to 34 in 2013!)





**Who responded?  
What did they say?**

# Results – Who Responded?

184 respondents:

Services Provided	Respondents	Response Rate
Licensed Residential Care Home or Group Home	59	69%
Adult Day Program	53	62%
Job Training & Employment	22	26%
Transportation	38	44%
Early Start	18	21%
Respite	28	33%
Behavioral Intervention Treatment or Therapy	20	23%
In-home Supported Living Services	30	35%
Professional Medical or Therapeutic Services	15	17%
Special Durable Medical Equipment	4	5%
Other	33	38%
<b>Total</b>	<b>186**</b>	



## Results – Who Responded?

184 respondents:

Service County	Respondents	Response Rate
San Joaquin	127	68%
Stanislaus	82	44%
Amador	22	12%
Calaveras	22	12%
Tuolumne	24	13%
<b>Total</b>	<b>186**</b>	<b>100%</b>

# Employees	Respondents	Response Rate
1-6 Employees	88	48%
7-20 Employees	27	15%
21-100 Employees	36	20%
101+ Employees	32	17%
<b>Total</b>	<b>183**</b>	<b>100%</b>

## Results



- Overall, respondents provided ratings between “Good” (3.00) and “Excellent” (4.00), with all metrics increasing in score – demonstrating improvement – between 0.15 and 0.66.
- Overall, the greatest improved metrics center around regional center communication.
- Of the nine metrics, respondents provided the highest ratings for:
  - Your comfort level in contacting VMRC (3.63, 3.48 in 2014)
- The lowest rating is for the metric that is also the most improved from 2014-2017:
  - 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)





# Results

Metric	2017	2014	Difference (2017-14)
How do you rate the value of the news and information related to vendors that's provided on the VMRC Web site?	3.32	2.89	0.43
How well VMRC staff communicates with your agency regarding legislative and regulation changes?	3.04	2.38	0.66
How well VMRC staff communicates with your agency regarding issues related to your agency's contract or services?	3.18	2.59	0.59
How knowledgeable are VMRC staff about the Lanterman Act and other laws related to services to people with developmental disabilities?	3.52	3.00	0.52
How knowledgeable VMRC staff are about VMRC policies?	3.41	2.93	0.48
How consistent VMRC staff are in the information they provide to your agency?	3.17	2.57	0.60
VMRC staff's level of respect for your input as a service provider?	3.41	3.24	0.17
Your comfort level in contacting VMRC?	3.63	3.48	0.15
Overall, how would you rate VMRC?	3.51	3.14	0.37



## Overall

- 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%
Don't Know/ No Response	21	11.3%

- 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.

## Overall

- Have you or your staff visited the VMRC Web site ([www.vmrc.net](http://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).



## Overall

- 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).





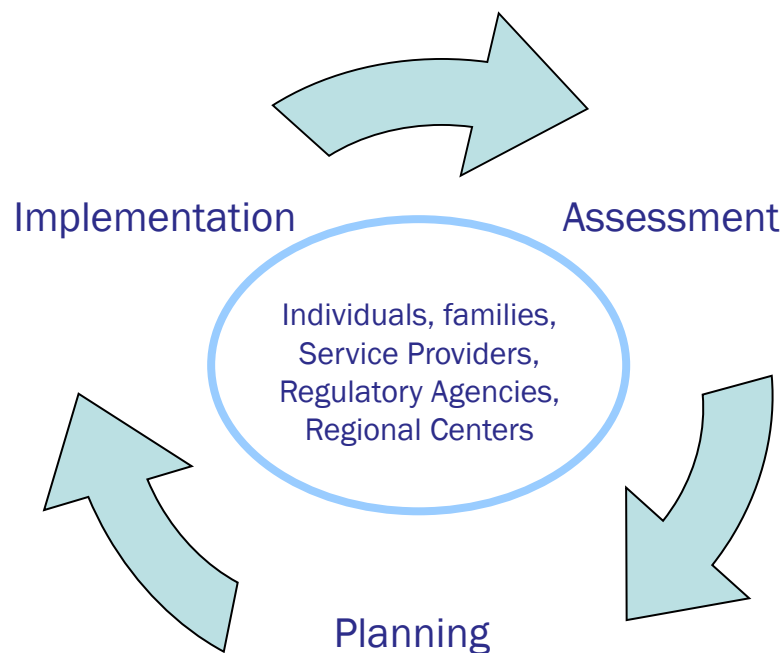
# Approaches to Optimization

aka – And? Now what do we do?

## What's Next? Moving from Good to Great

Use data to

- Identify strengths & opportunities
- Provide a basis for strategic planning
- Focus structured improvement processes
- Target training/conferences



Satisfaction => Expectations - Performance

## Approaches to Optimization

- Areas of Improvement – focus on measures having the lowest scores to understand what is not working. Create stakeholder focus groups, brainstorming sessions, task force and work towards improvement.
- Areas of Greatest Difference – focus on measures having significantly different scores than in prior year(s). This may include focus on improved scores (Best Practices) or declined scores (Areas for Improvement)



## Approaches to Optimization

- Areas of Promising/Best Practices – focus on measures having the highest scores to understand what is working and apply those policies, practices, and procedures to other metrics.
- Areas of Greatest Impact – focus on measures where an organization can maximize the impact of its efforts. The areas of greatest impact are considered the Drivers of Engagement of maximizing an organization's “bang for the buck.”





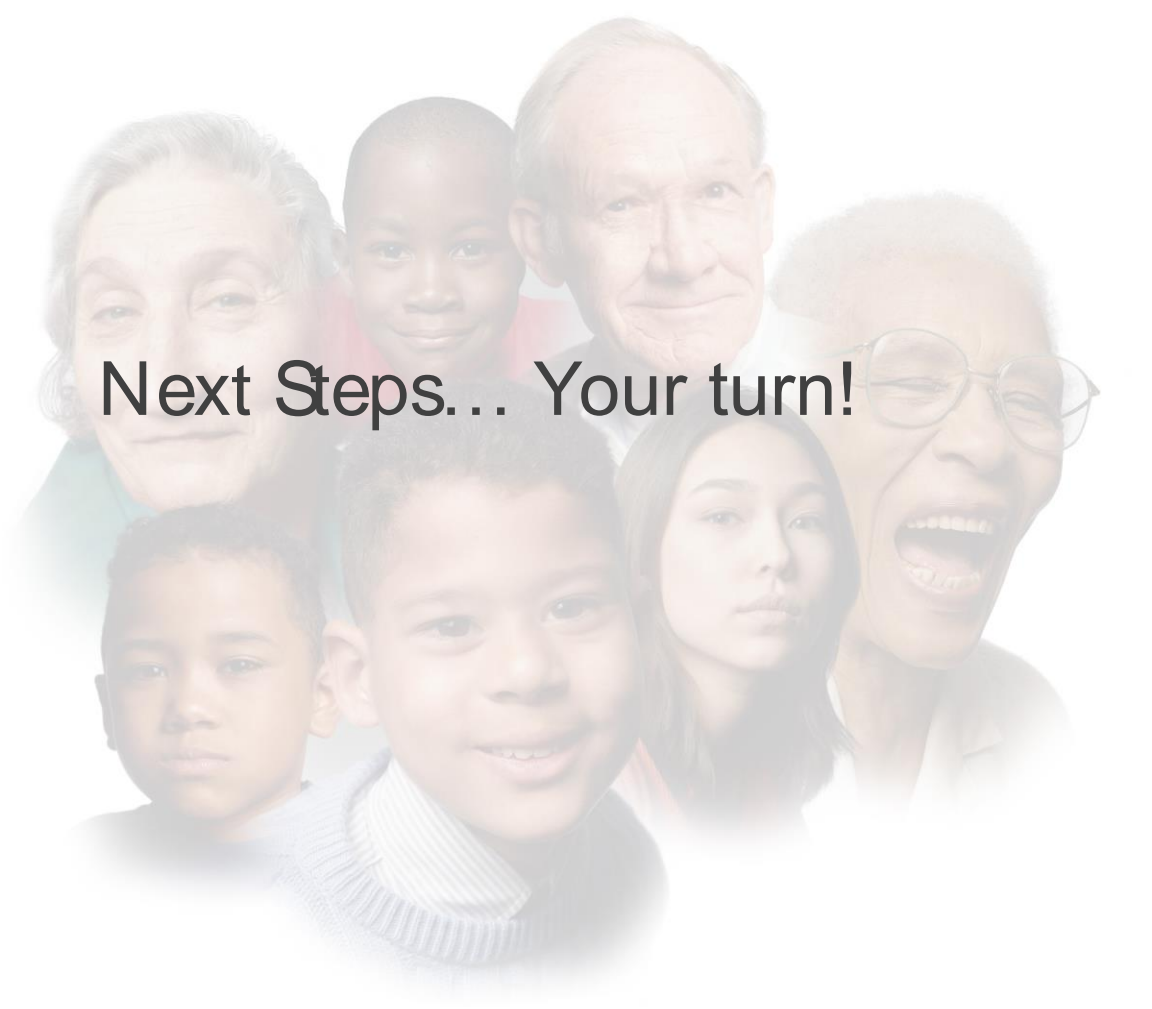
## Approaches to Optimization

- Organizational Priority(ies) – focus on metrics which reflect the specific priorities and initiatives of the regional center, its Board of Directors, and the state to understand VMRC's baseline measure. Allocate time and resources to quality improvement in these areas.





Questions/Comments?



Next Steps... Your turn!