



# Valley Mountain Regional Center COVID-19 Check-In Surveys:

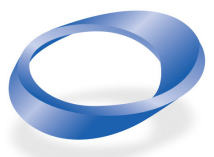
~ Consumer ~ Employee ~ Provider ~

August 2020



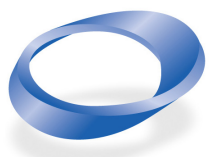
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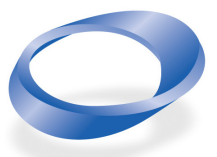
# Consumer and Family Survey





# Consumer and Family Survey

~ Narrative & Findings ~





### Background

VMRC is a private, non-profit corporation that contracts with the State of California to provide services and supports to people with developmental disabilities, as well as to purchase essential services for people with developmental disabilities. VMRC serves a population of approximately 15,800 persons with developmental disabilities and their families in Amador, Calaveras, San Joaquin, Stanislaus and Tuolumne counties.

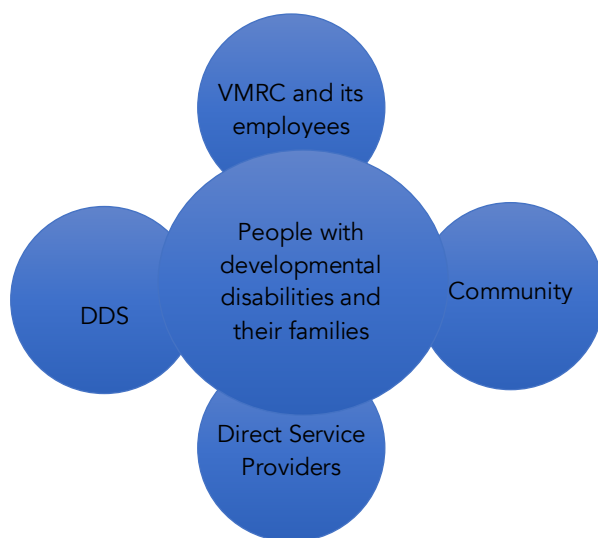
VMRC is governed by a 21-member Board of Directors and an Executive Director, who manages the daily operations of the agency through a senior management team. The board membership includes individuals with developmental disabilities, parents, and community members from the five-county catchment area. The VMRC Board of Directors established a Strategic Planning Committee in February 2013, adopting VMRC's official 2013-2018 Strategic Plan shortly thereafter. Outcomes for the Strategic Plan were assessed and reported in 2014 (baseline), 2017 (mid-point) and 2020 (plan end). Shortly after the 2020 Strategic Plan Outcome Follow-up Surveys were completed for Consumers and Families, Service Providers and Employees, California, along with the rest of the world, was swept into a pandemic – COVID-19.

For the first time in California's history, regional centers, including Valley Mountain Regional Center (VMRC) temporarily shuttered its doors – though service coordinators continued to be available to consumers and families via phone, email, text and online Zoom meetings, day programs closed, therapies started being provided via online modalities, and many companies closed down. In the midst of mandated masks, changing statistics and economic uncertainties, VMRC reached out to people served, not just individually, but through the COVID-19 Check-In Surveys to get a feel for how people served, service providers, and staff were faring through this virus storm, as well as how the regional centers may be able to provide additional support, where needed.





Data contained in this report, represents topline feedback from consumers and families, employees, and service providers on the prospective areas of focus or



priority and offers additional insights from these stakeholders. The COVID-19 Check-In Surveys provide a partial, though valid, glimpse of how VMRC's community has been, and is being, impacted. Please note, that due to methodological limitations results in this report, while valid, may not represent 100% of the community.

This section of the COVID-19 Check-In report contains information pertinent to consumers and families served by Valley Mountain Regional Center. Additional 2020 COVID-19 Check-In Surveys pertain to information provided by Service Providers and Employees.

*When fully utilized, this feedback can help the organization improve strategic planning, resource allocation and communication with the end result of creating services and supports, which have a greater impact on the quality of life for the people they serve.*

Especially in these critical budgetary times, the ability to make informed decisions is crucial. The information contained in this report is a representative and valid snapshot of how consumers and families, employees, and direct service provider contracted with VMRC perceive the priority of provided and purchased by the regional center.





### Methodology

The 2020 COVID-19 Check-In Surveys – Consumer, Provider, Employee – were launched under tight timelines and tight resources, given the immediacy of the situation, the upcoming Board of Directors’ Strategic Planning efforts, and the state of the California budgets in light of the COVID-19 spending.

Given these parameters and restrictions, as well as the recent extensive Strategic Plan Outcome Follow-up Surveys, the COVID-19 Check-In Surveys were essentially “mini” surveys launched online only.

**Sample.** The sample included all persons served by Valley Mountain Regional Center with a status of 2, 3 or 8 and who had a valid e-mail address in their Client Master File (CMF). In total, as of the sample pull date, VMRC serves 12,758 people under statuses 2, 3 and 8. Of those, there were 5,786 unique e-mail addresses, though some people served have more than one email address in the CMF.

Email survey invitations, and reminders, were sent to all 5,786 records in the file.

**Questionnaire.** The COVID-19 Check-In Survey: Consumer consisted of a total of 11 questions, including one (1) demographic question which enabled Kinetic Flow to match respondents to their VMRC CMF in order to provide demographic analysis. Additionally, one (1) question asked who the respondent was (Self, Parent, Family Member, Other).

Of the remaining nine (9) content questions, seven (7) questions were closed-end providing ratings of VMRC service level/availability (5 questions), people’s overall quality of life (2 questions) and general open-end feedback (2 questions).

The questionnaire was also available in Spanish.





**Data Collection Methodology.** Surveys were conducted online between July 8<sup>th</sup>, 2020 and closed midnight, July 25<sup>th</sup>, 2020.

Survey invitations were emailed out to 5,786 potential respondents. Emails included a general description of the survey and a participation code, as well as links to the survey. The emails were sent in both English and Spanish with links to the English and Spanish surveys. Three (3) reminder emails were also sent.

After cleaning for duplicate submissions and direct care or staff responses (27), the 2020 COVID-19 Check-In Survey: Consumer survey effort included 736 unique responses. Responses included 89 Spanish-language survey responses and 647 English-language survey responses. In total, the 736 survey responses represent 5.8% of VMRC's total active status (2, 3, and 8) population and is statistically valid at 99% confidence interval, 4.61 margin of error and 50% assumed response distribution for people served by VMRC. Additionally, the survey response (736), represents 12.7% of all individuals included in the sample (status 2, 3, 8 and a valid email address on file in VMRC's Client Master File (CMF)).

While Kinetic Flow does not typically recommend online surveying as a sole data collection medium, given that the extensive Strategic Planning Outcome Follow-up Consumer Survey was just conducted (February-March 2020) and included mixed data collection methodologies, that this survey effort had minimum resources available and a restricted timeline, online surveying was the only medium available to gather quantitative input from individuals and families.

***Given this limited data collection methodology, it is important to recognize that data contained in this report is valid to all respondents, however, it may be limited in its representation of all socio-economic demographics served by VMRC.***

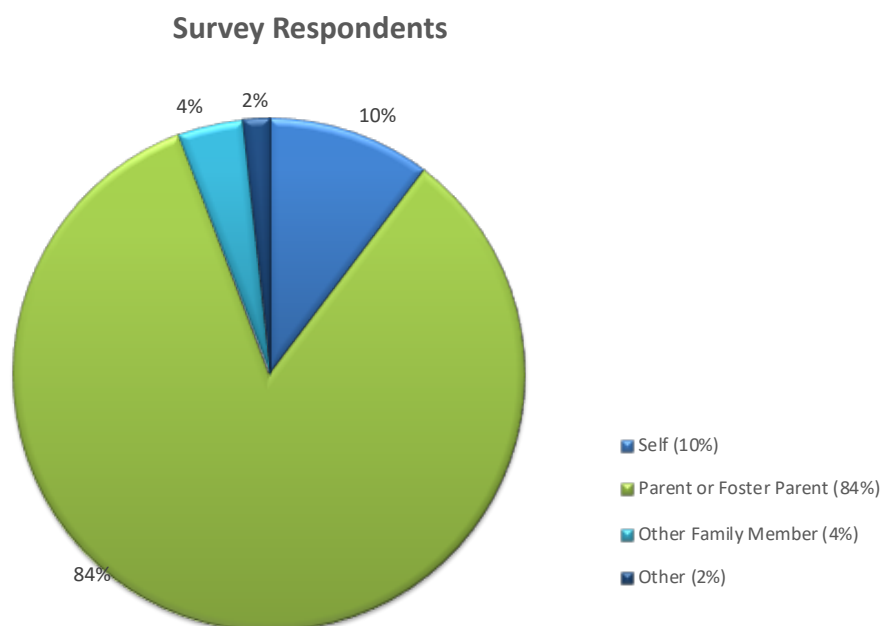
Data contained in this report is a valid snap-shot of the voices represented and should be used for directional purposes.





### Respondent Profile

**Respondent Profile.** Data presented in this study represents 736 individuals/families served by the regional center with an active status code of 2, 3 or 8 and a valid email address on file in Valley Mountain Regional Center's (VMRC) Client Master File (CMF).



As is typical, the percentage of Parent or Foster Parent responses is the largest response group, with 57% of all individuals served by VMRC considered minors, with additional adults with developmental disabilities residing in the family home, as well as some parents that respond on behalf of their adult child living in a group home. In total, Parents or Foster Parents accounted for 84% of all responses in the 2020 COVID-19 Check-In Survey: Consumer survey. Additionally, 10% of people served responded, as well as 4% Other family Members and 2% Other, who self-identified as Guardian or Legal Guardian.





Please note, as noted in the Methodology: Data Collection section of this report, due to having multiple, and sometimes conflicting, relationships with the regional center, paid staff were excluded and/or from this study; VMRC captured Service Provider/Vendor responses and concern with COVID-19 in the 2020 COVID-19 Check-In Survey: Service Provider survey.

Of the 736 surveys, 89 were completed in Spanish and 647 were completed in English.



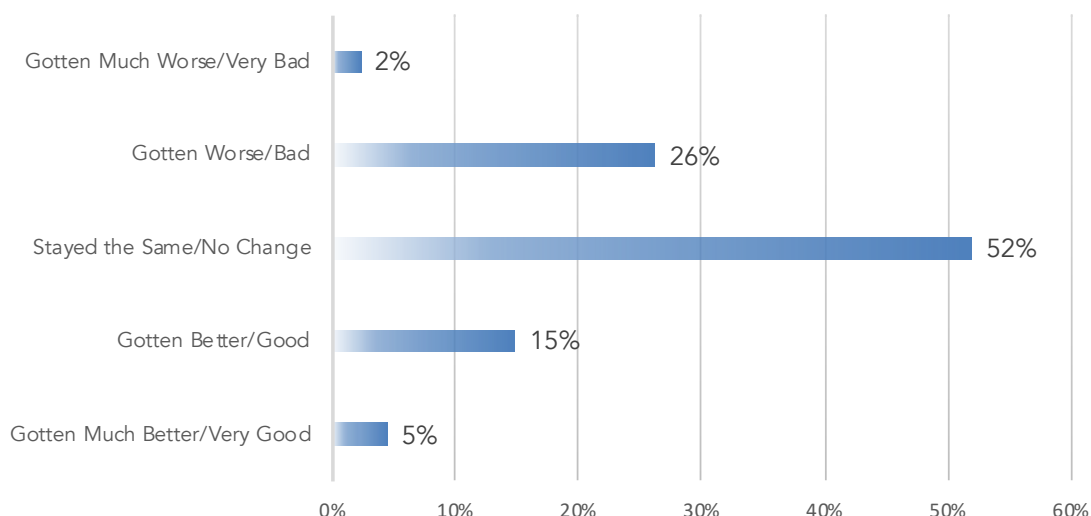


## Findings.

### How is our Community doing?

To assess how VMRC's community is doing during the COVID-19 pandemic, various stay home orders and surrounding events, VMRC asked respondents, "In the past six months, would you say your quality of life has gotten better, stayed the same, or gotten worse?"

#### CHANGE IN QUALITY OF LIFE



While overall, 20% of all respondents felt their quality of life has improved (Gotten Better or Much Better) over the past six (6) months, and 28% felt their quality of life has declined (Gotten Worse or Much Worse), the majority of people felt that over the past six (6) months, their quality of life has Stayed the Same – they have experienced no change.

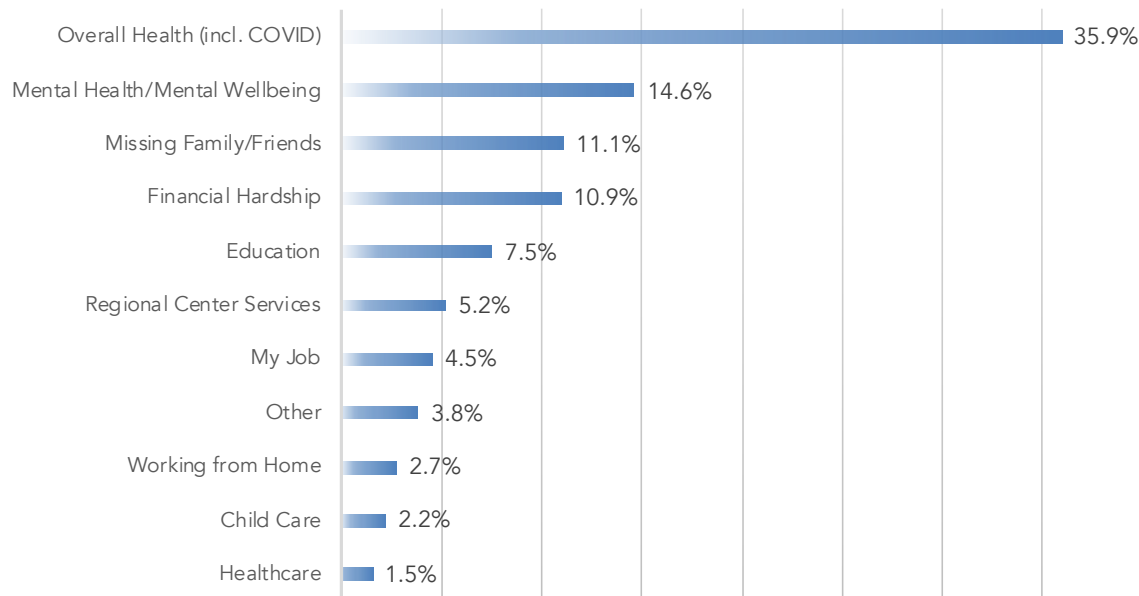




*"Currently things have been stressful with the COVID-19 situation, having elderly at home, and my son withdrawing more since there has been no outside interaction has me concerned that he will withdraw even more."*

As a follow-up question, respondents were asked, "During these difficult times, which of the following have been of greatest concern for you/your family?"

### MY/OUR GREATEST CONCERN IS...



By far, respondents were most concerned (35.9%) with "Overall Health - not getting sick, COVID, etc.". Rounding out the top three, the second greatest concern was "Mental Health/Mental Wellbeing - general stress, depression, anxiety, addiction, etc." (14.6%) with the third greatest concern "Missing Family/Friends - social outings and interactions" (11.1%).

By survey language (English, Spanish) the top greatest concerns vary somewhat. For respondents of the English-language survey, the top three greatest concerns are: Overall Health (36%), Mental Health/Mental Wellbeing (15%), and Missing Family/Friends (15%). For respondents of the Spanish-language survey, the top three greatest concerns are: Overall Health (31%), Financial Hardship (27%), AND Education (15%), followed by Mental Health/Mental Wellbeing (14%).





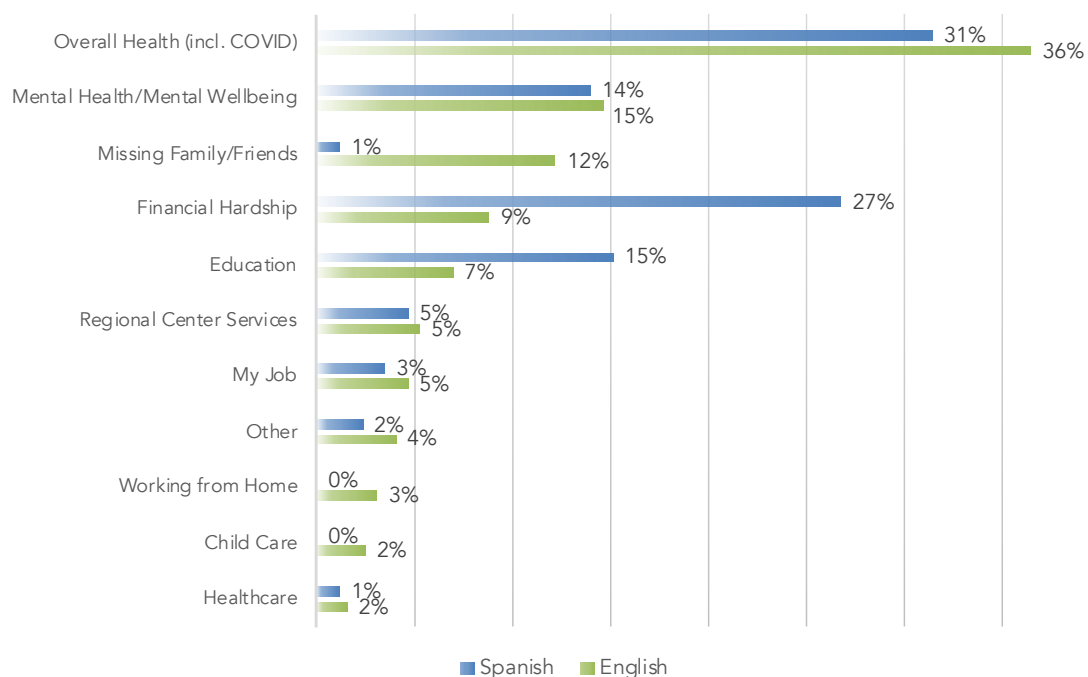
Graphically, these differences are displayed below:

*"Depression and anxiety is picking up for our family. Social distancing from friends and family is adding to the depression and anxiety."*

*"There are a couple of answers...stress, not getting sick, working and taking (my daughter) with me."*

*"Everything."*

### MY/OUR GREATEST CONCERN IS...



In instances where a respondent chose "Other", a space was provided for the respondent to provide his/her greatest concern in their own words; the complete list can be found in the "Comments: Responses to Open-Ended Questions" section of this report. Most "Other" comments indicated all or a mix of a couple of the options were the respondent's greatest concern.





### Are we connecting with our Community?

As part of the focus off the *2020 COVID-19 Check-In Survey: Consumer* survey, Valley Mountain Regional Center's Leadership wanted to ensure consumers and families were able to connect with their regional center service coordinator or case manager (social worker). As the key point of contact for ensuring individuals and families are receiving services and supports, where possible in these times, the service coordinator is a conduit of information for consumers and families, a connection for available services and supports, and a re-assuring expert.

While consumers and families may be struggling during these times, the regional center also realizes that VMRC staff may be facing additional challenges working from home, balancing multiple responsibilities, and facing new concerns. (These are addressed in the *2020 COVID-19 Check-In Survey: Employee* survey.)

Therefore, consumer and family respondents were asked, **"Over the past few months, how would you rate your service coordinator in replying to you or responding to you? (For example, returning telephone calls, replying to emails and text)."** As with the Strategic Planning Outcome Follow-up: Consumer and Family Satisfaction Survey, this question utilizes an unbalanced 5-point rating scale:

Truly Outstanding	=	5.00
Excellent	=	4.00
Good	=	3.00
Just Ok	=	2.00
Poor	=	1.00

Overall, respondents felt service coordinators were doing a "Good" to "Excellent" job responding and replying to their telephone calls, emails and texts, providing an overall score of 3.82.





By comparison, before COVID-19 truly hit, consumers and families answered this same question in the Strategic Planning Outcome Follow-up: Consumer and Family Satisfaction Survey and provided a score of 3.69 for 2020, up from 3.47 in 2014.

*Please note, the means to the Strategic Planning Outcomes Follow-up: Consumer and Family Satisfaction Survey are presented for an overall comparison, however as the Data Collection Methodologies for these two studies varies slightly, the studies do not provide an exact comparison.*

Out of the 725 respondents that responded to this question in the 2020 COVID-19 Check-In Survey: Consumer survey, only twenty-four (24) or 3% of individuals provided a rating of "Poor" – the lowest possible rating. Conversely, 249 consumers and families or 34% provided a rating of "Truly Outstanding" – the highest possible rating.

As a follow-up question, the 2020 COVID-19 Check-In Survey: Consumer survey asked, "During the past few months, if your SC was not available, have you been able to get a hold of someone at VMRC who could assist you?"

Overall, 53% of respondents could either always reach their service coordinator (25%) or never tried to reach their coordinator (28%). Of those remaining, most (55%) were "Always" able to reach someone who could assist them. However, still 12% were "Rarely" (5%) or "Never" (7%) able to get a hold of someone at VMRC.

Have you been able to reach your SC?		
I have always reached my SC	185	25%
I have not tried to call/reach my SC	208	28%
If your SC was not available, have you been able to get a hold of someone at VMRC?		
Yes, Always	185	55%
Yes, Most of the Time	79	23%
Yes, Some of the Time	34	10%
Yes, but Rarely	18	5%
No, Never	22	7%





In addition to being accessible during this pandemic, VMRC has worked to support the community by providing information, such as the Friday Health Advisory email and increased website information. To assess this, the 2020 COVID-19 Check-In Survey: Consumer survey asks, **"If you received VMRC emails or visited VMRC's website, overall how would you rate the helpfulness of the information?"**

As with the Strategic Planning Outcome Follow-up: Consumer and Family Satisfaction Survey, and the other rating questions in this survey, this question utilizes an unbalanced 5-point rating scale:

Truly Outstanding	=	5.00
Excellent	=	4.00
Good	=	3.00
Just Ok	=	2.00
Poor	=	1.00

Overall, respondents felt service coordinators were doing a "Good" to "Excellent" job responding and replying to their telephone calls, emails and texts, providing an overall score of 3.67.

*Consistent with this survey methodology, please note this question/survey was only posed to those served by VMRC with an active status code of 2, 3, or 8 AND with a valid email address on file.*





## Within VMRC's current limits, are people receiving the services and supports they need?

While many services and supports are currently unavailable due to COVID-19 health and safety restrictions, VMRC wanted to ensure that when/where possible, consumers and families are able to receive the services and supports they need. Therefore, the 2020 COVID-19 Check-In Survey: Consumer survey asks, **"Where you able to get the services, supports, information or referrals you needed from the regional center during the recent months?"**

*"Daughter wanted to attend a day program and was told they are not operational."*

Thirty-nine percent (39%) of survey respondents did not "...need anything or anything different from the regional center."

Of the remaining sixty-one percent (61%), eighty-four percent (84%) of those were able to get what they needed from the regional center, while the remaining 16% (sixteen percent) were not.

Where you able to get the services... you needed from the regional center?		
I didn't need anything or anything different from the regional center	287	39%
Where you able to get the services... you needed from the regional center?		
Yes, I was able to get what I needed from the Regional Center	372	84%
No, I was not able to get what I needed	71	16%

*"I was unable get masks n95 and gloves and I haven't talk to my son case worker from VMRC in 2 months and when did talk to her she didn't help at all getting masks and gloves."*

As a follow-up question, those 71 individuals or 16% of respondents that stated, "No, I was not able to get what I needed," were asked the question, **"If you were not able to get something you needed from the regional center, can you tell us what you were not able to receive and do you know why you were unable to receive those services, supports or information?"**.

All responses to this question can be found in the "Comments: Responses to Open-Ended Questions" section of this report. Most "No..." comments indicated that the services (such as Day Service) was not currently available, though a number of comments indicated necessary regional center follow-up to address.





## Overall, regional center support?

*"We have been in total isolation and in desperate need of respite. While it has been offered many times, we have not seen it. "*

The last two questions in the *2020 COVID-19 Check-In Survey: Consumer* survey asks, "Overall, during the last few months, while things have been different, how helpful do you feel VMRC has been in supporting you?" And as a follow-up, "Lastly, to help us better understand, would you share why you feel that way? (Why you answered the last question - how help helpful VMRC has been in supporting you - the way you did.) – this final question being a qualitative or open-ended question.

When asked, "Overall, during the last few months, while things have been different, how helpful do you feel VMRC has been in supporting you?" respondents generally felt the regional center support was between "Good" and "Excellent" at 3.61 on the previously noted 5-point unbalanced scale:

*"VMRC is ALWAYS willing to go the extra mile to be sure (my son) and I (his mother) get pointed in the right direction for any assistance that we need. The fact that VMRC is reaching out frequently to our family is very comforting. It reminds us that we have a safety net of support if we really need to reach for a life raft. Thank you, VMRC. We appreciate you!!!*

Truly Outstanding	=	5.00
Excellent	=	4.00
Good	=	3.00
Just Ok	=	2.00
Poor	=	1.00

When broken down by the language of the survey the mean scores are:

English-language survey	3.62
Spanish-language survey	3.48

Summary Tables in this report provide details by metric.





# Consumer and Family Survey

~ Summary Tables ~



## 2020 COVID-19 Check-In Survey: Consumer Metrics by Age Band

In the past 6 months, my quality of life has...	VMRC	2-13 Years of Age	14-22 Years of Age	23-49 Years of Age	50+ Years of Age
Gotten Much Better/Very Good	5%	6%	2%	4%	7%
Gotten Better/Good	15%	16%	14%	13%	21%
Stayed the Same/No Change	52%	50%	52%	57%	57%
Gotten Worse/Bad	26%	26%	29%	24%	14%
Gotten Much Worse/Very Bad	2%	3%	2%	2%	0%

Have you been able to reach your SC?	VMRC	2-13 Years of Age	14-22 Years of Age	23-49 Years of Age	50+ Years of Age
I have always reached my SC	25%	34%	28%	43%	56%
I have not tried to call/reach my SC	28%	35%	42%	42%	33%

If your SC was not available, have you been able to get a hold of someone at VMRC?	VMRC	2-13 Years of Age	14-22 Years of Age	23-49 Years of Age	50+ Years of Age
Yes, Always	55%	58%	50%	48%	67%
Yes, Most of the Time	23%	21%	29%	20%	0%
Yes, Some of the Time	10%	12%	3%	16%	33%
Yes, but Rarely	5%	3%	9%	8%	0%
No, Never	7%	5%	9%	8%	0%

## 2020 COVID-19 Check-In Survey: Consumer Metrics by Age Band

Where you able to get the services... you needed from the regional center?	VMRC	2-13 Years of Age	14-22 Years of Age	23-49 Years of Age	50+ Years of Age
I didn't need anything or anything different from the regional center	39%	37%	44%	41%	33%

Where you able to get the services... you needed from the regional center?	VMRC	2-13 Years of Age	14-22 Years of Age	23-49 Years of Age	50+ Years of Age
Yes, I was able to get what I needed from the Regional Center	84%	87%	83%	77%	80%
No, I was not able to get what I needed	16%	13%	17%	23%	20%

How would you rate...	VMRC	2-13 Years of Age	14-22 Years of Age	23-49 Years of Age	50+ Years of Age
Your service coordinator replying to you or responding to you?	3.80	3.85	3.79	3.67	4.00
VMRC emails' or visited VMRC's website's overall helpfulness of the information?	3.67	3.70	3.69	3.53	3.57
VMRC has been in supporting you?	3.61	3.63	3.62	3.47	4.14

## 2020 COVID-19 Check-In Survey: Consumer Metrics by Office Location

In the past 6 months, my quality of life has...	VMRC	Modesto	San Andreas	Stockton
Gotten Much Better/Very Good	5%	4%	5%	5%
Gotten Better/Good	15%	14%	14%	16%
Stayed the Same/No Change	52%	51%	54%	53%
Gotten Worse/Bad	26%	29%	22%	25%
Gotten Much Worse/Very Bad	2%	3%	5%	2%

Have you been able to reach your SC?	VMRC	Modesto	San Andreas	Stockton
I have always reached my SC	25%	22%	27%	25%
I have not tried to call/reach my SC	28%	27%	35%	26%

If your SC was not available, have you been able to get a hold of someone at VMRC?	VMRC	Modesto	San Andreas	Stockton
Yes, Always	55%	36%	57%	56%
Yes, Most of the Time	23%	35%	29%	22%
Yes, Some of the Time	10%	17%	14%	10%
Yes, but Rarely	5%	8%	0%	5%
No, Never	7%	5%	0%	7%

## 2020 COVID-19 Check-In Survey: Consumer Metrics by Office Location

Where you able to get the services... you needed from the regional center?	VMRC	Modesto	San Andreas	Stockton
I didn't need anything or anything different from the regional center	39%	42%	46%	37%

Where you able to get the services... you needed from the regional center?	VMRC	Modesto	San Andreas	Stockton
Yes, I was able to get what I needed from the Regional Center	84%	79%	85%	87%
No, I was not able to get what I needed	16%	21%	15%	13%

How would you rate...	VMRC	Modesto	San Andreas	Stockton
Your service coordinator replying to you or responding to you?	3.80	3.73	3.97	3.84
VMRC emails' or visited VMRC's website's overall helpfulness of the information?	3.67	3.64	3.59	3.69
VMRC has been in supporting you?	3.61	3.59	3.62	3.62

**2020 COVID-19 Check-In Survey: Consumer  
Metrics by POS Expenditure Band**

In the past 6 months, my quality of life has...	VMRC	\$0	\$1 - \$1000	\$1001 - \$5000	\$5001 - \$15,000	\$15,001 - \$25,000	\$25,001 - \$50,000	\$50,001+
Gotten Much Better/Very Good	5%	2%	3%	9%	21%	14%	21%	0%
Gotten Better/Good	15%	6%	9%	33%	79%	21%	43%	29%
Stayed the Same/No Change	52%	31%	37%	88%	293%	114%	57%	36%
Gotten Worse/Bad	26%	10%	16%	62%	221%	43%	14%	0%
Gotten Much Worse/Very Bad	2%	2%	1%	3%	21%	0%	0%	0%

Have you been able to reach your SC?	VMRC	\$0	\$1 - \$1000	\$1001 - \$5000	\$5001 - \$15,000	\$15,001 - \$25,000	\$25,001 - \$50,000	\$50,001+
I have always reached my SC	25%	27%	29%	40%	44%	44%	27%	29%
I have not tried to call/reach my SC	28%	49%	44%	30%	44%	33%	0%	14%

If your SC was not available, have you been able to get a hold of someone at VMRC?	VMRC	\$0	\$1 - \$1000	\$1001 - \$5000	\$5001 - \$15,000	\$15,001 - \$25,000	\$25,001 - \$50,000	\$50,001+
Yes, Always	55%	58%	51%	52%	43%	92%	60%	67%
Yes, Most of the Time	23%	18%	17%	28%	34%	8%	27%	0%
Yes, Some of the Time	10%	13%	13%	9%	9%	0%	13%	17%
Yes, but Rarely	5%	6%	5%	8%	3%	0%	0%	17%
No, Never	7%	6%	14%	4%	11%	0%	0%	0%

**2020 COVID-19 Check-In Survey: Consumer  
Metrics by POS Expenditure Band**

<b>Where you able to get the services... you needed from the regional center?</b>	<b>VMRC</b>	<b>\$0</b>	<b>\$1 - \$1000</b>	<b>\$1001 - \$5000</b>	<b>\$5001 - \$15,000</b>	<b>\$15,001 - \$25,000</b>	<b>\$25,001 - \$50,000</b>	<b>\$50,001+</b>
I didn't need anything or anything different from the regional center	39%	49%	49%	29%	38%	35%	32%	22%

<b>Where you able to get the services... you needed from the regional center?</b>	<b>VMRC</b>	<b>\$0</b>	<b>\$1 - \$1000</b>	<b>\$1001 - \$5000</b>	<b>\$5001 - \$15,000</b>	<b>\$15,001 - \$25,000</b>	<b>\$25,001 - \$50,000</b>	<b>\$50,001+</b>
Yes, I was able to get what I needed from the Regional Center	84%	85%	76%	86%	80%	100%	92%	86%
No, I was not able to get what I needed	16%	15%	24%	14%	20%	0%	8%	14%

<b>How would you rate...</b>	<b>VMRC</b>	<b>\$0</b>	<b>\$1 - \$1000</b>	<b>\$1001 - \$5000</b>	<b>\$5001 - \$15,000</b>	<b>\$15,001 - \$25,000</b>	<b>\$25,001 - \$50,000</b>	<b>\$50,001+</b>
Your service coordinator replying to you or responding to you?	3.80	3.86	3.59	3.87	3.77	3.78	3.95	3.89
VMRC emails' or visited VMRC's website's overall helpfulness of the information?	3.67	3.69	3.51	3.73	3.59	3.67	3.94	3.67
VMRC has been in supporting you?	3.61	3.63	3.38	3.67	3.59	3.88	3.95	3.89

## 2020 COVID-19 Check-In Survey: Consumer Metrics by Primary Language

In the past 6 months, my quality of life has...	VMRC	English	Other	Spanish
Gotten Much Better/Very Good	5%	4%	8%	5%
Gotten Better/Good	15%	14%	15%	22%
Stayed the Same/No Change	52%	51%	69%	54%
Gotten Worse/Bad	26%	28%	8%	17%
Gotten Much Worse/Very Bad	2%	3%	0%	1%

Have you been able to reach your SC?	VMRC	English	Other	Spanish
I have always reached my SC	25%	28%	0%	13%
I have not tried to call/reach my SC	28%	31%	23%	16%

If your SC was not available, have you been able to get a hold of someone at VMRC?	VMRC	English	Other	Spanish
Yes, Always	55%	56%	30%	52%
Yes, Most of the Time	23%	22%	30%	26%
Yes, Some of the Time	10%	9%	10%	15%
Yes, but Rarely	5%	6%	20%	3%
No, Never	7%	8%	10%	3%

## 2020 COVID-19 Check-In Survey: Consumer Metrics by Primary Language

Where you able to get the services... you needed from the regional center?	VMRC	English	Other	Spanish
I didn't need anything or anything different from the regional center	39%	42%	23%	25%

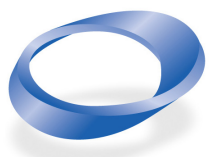
Where you able to get the services... you needed from the regional center?	VMRC	English	Other	Spanish
Yes, I was able to get what I needed from the Regional Center	84%	82%	90%	91%
No, I was not able to get what I needed	16%	18%	10%	9%

How would you rate...	VMRC	English	Other	Spanish
Your service coordinator replying to you or responding to you?	3.80	3.82	3.77	3.71
VMRC emails' or visited VMRC's website's overall helpfulness of the information?	3.67	3.67	3.62	3.65
VMRC has been in supporting you?	3.61	3.62	3.77	3.52



# Consumer and Family Survey

~ Responses to Open-ended Questions ~



## 2020 COVID-19 Check-In Survey: Consumer

**"During these difficult times... what has been your greatest concern?"**

### **"Other" Responses**

(My son's) schooling, he is having a hard time not been busy
all
All of the above
All of the above
All the above
all the above
alla above
Basically all of the above
Child behavior patterns getting worse without school and training
Concerned about the children going back to school
depression and anxiety is picking up for our family. Social distancing from friends and family is adding to the depression and anxiety.
everything
Financial Hardship being cut off welfare and my kids education and keeping them safe and finding new respite care
Health, family, missing friends, education
I don't have any concern.
it has affected all of them and they are all a concern for my family
Just replying that family health is good. Very thankful. I would not send Respite out during this time. Not wise. You Don't know where caregivers have been and they are exposed in public into your home
Lack of in-person schooling and getting coverage for care for (our son)
Mental health/stress, my job and financial hardship.
Missing Bus Ride and Program
No school no professionals he is so confused and is banging his head into wall he doesn't get what's going on
none
Nothing right now
over all health surgery and supportive services, day program
surviving and keeping our home.
There are a couple of answers...stress, not getting sick , working and taking (my daughter) with me.
We have been working well as a family unit to assist (our daughter) in meeting all her needs physical and educational. She is a consumer of your company.
Working From Home and Education and Health are all equal

## 2020 COVID-19 Check-In Survey: Consumer

**"...Can you tell us what you were not able to receive and ... why you were unable to receive those services, supports or information?"**

(My son) needed help in finding job & socialization skills training in preparation for possible independent living. We were told he would receive some assistance w/ this after graduating fr high school but his service coordinator never followed thru.
1- I wanted to be approved for more hours of respite; 2- I was only approved for 18 hours and my son if he needs that help
A call or check in from the case worker would be nice. We don't know the case workers
ABA therapy in home.
Although I am able to contact my son's vmrc case worker easier, I have not been able to transition from child services to adult services with ease. In my honest opinion, I almost feel as though we went from having decent child services and support to Nothing. I'm trying to be understanding of the pandemic, but it's difficult for our family. I have no idea what services are offered for Adults other than respite. So, if I had to rate my experience from 1 to 5 (five being perfect) our family would have to say Our rating would be 1.
Behavior therapy
Being at home working with my special needs boy who needs constant help and guidance plus having a full time job plus a 5 year old is overwhelming. I was originally given 18 hrs of respite but that was before COVID. When SIP came into place I asked for extra hours yet it was upfront denied as it was summer. Yes it is summer and don't you realize not being able to take them to day care due to fear of them Contacting COVID and trying to juggle between being a mom and a fulltime employee and a housekeeper and a cook, I very, very overwhelming to us parents. I sometimes need to take a few days off to take care of them As I feel Guilty working and not having someone to interact with them the full 8 hrs I needed to work. Any help would do at this time But I just wish it could have been sooner. Another concern I got is I have had already 3 changes of service manager the last change I was not even aware of as there was no communication in the email or Mail. I happen to know when someone new attended my sons sensory OT consult that I have a new one. Sorry for the long email. I thank you for any support you give us though and I appreciate it.
Changed case workers. New worker has been very helpful thus far
communication
Daughter wanted to attend a day program and was told they are not operational.
Day Program for son. Due to COVID-19 unavailable.
Denial of Self-Determination application. Why? Didn't know the right people.
Diapers, wipes, medic bracelet ,childcare
Didn't talk to them
Due to the virus, my sister has not been able to go to any day program. She moved here from AZ last August and still has not received services. She is extremely lonely and asks for friends daily.

## 2020 COVID-19 Check-In Survey: Consumer

**"...Can you tell us what you were not able to receive and ... why you were unable to receive those services, supports or information?"**

Had a appointment with the Doctor, it was canceled due to COVID 19 and no new appointment has been scheduled
Hard to get in contact with Telemedicine Doctor due to him being in different city.
Have no communication with my son's caseworker they're constantly changing his case
Haven't gotten a response from my worker
I am not sure what kind of service is served to help kids through this difficult time. I wish there is any kind of safe activity or any kind of intervention specially for autistic kids like mine who has been used to school routines and now it's too hard to find something to do
I am the clients Farther, I am answering for him. Through no fault of the Regional Center, my sons' Adult Day Care has been closed. This has caused him angst, frustration, mild depression. He misses the interaction. The Regional Center has no control over mandates for closure, so how can they be held accountable, really? Other than the Day Care matter all request for service (two) have been taken care of, but to say my son as a client has had ALL of his need satisfied would be incorrect.
I asked for mask 3 moths ago
I did get support, not the one I really need, because the girl needs a lot of care for a longer time, since she does not sleep enough, for this reason her hours of being away are many and she is very anxious.
I do not receive my hours of respite, I try to contact the Coordinator and I have no response from her.
I have been switched coordinators twice with no follow ups on our personal situation we've had with profile of our son.
I have been waiting on a new wheelchair and and a sitting chair for at the dinner table and have asked about a harness and something that could help with my son sitting in a chair at home and away.
I have not been able to access respite. I have no idea why. I have been in contact with my child's service coordinator.
I have not been able to obtain the modification of the shower, and it is a priority since both my girl and I run the risk of having an accident. And the reason is: the new coordinator told me that everything has stopped due to the pandemic. And unfortunately my daughter's disease progression continues to progress.
I haven't requested any information because I didnt know it was available
I need some additional hours for respite during this time.
I need to get a hold of my SC from the Modesto CA office!! And see if my child can qualify for the life program because with our schedules we just need more help now that he's not in school and falling behind
I sent several emails to the person helping to get a job and i got no response i was told by my worker i could get a job a the Tracy Defense Depot but I have not gotten any help in 2

## 2020 COVID-19 Check-In Survey: Consumer

**"...Can you tell us what you were not able to receive and ... why you were unable to receive those services, supports or information?"**

I transferred my son to you in Oct 2019 and had my intake in Jan 2020. Since then NO SERVICES even before COVID. I was told that his file wasn't transferred over but it was. I have not got any services for my son and I'm heading into having to home school him in the fall so I REALLY NEED THOSE SERVICES FOR HIM!!!!
I was unable get masks n95 and gloves and I haven't talk to my son case worker from VMRC in 2 months and when did talk to her she didn't help at all getting masks and gloves
I've never really got any services. Even though I ask for it even before COVID 19
In person IPP for daughter, and services.
In the past 17 days, I have called twice and left messages with my return phone number to our Service Coordinator. I have yet to receive a call back despite the voicemail message stating I would receive a call back within 2 business days.
Information on how I can apply for therapies for my autistic child and how I can receive diapers that I have to do.
Intake for second son.
introduction of new service coordinator after requesting introduction
Last thing I heard was my coordinator was leaving and id hear from my new one soon. That was months ago. I dont know who my coordinator is and dont know what services are offered since my son is 3.
My son is 30 years old has a lot of medical issues as well as mental health issues and anger telling a lot I've asked regional center to have my son in respite and I'm always told if he doesn't agree then he cannot be forced he is causing lots of issues.
My son needs more than what I can offer him while working from home. I feel that he would be doing so much better if he were back in school/therapy.
My son needs some type of counseling or mental health. Previously he was receiving Medical under a waiver through VMRC and now I am not sure what has happened. I have called medical and they act clueless as to what a waiver is. I have contacted his worker on 7/2/20 and have not received a response. I need to also see if he qualifies for any other services during this time.
My son was assessed by the Regional Center and certain items were recommended for him to have like a weighted blanket and other items then I was informed that the regional center could not provide this material for my son so I have to figure out how do I add this to my home expenses in order to acquire the things that he needs for him.

## 2020 COVID-19 Check-In Survey: Consumer

**"...Can you tell us what you were not able to receive and ... why you were unable to receive those services, supports or information?"**

My son's services, I have almost a year waiting for an answer and until now the only thing they told me is that they had already informed me what to do and that I have to get them from my son's pediatrician and he has deteriorated in the stability of their ankles because of this, in addition to the star harness so that my son does not get loose in the car, they tell me that it is ready and then they tell me again that they still do not have it and so I am waiting for more than a year.
Needed a good placement for my son but nothing was available, one because of COVID and second because of lack of availability
Not that the regional center provides therapy to my 4 year old. They do assist in getting the school district to get us therapy. The complete lack of physical, occupational and speech therapy since March has been very difficult for (my daughter). She has regressed in a lot of ways due to the lack. Not regional centers fault exactly.
Premier Services
Prior to the pandemic, I had been reaching out to case manager and other community members, seeking counsel and, or, interactive opportunities, for my son. At last face to face meeting, I went and specifically requested a list of references or resources, as I feared my son's mental state. He had become even more reclusive and detached from outside world. I was promised to receive this email by end of day. I was relieved, as I told case manager my son had begun saying things about 'the right way' to cut your arm if trying to successfully commit suicide, etc. That was in prior to Covid-19. I am still waiting for email, or any attempt to contact my son, from this individual....tired of waiting. Lucky he's not made good his
Respite Service...due to the COVID-19 pandemic AND the Annual IPP in-person transitional review for my 16 yr old son.
services are not available
Social Coordinator not returning my message.
Still waiting on signed IPP
The 3rd party respite company dropped the ball quite a few times.
The COVID-19 has keep us from seeing our twin boys that are with Pacific life skills. Are regional coordinator is inundated with trying to accommodate to the parents that have children and adult living homes. Not able to talk to anybody up in the upper management about trying to make arrangements on this.
The information requested from my service coordinator about extra personal COVID-19 respite hours, personal hours and self determination. I never received a response from my coordinator. Additionally, requested a date to perform my daughters annual assessment review. It is passed due and I have not received anything regarding her status, or a appointment to conduct the assessment.
The payee p&i money

## 2020 COVID-19 Check-In Survey: Consumer

**"...Can you tell us what you were not able to receive and ... why you were unable to receive those services, supports or information?"**

We need more support my son, who is 18, needs focus life skills training opportunities such as volunteer work or a PT he has no one to mentor or help We also need low cost housing as he has 1 more year of school.

We never get any update on the status of our application at Department of rehab to get an internship job. No one ever contacted us or reaches out. We've been waiting over a year for this.

We were supposed to be getting a referral for (our son) to see VMRC's OT evaluation department but never heard back. Understanding the closure of the office can cause this and knowing his case worker is on maternity leave so we aren't too worried about it.

Well this in regards on face mask, hand sanitizer. I never got email that they distributed some of this.


Wellness checks on other sibling also under VMRC.

Wheel chair, sensory evaluation

When I asked my service coordinator he didn't know anything so he said he would ask a supervisor and get back to me but he still hasn't got back to me and its been a month or

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?**

(My sister's) team has been following her closely.
(Our daughter) hasn't needed any services at this time and she is very content to shelter in place and prefers on line distance learning.
(Our SC) has always made us feel that we matter. (She) does everything in a timely matter and sooner than later. We are extremely blessed to have her on our side. Thank you for all the services my son receives through VMRC.
(Our SC) has been outstanding always goes above and beyond to help. She is truly an amazing advocate for clients and families.
(Our SC) has contacted us as well as your automated checks. Good to know you are there.
(Our SC) is always great and always gets back to me . She's awesome! In the past 34 years I've had a lot of case workers she's one of the best!
(The SC) has always been very supportive and extra helpful.
(The SC) has been very helpful in being an advocate for my son.
(The SC) has sent emails with helpful information and open availability.
(The SC) is is great

A representative (SC) who work at VMRC . She is so professional and caring about our family and my son who really needs help from your services . (SC) was very helpful and excellent work for my family. Thank you for your allowing her to help with my son. We are really appreciate it very much. Respectfully yours!
Actually I didn't get to explore my resources during this epidemic.
Again, we have not been able to get (my daughter) into a day program. I finally got 20 hours a month of respite and (my daughter) looks forward to interacting with her caregiver. She is incredibly lonely as she only has myself and my husband to interact with.
All school has stopped an organized model in place. (Our son) needs organization skills to self police his work, this is hard as he has ADHD. He needs a mentor, a job to be around other people; he is very depressed. No help for my son. He needs help. He needs job, housing.
Although I am able to contact my son's VMRC case worker easier, I have not been able to transition from child services to adult services with ease. In my honest opinion, I almost feel as though we went from having decent child services and support to Nothing. I'm trying to be understanding of the pandemic, but it's difficult for our family. I have no idea what services are offered for Adults other than respite. So, if I had to rate my experience from 1 to 5 (five being perfect) our family would have to say our rating would be 1.
Although we have not contacted our service coordinator, he has been aware of our needs, he constantly sends us e-mails asking us if we need anything, or asking if we are OK.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

Although, my child's caseworker was transitioned to another position the overall follow-up that we received from other VMRC team members was amazing and made this very trying time a bit easier. Thank you from our family!
Always attentive and answers all questions thoroughly.
Always available, helped me get additional respite hours and making sure I was aware of other programs or services that are out there and getting me the applications to get stuff going during this time.
Always checking on us, thank you .
Always gets back to us and helps with information.
Always there if we need to talk.
Always willing to help and get things done in a timely manner.
Answering all my questions and providing all the information that I need it.
As a family and parents of a mentally disabled son we haven't needed any service from the regional center . We have received phone calls from our new coordinator in Valley Springs assessing any needs we may have or any services needed . We receive a weekly email report from the Stockton office that has been very informative, keeping us updated on the consequences of Covid-19 and the impact it has on the program . Our son lives with us on a continues schedule year around and is a consumer of Watch Resources in Sonora .
At this point, I've not needed much contact from VMRC. But I may in the future if this pandemic stays for an extended period of time.
Because (the SC) checks on me every Monday-Friday
Because any time. I email (my SC) she responds on time and she answers all my questions and needs. We love her.
Because I am able to buy my own tablet and talk to family and friends. I do my Zoom classes too. But I still want to go to school.
Because I have not received non-disinfectant mask help from them.
Because my social worker has always been there to help us, also as she is very hard working and friendly and takes the time to talk to you.
Because my son is not going to a program at all and what will happen to the lost time?
Because my worker is always on the lookout for me and my son. Especially our needs in the face of this situation that we are carrying.
Because my worker is so helpful. And when I have contacted her by phone she always returns calls to me right away. (Our SC) from San Andreas office is very gracious and concerning every time we come in contact! And is very conscience of our needs if we have any! She gets 5 stars in my book!
Because of keeping me updated and every week meeting.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

Because of the virus it's like everything just stopped. The process I was in before the virus seems to have been put on hold. But not the fault of VMRC. And just simple miscommunication between vendors and VMRC.
Because the person who was over my case never reached back out to me and I was without the extra help until she left and I was finally assigned a new person.
Because the SC does not give you suggestions to obtain more services that can improve the quality of life of the child, before that, if one is not informed from the outside, they do not offer any services to their clients, and when you request the services they look for the way do not give them to them and when they support you with minimum services because they look for you to offer you the minimum as far as one is left, they are looking for a way to remove them, knowing that they are benefits that the child needs to have a better quality of life, so they do not I like how the process is, they do not give any training on how to obtain services, they do not report anything necessary so that all their clients are in an inclusive and better life, for example I do not like this survey that puts the client number of my daughter because I do not want there to be details by the comments or by the disagreements that I describe here.
Because they do not give me clear answers and they only give me lengths to the only two things that I have needed from them.
Because VMRC just always goes above and beyond.
Before this COVID-19, VMRC was more helpful. Its not company's fault what is going on. I would not expose your employees. Relying on an agency isn't always the best thing during the pandemic. Its breathed on person by person. Not touch. Take care of each other
Better reply when I ask about wheelchair.
By checking in and providing regular information via emails. Our family has not been in need of anything additionally but I could see how this information would be very important and vital for some families.
By giving my son more respite hours because he can't go to his day program.
By sending updates thru email.
Can't get a response from my daughter's worker
Check up calls have been good for us. PPE distribution also have been helpful for us too!
Constant update
Constant update
COVID details
Did not have any concerns or needs. Our Respite provider appreciated the funding provided during this period. Email messages are too wordy. Be more concise.
Due to all the changes that have taken place with the COVID, life has changed and that makes us worry more.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?**

Due to COVID-19 your services have not been utilized, but (the SC) has returned phone calls and emails. He has truly shown his compassion to help my son and our situation in a timely manner...

During COVID-19 we have not needed any services, but in the past, our worker has always been available, flexible and just AWESOME.

During these time (my son) is needing more respite. He is not getting the interaction he needs with others.

~~During this time of COVID, we know that our service coordinator is available for any and all~~ questions. But she cannot rid the world of COVID 19. We have had a call from SLPA, AT , assistive Technology Specialist, Lifeworks-Applied Clinical Solution, regarding a communication device for (our daughter). Our SC put us in contact with the "experts" who came to visit (our daughter) before the shutdown, (I forget the name of the gentleman who also came) and SLPA, TA called to discuss the device that was obtained. We decided that the original device selected is too large. She is going to try to find a way to reprogram a smaller device. I haven't heard any more since her last call. I'm excited to learn whether it's possible because (our daughter) now understands what a "File" is. I gave her a manila file folder, put her braille flash cards inside, and labelled the manila file "A" for alphabet. She played a DVD (from Sesame Street), a song about the letter "P" pizza and all things with beginning with the letter "p." We were talking about a list of expressions that she might use to put inside each "file" (or button) on her new device. I'm looking forward to continuing this "transition" from her CDs/DVDs for communication to gradually lead her into other technology. It would be helpful to have someone to help train me/her too. Thanks to VMRC for your part in connecting us with people who can help us take the baby steps needed to help keep here going with lifelong learning. Right now, it's the COVID 19 situation so we have not reached out to our coordinator. We are waiting until we are sure (our daughter) will be safe. We have not had to reach out to our VMRC Coordinator because we have been sheltering in place. Right now we are biding our time because of COVID and keeping (our daughter) as safe as possible so that there is NO WAY she could be exposed to this virus. She has been enjoying swimming every day 90 degrees or above, but is taking a week off owing to an ear infection. The doctor prescribed drops for her "Swimmer's ear."

Email not the stuff I need, only letter explaining what happening but not his needs, not call to check up on him . Any information telling me late and don't got any answers to my questions and feel not helping me at all try get information to help me .

Even though my child's coordinator was about to start maternity leave at the time of my child's IEP, she arranged everything to make us feel that we were continually supported.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

Every time VMRC email us for support and knowledge about what is going on currently like Covid-19 . And one time they email if we want to get mask, gloves and sanitizer come and take it . But right now we need mask, gloves and sanitizer, if you guy Give us that will be a great for us thanks
Everyone needed was always in contact and available.
Everything is fine
Everything is okay. Very helpful. Answered all my concerns.
Excellent services
Extra respite hours has been outstanding
Extra respite hours helps with school being out
Extra respite hours were appreciated. But Premier continues to refuse to pay my respite worker for the additional hours. They say they have not received authorization for additional hours. They do not answer their phone or return messages. My RC has contacted them regarding this previously but it continues to be a problem.
For everything that is going through a lot of stress
For my son, our SC has helped me a lot in the time that I was positive with him. COVID-19 infected me at my work, the SC gave me information and supported me in these difficult times for my family. Thank you very much. Blessings!
Getting all the information I need to stay safe and healthy. The email update help keep me informed and connected.
Giving me extra hours for respite care has been a lifesaver.
Giving me the extra hours help me to go to work as my respite provider stayed with my son thank you so much
Giving me time so that my children continue to get services and calling him to see if we are all right. To see if we need anything. Can you help me?
Good
Good all the way around
Good because I know if I had a question or a need for my daughter I know her service coordinator would get back to us.
Good communication!!!
Good helpful information that affects other areas other than for my child.
Good information but sometimes too much information
Good, because you have supported me and sent me information about coronavirus and how things are. Thank you for being aware of us and especially for my daughter, they gave me information about the coronavirus and they support me with the hours of respite and my worker is on the lookout like us, thank you very much. Thanks for helping us
Great information sent on E-mail, able to keep up on services available if needed.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?**

Great response to my request. Additional respite time very helpful n appreciated. T Y. We have great worker. Thankfully for VMRC!
Great service just wish we had a little more heads up or email regarding f the COVID safety bags. I learned about them through social media after the fact.
Great support
Has asked if we've been okay. Has been concerned for not just my son but the entire family.
Have not need to contact VMRC SC but it would be nice to receive a call from SC with updates of services in these times of change. COVID 19 changes in the VMRC community.
Have not reached out to VMRC in the last months for help with anything.
Have not really needed VMRC
Haven't connected with the new case worker. We have only received updates from emails
Haven't had any phone conversations. Would love to be able to get some help finding service for my son.
Having a worker check in with me twice a week made me really feel supported and the once a week news letters I really looked forward to give me guidance. VMRC made me really feel that they were there not just saying it.
Having to wait almost a year for services is very stressful!
He always call to ask if we need anything or if is everything ok.
Helping with in house support for an autistic child who is having a hard time coping with staying inside away from playgrounds, science museum, arcade, and school loss of activity is extremely difficult to try and keep stimulated
Hi, everyone is doing their best job and always same one's there to help me with all my needs. Thank you

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?**

Hi! I am the mother of two children both are with VMRC where my boy is diagnosed with autism, and my girl with sensory problems, this has been very difficult for me to understand and face this situation which I do not see positive, since every day I am exposed to a sea of emotions such as anxiety, nerves, stress, where I have already been diagnosed in the month of June with (depression and general anxiety) where I am having to take antidepressants to control my nerves and anxiety, but I reached point of needing them... I would like to highlight that my children are the most important thing in my life, and I wish the best for them both in their development and in their life, but autism is something new every day, where not all of us have the capacity to being exposed to so much tension and daily stress, the truth is I have no rest my children are always inventing, and where there is no danger they create it, they do not stop all day, and I only take care of them until tomorrow until the night, since my husband works from morning to night, for three months they gave me additional hours of respite to take care of them and support me 5 days a week, which have been taken away from me, leaving me only 12 hours of respite a month, and I really need more than 12 hours a month, since I have no support to take care of them and at the moment my mental capacity does not allow me to give my best for them. Thank you.

Honestly, I am so grateful for you guys. (The SC) has been so good to us. Thank you, for everything!

Honestly, there's nothing anyone can do to help out with what's going on. We have to find ways to stay positive, active, and safe. Just have to be patience and have faith.

I always feel supported by you thanks for your support.

I always get what I want from VMRC

I Always Keep friends posted to see how's everything and I Always Keep Touched With VMRC As Well to how's everything How's My updates Are going to see Which goal I'll be Starting my next step

I am concerned that the virus does not reach us and avoid exposing us as little as possible and much less to my children

I am getting health information and advices. I am getting safety equipments and financial support from VMRC. Getting calls asking how I am doing and I am thankful for the concern.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?**

I am the clients Father. As cited above, my son really misses the interaction he has through the Day Care. Couple that with the restrictions placed on him by the stay-at-home order, no access to outside relaxation such as a day with family or friends. For example: a meal out, a movie, a baseball game (he likes that). I suspect he feels as many do, tired and frustrated. He understands as best as he can the reasons why, but this doesn't make things any easier. With respect to VMRC, when we have contacted them for assistance they have been exceptional. Always right on top of the request. Again the issue most affecting my son are things out of VMRC's control. We have no complaint with how VMRC has rendered assistance to us in these trying times.

I am very concerned about the mental health of my son who has autism, I feel that these closed months he has become very frustrated since he stopped learning, I am also concerned about my husband who has cut his job and does not attend all week only a few days, also I am concerned that the COVID may make one of my relatives sick.

I appreciate that(our SC) always tries to understand our needs and help in any way she can. Keeping in touch, offering supplies, info in emails. Empathetic workers. Loved the PPE handouts.

I appreciate the emails keeping us up to date and the phone calls checking to make sure we are okay.

I appreciate the emails/ automated phone calls checking to see if my daughter is ok.

I appreciate the support I have always had from you. Thank you.

I appreciate the update, a checking call from (our SC) was helpful but my concern was at this point in time where COVID makes as stay home 24/7 I hope VMRC would consider re evaluation respite hours to family that have special needs kids. School is coming up again with 100% remote for 2 kids it will be again another hard job for us parents emotionally and physically. Any help and support will be appreciated. Thanks

I appreciate the wellness calls and emails

I appreciated the PPE that was given to us. Call backs were a bit slow but SC is very helpful. Extra respite hours were appreciated but we weren't able to utilize them because of our worker's personal reasons.

I been trying to get in touch with SC. As of this day I never heard from her. I'm talking about hiz new SC.

I believe its because we switched over to self determination in April/May timeframe and that helped a lot to continue services. the months before this was preparing for the services by hiring the staff to work with the client. So the timing for us was good.

I check the information that you send to my email and the most important thing is to have health, my family and the support I receive from the center to my daughter.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

I depend on VMRC. They help me with my grandson from supply , equipment, support in his education.
I didn't need extra services but when I did need to contact my SC she contacted me within 3 days so I was very pleased. So overall pleased with the regional center.
I do not hear from my child's VMRC worker
I don't know about COVID-19
I don't totally think this questionnaire asked the right questions or offered the right responses. We need tangible help not just emails. How do we get the services. How do we get the in person education. How do we fight the IEPs. What do we ask for and how do we get what our kiddos need during this time. Distance learning does not work for kiddos with special needs. I am trying to manage our kiddos with special needs and three other kids in a total of 4 different grades. We need help navigating how to get help from school districts. What are other families doing? Is there a way to get a teacher and aid in home?
I enjoy reading the emails full of information and resources.
I feel good because my family and I are healthy.
I feel good with the VMRC services because I always have a question they help me or anything else I need to ask they always serve me very well excellent. Thank you.
I feel good. I have received email and messages from VMRC but I don't understand much about computing and for me it is much better to talk on the phone or in person.
I feel like I can't cope sometimes not being able to talk to people or do activities. It was very hard today. Some I'm in a high risk group I can't really take chances to see my family. It's very depressing.
I feel like the services have stayed the same and I have received check ins which have been nice
I feel our case was abandoned. Luckily we have a diagnosis for autism and I know how to self refer and utilize our options for services.
I feel overwhelmed, tired, stressed out with this pandemic. And now that we found out no schools are opening. It's good and bad. Good, because it's going to keep our kids from getting sick. And bad because they are not going to get the same education learning as they would be getting going to schools. It just sucks all around.
I feel they should be providing more resources if they can't provide care in classroom or in the home.
I feel VMRC has been very supportive in offering extra help with respite during this time and in reaching out to us to check on us and to let us know that you are still there should we need to reach out to you.
I gave a "good" rating because responses were delayed and my last email was not responded to at all. I was very happy with the delivery of supplies. Thank you for that.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

I get emails from VMRC to let me know what's going on. I really haven't needed anything for my daughter at this moment but I know that if I did our coordinator would help. VMRC has always been very helpful when I have needed something for my daughter. Thankfully, we haven't needed anything at the moment.
I get support from our coordinator every time we have questions or concerns
I got a great program through VMRC.
I had a meeting over the phone and my issues as well as my son's were in their great concern I thank them greatly
I have 3 cases of 3 children with different levels of autism, the 3 are my children, and the VMRC workers have helped me a lot by giving me the necessary support with hours of respite, now just with the masks, and the gel-antibacterial..
I have a 7 yo with Autism/ADHD and like everyone else we are left to teach our child from distance learning which has been a joke to us. They have done very little teaching. Our child has been home for 4 months and we have taught him to read but we struggle with math and writing. Only services we have are through Zoom but we are not teachers and we don't have the techniques to teach him further. Not sure what we are suppose to do so he doesn't fall further behind.
I have always had good support from VMRC. I haven't had too much contact with VMRC over the last few months. It would have been nice to receive an email or call asking if I have any questions or concerns. It's a comfort to know that my boys have them.
I have always received the necessary care for my son and my family in general, I am very grateful
<input checked="" type="checkbox"/> I have been granted with more hours to care for my daughter so I can go out to buy food and other things for the home.
I have been under the care of my parents and I get everything I need from them. I haven't needed any support from VMRC
I have been unhappy with VMRC and my SC. We have been told we are receiving certain things (weighted blanket, chew toys, respite [that we just got last month]) for two years. I feel like we just get put on the backburner and I'm not too happy about that. I end up calling my SC and complain to her, almost to the point of tears. The next day I get what I have been asking for, it shouldn't be like this. & for you SC's to constantly say "they understand" well I'm sorry, they don't. That's not a sufficient answer.
I have no direct complaints regarding the VMRC. I do not give outstanding remarks because it generally takes a while to be assigned a new coordinator (I believe almost 5 months) and I generally have to be the one to reach out. Additionally the times I have asked about something like an IEP I am told we will wait until my child has been in school 30 days as opposed to we will wait 30 days then give me an idea of the plan.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

I have not asked for support and I haven't needed to call my SC or VMRC so I can't answer that question.
I have not been in touch with my SC I've just gotten the email from VMRC..
I have not had much interaction with VMRC the last couple of months. But when I have, they have done a decent job. I felt "just ok" seemed a little more negative then I wanted.
I have not had the opportunity to talk with the new service coordinator, I did make a phone call due they are discrepancies on his last assessment, I did call the coordinator who did the assessment, but had no replied, the questions are too general, so I answer to the best of my abilities, however nobody has reach out to me regarding other therapies that the child is needing while not going to school at all. However I do not have called either to approach them and asked them for additional help. thank you
I have not needed additional contact or added services from VMRC during this time. The services already in place were very helpful, supportive, and continued with no difficulties. My SC has always been excellent, reaching out throughout this unprecedented time to check on our well-being and needs. I appreciate all that VMRC has provided my family through education, resources, equipment, and services over the past 12+years. My VMRC Service Coordinator has always worked hard to obtain services, assist with options, answer questions and do anything she could to support our family. Tracy has been our SC for many years and we feel lucky to have her. No complaints whatsoever. God Bless you all.
I have not needed to contact the regional center for anything
I have not needed to contact the regional center for anything.
I have not needed VMRC during our SIP. Some of questions you asked are lot applicable. What I want to say isn't being asked.
I have not needed VMRC during our SIP. Some of questions you asked are lot applicable. What I want to say isn't being asked.
I have not needed your services optionally at this stage of COVID. My answers are based on the care I have received previously.
I have not reached out
I have not used the services at VMRC. My son receives ABA Therapy outside of VMRC, covid-19 has put a strain on his therapy sessions. The lack of therapist is a hurtle for him, his speech has declined and he is throwing a lot of tantrums. His inability to practice his speech and socialize with other kids has negatively impacted him. I'm not sure how to help him out and not sure how VMRC can assist with that.
I have really enjoyed getting the weekly emails from VMRC to let me know what was happening with the center.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

I have two Autistic kids (one with High Autism and other with Moderate Autism), we are having enormous pressure in handling our sons emotions, daily activities given the COVID around the corner. If we get more respite hours at least 78 hours a month will help us. Currently we are getting only 60 respite hours (I know we are getting 36 additional hours but still due to COVID they are not enough), Please help us to take care of my sons and our health as well.
I have very difficult children and the extra respite hours and support that was given to me helped me to take a break to recollect myself with patience while the children has been home I really appreciated the three months of extra respite that was given to me thank you it really helped me
I haven't needed any help so far but will definitely keep in touch if I need anything. Thank you!
I haven't needed much help but when I do someone is always available.
I haven't needed to correspond or request anything.
I haven't needed VMRC during these last few months
I haven't reached out for anything to know if I would be replied to or how long it would take. My worker is pretty great so I can only assume he would get back to me with info I need.
I haven't used or needed support from VMRC as of yet.
I hope I can still get xtra hours from Premier that has helped us out mentally so I can go to the store without worrying about (my son) going with me and his occupied at home with his caregiver
I just finished the app and can receive 50 hours of services for (my daughter) but I'm only getting 30 hours of respite. I know that we haven't got to discuss or setup her plan for how we want to use her hours because of COVID.
I just received emails from VMRC and read it, but I really didn't reach out or ask anything or didn't need anything as of now.
I just want to go back to school. I haven't talked to my worker much.
I knew I could contact someone if I needed
I like my worker.
I love my VMRC work she been helpful
I loved my previous worker she was awesome I've reached out to get some things that were left I guess in hold due to COVID but I haven't heard any updates on them.
I need (my son) to be assessed by intake, he has problems that disrupts our family.
I need help to get a job at the Defense center its close to my house because the job I am at they bully me a lot and the owner is always making fun of me so I need a job because I have a family and my appt and I need to pay
I need services now I've not needed in the past I think ABA. Might help

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?**

I NEVER requested Spanish e-mail yet it keeps. Showing up. I could have used gloves & mask early on yet passing them out was not good so I didn't get any.
I reached out to my SC to see about more respite hours now that I need more help watching my son since there is not school but got nowhere I believe because he gets the max already 20 hours which I would like you guys to know is nothing now that he's not going to school.
I really haven't had any reason to call or ask the worker any questions. But if I did she was easy to get hold of, if I left a message she called me back right away.
I received additional services for Pacific home care for my son's provider which helped. (My son's) worker is easy to get a hold of and she responds very quick. My worker is always helpful. When I call I always get a reply and the answers I need. (Our SC) in the Modesto office. When I have questions or concerns I know that I can get the answers I need. Thank you
I received extra respite hours that helped me tremendously.
I received many emails with advices and few calls from my coordinator
I received more help with respite services, but it is uncertain if it will continue. It is based on a month to month. I don't like the unpredictability.
I received the extra respite hours I needed to help with my child when school closed. Sc reached out to me and asked how I was dealing with this unprecedented time and give me information that was helpful.
I so appreciate the call for mask, gloves, extra respite help and how emails keep me updated.
I think there's more programs that VMRC can help me get in contact with in regards to my son's speech and possibly our financial situation. Even before this I've continuously asked for help with finding childcare for my son so I can work to financially support us better but there was nothing at the moment I suppose.
I think VMRC has done it's best. I would love to see more PPE readily available to families
I tried faxing over some paperwork before the pandemic started and they were returned due to the date. I haven't received a medic alert bracelet due to the fact that I haven't been able to resend the paperwork.
I understand that the increase in Respite hours will be cut starting in July. My son is still in need of increased respite care due to the COVID19.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

I understand the importance of shelter in place. It's difficult to explain to my brother as attending the program is his whole life. The first few months were extremely painful for him. When the phone calls from the training center, visits (Provider) and Zoom began it was a great. False hope too. (My brother) was under the impression he could return to the program. I had to explain to him a new surge in COVID-19 stopped the reopening. Finally he understand. VMRC has been wonderful to our family during this difficult time. We are ALL trying to get through our new normal. Over all, we are satisfied. Thank you.
I was able to receive additional hours while I worked outside the house but recently had to stop working because hours of respite was reduced back ti normal. Thanks for the additional hours was given to us.
I was in constant contact with staff from VMRC inquiring about my state of being and delivering me class packages and including me in the zooming program
I was pleased that I was able to get a N95 mask delivered to my home so I could go to Kaiser and get (my daughter's) medicine.
I wish there services available to my daughter like there is for some during all of this.
I would like my worker to communicate more with me
I would like to have mask/gloves provided to me and my family as I miss the first drive thru event pass out from VMRC. As kids are going back to school next month, mask are required and masks are expensive due to financial hardship are high.
I would love for you to assess each family's need for respite now that they are in school online. Because it is very helpful that someone give us that service in our house, hopefully and they could give us more hours of respite
I'm not even 100% sure who my daughter's service coordinator is as it's changed twice I believe. No one has any answers in regards to day programs which I understand but it's been frustrating because my daughters life basically haunted completely in March with little support from the community. Thankfully I work from home or this truly would have been a hardship but my daughter needs and craves interaction with her peers. Being home this long has not been good for her.
I'm sure help is there I personally have not looked into any further service for me or my daughter.
I've only been in contact with them once or twice for basic information there wasn't much help needed.
I've only seen emails from the news letter otherwise I've only heard from VMRC once
I've received multiple phone calls and emails checking up on our family and seeing if we needed anything.
In all of my goals they have gone the extra mile.
It is a war against the virus but powerful is the LORD JESUS CHRIST to free us from that plague of death.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

It is always hard to reach someone and get answers
It is usually an exhaustive and time consuming road to get DME. Meetings/calls and repeated appointments with healthcare/insurance. Long waits to see and hear back and months to receive the equipment. I always have the usual issues with the length of time required to receive products/services, but in general I am always happy and appreciative of the coordinator's actions.
It really helped with all the advice, helping us advocate for our daughter and also for the extra respite hours. We only get 12 hours a month and while we are grateful for 12 hours, getting more during this time is extremely helpful for my sanity so I have a little extra reprieve to breathe and get stuff done.
It seems like our RC has her hands tied and is overwhelmed in work cases to be able to progress any farther than what the state is ordering. I have been asking to go to a board meetings but have had no response give back to me when and where I can. It isn't VMRC fault it's the state governor putting to many regulations on everything and not making adjustments for certain situations involving adults and children with special needs or that are mentally challenged. They don't understand everything going on and it's becoming very stressful to them into the parents. There's a lot of double standards going on that I can see. They watch the news and they see people out but they don't understand why they can't be out.
it was hard answering the questions due to last I heard my coordinator was leaving and I'd hear from my new one soon and I haven't heard from no one.
It was just ok nothing more and nothing less.
It was nice that my sons worker called and checked in on us.
It was really nice to know that the center was here to help out and the information passed through email was wonderful. Didn't feel alone even though we couldn't go hang out with people felt like I could reach out if I needed anything.
It's always been the same.
It's been a blessing .
It's been difficult financially and mentally, luckily I have been able to get more respite and that has helped some.
It's been very hard for my Granddaughter, before COVID she wasn't receiving any assistance with finding a Job. Now with COVID she fills as she'll never get her independence. I hope when all of this is over the company you referred us too, United Cerebral Palsy. Will have some resources to help.
It's hard when you don't have a SC person that you can contact at the office, it's just very hard for everyone.
It's the truth.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

It's understandable that because of the current pandemic is hard to provide assistance but at the same time I believe it's use a "good excuse" to wait in things.
Its wonderful.
Just missing friends from program. Always there for support
Just thank you for your help.
Just to be there when needed.
Keeping my daughter home 24/7 due to closures was overwhelming her, she requires constant attention and had a hard time adjusting h to the change. Having The extra respite care hours allowed me to take my other children to a quiet room and focus on their online learning and helped her get 1-1 attention from her caregiver she needed
Kept in contact via email with plenty of helpful info.
Kept up to date with the email newsletters
Lost my coordinator and then a couple weeks later got a letter telling me my new one. At such a crazy time, it would have been more helpful to not have a ag in that info.
Making sure we had everything we needed, always sending updates,
More respite hours needed though.
My appointments schools be rescheduled so I can get my prescriptions
MY CASE WORKER FOR MY SON HAS BEEN AMAZING. REACHING OUT AND GIVING MORE RESPITE FOR HIM. THEY HAVE GONE OVER AND BEYOND TO MAKE SURE MY SON GETS THE ADEQUATE RESPITE. THANKS SO MUCH.
My child worker was connecting us in the beginning of COVID-19 to check in on us and see if we needed anything which was great.
My child's service coordinator is a wonderful resource contact! Very helpful & very informative. She always does her best to make us feel supported & heard!
My Children service coordinator is great at responding when I need her help the most that is the reason why I responded that way
My daughter has not needed additional support.
My daughter was in transition from one caseworker to another and we received email and phone call during this time and got letter to update about new caseworker. The email updates are rich with information.
My daughter's worker has reached out several times by phone instead on just a letter.
My emails are in Spanish would like to receive them in English and ne aware of extra respite hours in times like these sooner. Need more respite hours for my son his behavior has gotten worse since this epidemic has been going on and apart from his health he has been depressed not being able to visit with his friend or go out to parks and places of entertainment for children his age. Also affecting my mental health as well single mother of 8 and currently have all 8 in home stressful as well.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

My family and I try to take care of ourselves as best as possible and accepting and adapting to this new life by being optimistic, and we have FAITH, very soon all this will happen...
My family is very fortunate to have our (SC) as our Service Coordinator. She goes above & beyond to make sure his needs are taken care of. Thank You!!!!
My level of service hasn't changed. My SC had always been responsive and maintined that support throughout this time
My only complaint is I find the new website design less helpful. We are also vendors, and now search and search for standard forms and information. I like the Special Olympics summer workouts and I like that (my SC) always gets back to me. I see a lot more of my family now. But all the things that really matter are great. VMRC people have promptly answered emails and calls whenever there was an issue, scheduled quarterlies early, and all the rest. You're doing the best anyone can right now, and it is appreciated.
My phone calls is always return. Always treated like family and VMRC is so AWESOME with all GUIDANCE for my CHILDREN'S
My SC administrator is always helping me if I need anything.
My SC always checked in with me as needed she is available if I need anything
My SC changed during the last few months, and my new SC had the yearly meeting on time. My SC was replaced and the transition has been smooth. I will always be grateful to have (our old SC's) support the last few years. The only thing my child who was diagnosed at 13 needs most is more services for teens - groups, or school- but now with COVID19, that hope is now a 0 out of 10. That is not VMRCs fault, it is the environment of the times.
My SC has been helpful in every way she possibly can an makes sure I know about each an every resource I possibly can. Makes sure my daughters gets all the help there is.
My SC has been responsive to my requests.
My SC has been very understanding, not with just my son's circumstances but as well as my entire family. Thank you!
My SC has called to check on me
My SC has contacted me, and assisted with some extra hours.
My SC has helped give me guidance of how to help my son. Even tools of things I need for him.
My SC is always kind, understanding and non-judgmental. They have always answered my questions, returned my calls, email, etc. In addition VMRC was able to assist by add ing additional Respite hours during COVID-19 which was very helpful.
My SC is very attentive and caring. She is an outstanding resource for our needs.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

My SC was always prompt responding to me and she supplied me with resources (links to good info and reading materials pertaining to my issue's) and was very helpful finding the right services to support me and my child, VMRC's consumer. Our VMRC SC is an important part of our lives and she works very hard to make sure we are supported at all times.
My service coordinator always asks for my need before I reach her
My service coordinator always responds to my emails and tries to answer any questions I might have.
My Service Coordinator has really helped us during the last 3-4 months . Because of her help I was able to go back to work . Thank you again for your continued support!
My service coordinator is always available when I need her, if I'm unable to reach her on the phone. She always promptly returns my voicemail messages or emails.
My service coordinator is amazing always calls back and ya helpful and very sweet personality
my service coordinator was unaware of everything I asked him about and never got back to me with answers.
My son and I have been very lucky to have a great service coordinator with VMRC the past year.
My son doesn't get any direct services through VMRC, or anything extra because of the pandemic.
My son graduated this year and we were looking for the adult program for him and this COVID 19 pandemic started so with all the confusion when ever I called for any questions his case manager always replied right away.
My son is going through a stage of anxiety due to the closure. They talked to me for help in VMRC and the coordinator solved my problem as soon as possible. In general, all the attention of the center has been good. His service was excellent👑
My son missing his program has been the hardest on him and us. VMRC has added respite time monthly to help use up some of the hours in the day.
My son needs a structured environment where he feels like an adult. There are plenty of ways to entertain or keep children busy with school etc.,. Nothing for young adults. I've expressed this before. I know it's difficult with everything closed. My son needs to work or do something where he feels like he matters. He is trying to be more independent and COVID-19 has set his development back years in attitude, maturity & decision making.
My son's case worker has repeatedly checked in on him and we got emails or calls from others checking in to make sure he doesn't need anything. It's made this time a little easier :)

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

My son's caseworker calls probably once a month to check on how things are going. He also emails and sends newsletters with useful information. He is the most active caseworker our family has ever had! It's wonderful. He's such an asset to VMRC.
My son's coordinator regularly sends emails and checks in with us. I have no concerns at this time in regards to the support we receive from VMRC
My son's new person called and left the wrong number. She sent a letter but never tried to reach out again. Was too frustrated after my returning the call and being sent on a wild goose chase. Never tried calling us back to check on my son.
My son's SC has always been easy to reach and very helpful in getting the services my son needs.
My son's SC has been vey helpful. She has made sure that he has his Telemed appointments with his psychiatrist. She sent me his lab order yesterday. Today I emailed her to see if she could help me with the tremendous difficulty I am having with Medi-Cal refilling his medication.
My son's SC has reached out to make sure we are ok. We held his IPP by phone and recently had a vendor contact us regarding the service added to his IPP.
My son's SC is simply outstanding. She has been there for my son for years. She understands my son and his needs, and is always responsive to our questions and concerns.
My son's SC she listened to me when I have to reach to her for support an making decision about ABA an my me been a single mother working fulltime job. Thank you so much.
My sons SC was helpful as he just transitioned from early intervention to preschool age. Respite services were offered/explained well.
My worker does a great job helping me VMRC has lots of information and resources
My worker has always been so helpful and been here for my sister when I need something. I'm very happy to have her as worker.
My Worker has been excellent!
My worker only checks in with me once a year, so that's why.
Myself and a few members of my house got infected by Covid-19 so it has been very difficult. I am back at work after almost 4 months of recovery, but it has been difficult and I was disconnected from the outside world the whole time. Financially, we are trying to get back to normal.
No communication at all from client SC
no communication. No rush to do things that are needed. Seldom receive emails in return.
No contact from them.
No reason just because

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

No service for what my son needs.
No support was needed unless they can help with the ever increasing electric bill and groceries needed in the house with everyone home and open the schools so the kids can go back.
Nobody has really contacted us, until yesterday since it is time for my daughter's IPP
Not needed any VMRC services during this time period.
Not receiving calls back in a timely manner. If the service coordinator has been out sick or is on vacation or maybe changed jobs, it would be nice to have the voicemail message reflect these changes instead of stating we would receive a call back within 2 business days.
not whole lot of check in...
Nothing feels normal. Can't do our normal things. Want to go to program again.
One robocall, two of three contacts w service provider were completed
Our behavioralist has been wonderful giving us tips and ideas for behaviors that were old and new behaviors due to the stay at home orders.
Our child's coordinator has been very helpful in informing us of social skills opportunities in our area - however, I wish there was more support available for middle schoolers and teens.
Our coordinator has been absolutely amazing
Our family has been through medical crisis this year, and our SC has been a true support.
Our particular caseworker has done a great job of keeping in touch with us constantly, checking on us, making sure our son has everything he needs, keeping us apprised of what's going on, getting us some fantastic services even while the pandemic was going on, helped increase our respite services while son was out of school & getting some amazing equipment installed in our home for him !!
Our person at VMRC has always been outstanding. Truly!
Our regional center case worker has been very accessible and helpful during this time. No other services have been provided to help with educational, physical or mental requirements for my child. My neurotypical 8 year old received better educational support than my special needs child from her school. That was very frustrating. But again not really the regional centers fault.
Our SC always goes above and beyond for her clients and families needs and wants. She is truly caring and is readily available should we have any questions or concerns.
Our SC has been amazing. The best we have ever had.
Our SC has been extremely supportive with my nephew and mother. He has gone out of his way to ensure that we receive the necessary and up to date information regarding the COVID pandemic. Thank you so much for your support.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

Our SC has called on a regular basis to check on Jennifer during this Covid-19 pandemic. (My daughter) has DS so is generally in a good mood. She has Zoom classes she enjoys, likes coloring in her many coloring books, texts or FaceTimes her friends and family, watches TV and knits scarves for fun. When we do go out, we are very conscientious to wear our masks and keep 6 feet apart from other people. She misses seeing her friends from WATCH and looks forward to when it will be safe for her to return to her day program, but in the meantime she is doing very well with the activities she can participate from home.

Our SC is amazing and helpful

Our SC she has been very helpful and always available and knowledgeable

Our SC she is amazing so professional so thoughtful we appreciate her empathy and her kindness towards us she deserves the best you guys have for her and her family as well we love her she's an asset to your company you guys change lives thank you

Our SC, is amazing! We've only had her with us for a few months, but in that time, she's done more than any of our past SC's with VMRC have done. She is responsive, and has helped us through a few challenges involving our son. We're extremely satisfied with what she has done for us so far, and we look forward to working with her as we approach some new milestones with our son that we'll definitely need our SC (and VMRC's) support on including IHSS, Medicare and Conservatorship. Thank you for your continued support. Your organization is awesome!

Our service coordinator has gone above and beyond to make sure the needs of our child and family have been met.

Our service coordinator has been amazing. She has checked in with us a couple of times and we have a video meeting. That was great.

Our service coordinator has been constantly on the lookout for us asking if we need anything.

Our service coordinator has consistently stayed in contact with us through email and phone calls, making sure our daughter's needs were being met and the increase in respite hours helped our family during these really stressful and difficult times.

Our service coordinator is an outstanding person who reaches out to us and checks on us often. He is diligent about returning my emails he always, always answers my calls. He is genuine in his concern for our (our son) who is 17 years old with severe autism and developmental delay. We have an extremely supportive coordinator. He out to us and listens to our concerns. He does everything he can to support (my son). I appreciate him and his extra attention for our family during COVID 19 pandemic.

Our service coordinator only called twice in this time period. I feel she should be calling more.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

Our service coordinator, honestly she goes above and beyond if you have anything accommodations or extra awards I'm not sure what she deserves it she truly cares about her caseload she's an asset to your facility.

Our service provider has been very considerate of our family. She is happy to do whatever it takes to make us feel comfortable having her in our home during this time such as: frequent hand washing and wearing a mask. She always checks in and asks how we are feeling as health guidelines have been changing so frequently.

Our VMRC case worker has always been accessible to answer any questions or concerns. He has been great!

Our VMRC SC has done an excellent job and the info we received from VMRC emails has been a great show of concern to us. Our service coordinator has been outstanding in reaching out to us. She is very professional and caring. Her communication has been better than VMRC guidelines. We appreciate her and VMRC for your support. We are happy with services.

Our VMRC service coordinator has always checked in on us and asked how we are doing and if we need anything. He goes above and beyond to check on us and help us if we need it. We really appreciate that.

Our worker is fantastic and is always responsive to our needs. Returning phone calls, emails, and setting up zoom meetings with us if needed. We couldn't ask for a more attentive supportive SC

Our worker is so supportive and helpful. She is there in email or phone call whenever we need her. She goes above and beyond for us. We feel so lucky to have her.

Outstanding advice on preventing COVID illness. The distribution of face masks and antibacterial gel are a great help during these times of need. Thank you so much!

Overall coordination with my SC was excellent, she was promoted and now we have a new SC. I have not reached out to her as of yet. VMRC has supplied my son with diapers, this has helped us tremendously as I am unable to find his size in the stores these days.

Overall I think VMRC is doing what they can to help families some services are just not as effective via telehealth

Personally, it is because I am afraid that the virus reaches my family. I need the tranquility and security that we are healthy and the freedom to be without stress every minute of the day.

Prior to COVID-19 and state shutdown and since we have not received valuable support for our son other than respite care. We feel left to navigate his transition to adulthood and finding services/programs for him to ourselves. Our insurance company actually gave us better assistance in finding resources than VMRC. I guess we were wrong in believing VMRC would be more helpful in this regard.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

Putting messages online
Reaching out without having a request, Showing a true concern
really haven't had any significant needs lately from VMRC
Received quick response and helpful information for questions I had asked about.
Recent respite service request did not evolved as we needed, although I take blame for it; I was humiliated in the process by the support agency which impresses upon me a reluctance to go back to them for assistance. VMRC didn't forward our request to the additional respite agency available and understandably so; COVID-19 state protocols make this extremely difficult to achieve.
Recently (my daughter) received a new case worker. She has reached out and seems to be very attentive to our needs. Although we received a new case worker I would like to send my appreciation to (our old SC). She was wonderful through the pandemic as well as before these hard times we truly appreciate her and all her help. I hope she is well and would just like everyone to know that she did wonderful job working with our family.
Respite help has been tremendous during these times.
Respite hours increased due to the health concern in the community and the hardship for a single parent to help get basic needs met without exposing consumer to the community unnecessarily
Response time or call back is slow to me.
Ron says that he told his SC that before the COVID-19 he wanted to get his own place again. His SC says that she will look into it, and he is still waiting for an answer.
S.C. has been there always
SC is very helpful. As well as the emails. She's very like able, easy to talk to, relatable, and genuinely cares not only for my son, who is on the Autism Spectrum, but for my whole family. In these hard times, that is so important. We appreciate it!
Sc never contact to us. We just received the advisory releases only.
Sending emails getting calls to see if we are ok
Service Co-Coordinator, was truly outstanding, was extremely helpful, took care of every question asked. Helped enlighten our over loaded burden. VRMC has been so great and helpful in helping with ideas on how to reduce stress especially during this time of Covid-19.
Sharing information and contacting me to make sure I am okay.
She has been truly amazing. I have received several calls from her checking in on us, checking to see if we were healthy and needed anything. In a time when it's easy to feel alone she was able to reach out and show she cares about (my son) and the whole family.
Since a new SC has took over my case worker, he keeps up with my needs and case work . . my SC is helpful with getting my needs met.


## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

Since they changed my coordinator, communication has not been good from the beginning, because since May they changed me and I never realized until the following month. In addition to not warning me or showing up, I understand that he has a lot of work but it is not justification, as we already discussed, and if he has been trying to give me all possible services and I am grateful.
So many worries that you can't rest at all!
Still waiting on a medical sleep safe bed that was evaluated when the came to evaluate my bathroom repairs and it has been over looked
Super stressed with the kids at home. Depressed about not being able to go out
Take care, attend separately, education, because the schools are closed. I am alone because my husband got sick and I don't count on his help and the part about always being at home. The children get very bored, I took them out for a walk but now, they don't want to go and sadly I see that physically they are getting worse. My health is deteriorating and with the children all day at home, helping them with the school plus the mortification that they do not have any type of therapy they need therapies: speech, occupational and physical have nothing ..... my diabetes, high pressure combined with stress are taking its toll on my body.
Thank you for the extra respite
Thanks for the support in my area, for being available.
Thanks to service coordinator, she always does an excellent job
The additional respite hours have helped tremendously. Our SC has really been understanding of our situation and he has been a great help.
The amount of personal communication from VMRC has gone down in recent years. Rarely do we get calls from our service coordinator to see how our daughter is doing. We only hear from him/her once a year for her yearly audit. We got a notice she got a new coordinator but he never really reached out to introduce himself. The personal touch seems to be missing and I feel a growing disconnect with VMRC. I am glad you are there when we have a concern but your company has lost a proactive approach to helping your consumers.
The check ins are wonderful
The COVID changed our lives, I think we all hope it happens and we could be safe, the situation stresses me, but we have no choice but to continue for our children, thank you for your support.
The extra hours of respite really gave our family the support we needed during this stressful time.
The extra respite hours were very helpful. I was able to do home schooling with my other children and knew someone was watching the others so we were not distracted.
The fear of leaving and always being very careful for health

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

The few times that I have contacted my worker she has always responded to me and has been very understanding and friendly.
The few times that I have contacted my worker she has always responded to me and has been very understanding and friendly.
The help in extra hours have really help me and my family my son really need the support by him not able to go to school are his programs the extra help is really needed for his needs thank you VMRC
The help my son needed really couldn't come from VMRC.
The increase of Respite hours was very helpful. I was able to do school work with my other child while having someone to help watch my other children.
The information provided by VMRC has been helpful and timely.
The mere fact that someone is reaching out. That is an encouragement in times like this. Thanks!
The news letter weekly really answered a lot of questions
The only concert VMRC never inform me when they giving some supply of mask, hand sanitizer.
The only thing you guys have helped me accomplish is getting (my sister) her medical alert bracelet. I never received any supplies and yes the extra hours of respite were great except my respite care worker quite on me in May with 19 hours left to work for that month.
The program director has made weekly contact. From his day program.
The staff from Open Doors program in Modesto have been outstanding and kept in touch with my daughter continuously. Very helpful and supportive. Excellent communication. Have done a wonderful job.
The staff has been amazing during these times by caring for my child's education
The weekly phone calls were helpful!
There has been information that has been sent out not related to me. I feel That information or help for children would be helpful. Ways to help children understand what's going on and support for them.
there has been no services or help in the past several months
There very amazing
They always call me to keep in touch.
They are always concern about my health and wellbeing
They are always helpful and have been there when we need you also you reach out and let us know your there 
They are always really helpful & detailed about every question or concern I might have & give me the most information & help on wherever it is I need . They go above & beyond !!
They call to check in and send emails

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

They called our landlines to check up on us and sent consistent emails during the first wave of the COVID-19 pandemic and I really appreciate the love and care VMRC shows!
They checked on us
they give us more hours which we need because is home 24/7
They have been a good support... I have nothing to complain about
they have been calling me to check up on me, I've just been busy with work that I never get a chance to answer them when they do call.
They have been giving me and my son updated information for are needs in this COVID-19 times. Because everything I mostly need for my son. His service work will always get back with me with in two days with information that is needed.
They have been in contact with my daughter! Checking to see how she's doing?
They have been very kind in offering me the services that I have needed. Always answering my questions.
They have been wonderful! They keep us updated on things. Thank you
They have called me several times to check up on my well-being. Staff is very good.
They have helped me always and quickly.
They have kept in touch really well but I have not really needed anything.
They have stayed in contact and did check-ins either over the phone or by email. We really haven't needed a lot from them during this time.
They help both my sons' with their individual needs.
They increased my respite hours to help with my kids being home while I'm working from home. It's been a tremendous help and life saver. We are very grateful.
They just changed my coordinator, the one I had previously was excellent. And because with this new one, I have only had two emails, the first one where he let me know that she is my new coordinator and the second email is the answer he gave me about the modification of the shower. That right now can not do anything because everything is stopped. This is an emergency, and I don't know who else to contact to follow up on the modification of the shower.
They letting us know they are here for us to help us they didn't forget about you!
They really haven't done anything to support us during the pandemic
They support my daughter and I from the first day till now...I appreciate it the help...just wanted to say thank you so much for being there for us. Thank you again
They supported my family by approving more respite care hours for my sister who has Down syndrome. We appreciate that they gave us through a drive through face coverings, face masks, and hand sanitizers. We enjoyed the virtual fair and winning prizes. Thank you so much Valley Mountain Regional Center!
They were able to help with extra respite care for my child. That is what I needed the most.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?**

They were helpful by giving me more respite hours and always calling to make sure we were fine and always asked if there was anything we needed and made sure to do there best to help
They've been very supportive, and really knows what's there doing in order to help what my son's needs.
Things have come up and I have reach out and they have responded real fast back to me
This is has been a very difficult time for everyone. I feel VMRC should be offering some sort of mental health recommendations for families who are truly suffering with Covid-19
This service is always so helpful and outstanding. VMRC always do a great job. I appreciate how if I'm not able to answer a call, VMRC will leave a voice mail,e-mail and even send a letter. And was very helpful specially during this time . Thank you
Though I have not had to reach out to VMRC my service coordinator did reach out to me a couple times just to check in to see if we were doing okay. Not a lot can be done at the moment due to the pandemic.
Took a long time for stroller request
Unfortunately, we are still missing items ordered last year, and since school may not be an option come next month, education now falls to the parents.
Usually letting me know ahead of time of any changes coming up.
Very helpful with the extra hours of care. We lost a close family member to COVID and it has been mentally stressful for everyone.
very supportive.
Very supportive.
VMRC always does a good job for us no matter what.
VMRC always does a great job!
VMRC and our service coordinator has always been great. Our SC has always been there before and now. Thanks so much.
VMRC call us to see how we were doing, checking in on us so I've thought that was nice coming from them.
VMRC checks on status, parents emails are promptly Responded to, we continue to evolve based on the parameters of the times.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

VMRC continued my day program so they contact me two times each week on Zoom. The Program staff came to my home two times. My case manager calls me to see if I am ok and if I need anything. A staff brought to our home face masks because we had none. I get to see people and my girl friend on VMRC meetings and Self Advocacy and I try to know what's going on. Because of VMRC I feel connected but I miss my Day Program. I do get bored and maybe depressed but my family helps me. I am needing surgery and my worker knows all about it. I know if I need help someone will help me. VMRC knows what's what and will tell me when I can go back to my Day Program. When I go to Program VMRC gets me transportation. I see the doctor for medicine that really helps me not get out of control. everyone is nice to me. Thank You
VMRC does not do a lot for me
VMRC has always been a phone call away. VMRC is in contact via emails.
VMRC has always been good at getting back to me quickly and I feel the response time is definitely slower.
VMRC has always been helpful with my question and concerns. I would email, call, or go online with those problem and I would get answers if not from the webpage I definitely would get it from my SC. I love VMRC and my SC and the help they give/gave me, child, and family, with their help I don't have to be stressing for my child especially with what is happening now with the COVID. Thank you so much you are all wonderful.
VMRC has always been supportive
VMRC has always been there for our family. They always offer different resources that may be able to assist if they are unable to. Without VMRC I wouldn't be able to provide my son the correct tools to help him succeed. Or even provide my other children with the correct tools as well. If I have a friend or family member whom could benefit from VMRC's services, I am always directing them to VMRC.
VMRC has always connected my son to the programs that better suit him. He's extremely happy with the current program he's working with. To our surprise, he's actually learned a lot while doing virtual learning.
VMRC has always supported me and my sons needs. Always great in replying
VMRC has always supported me in everything I have needed, my coordinator speaks periodically to ask how we are and to ask if we need anything.
VMRC has been helpful and supportive to my family. Thank you!!!
VMRC has been helpful with check ins as well as the informative emails.
VMRC has been in contact with my family through email, phone calls and our service coordinator has given us a great support.
VMRC has been proactive in outreach to ensure services and support needed are available.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

VMRC has been supporting to my family by checking in on us providing us with all the support possible
VMRC has been very good to me and my family. I am lucky to have them. I try and encourage others to use them. TI just want to say thank you for being there for us and our families
VMRC has been very helpful . Things are hold back because of the virus.
VMRC has been very proactive in getting help during these times
VMRC has change my son's case worker so many times. I have no idea who my son's caseworker is now due to them changing it constantly there is no communication or any introductions of a new caseworker.
VMRC has continually kept us informed by timely emails. Our SC met with us by Zoom. Masks and personal protection equipment has been made available.
VMRC has only provided one service throughout this pandemic which was a referral to help with food. I am not clear about any services that the agency offering. Respite is an issue because contracted agencies are unable to provide information on what precautions are in place to safeguard clients
VMRC has reached out to us multiple times, by phone, text and email to make sure we are fine a d are receiving everything we need.
VMRC is always as helpful as I have ever needed them to be.
VMRC is always available when needed if we needed them. I have no complaints.
VMRC is always communicating with us regularly with updates, what is going on, what we should expect, changes, and asking how clients are doing.
VMRC is always keeping us updated with what's going on and our SC is informative and attentive to our needs/concerns
VMRC is Always support my son. Thank you.
VMRC is ALWAYS willing to go the extra mile to be sure (my son) and I (his mother) get pointed in the right direction for any assistance that we need. The fact that VMRC is reaching out frequently to our family is very comforting. It reminds us that we have a safety net of support if we really need to reach for a life raft. Thank you, VMRC. We appreciate you!!!
VMRC is doing the best they can do for the situation we are all in and we have had a lot of personal family issues come up this summer that our attention needed more as parents.
VMRC is doing very good job for disabled people keep it up.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

VMRC is great. We just haven't had a need to contact (our SC). The only time we did contact her, she had answers and got back to us quickly. Some of the questions don't have the choice like #7, so my answer is "good" on those without. We have no problems with anyone except this #%\$@^\$ Covid-19. ARC is doing great, providing activities by PC everyday. (Our daughter) looks forward to it and participates. She really loves it. We don't contact VMRC much so we are satisfied with everything and when we do have to contact our SC, she calls us back asap. The most terrible thing that we had to face was NO CAMP!!! Camp is the most- look- forward to activity every year.
VMRC is there if I have inquiries or concerns about the stay at home situation. They also provided us extra PPE's.
VMRC is very supportive and our Service Coordinator is very helpful and reliable.
VMRC keeps us updated with information
VMRC provides financial assistance through co-pays for my son's ABA training and respite care which is a tremendous help.
VMRC reached out to us early on in the year. We didn't need services.
VMRC send regular email updates and offers some virtual meetings. Would like to have more contact with VMRC more frequently. Would like for field offices (offices other than the main office) to be more communicative with clients.
VMRC should be contacting parents regarding what resources are available during these times. Especially with kids who have disabilities to is imperative to keep us updated. It is us who are home 24/7 with the children. We don't know what resources may exist. And it should not be withheld from us.
VMRC specifically our SC has been great!
VMRC staff and SC have been informative and helpful. With weekly check in calls from VMRC have given us that chance that if something was needed we have assistance. Thank you for all you do for our residents in a time where your own families need care as well.
VMRC support a great program that help my kids and everybody on VMRC was wonderful.
VMRC usually have useful advice for me and my child of whom is a client. And they are helpful to us...thanks
VMRC very helpful when we need to help.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

VMRC was responsive with checking in with our family to see if we had any needs. The SC worked with us to find resources to meet the needs we had. We did not receive the first 2 Everbridge calls that were sent, upper management worked with us and the SC to figure out why we did not receive the calls, and then fixed the issue, so we did receive the third call that VMRC sent. We have listened and participated in the Zoom calls that were offered, and appreciated the interaction with VMRC staff and the families. The weekly bulletins provided a lot of useful information. We needed to add additional services for my son, and VMRC was quick to respond. We worked as a team to determine which services were most appropriate for him, and for our family.
VMRC. They gave me good support learning for my son.
VMRC's newsletter has been informative and the automated "check-up" phone calls help us stay in touch. We appreciate the effort VMRC has / is making. Luckily we have not needed anything special. My son attends the Village in Lodi and though they are closed, they continue to reach out with packets for the clients and zoom meetings. The Village has been great connecting with us as well since it appears the risk is still high for the program to open.
VRMC has always been supportive to our family. Currently things have been stressful with the COVID-19 situation, having elderly at home, and my son withdrawing more since there has been no outside interaction has me concerned that he will withdraw even more. I am worried about my child not socializing, he is already very withdrawn. I can see how it is stressing him out with the distant learning.
VRMC SC Been wonderful but, their been some difficult issues especially with the respite but other than that I'm been grateful for all her help and participation with Noah going through this process with covid-19
We all in this together, stay safe and healthily
We are getting support for respite but my respite provider gets less than half while the servicer which ONLY does the accounting gets the rest. No pay raise for my provider and my son is getting older.
We are not receiving services, (my son) finished transition and we are needing a day program or MJC. Because of COVID (my son) has cabin fever.
We didn't had to contact VMRC as much . Most of the time , it was the other way around . VMRC has been always available , when we wanted the help :)
We didn't need anything from the regional center
We didn't need help from VMRC during the last couple months but I'm sure if we did they would send us in the right direction
We didn't need the support of the regional center/service coordinator so I was unable to answer those questions.

## 2020 COVID-19 Check-In Survey: Consumer

**“Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?**

We do not feel VMRC has really done anything helpful for our son—except to check in his yearly status. We were hoping that at least during his HS senior year & after HS graduation, there would be some sort of assistance w/ preparation for independent living, including socialization skills training & some sort of work/job skills training. Neither of this has occurred.
We have 2 kids that have learning disabilities, they are having hard time during this pandemic.
We have been forced to live with a verbal and emotionally person with no break
We have been getting helpful advice and check- ins from VMRC. I know they are there for us.
We have been in total isolation and in desperate need of respite. While it has been offered many times, we have not seen it.
We have been treated very well. Thank you!
We have enjoyed the newsletters and ability to pick up masks. No response from SC or her supervisor. We understand that their are more pressing issues at hand, but a return call or return email would have been the appropriate form of assistance for our son. Instead we sought outside assistance and purchased DME parts and services on our own. Still in need of Service Coordinator to contact us. Thank you
We have felt grate support through phone calls and all the updated information on the website. Including emails with new information. Thank you to you all
We have few services that have I asked for from VMRC
We have limited interaction with VMRC since my son turned 3; we have private insurance and our income makes us ineligible for most services offered by VMRC. I feel that I've had to personally advocate and chase services for my son versus getting support from VMRC and other agencies. I don't feel that VRMC is unwilling to help, just that the overall system is not set up to holistically support families with special needs children unless the family is at poverty income level and/or the child is severely disabled (e.g. physically or mentally handicapped to the extent the child is bed or wheelchair bound). The emails don't really provide information that is specific or different from information disseminated by the general media, CDC or other government agencies. I'm bombarded with the same info by multiple agencies - school, dentist, doctor, retailers, airlines, etc. There isn't any information that is helpful to me that would help me with teaching my son life or educational skills. Everything that VMRC has sent has been very impersonal aside from my son's annual ISP. I don't see how I can rate VMRC well when we don't receive any services other than our annual ISP, which I participate in to keep my son's case active in case we lose our private insurance or some other catastrophes that would make us unable to procure or pay procure for my son's therapies.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

We have not ended anything at this time
We have not met the NEW case worker for my son yet & don't have any updates on his current status....because my son turns 17 years old in September & we have no guidance or information yet!!!
We have not needed additional services during this time.
We have not needed support but I see the emails with information, updates, and we've been getting the phone calls and emails checking in on us to make sure we're OK
We have to ask for things from our sc. We found out about getting more respite hours from another SC, not ours.
We haven't needed anything from our SC
We haven't needed anything from VMRC but we have appreciated the updated information through email
We haven't needed VMRC but they are constantly in touch and reaching out to assist. I feel they really care and not going through the motions.
We love VMRC. A true help!
We really didn't need help from VMRC during this. So hard to rate
We really have not needed anything.
We received extra respite hours and he was really on top of calling and making sure our needs were met. We were truly blessed to get extra respite hours.
We try not to expose my sister, the client, but I think it does affect her a little if she doesn't go out and stay home most of the time.
weekly emails with VMRC message and updates have been very helpful and informative.
Well, I feel that my worker listens and helps me in everything she can
What precautions you guys are taking? Is it possible that care provider come to only one house a day as I am pregnant come under low immunity so really scared of Covid-19?
When ever a new need is requested I'm promptly responded to It's appreciated and a great support for my unique needs for my adult disabled son
When I call, even if I don't get my worker, someone is available to answer questions and get the right answers to our family. Even when we didn't need anything the worker was calling to check up as well. Our long term worker left and we received a new worker but he filled in immediately.
When I have your help or something I need, they have always helped me.
When I need services all I do is reach out to my service Coordinator.
When I needed something my coordinator got back to me very fast and was very useful

## 2020 COVID-19 Check-In Survey: Consumer

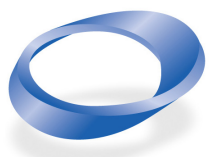
**"Lastly, to help us better understand, would you share why you feel (the regional center has supported or not supported you)?"**

When my son was 3 yrs old and younger, the SC we had was really good. Then after he turned 3 we were switched to a new coordinator and I felt that we did not get the attention we required for his needs. His new SC only contacted us once and did his review and then we never heard from them again.
Whenever we need something our SC or someone else is there for us. Sometimes it takes time though
Whenever I have questions or concerns they always help me out in a timely manner.
Whenever I take help, they give it to me and in my language.
Why do I leave messages and nobody communicates with me?
Why? I have received a lot of help from my caseworkers.
With all the schools closing down, all my kids are home and with having to homeschool them it was not easy. My oldest is with VMRC also he will be turning 21 next month so he needs a lot of attention also my youngest who is 9. Besides them I have 3 other children at home, one who will be going into 12th grade and the other two 7th and 6th. So thank you so much for the extra RESPITE HRS, they really helped a lot with everything that has been going on.
With giving us more hours of respite, for the care of our children since it has been more stressful.
Without a day program for our son, VMRC has stepped up and offered additional respite hours. These hours have helped take stress off our lives and our son's life. Instead of a day program his respite was increased for April, May and June. We're hoping it continues for July and the next few months.
You all are always there. I have never called and was not able to contact someone. Stay safe during this COVID pandemic
You have always been very helpful to me and my family. Thank you
Your Coordinator never called me to ask if he could help us with anything, in these difficult times only that!
Your Staff that works for VMRC are excellent. Anytime that I have had a question or needed info



# Consumer and Family Survey

~ Questionnaire ~



# VMRC Consumer COVID-19 Check-In

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## Welcome to Valley Mountain Regional Center's Consumer COVID-19 Check-In Survey!

You may have received an email letting you know that Valley Mountain is talking with people supported by the regional center. So much has changed during the past few months, that VMRC wanted to make sure you are getting the support from the regional center that you might want or need.

This survey typically takes only 3-5 minutes There are no right or wrong answers and your name will be kept confidential and will not be associated with your responses. Please feel free to be as honest as you can be as we go through the questions.

**1) Before we begin, can you please enter your Participation Code. This is the five-digit number found at the top of the email you received from Valley Mountain Regional Center telling you about this study. This code in no way identifies you or your responses to the regional center.**

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**2) Which of the following best describes you?**

- ☐ Self - I am a person served by the regional center
- ☐ Parent or Foster-Parent - I am the parent, step-parent or foster parent of a person served by the regional center
- ☐ Other Family Member - I am a Sibling, Grandparent, Aunt, Uncle, etc. of someone served by the regional
- ☐ Other - I am...: \_\_\_\_\_

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## COVID-19 Stay-Home Order: General Impact

**3) Over the past few months, how would you rate your service coordinator in replying to you or responding to you? (For example, returning telephone calls, replying to emails and text)**

- ☐ Truly Outstanding
- ☐ Excellent
- ☐ Good
- ☐ Just Ok

☐ Poor

**4) In the past six months, would you say your quality of life has gotten better, stayed the same, or gotten worse?**

☐ Gotten Much Better/ Very Good

☐ Gotten Better/Good

☐ Stayed the Same/No Change

☐ Gotten Worse/Bad

☐ Gotten Much Worse/Very Bad

**5) During these difficult times, which of the following have been of greatest concern for you/your family?**

☐ My Job - employment, underemployment, unemployment

☐ Financial Hardship - income/money, paying for utilities, food, rent/mortgage, car payments, etc.

☐ Overall Health - not getting sick, COVID, etc.

☐ Mental Health/Mental Wellbeing - general stress, depression, anxiety, addiction, etc.

☐ Healthcare - telemedicine, access to doctors/nurses/medications/medical equipment, etc.

☐ Regional Center Services and Supports - therapies, respite, day program, etc.

☐ Missing Friends/Family - social outings and interactions

☐ Working from Home - work/life balance, taking care of kids (or parents) while working from home, adequate home office, etc.

☐ Child Care - children's camp(s), schools, daycare, etc.

☐ Education - (my education) School, Distanced Learning

☐ Other...: \_\_\_\_\_

**6) Were you able to get the services, supports, information or referrals you needed from the regional center during the recent months?**

☐ Yes, I was able to get what I needed from the Regional Center

☐ No, I was not able to get what I needed

☐ I didn't need anything or anything different from the regional center

**7) If you were not able to get something you needed from the regional center, can you tell us what you were not able to receive and do you know why you were unable to receive those services, supports or information?**

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8) During the past few months, if your SC was not available, have you been able to get a hold of someone at VMRC who could assist you?

- ☐ Yes, Always
- ☐ Yes, Most of the Time
- ☐ Yes, Some of the Time
- ☐ Yes, but Rarely
- ☐ No, Never
- ☐ I have always reached my SC
- ☐ I have not tried to call/reach my SC

9) If you received VMRC emails or visited VMRC's website, overall how would you rate the helpfulness of the information?

- ☐ Truly Outstanding
- ☐ Excellent
- ☐ Good
- ☐ Just Ok
- ☐ Poor

10) Overall, during the last few months, while things have been different, how helpful do you feel VMRC has been in supporting you?

- ☐ Truly Outstanding
- ☐ Excellent
- ☐ Good
- ☐ Just Ok
- ☐ Poor

11) Lastly, to help us better understand, would you share why you feel that way? (Why you answered the last question - how helpful VMRC has been in supporting you - the way you did.)

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Thank You!

## VMRC Consumer COVID-19 Check-In - Spanish

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**Bienvenido/a a la Encuesta sobre COVID-19 del Valley Mountain Regional Center!**

Es posible que usted haya recibido una carta informándole que Valley Mountain está hablando con las personas apoyadas por el centro regional. Tanto ha cambiado en los últimos meses que VMRC quería asegurar que usted esté recibiendo el apoyo que quiera o necesite del centro regional.

Se estima que solo le tomará de 3 a 5 minutos completar esta encuesta. No hay respuestas correctas ni incorrectas. Se mantiene confidencial su nombre y no se le asocia con sus respuestas. Favor de ser lo más honesto/a posible al responder a las preguntas.

**1) Antes de empezar, favor de ingresar el Código de Participante – es el número de 5 dígitos que se encuentra en la parte superior del correo electrónico que usted recibió del Valley Mountain Regional Center informándole sobre este esfuerzo. El código no le identifica a usted ni sus respuestas de ninguna forma al centro regional.**

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**2) ¿Cuál de las siguientes opciones mejor lo/a describe a usted?**

- ☐ Yo mismo/a soy la persona que recibe servicios del centro regional
  - ☐ Yo soy el padre/la madre, el padrastro/la madrastra, o el padre/la madre de acogida de la persona que recibe servicios del centro regional
  - ☐ Yo soy otro miembro de familia (p.ej., hermano/a, abuelo/a, tío/a, etc.)
  - ☐ Otro...: \_\_\_\_\_
-

### **Impacto General de las Ordenes de Quedarse en Casa de COVID-19.**

Nos gustaría hacerle algunas preguntas con respecto a cómo VMRC le haya apoyado durante COVID los últimos meses.

**3) Durante los últimos meses, ¿cómo evaluaría a su coordinador/a de servicio con respecto a contestar/responder a usted? (Por ejemplo, devolver llamadas, contestar el correo electrónico, responder a textos)**

- ☐ Realmente espectacular
- ☐ Excelente
- ☐ Bien
- ☐ Más o menos
- ☐ Mal

**4) En los últimos seis meses, diría usted que su calidad de vida ha mejorado, se ha mantenido igual, o se ha empeorado?**

- ☐ Se ha mejorado mucho/Muy buena
- ☐ Se ha mejorado/Buena
- ☐ Se ha quedado igual/No ha habido cambio
- ☐ Se ha empeorado/Mala
- ☐ Se ha empeorado mucho/Muy mala

**5) Durante estos tiempos difíciles, ¿cuál(es) de las siguientes opciones ha(n) sido de mayor preocupación para usted/su familia? (Favor de elegir todas las respuestas que aplican)**

- ☐ Mi trabajo – empleo/desempleo
- ☐ Dificultades financieras – ingresos/dinero; pagar los servicios públicos, la comida, la renta, la hipoteca, el auto, etc.
- ☐ Salud en general – no enfermarse, COVID, etc.
- ☐ La salud mental/el bienestar mental – estrés en general, la depresión, la adicción, etc.
- ☐ El cuidado de la salud – telemedicina; acceso a médicos, enfermeras, medicamentos, abastacimientos médicos, etc.
- ☐ Servicios y apoyos del centro regional (terapias, descanso, programa diurno, etc.)
- ☐ Echando de menos a los familiares/amigos – reuniones sociales
- ☐ Trabajando desde la casa – equilibrio entre la vida personal y del trabajo, cuidar a los niños mientras uno trabaja desde la casa, espacio adecuado en la casa para una oficina, etc.
- ☐ Cuidado infantil
- ☐ La educación – la escuela, aprendizaje a distancia, recursos escolares

☐ Otro...: \_\_\_\_\_

**6) ¿Pudo obtener los servicios, apoyo, información o referencias que usted necesitaba del centro regional en los últimos meses?**

☐ Sí, pude obtener lo que necesitaba del centro regional

☐ No, no pude obtener lo que necesitaba

☐ No necesitaba nada (o nada nuevo) del centro regional

**7) Si usted no pudo obtener algo que necesitaba del centro regional, nos podría decir**

**(1) qué es lo que no pudo obtener y (2) si sabe por qué no pudo obtener esos servicios, apoyo o información?**

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**8) Durante los últimos meses, si su SC no estaba disponible ¿ha podido usted ponerse en contacto con alguien en VMRC que la pudiera atender?**

☐ (Sí) Siempre

☐ (Sí) La mayoría del tiempo

☐ (Sí) Algunas veces

☐ (Sí) Raramente

☐ No (Nunca)

☐ Siempre me he puesto en contacto con mi SC

☐ No he tratado de ponerme en contact con mi SC

**9) Si usted recibió mensajes de correo electrónico o si visitó el sitio web de VMRC, ¿cómo evaluaría la utilidad/el beneficio de la información, en general?**

☐ Realmente espectacular

☐ Excelente

☐ Bien

☐ Más o menos

☐ Mal

10) En total, durante los últimos meses, mientras todo ha sido diferente con COVID, ¿qué tan servicial considera usted que VMRC ha sido en apoyarlo/a?

- ☐ Realmente espectacular
- ☐ Excelente
- ☐ Bien
- ☐ Más o menos
- ☐ Mal

11) Para ayudarnos a entender mejor, favor de detallar las razones por las cuales usted se siente así.

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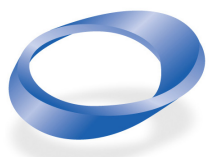
**Gracias!**

Gracias por participar en este esfuerzo. Valley Mountain Regional Center quiere brindarle el mejor servicio posible y sus comentarios son muy importantes para ayudarnos a servirle mejor. Le agradecemos su tiempo y sus contribuciones.

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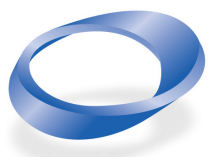
## Provider Survey





# Provider Survey

~ Narrative & Findings ~





### Background

VMRC is a private, non-profit corporation that contracts with the State of California to provide services and supports to people with developmental disabilities, as well as to purchase essential services for people with developmental disabilities. VMRC serves a population of approximately 15,800 persons with developmental disabilities and their families in Amador, Calaveras, San Joaquin, Stanislaus and Tuolumne counties.

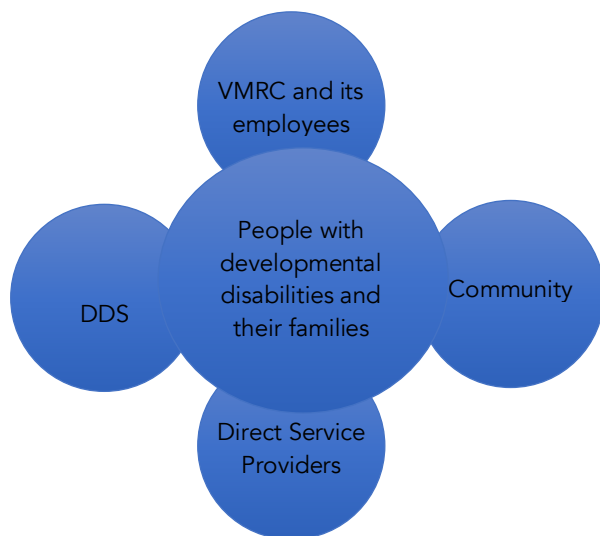
VMRC is governed by a 21-member Board of Directors and an Executive Director, who manages the daily operations of the agency through a senior management team. The board membership includes individuals with developmental disabilities, parents, and community members from the five-county catchment area. The VMRC Board of Directors established a Strategic Planning Committee in February 2013, adopting VMRC's official 2013-2018 Strategic Plan shortly thereafter. Outcomes for the Strategic Plan were assessed and reported in 2014 (baseline), 2017 (mid-point) and 2020 (plan end). Shortly after the 2020 Strategic Plan Outcome Follow-up Surveys were completed for Consumers and Families, Service Providers and Employees, California, along with the rest of the world, was swept into a pandemic – COVID-19.

For the first time in California's history, regional centers, including Valley Mountain Regional Center (VMRC) temporarily shuttered its doors – though service coordinators continued to be available to consumers and families via phone, email, text and online Zoom meetings, day programs closed, therapies started being provided via online modalities, and many companies closed down. In the midst of mandated masks, changing statistics and economic uncertainties, VMRC reached out to people served, not just individually, but through the COVID-19 Check-In Surveys to get a feel for how people served, service providers, and staff were faring through this virus storm, as well as how the regional centers may be able to provide additional support, where needed.





Data contained in this report, represents topline feedback from consumers and



families, employees, and service providers on the prospective areas of focus or priority and offers additional insights from these stakeholders. The COVID-19 Check-In Surveys provide a partial, though valid, glimpse of how VMRC's community has been, and is being, impacted. Please note, that due to methodological limitations results in this report, while valid, may not represent 100% of the community.

This section of the COVID-19 Check-In report contains information pertinent to service providers who are vendored with Valley Mountain Regional Center to support people served. Additional 2020 COVID-19 Check-In Survey reports pertain to information provided by Consumers and Employees.

*When fully utilized, this feedback can help the organization improve strategic planning, resource allocation and communication with the end result of creating services and supports, which have a greater impact on the quality of life for the people they serve.*

Especially in these critical budgetary times, the ability to make informed decisions is crucial. The information contained in this report is a representative and valid snapshot of how consumers and families, employees, and direct service provider contracted with VMRC perceive the priority of provided and purchased by the regional center.





### Methodology

The 2020 COVID-19 Check-In Surveys – Consumer, **Provider**, Employee – were launched under tight timelines and tight resources, given the immediacy of the situation, the upcoming Board of Directors’ Strategic Planning efforts, and the state of the California budgets in light of the COVID-19 spending.

Given these parameters and restrictions, as well as the recent extensive Strategic Plan Outcome Follow-up Surveys, the COVID-19 Check-In Surveys were essentially “mini” surveys launched online only.

**Sample.** The sample included all providers vendored with Valley Mountain Regional Center.

**Questionnaire.** The COVID-19 Check-In Survey: Consumer consisted of a total of 11 questions, including three (3) demographic question which enabled Kinetic Flow to provide demographic analysis for area(s) served, size of provider agency, and service type(s) provided.

Of the remaining content questions, six (6) questions were quantitative providing ratings of VMRC service level/support and two questions (2) and general open-end feedback (2 questions).





**Data Collection Methodology.** Surveys were conducted online between July 10<sup>th</sup> - July 25<sup>th</sup>, 2020.

Survey invitations announced in VMRC's Health Advisory email. Additionally, three (3) reminder emails were also sent, as well as announcements posted in the Friday Health Advisory newsletter.

In total, 287 service providers responded to the survey.

Data contained in this report is a valid snap-shot of the voices represented and should be used for directional purposes.





## Respondent Profile

**Who Participated?** Data presented in this study represents 287 service providers vendored with the regional center.

### Service Provided by Respondents

Services Provided	Respondents	Response Rate
Licensed Residential Care Home/Group Home	143	50%
Adult Day Program	80	28%
Job Training & Employment	34	12%
Transportation	45	16%
Early Start	31	11%
Respite	25	9%
Behavioral Intervention Treatment or Therapy	21	7%
In-home Supported Living Services	36	13%
Professional Medical or Therapeutic Services	14	5%
Special Durable Medical Equipment	9	3%
Other	36	13%
<b>Total</b>	<b>474**</b>	

\*\*Note: A total of 287 service providers participated in the 2020 COVID-19 Check-In Survey: Provider; however, many vendors provide more than one service, so Respondents and Response Rate equal more than 287 and more than 100%.

Some "Other" responses included: Sheltered Work Program, RN, Life Skills Training, Crisis, Psychological Assessment, Communications Aid, etc.





### Service Counties of Responding Service Providers

Service County	Respondents	Response Rate
San Joaquin	183	64%
Stanislaus	111	39%
Amador	39	14%
Calaveras	39	14%
Tuolumne	30	10%
<b>Total</b>	<b>402**</b>	

\*\*Note: A total of 287 service providers participated in the 2020 COVID-19 Check-In Survey: Provider; however, many vendors provide services to more than one service area/county, so Respondents and Response Rate equal more than 287 and 100%.

### Size of Responding Service Providers

# Employees	Respondents	Response Rate
1-6 Employees	124	43%
7-20 Employees	40	14%
21-100 Employees	59	21%
101+ Employees	63	22%
<b>Total</b>	<b>286**</b>	

\*\*Note: One provider declined to provide the size of their agency.





### Findings

Respondents provide feedback on 2 open-end questions and 6 quantitative metrics. Consistent with the 2020 Strategic Plan Outcomes Follow-up Surveys: Service Provider (and the 2014 and 2017 surveys), the *2020 COVID-19 Check-In Survey: Provider* asks respondents to provide ratings on a five-point unbalanced rating scale. The unbalanced rating scale includes the following data points:

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

The unbalanced rating scale is commonly utilized in surveys for the human services system to account for the effects of social desirability, social conditioning, and the effects of being a contracted vendor, as well as the potential fear of retribution of the service system that exist in the regional center system.





### Do providers have the Information they need?

*"Emails and phone calls are not being returned hardly at all, and we are getting some information but no clear interpretation of that information."*

*The service coordinators claim they don't have all the information and blame the supervisors, the supervisors put it back on the service coordinators and in the meantime emails and phone calls aren't being returned and meetings are not getting scheduled."*

*"During this pandemic, I must say that VMRC has really stepped up to the plate and helped out by giving a lot of information to the providers."*

*"Information from SCs are rarely consistent. Different offices follow different plans."*

Since March 2020, Valley Mountain Regional Center (VMRC) providers have, under changing state orders, needed to modify provided services, and VMRC has supported providers with information when possible. While so much of the current conditions and environment are beyond VMRC's control, the regional center wanted to ensure providers are as informed and as supported as possible.

The *2020 COVID-19 Check-In Survey: Provider* includes three (3) questions focused on the information support. These three (3) metrics were also asked as part of the 2020 Strategic Plan Outcomes Follow-up Survey: Service Provider Satisfaction Survey (2020 Satisfaction Survey). The 2020 Satisfaction Survey presents data collected from February 12<sup>th</sup> – March 5<sup>th</sup>, 2020.

Metric	2020 COVID-19 Check-In Survey	2020 Satisfaction Survey
How clearly VMRC communicates updates and pertinent information to your agency	3.99	3.35
How well VMRC staff communicates with your agency regarding issues related to your agency's contract or services?	3.79	3.36
How consistent VMRC staff are in the information they provide to your agency?	3.74	3.40

On average, VMRC scores on providing information increased 0.47 from the pre-COVID-19 data collection time period (February-March) to the COVID-19 data collection time period of the 2020 COVID-19 Check-In Survey (July 10-25<sup>th</sup>, 2020).





*"I would just want more direction on thing we can/ cannot do without violating rights."*

*"Internal communication with VMRC needs to improve. For example, if we provide updates to the Liaison, then the information does not get disseminated to other stakeholders or people that need to know within the agency."*

*"It would be great if we had clear answers or guidelines on how to reopen."*

*"Sending or posting DDS directives during COVID is not enough there needs to be a consistent interpretation of the directives provided to vendors in writing. There are daily inconsistencies from VMRC staff about how to respond to clients who are experiencing COVID symptoms or test positive."*

**Metrics by Provider Size.** As so many service providers serve more than 1 county, the most distinctive way to assess difference in regional center support of the provider agency is by the size of the provider, as measured by the number of staff the agency employs:

Small	=	1-6 employees
Medium	=	7-20 employees
Large	=	21-100 employees
XL	=	101+

Overall, providers employing between 7-20 employees (medium providers) provided the overall highest average score for the regional center's information support of providers, with total average scores ranging from 3.49 – 4.11.

Metric	Updates and pertinent information	Issues related to your agency's contract / services	Consistently to your agency
VMRC	3.99	3.79	3.74
Small Providers	4.21	4.05	4.03
Medium Providers	4.30	4.10	4.13
Large Providers	3.63	3.37	3.34
XL Providers	3.68	3.56	3.32

The highest score among all provider size groupings is for VMRC providing updates and pertinent information to medium providers (7-20 employees), with a score of 4.30. Conversely, the lowest score among all provider size groups for information support was provided by XL providers employing 101+ staff for information being consistent (3.32) – between "Good" (3.00) and "Excellent" (4.00).





## Do providers have the overall Support they need?

*"The time for a return phone call is way too long for some issues that need more urgent addressing. Switching to the ON Call person does not always get the information we need in a timely manner. When asked the name so the answer could go down on a report, we were transferred to another person."*

*"There is poor communication with some SC. We understand times are challenging but there are some SCs who do not return phone calls, even when we have left several messages."*

*"My only concern is receiving IPP's in a timely manner. Some take up to 7 months to get to me."*

In addition to information, a main function of Valley Mountain Regional Center's staff in supporting service providers during this time is returning telephone calls and emails and providing general support.

Metric	2020 COVID-19 Check-In Survey	2020 Satisfaction Survey
Staff returning telephone calls & emails	3.75	3.43
Overall helpful in supporting you as a valued provider	3.82	---

Scores are between "Good" (3.00) and "Excellent" (4.00) and, consistent with other metrics in this study, notably higher for returning telephone calls and emails than in the 2020 Strategic Plan Outcomes Follow-up Survey: Service Provider Satisfaction Survey (2020 Satisfaction Survey). However, a number of comments in the Comments: Responses to Open-Ended Questions section of this Report pertain to VMRC staff not returning telephone calls promptly – during the stated policy of two business days.

**Metrics by Provider Size.** Utilizing the provider size groupings described earlier, medium providers (employing 21-100 staff) found VMRC returned telephone calls and emails the most, providing *slightly* higher ratings than other provider size groups. For overall support, small providers (employing 1-6 staff) provided the highest score (4.11).





## 2020 COVID-19 Check-In Survey: Provider

*"Leadership involvement in CLASP has been very helpful, we have gotten quite a bit of direction from the leadership. Issues we have had have been with SC's not including us in meetings or not consulting before setting meetings to determine availability. New SC's assigned during this time who haven't done any follow up or seems haven't even read the IPP, have missed things. Families are struggling to get anything accomplished due to lack of SC support."*

Metric	VMRC	Small Providers	Medium Providers	Large Providers	XL Providers
Staff returning telephone calls & emails	3.75	3.98	4.00	3.46	3.44
Overall helpful in supporting you as a valued provider	3.82	4.11	4.03	3.43	3.55

As a follow-up to the question, "Overall, during the past few months, how helpful do you feel VMRC has been in supporting you as a valued provider?" The 2020 COVID-19 Check-In Survey: Provider asked the open-ended question, "To help us better understand, would you share why you feel that way? (Why you answered the previous question the way you did.)" All provider comments can be found in the Comments: Responses to Open-Ended Questions section of this report.

### Overall

In summary, and in parallel to the 2020 Strategic Plan Outcomes Follow-up Survey: Service Provider Satisfaction Survey (2020 Satisfaction Survey), the 2020 COVID-19 Check-In Survey: Provider asks in closing, "Overall, how would you rate VMRC?"

Metric	2020 COVID-19 Check-In Survey	2020 Satisfaction Survey
Overall	3.96	3.66

As a whole, service providers rated VMRC, as an organization at 3.96, just below "Excellent" (4.00) – 0.30 higher than the rating provided in the 2020 Satisfaction Survey in February-March 2020.





*"The anxiety levels with some of our consumers has been off the charts. VMRC has been there to support with emergency patch. We could not have gotten this far mentally, without it. The stay at home order has been a challenge not only to the consumers but for the staff as well. Keeping moral up and staying positive has been our top priority next to staying safe."*

*"No placements have happened during the past 7 months. We have lost 3 residents due to COVID during the past 3 months leaving the group home at nearly 50% capacity."*

As a follow-up to the question, "Overall, during the past few months, how helpful do you feel VMRC has been in supporting you as a valued provider?" The 2020 COVID-19 Check-In Survey: Provider asked the open-ended question, "Lastly, is there anything that you think VMRC's Leadership needs to know about your agency's experience during the past few months? Or your thoughts or concerns going forward?)" All provider comments can be found in the Comments: Responses to Open-Ended Questions section of this report.

**Metrics by Provider Size.** Utilizing the provider size groupings described earlier, as a group, small providers (1-6 employees) provided the highest overall satisfaction score with VMRC (4.14), just slightly higher than medium providers (7-20 employees) at 4.14 – both over "Excellent" (4.00).

Metric	Overall VMRC
VMRC	3.96
Small Providers	4.14
Medium Providers	4.13
Large Providers	3.71
XL Providers	3.69

The Appendix of this report contain detailed tables for each metric.





# Provider Survey

~ Summary Tables ~



## 2020 COVID-19 Check-In Survey: Provider Metric Overview by Study

Metric	2020 COVID-19 Check-In Survey	2020 Satisfaction Survey
How clearly VMRC communicates updates and pertinent information to your agency	3.99	3.35
How well VMRC staff communicates with your agency regarding issues related to your agency's contract or services?	3.79	3.36
How consistent VMRC staff are in the information they provide to your agency?	3.74	3.40
Staff returning telephone calls & emails	3.75	3.43
Overall helpful in supporting you as a valued provider	3.82	---
Overall	3.96	3.66

## 2020 COVID-19 Check-In Survey: Provider Metric Overview by Provider Size

Metric	VMRC	Small Providers	Medium Providers	Large Providers	XL Providers
How clearly VMRC communicates updates and pertinent information to your agency	3.99	4.21	4.30	3.63	3.68
How well VMRC staff communicates with your agency regarding issues related to your agency's contract or services?	3.79	4.05	4.10	3.37	3.56
How consistent VMRC staff are in the information they provide to your agency?	3.74	4.03	4.13	3.34	3.32
Staff returning telephone calls & emails	3.75	3.98	4.00	3.46	3.44
Overall helpful in supporting you as a valued provider	3.82	4.11	4.03	3.43	3.55
Overall	3.96	4.14	4.13	3.71	3.69
<b>Average Score</b>	3.84	4.09	4.11	3.49	3.54

## 2020 COVID-19 Check-In Survey: Provider Metric Overview by County\*

Metric	VMRC	San Joaquin	Stanislaus	Amador	Calaveras	Tuolumne
How clearly VMRC communicates updates and pertinent information to your agency	3.99	3.99	3.93	4.03	4.00	3.97
How well VMRC staff communicates with your agency regarding issues related to your agency's contract or services?	3.79	3.84	3.77	3.85	3.74	3.63
How consistent VMRC staff are in the information they provide to your agency?	3.74	3.76	3.63	3.59	3.51	3.37
Staff returning telephone calls & emails	3.75	3.71	3.76	3.62	3.79	3.70
Overall helpful in supporting you as a valued provider	3.82	3.93	3.93	3.95	3.92	3.87
Overall	3.96	3.86	3.86	3.92	3.89	3.79
<b>Average Score</b>	3.84	3.85	3.81	3.82	3.81	3.72

\*Please note, many service providers provide service to more than one county and are counted as multiple responses in this analysis.

## 2020 COVID-19 Check-In Survey: Provider Metric Overview by Service Category\*

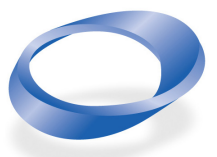
Metric	VMRC clearly communicates updates &V pertinent information	VMRC communicates regarding issues related to agency's contract or services	VMRC staff are consistent in the information they provide	Staff returning telephone calls & emails	Overall helpful in supporting you as a valued provider	Overall	Average Score
VMRC	3.99	3.79	3.74	3.75	3.82	3.96	3.84
Licensed Residential / Group Home	4.13	3.99	3.96	3.91	4.07	3.97	4.00
Adult Day Program	3.50	3.33	3.14	3.27	3.56	3.32	3.36
Job Training / Employment Services	3.48	3.27	2.94	3.15	3.48	3.24	3.26
Transportation	3.82	3.75	3.57	3.52	3.77	3.70	3.69
Respite	3.67	3.67	3.54	3.63	3.75	3.65	3.65
Early Start	3.71	3.65	3.58	3.94	3.87	3.73	3.75
Behavioral Intervention	3.75	3.55	3.35	3.85	3.90	3.90	3.72
In-home Support	3.72	3.53	3.33	3.50	3.72	3.61	3.57
Professional Medical / Therapeutic Services	3.79	3.93	3.79	3.71	3.93	3.92	3.84
Special Durable Medical Equipment	3.22	3.67	3.22	3.56	3.56	3.63	3.47
Other	4.22	4.06	3.92	3.92	4.06	3.97	4.02

\*Please note, many service providers provide service to more than one county and are counted as multiple responses in this analysis.



## Provider Survey

~ Responses to Open-ended Questions ~



## 2020 COVID-19 Check-In Survey: Service Provider

**"To help us better understand, would you share why you feel that (VMRC supported you or not)?"**

VMRC has not change since the Pandemic occurred.
We work with residents who need a lot of behavioral support and I appreciate the deflection teams experience and knowledge they bring to the team.
A foundation of good communication, teamwork, and respect for one another is what I have experienced, with working beside VMRC.
Additional information could be provided when changes occur. For example, we were told VMRC would pay for cancellations for certain months however initially gave no information on how to report cancellations, whether or not logs were required for cancellations, etc.
After several attempts to reach SC, I called the SC Supervisor and left two messages. Still no return calls. I have been trying since April
All my questions are always answered through email or phone.
All phone calls have been answered as have any questions and problems have been resolved.
All the executive management team are very aware of the current status and needs of the providers and clients.
All VMRC staffs are doing their best to connect to all consumers they serve
Always able to reach someone. Some very quickly.
Always helpful.
Any time that we have had a question or concern we were able to reach the right person within a short period of time. They are always cooperative and ready to help .
Appreciate the regular email updates and the fact that you share links to other resources you think we may find useful. It's always nice to have that open line of communication and very thoughtful as well.
As a provider, I was very excited about receiving the 2018 HCBS Grant due to the wanting to see the Consumers progress we licensed another leased property to give the consumers individual rooms with greater independence and enriched person centered staffing. The timing has proved to be finically draining for the company because we are serving the current residents and the revenue loss well over \$100k I do not understand why a provider must suffer such loss trying to improve the lives of the residents served.
As an ICF provider, we usually receive very little in the way of information or contact unless it's a specific case manager who then will make phone calls and touch base with us.
As an ICF-DDH we feel we are not included as a priority in their general concerns. We get most of our COVID information from CAHF

## 2020 COVID-19 Check-In Survey: Service Provider

**"To help us better understand, would you share why you feel that (VMRC supported you or not)?"**

As an independent contractor who has another full time job, I generally help out intermittently with assessments at clinic when I have availability and there is a need. I also provide ongoing IDS services but have not had a client for a while. The Early Start staff that I work with are always interested in how best to serve the client and are more than willing to provide me with any updates or changes that have occurred since I just work intermittently.

As with any operation employing dozens if not hundreds of staff, we have experienced two significant communication failures in the past six months. Though they did not result in service failures, it is clear based upon our experience some VMRC staff do not abide by the "...call you back in 48 hours/two days."

As working under VMRC, I have always felt confident in operating my Day Program with all Provisionals being openly explained whenever there are questions regarding these trying times that has effected all with providing direction in areas to meet the community needs as well as meeting the needs of our consumers. VMRC is very supportive in our hour of questions and concerns...

As you can imagine virtual programming is a challenge. We have parents families that will not encourage their loved ones to participate be they are wanting to wait until program reopens. We have explained that this is our new norm for awhile and there is no date to reopen but unfortunately they do not understand that. I have reached out to get support from SC to help encourage families to take our support we are offering but have gotten nothing in return. I just want make sure that we are providing as much service the best way we can with the support of VMRC.

At this time we are safe and healthy following the stay home state rules . Also our adult UCP program gives weekly activity to do packets and call daily M-F to maintain contact with my daughter's health physical and mental feelings .

Because every time I ask questions regarding anything I received answers rightly.

Because I truly don't have any complain and you guys are doing a fantastic job!

Because Of COVID 19 Stay In Place And Social Distancing Orders Many Lives Had To Learn Far To Many Changes In Protocol And Guide Line To Follow By From Video Conferencing To Telephone Calls With There Quarterly Meetings Its Been Pretty hectic all and all For Everyone To Get A Handle On But I Say Everyone Involved Has Done Quite Well adjusting with this virus great effort and hrs. spent to make everyone team players at VMRC's And All Involved In Implementing The best care for all consumers at such critical times of keeping us all safe job well done so far ..

because they are good

Between sending out emails , phone calls with the latest info and their posts on Facebook, I am happy with the info I have received.

## 2020 COVID-19 Check-In Survey: Service Provider

**"To help us better understand, would you share why you feel that (VMRC supported you or not)?"**

Consistent info
Constant updates and communication.
Due to VMRC's constant support, all my residents have been doing fine.
During COVID-19 VMRC has done as well as expected.
During this pandemic, I must say that VMRC has really stepped up to the plate and helped out by giving a lot of information to the providers.
Emails and phone calls are not being returned hardly at all, and we are getting some information but no clear interpretation of that information. The service coordinators claim they don't have all the information and blame the supervisors, the supervisors put it back on the service coordinators and in the meantime emails and phone calls aren't being returned and meetings are not getting scheduled.
Everyone is always supportive and positive. Even if there isn't an answer available right away we would always get information in a timely matter.
Everything has been very well communicated. Initially it was not as the first round of PPE was not well communicated or implemented. But we were all working out kinks
Excellent
For the most part things run smoothly and we would also like to know it what ways we can be more helpful and efficient when you call us. Sometimes, we find VMRC personnel are either highly knowledgeable about our service, or not at all. We'd like to help as we know improving that would be on us as well. Overall, very satisfied with communication. E-billing can be a nightmare, but that's probably just the old interface/system.
Good communication; timely & helpful.
Great communication
Have returned calls and got back to me as needed Wish they have more answers
I am a care home provider who during this time I feel like I'm the day program and the work program and we do it all right now. Our home is doing great. Our case workers have been as helpful as they can be. Our home has gotten closer and just all around better.
I am a vendored nurse with VMRC these last 20 yr. and communicate with routinely as needed.
I appreciate all the VMRC has done and the respite helps...working from home is not easy and trying to be a teacher, wife and mother all day is exhausting.
I appreciate the weekly VMRC newsletters. They have been helpful. In the early months, I received phone calls twice a week, from a staff at VMRC in Stockton, checking on how we are doing. We don't get calls now, but there is nothing new to report.

## 2020 COVID-19 Check-In Survey: Service Provider

**"To help us better understand, would you share why you feel that (VMRC supported you or not)?"**

I believe VMRC is dealing with the same circumstances that their vendors are currently faced with and that the agency is doing everything they possible to assist their providers in any way they can. With everchanging mandates and public guidelines being imposed on an almost daily basis, it hasn't been easy to reroute the daily routine of day program services, I imagine VMRC has also experienced difficulties in following the same everchanging mandated and public guidelines.
I believe VMRC is doing a great job with communication and always there for the care providers
I can only speak for Early Start interactions. Some staff are totally outstanding, some are just OK. And I may be off some email lists so I have to contact VMRC to get some info. In terms of COVID info, (the managers) have been excellent at trying to keep us in the loop. (Clinicians) are very responsive when a question is asked. I think sometimes info might get relayed to one agency (maybe because they specifically asked) but then does not necessarily get relayed to everyone else. BUT - these are different times and everyone is trying to adjust - so Good...is good.
I can't answer questions on line 4, because I am not giving that information.
I don't always get sent meeting notice's for IFSP's, and don't always receive the finalized IFSP with new goals, especially if the child is receiving ABA services. Otherwise, SC's have been great with communication, support, and serving our clients!
I feel VMRC is very supportive and is trying there best
I get a phone call once a week asking about my home especially the consumers
I have 7 people that are family's members that are Consumers of VMRC and all the worker has been good to me and my family
I have had information updates every time they come out.
I have received important information and assistance every time I needed help. I do not feel forgotten, we do feel important and well informed
I have very little contact with VMRC.
I know we are in a Pandemic however, to be compliant with the Final Rule, I do not have current IPP's on file.
I the received the 2018 HCBS Grant I created and did and am still providing the services as promised it has greatly increased the happiness of the residents to have PCT and an other consultant to ensure the resident council is made effective and they are heard. I feel the reward has been gross loss of revenue and no support, this was prior to COVID 19 .
I think the biggest challenge of this pandemic is communication. VMRC has done a good job of communicating the information they have available.

## 2020 COVID-19 Check-In Survey: Service Provider

**"To help us better understand, would you share why you feel that (VMRC supported you or not)?"**

I think the Regional in the form of the Service Coordinators could do better in timely communication with consumers; Director, Administration, Billing, and Contract Services have been outstanding.

I work independently so connection with VMRC is limited to meetings and referrals. These connections remain professional as always. I appreciate the newsletter weekly updates and info. Some of the questions are just not applicable so hard to answer does not apply could be a good option.

I would like more clear understanding to the services I should be providing during this time.

I would say, VMRC calls us at least twice a week to make sure everyone is safe, nobody is sick or has the signs and symptoms of covid-19, make sure we have enough supplies on hand (medication and food), we have enough staff, and following up if we read our emails. This is good enough to know that VMRC helps and cares for all providers.

In general, the agency is very responsive. Weekly updates have been SO thorough and we appreciate them. Case Management and Clinical staff have been prompt and friendly (as usual) about responding to our questions and concerns. They have directed us several times to "ask Fiscal" about our worries regarding absence billing and how best to log our time for texts, calls, preparing learning activities to use during video calls, etc. Fiscal is notably friendly and upbeat in their outgoing messages to providers as a whole, but they have yet to give us ANY specific answers to our emails or calls.

In the beginning I didn't feel like I got a clear understanding about in home services, but things have settled in.

Individual SCs give different information on requirements for reports, services, follow up, referrals, etc. Modesto is substantially different from Stockton. (One) unit in particular is difficult to work with. (The manager's) expectations in the wording of reports, in basic processes, are very different from any other team at VMRC. It causes a lot of extra work to have to revise wording in a report template that has not been an issue in the past, even with her unit, but she has changed her mind on something and now requires it. Her SCs are typically not the issue, but (the manager ) is difficult when she gets involved, which is often.

Information from SCs are rarely consistent. Different offices follow different plans.

## 2020 COVID-19 Check-In Survey: Service Provider

**"To help us better understand, would you share why you feel that (VMRC supported you or not)?"**

Instead of the weekly check in's that take up providers times and the same information is provided twice a week, VMRC should find ways to have their own staff come out and help in the group homes. Group homes are suffering because they are held to the same high expectations and lacking staff. Since VMRC SC's are trained and should be familiar with their own clients, they can add extra support within the group home setting. This will also allow them to see exactly what providers go through on a daily basis, which in turn will help them understand the system a lot better than they currently do. VMRC staff is very disconnected with providers.

Internal communication with VMRC needs to improve. For example if we provide updates to the Liaison, then the information does not get disseminated to other stakeholders or people that need to know within the agency.

It is important to have access to the students IEP information when completing assessments.

It is too difficult to receive return phone calls.

It is understandable with the pandemic everything has to be approve. We just hope and pray that we will all beat this and put an end to it.

It probably reflects all the unknowns we've seen lately... but it feels like we have very little idea of what to expect in the near future. Will absentee billing continue? Will we receive funding from VMRC at all? Will we continue services to our consumers or have to cease them completely?

It would be great if we had clear answers or guidelines on how to reopen

It would be nice if all regional centers ran the same way

It's hard to rate as an overall because some staff are outstanding and other are just ok.

It's just the way things are right now. Uncertainty is the norm. Not a lot of answers, just more questions.

Leadership involvement in clasp has been very helpful, we have gotten quite a bit of direction from the leadership. Issues we have had have been with SC's not including us is meetings or not consulting before setting meetings to determine availability. New SC's assigned during this time who haven't done any follow up or seems haven't even read the IPP, have missed things. Families are struggling to get anything accomplished due to lack of SC support.

Little slow for getting fund for COVID 19

## 2020 COVID-19 Check-In Survey: Service Provider

**"To help us better understand, would you share why you feel that (VMRC supported you or not)?"**

Local manager: would appreciate some direct contact/support with providers; there's been almost none. ED weekly e-updates much appreciated. Was difficult to make it time-wise but worth it when ED did video meetings/conversations with providers early on: suggest doing again? Zoom Fatigue is admittedly real too. Thankful we CAN do what we're committed to doing but again, to be blunt, we are exhausted and taking time off is simply not an option. Finally: folks we serve have largely been amazingly resilient! Though we spend a LOT of time supporting mental health; this is so hard for them!!

Many emails

Most of the staff are great but there are a few that are truly not. We are a new facility and the help that we needed just was not there and often staff seemed annoyed to help. It was a very rough process for us to get going.

Most of the staff are not knowledgeable of the changes or updates from upper administration at VMRC. If a question is asked regarding programming and new regulations, their answers are incorrect or contradict what other VMRC employees have informed us. It seems as though everyone is not on the same page and lack the necessary knowledge to support a vendor. Several consumers have moved or had a Service Coordinator change and we are not notified.

Most SC @ VMRC are truly wonderful. We do however have a handful who do not return calls, or emails within the 2 working days promised. Even some of our consumers will call and ask us to assist them with these phone calls. There is also an issue with a couple SC who will not respond unless the Director or Regional Director follow up.

No complaints. Questions answered and support as needed.

No one is doing a stellar job during this confusing time. Communication and support for vendors could be better but it also could be worse.

Our consumers' service coordinator is excellent, very consumer focused. She has helped us work through behavioral challenges and find answers to better serve consumer needs, and as a business we appreciate her organized and prompt attention to POS-es. E-billing keeps us well-informed and when we've had issues in the past has been helpful and prompt in answering questions and giving information. We've also worked with quality assurance and gotten free masks which have proven invaluable for consumers who so want to go out.

Overall, VMRC is doing an excellent job helping out the care providers specially our residents to stay safe and healthy. We appreciate for the extra supplies that were shared to us; the COVID patch which help to pay for added staffs and overtime. We appreciate the weekly report/update from the Executive Director and from the Medical Director. I think the Team and its leadership is great!

## 2020 COVID-19 Check-In Survey: Service Provider

**"To help us better understand, would you share why you feel that (VMRC supported you or not)?"**

Overall, VMRC is very supportive and transparent in the services they provided to our facility.
Providers are struggling we can't keep staff.
Providing staff with the ability to w@H, add early morning hours and latter in the evening hours so that family with children can still work and get their jobs completed has been a great access to staff and ongoing support. Providing weekly updates form Ex Director is a way to keep staff informed. Providing a few all staff Zoom meetings to update on Office opening and closing etc. is good support to staff. Extension of not loosing benefits due to time line response was helpful as well. Flexibility to keep staff engaged and Manager access to options to engage staff.
(The staff we work with) have been very supportive, in providing info and data regarding services and information on HCBS requirements regarding COVID eBillings
SC's are very hard to get in touch with to schedule IPP's
Sending or posting DDS directives during COVID is not enough there needs to be a consistent interpretation of the directives provided to vendors in writing. There are daily inconsistencies from VMRC staff about how to respond to clients who are experiencing COVID symptoms or test positive.
Service coordinators and supervisors have been available for our staff whenever we've had questions on issues that needed clarification. With all the changes happening weekly and sometimes daily, VMRC has been available to keep us as updated as possible.
Service coordinators are not on the same page. I feel we receive one message from DDS and VMRC is not on same page. The message is to be flexible but don't be flexible.
Service Coordinators are not returning phone calls or emails in a timely manner. Have to call, email several times or get manager involved before a response.
Service coordinators have been very responsive and supportive.
Service Coordinators have given conflicting information which is very confusing and puts us in conflict when questioned. I believe they themselves are not clear about different situations in this climate. Also, different managers apply different rules and can at times be unfair with approving services. It is an impossible situation because its so easy to offend. It shows by who will refer and who won't, it doesn't matter how well you do your job/services if it becomes personal and not about the services. I do not believe that Service Coordinators and Program Managers are held accountable for outcomes or the inconsistencies. Having said all this, there are some excellent Service Coordinators and managers in the mix and it can be inspirational to work with them. I think Tony Anderson has excellent priorities, is very reasonable and pro consumer, but has some very real challenges. It think more consumers should be filing fair hearing over services.
Shitty

## 2020 COVID-19 Check-In Survey: Service Provider

**"To help us better understand, would you share why you feel that (VMRC supported you or not)?"**

Some Modesto Service Coordinators have been very unsupportive during this difficult time. Setting unrealistic expectations. Also blaming RSPs and not looking at DPs who have not provided behavior intervention consistently leaving consumers now to want the undocumented reinforcers. No sympathy for how hard this has been on the providers.

Some of the service coordinators do not return several calls or emails that go back as far as January. Most do get back but usually after their 2 day promise.

Some questions are a challenge to answer as it depends on whom you are communicating with. You have great Service Coordinators that are quick to respond and you have Services Coordinators I rarely hear back from or there is a long delay in a response. Many of our students have shared they have not had any communication with her Service Coordinators.

Some service coordinators have been excellent at responding to emails, phone calls, and scheduling remote quarterly/annual meetings. There are a handful that have been difficult to reach and have failed to schedule routine meetings.

Sometimes emails were not answered right away and were not treated as urgent matter.

Sometimes I did not get emails returned to me for a few days.

Staff does not respond to emails or calls. They only do when they want something in return and then they get upset.

Sure, because I feel that everyone is helpful, communications is good by calling us or sending us by email in terms of our clients/residents especially at this time.

Sure, I feel that everyone is helpful and they communicate to us if there is something that we need in terms of our clients/residents especially at this time.

Sure, I feel that everyone is helpful and they communicate to us very well if there is something that we need in terms of our clients/residents especially at this time.

Thanks

The above responses are true facts as far as my Agency and communications/interactions with the VMRC's staff are concerned all through the COVID-19 period. VMRC's staffs have been there to assist whenever we need that assistance whether its in terms of answering questions, redirection provision of information, guidance or even supplies, VMRC has been there for my agency. Because of the caliber of the staff core that the VMRC currently has to assist during this COVID and how that service has impacted my Agency, truly, VMRC's communication and assistance or other interventions beneficial to AG, has been Outstanding.

## 2020 COVID-19 Check-In Survey: Service Provider

**"To help us better understand, would you share why you feel that (VMRC supported you or not)?"**

The automatic emails on a daily basis were very informative. However, live contact and emails sometimes go unanswered or may take more than 2 business days. In cases like this some questions or issues can't wait that long and it causes us to reach out to other contacts not related to the consumer in question. Other times, emails are answered in a timely manner.

The bulletins that go out are helpful as well as do service coordinators who have been in contact with have been helpful

The Case Coordinators and Program Managers I deal with have been good. There is sometimes a delay in returning of phone calls.

The current Informational update email is helpful. It comes weekly and I look forward to it. The SCS Las are very attentive and readily accessible more now than before.

The leadership keeps vendors in the loop which has been vital in getting through the initial first months of this situation. Tony participating in CLASP meeting and subgroup meetings is valuable providing most current information, listening to our concerns and understanding the differences in perception and need that providers particularly between day program and residential services. Tony has such vast experience he understands issues from many angles enabling him to support us. We appreciate the weekly newsletters and updates. We appreciate the work by Cindy Mix supporting SCs to help us provide remote services. (Staff) are doing a great job keeping us informed and trained to meet HCBS project timelines.

The Service Coordinators do not seem to have all the information that has been presented to us regarding reporting and expectations of Providers. We are giving them information that you provide which seems odd, they should already have the information.

The services you provide to consumers is great. However it seems extremely wasteful to be sending them bus passes and things like that when they are not able to go anywhere at this time. Most of them are not working or volunteering at the moment.

The staff at VMRC are very helpful and professional.

The staff at VMRC have been great at letting me know of any changes that directly impact me. We have worked together to make a plan for providing services remotely, which they have been very supportive of.

The staff did an excellent job!

The time for a return phone call is way too long for some issues that need more urgent addressing. Switching to the ON Call person does not always get the information we need in a timely manner. When asked the name so the answer could go down on a report, we were transferred to another person.

The weekly updates are helpful. Information I need is forth coming. Information requested of me is cogent and reasonable.

## 2020 COVID-19 Check-In Survey: Service Provider

**"To help us better understand, would you share why you feel that (VMRC supported you or not)?"**

There are some VMRC staff that continue to provide outstanding service and communication. I would say the majority of the Service Coordinators do. There continues to be a handful who do not communicate address changes, IPP meetings and return phone calls in a timely manner.
There could be some high level training for the behavioral services agencies that VMRC contract with.
There has been little to no interruption in communication with VMRC staff
There is poor communication with some SC. We understand times are challenging but there are some SCs who do not return phone calls, even when we have left several messages.
There's been good communication
These are difficult times for sure but it is very difficult to reach staff by phone at any point.
They keep me informed of what is going on.
Tony Anderson and the SC's have done really great with communication and support during this pandemic.
Uniform expectations during COVID. We should not have to reinvent the wheel regarding disinfection. Also, programs that go above and beyond should be noted
Very good of returning calls
Very helpful and supportive especially in time of crisis.
Very poor communication regarding closures, what's happening with COVID and just help with understanding everything. There has been little to no phone calls with updates or supports.
VMRC called the home every time if we need anything, if everybody is okay, if we have enough medications and supplies also if we enough staff and back up staff. VMRC called to stock up face mask and sanitizers. VMRC is very supportive.
VMRC calls to follow up twice weekly to find out if everyone here at the care home is safe, no signs and symptoms, have enough medication supplies, have enough staff on duty, and if we are reading or following up on our emails.
VMRC checks with me to ask if we need anything and that is very important to us.
VMRC communicable well with us and the SC do as well.
VMRC has been an awesome source of information and help. They are constantly checking on the facility residents and staff and going the extra mile to provide things like the PPE and extra funding for the facility while the residents are home from day program.
VMRC has been extremely helpful during these uncertain times. Have received multiple calls/check ins from VMRC to ensure procedures are current and to ensure everyone in home is safe.

## 2020 COVID-19 Check-In Survey: Service Provider

**"To help us better understand, would you share why you feel that (VMRC supported you or not)?"**

VMRC has been fully supportive and consistent in making sure that the consumer's needs are met. They made calls 2 to 3x week to check in and ask if there is anything that we need that they can provide.
VMRC has been supportive with providing up to date information when available.
VMRC has been very helpful to all of our homes
VMRC has been very helpful with communicating all important updates, and making sure procedures are updated.
VMRC has kept us updated with valuable information on supplies vital to our operation. They send us weekly updates from each department about current trends, local and state rules and restrictions, any DDS and other state Directives, and many other updates and information regarding equipment, help with finding supplies that have been impacted by the crisis, and access to letters of support to provide local businesses that might help with that effort. They have also held several interactive Zoom meetings, which include CLASP, that have been very informative and helpful. They have also facilitated distribution of PPE's several times that have subsidized some of the vital supplies that we use.
VMRC is an important partner to our agency, and has included us in much of their COVID-19 planning and information sharing.
VMRC is doing a good job on updating their providers, Their is always room for improvement. Instead of just having 1 VMRC staff and do weekly check in's. It would be nice if the Service Coordinator could call their Consumers and just see how they are doing.
VMRC is doing a great job for us during these "difficult" times.
VMRC is putting extraordinary support to service providers, and consumers. A weekly health advisory from the executive director, call from a personnel twice weekly to check if there is something needed that they could be of help.
VMRC is very supportive to their providers and consumers.
VMRC is very supportive, besides that staffs called us very often, asking if we have problems and needs, we were also called to pick up pandemic supplies , like sanitizers, face mask and face shields. During the first days of lockdown, my Liaison called me , he asked me if I need anything and I answered him that I'm out of "face mask", he told me that there are available face mask in VMRC and I he asked me if I want to be delivered or I'll it pick it up , I chose delivery and the one who came and delivered the face mask was the Director of VMRC - Mr. Tony Anderson

## 2020 COVID-19 Check-In Survey: Service Provider

**"To help us better understand, would you share why you feel that (VMRC supported you or not)?"**

VMRC Leadership does a great job of keeping the vendor community informed takes the time to participate in many vendor forums to allow for open communication. Interactions are positive and encourage partnerships. All of our interactions with VMRC staff at all levels have been positive and collaborative. Sometimes (still excellent) there is a delay in service coordinator responses or information doesn't align with other information presented by VMRC.
VMRC managers have consistently demonstrated that they are not on the same page with each other, with their service coordinators and certainly not with the clients they serve. One manager makes a decision that is communicated to stakeholders and other managers know little if anything about it.
VMRC personnel are very helpful in any concerns I have especially during this current pandemic.
VMRC personnel respond to our calls/needs in a timely manner. VMRC frequently checks on us via phone and emails. Provided us the PPE we need. Gives us a weekly updates (Health Advisory: VMRC Community Notice).
VMRC Personnel responds immediately when Staff and or residents made phone calls to VMRC Supervisors and Staff in case of urgent response for our home and residents.
VMRC provided our home with PPE and ALL of the Service Coordinators contacted us to check on there consumers not just once but several times!! My liaison also contacted us several times to make sure we were doing well and to ask if we had a need.
VMRC provides excellent support to the consumers and to it's vendor/provider.
VMRC Service Coordinators always communicate with the agency for any updates or services needed by all clients within the community especially with this COVID-19 virus.
VMRC service coordinators and resource department are all very responsive and supportive with us and our consumers.
VMRC Service Coordinators are inconsistent with the information that they give to providers and families. Information obtained by our facility was done through zoom meetings, and not direct contact to this programs Director.
VMRC social coordinators are very supportive with constant communication with our clients, how they are doing , what are their needs and we really appreciate the constant updates from VMRC and we share to our clients.
VMRC staff has been doing what it supposed to do.
VMRC Staff has maintained great communication through the pandemic and are there for support when needed.
VMRC staffs have been helpful, willing and ready to assist any time contacted. VMRC's staffs have been there when needed and they provide excellent services and related guidance/resources!

## 2020 COVID-19 Check-In Survey: Service Provider

**"To help us better understand, would you share why you feel that (VMRC supported you or not)?"**

We all are experiencing a pandemic; however, I have been contacted regularly by VMRC. Questions regarding supplies and needed resources. We know we are not alone.
We get a phone call, twice a week, checking on us. The VMRC director, emails a report every Friday, keeping us informed of the situation. We continue to shelter in place and we do take our daily rides
We have continued to feel supported by our Regional Center. This has been a difficult time. The conversation and support for our residents have been greatly appreciated. We have never felt more connected with services then we do in this situation. Good Job Valley Mountain Regional Center.!!!
We have experienced clear communication and professionalism.
We have worked with VMRC for many years. They are always very helpful to us and our residents. They reply to questions in a timely manor. Our overall SC's are great!!!!!!
We hope and pray that we all beat this pandemic and put an end to it.
We know we can count on VMRC staff when we reach out for any questions/concerns. we get weekly check up calls from staff if we are ok with supplies, etc..
We often get information from other sources first and we get inconsistent info from different VMRC departments.
We receive a phone call twice weekly to see how we're doing and if we need anything. Maricella is great! Emails are updated frequently to provide us with COVID 19 information. Good communication.
We receive at least 2 phone calls per week to check on residents and staff, and how things are going
We receive calls weekly to ask how we are doing, however we are not provided with any updates or information on the pandemic and changes to programs or resources regarding it
We received conflicting information from Service Coordinators versus the Community Liaison on what we were allowed to do in our home. We were told we could NOT leave our home, so for the first 10 weeks, we complied until a VMRC Liaison asked if were at least taking little "rides" to get out of the home. She communicated to us that we should have done short little rides with our residents so they were not housebound. When California went from stage to stage, it would been very helpful if VMRC would have sent out disclaimers on what the home was "allowed" to do. Staff would have to call Licensing and the Liaison to retrieve that information.
We received emails on the update of the community and the COVID 19 situation. The Service Coordinators have been in touch many times checking on our clients. The provision of sanitizers and masks were very helpful and was very appreciated. And also the covid-19 patch funding was a huge help.

## 2020 COVID-19 Check-In Survey: Service Provider

**"To help us better understand, would you share why you feel that (VMRC supported you or not)?"**

We recognize that there are unprecedented challenges that we are all facing as professionals. Some VMRC employees are more responsive than others, but considering all things it seems that everyone is taking their best stride to maintain quality services.
We were not informed VMRC is no longer allowing new admissions, as we charge a daily rate as opposed to an hourly rate per individual. We were not aware of the change until we started the admissions process for a new individual. We understand things change rapidly during these times and it may be difficult to disburse information.
When I need something almost all the SC return my calls or emails and respond fast.
When we noted that we were looking for masks for staff and clients, VMRC reached out to let us know you provided those. This was extremely helpful during a time when they were almost impossible to come by.
Whenever I reach out to service coordinators on the most part I receive feedback on the same day.
While VMRC does an excellent job of updating / corresponding via e-mail (IT) - Physical staff rarely communicates promptly. Often several VM messages must be left before a response is received. I am unsure if Service Coordinators simply have too large a case load or there are higher priorities, but in our experience, direct VMRC staff are untimely with communication.
With the constant update make communication easier
With the regular meeting, emails, phone calls and update from VMRC and DSS and other help us work efficiently with our clients, providers, LPA's and other.
You are doing excellent job
You new letter have very good information and keep us informed.

## 2020 COVID-19 Check-In Survey: Service Provider

**"Is there anything that you think VMRC's Leadership needs to know about your agency's experience during the past few months?"**

For One Point As A 24 hr. Caregiver And Support Services Worker I Would Love To Be Able To Have Sometime Off I Only Get Truthfully One 1/2 Days Off Per Week Its Very Exhausting At Times Being A 24 Hr. worker I Started a Year Ago Working 4 days 24hr shifts and now have been on 5 day 24 hr. shifts I feel my company sees our needs to step up and give us 24hr workers are rightfully disserved 4 day a week shifts and hire some others as its so exhausting to keep up physically as well mentally
just keep up the good work
"Better Safe than Sorry!" Club members health remains a priority.
4 months without a day program, has been a challenge. We are doing well. Our ladies are hanging in there, and are mostly happy, but they are getting antsy. Looking forward to getting through this!
All is good
As a provider, we are getting worried that DDS is taking advantage of this situation (COVID lock down) to further their agenda of trying to get rid of congregate day programs. DDS has not put it in writing that that is their intent but it has been stated on more than one call by the head of DDS.
As we begin to enter a significantly new program, designed to provide true educationally based training in life skills, I believe that more emphasis now needs to happen on both development of similar programs as well as true review and follow-up. In doing so we expect increased success and help people with DD excel beyond where expectations have landed them in the recent past.
Being a care home/ group home, the information about consumers and returning to jobs is vague at best. We are loosing consumers due to this. Placement for new people looks bleak in the future leaving our home at 50% capacity.
Being able to keep consumers home from day program during this pandemic has helped me to keep everyone healthy and safe. I appreciate that very much because our goal is to keep everyone that we serve healthy, safe, calm, and happy.
Care homes are not answering their phones or wanting to work with us for the consumers. They are lacking the TEAM in team work! Some homes are refusing to let us speak with consumers because they blame behaviors on the phone calls.
Consistency followed by all staff with procedues and protocols
Continue your great work and thank you!

## 2020 COVID-19 Check-In Survey: Service Provider

**"Is there anything that you think VMRC's Leadership needs to know about your agency's experience during the past few months?"**

Day Programs have NOT supported providers in a manner that justifies being paid 100%, Day Program Staff have NOT been willing to work in homes as paid staff because they are being paid to stay home. DSPs are hard to find because the unemployment added \$600 is more than we can pay. Staff and Owners are burnt out. This is hard. Clients want to go out. Families are giving RSPs a hard time. Food, PPE and utilities are higher than normal. Overtime is reality. Long term overhead will be affected by unemployment rates. RSPs deserve some sort of recognition and unconditional assistance.

Doing great. Again I would just want more direction on thing we can/ cannot do without violating rights

During this pandemic, I must say that VMRC has really stepped up to the plate and helped out by giving a lot of information to the providers. I would like to know when VMRC is going to start placing again. Myself and other providers have been having vacancies and it's been very tough.

Everyone is very concerned about the pandemic and what the future may hold.

Everything are taken cared by VMRC Personnel as the need from our home arises.

Everything has not change except that the consumers are bored and they like to attend their programs.

Find them to be very supportive.

Guidelines should jive with the CCL. Some guidelines are contradictory to CCL's guidelines.

I am concerned about returning to in-home service providing with the early start program. Wearing a mask while in a home with a toddler does not seem beneficial. Training parents in skills and strategies that facilitate language seems to work very well in tele practice and keeps people safe. I am especially concerned as the number of Covid-19 cases are rising and the amount that people, my families on my caseload, are going out and connecting more with others, family and friends magnifies the risks for all! Please work to allow remote services to continue. Thank you.

I am happy and thankful of the help provided by VMRC during this time.

I appreciate the weekly updates. It is "honest" news.

I believe that VMRC needs to be more legislatively active to benefit the vendors and provide information.

## 2020 COVID-19 Check-In Survey: Service Provider

**"Is there anything that you think VMRC's Leadership needs to know about your agency's experience during the past few months?"**

I believe they know! However, the anxiety levels with some of our consumers has been off the charts. VMRC has been there to support with emergency patch. We could not have gotten this far mentally, without it. The stay at home order has been a challenge not only to the consumers but for the staff as well. Keeping moral up and staying positive has been our top priority next to staying safe. Since your asking my opinion...I'll be honest. My fear is that we've done more damage keeping them at home and "safe" than letting them get out and safely get on with their lives. We are a level 3 and do not have the health issues that other care homes have. The most devastating news is hearing that your friends (who live at home) are able to go to restaurants, shopping, etc...but because they are living in a care home, they are not allowed unless they want to be on a 14 day quarantine and possibly removed from their home. My understanding when we first shut down was because the medical profession and the hospitals were not equipped to handle the virus outbreak. So now what is the excuse. This is not going to go away and we can not keep our consumers in lock down mode until there is a vaccination. We really are not thinking this through. Now we are making it mandatory for staff to rotate testing every two weeks...really! Where does that even make sense? I tell my guys at our home to play out the scenario all the way. Maybe its time to tell our governor to do the same. A lot of power doing nothing.

I do not understand the patch and how the individual homes rates were decided. We cannot bill as staffed. It would be nice to have it explained and understood as it truly is worked.

I don't know how some providers are going to do once this is done. Residential providers are on day 120 of SIP and it's getting harder and harder

I enjoy working with the Stockton office. And I so appreciate the weekly health advisory updates and the info VMRC sends to CLASP.

I feel that VMRC is waiting to catch us in a mistake vs helping provide better services to the clients. This could all stem from our liaison.

I have been met with resistance to every single innovation and reinvention plan that has been discussed.

I have concerns over the quality of my internet service. It comes and goes and sometimes cuts me off entirely. My devices heat up and suddenly stop working. Overall the coordinators are understanding. I feel I could continue to work from home if only I could get more reliable internet services. Overall I'm fine and want to continue providing services.

## 2020 COVID-19 Check-In Survey: Service Provider

**"Is there anything that you think VMRC's Leadership needs to know about your agency's experience during the past few months?"**

I have observed that there are a small number of consumers that really shine on the Zoom meeting platform. The observation that I made was with consumers with high anxiety levels were now in their home environment interacting with their peers; the difference in the consumers' demeanor was significant. They were more talkative, they initiated conversation instead of avoiding it, their participation in the activity was much more lively and the person that would have daily meltdowns at program was now happily participating with a large group of peers. I think it would be a great asset to day program services to be able to continue the utilization of Zoom post pandemic.

I have the best SC! I would be lost without and she is so easy to talk too!

I just want to let VMRC know that we are working very hard such as working long hours & more overtimes during this COVID-19.

I plan to keep my focus on happy residents which means sustainability in work. I know the Managing a large agency is more than we as providers know. I wish each Manager at VMRC good health and great committed staff during these momentous changes. I hope to keep working in the most positive way to fulfill our work serving our precious community of consumers. To do complaint never works I hope I can continue to get the support I have received when necessary as timely as possible in the future to prevent loss.

I think billing and service provision could be better aligned in general, so looking more closely at how far apart they are during this pandemic might offer clues to improvements going forward, as well.

I think most things have been discussed and covered in a satisfactory manner

I think that we all need to be prepared that providing services (evaluations in my case) remotely is going to be necessary for the foreseeable future.

I think the Leadership is doing great.

I think they have done an exceptional job from the leadership to the staff level in meeting the needs of the service providers in this difficult time. I job well done.

I will like the communication to continue because it is making our work easy and less stressful.

I wish VMRC can give more clients to my home rather than only 2 for 7 months now. My concerns is to have more clients. My home is capacity of 4. Thank you

## 2020 COVID-19 Check-In Survey: Service Provider

**"Is there anything that you think VMRC's Leadership needs to know about your agency's experience during the past few months?"**

I worry about our day program specifically, I feel our funds have been grossly mismanaged and we are now hemorrhaging money. We hear about other day programs still operating with full staff and providing remote services, when we have just terminated all but four of our day program staff because we can no longer afford to pay them or their benefits. We hear about all the loans upper management has received but all we've seen of that money is a new roof and new paint inside the building. What we hear from VMRC and DDS that should be getting done is not at all what is being done here.

I would like the staff to realize that just because they have been doing this a while, not all have. Some are new and need help, especially when they are given no instructions when and how to get started.

I, personally could not ask for anything.

I'm grateful for the regional center, these are crazy times and there is no perfect answer.

If VMRC is directly responsible for The Portal where service authorizations are available to vendors, please see if that team can focus on identified areas of improvements that were discussed at the vendor meeting where they asked for input. With the new fiscal year, the amount of authorizations and the challenges of using the Portal are a real problem. None of the changes have been implemented and some were fairly simple adjustments. Thanks for the PPE distribution in the foothill communities.....often we are left out of such events.

In the beginning it was just a matter of keeping our residents occupied, educated and healthy. But as days turned into months, the over-all mental health of our residents has declined as well as the staff. Though we have classes/discussions about what is happening in the world our residents have difficulty understanding why they can not go home to their families. We take classes on Clients Rights and I see at least 3 that have been violated.....NO VISITORS.....SHALL NOT BE LOCKED IN A ROOM, FACILITY OR BUILDING.....TO LEAVE/DEPART FROM FACILITY (without being quarantined). Received a letter last night from VMRC asking for homes to support clients with COVID-19 into our home during their recovery. This does not make sense to me. For the past 126 days we have protected our residents from COVID-19 by not allowing visitors to come into our because they might expose our residents, no family/friends could come into the home due to possibility to COVID, but you ask for us to bring a resident into the home that has the virus. HOW DOES THIS MAKE SENSE?????This is what caused the explosion of deaths in RCFE's....bringing in COVID positive patients in to the facilities. This not protecting our residents, this is putting them at high risk. In the letter it states we can hire staff.....REALLY??? We are not medically trained, so who are we going to hire in to our homes to tend to the sick patient(s)????? We will continue to comply and follow all guidelines to keep our residents safe and healthy.

## 2020 COVID-19 Check-In Survey: Service Provider

**"Is there anything that you think VMRC's Leadership needs to know about your agency's experience during the past few months?"**

It was difficult due to COVID 19 having them home 24 hrs. a day
It would be helpful if SCs could return phone calls within two days, as their voice mail message states, but quite a few don't. It would also be helpful to know when case loads change, as we sometimes leave messages for an SC who is no longer at VMRC and hasn't been there in months. When we call for new SC name, because sometimes we just need to update our records, we are not given name so we have no one to turn to when there is a concern with one of our consumers.
It's really hard to do assessments via telehealth.
Just stock up on PPE when it's available! Now we know...
Just would like more leadership
Just, we all have to continue to adapt to the current circumstances, and that takes time and patience.
keep up the good work
Keep up the good work of keeping us informed. Thank you
Keep up the great work.
Making sure PMs and SCs are on the same page with the information they are providing.
Many of the people we support are nonverbal or can't otherwise communicate with us directly when we call. I've spoke to a lot of family members/care providers and it feels like I end up being a support for THEM as individuals. This is such a challenging time and it seems like I've ended up being someone they can talk/vent to. I think it's helped so many of them to have someone to talk to and air frustrations during these hard times.
More PPEs please.
my home is empty and so is my day program but I am still doing IPP's through zoom. Meeting with those service coordinators have been great but I've only had 3-4 IPP meetings. I have over 40 consumers at my day program.
My only concern is receiving IPP's in a timely manner. Some take up to 7 months to get to me.
Need more PPE (gloves)
No placements have happened during the past 7 months. We have lost 3 residents due to COVID during the past 3 months leaving the group home at nearly 50% capacity.
No. Please keep up the great work. We need all the help and support possible to do our best.
None that comes handy at the moment. Thank you VMRC staffs!
Not at this time. Should I think of any, I definitely would share via the proper chains and channels. Thank you.
Not having fast clear answers or guidelines was difficult
Nothing other than you have been very gracious in granting courtesy vendorization to other regional centers through yours, so THANK YOU!

## 2020 COVID-19 Check-In Survey: Service Provider

**"Is there anything that you think VMRC's Leadership needs to know about your agency's experience during the past few months?"**

Our consumers and staff are in good health. We take extra precautionary measures, during this Pandemic. We checked the consumers temperature in the morning and afternoon. And also staff checked their temperature before shift. Staff are practicing hand washing, before and after caring to consumers, and staff wear mask & gloves. We hope everything will be in place soon, so, consumers can go out safe in the community.

Overall our residents have handled the stay at home orders pretty well. However, it would be helpful to start thinking about some way to assist us in relieving their anxieties of being home for so long. If we could brainstorm some ideas or share what others might be doing or a strike team that roves around with coping skills, activities, and maybe even other resources such as Barbers/Stylists and other essential needs personnel that we've been restricted from. If this can be done in a safe and within the guidelines, that might be a healthy outcome for the long term health of our consumers. And maybe one of the biggest fears that we have as employers is the Directive of an emergency plan for staffing if we are hit with an outbreak. Does the State realize that we don't have a pool of employees standing by on the ready if we do have this issue arise? Can there be an emergency pool of employees that have experience with our residents, maybe such as Day Program staff that might volunteer to be in a pool for something like this?

Overall the leadership From Tony and his team has been great. We appreciate all they have done during these difficult times. Especially taking the time to talk with vendors. Only suggestion would be more follow up and oversight of what SC's are doing and the information they are passing along is not always correct or helpful. (Many families have been told day programs will never open again)

Overall, I am very pleased with the professionalism, integrity, and consistency of service that I have received from the aforementioned four parts of the Regional Center.

Phone calls are difficult because VMRC staff are not at their work phones, so if we don't get a reply from email we do not have another way to contact them.

Please continue the good work and please stay safe and healthy too!. We greatly appreciate everything that you do for us

SC's are very hard to get in touch with to schedule IPP's

So far all is well.

So far we are happy that everyone is safe, no s/s of covid-19, we are following protocols to make sure we will be safe everyday.

Students miss program, peers and staff. Students like zoom as a alternative. That's nothing like being at program with there peers. There's plenty staff that they have outlets to talk to.

Terrible service !

Thank you for all support and guidance through this trying times.

## 2020 COVID-19 Check-In Survey: Service Provider

**"Is there anything that you think VMRC's Leadership needs to know about your agency's experience during the past few months?"**

Thank you for being available to us throughout this difficult time.
Thank you for the support of the service providers and the clients
Thanks
That VMRC is doing their best to make sure all providers are safe. VMRC also make sure that we are informed of the latest news every week. thru emails. Regarding trainings, it is very convenient and safe to do the online meeting and trainings for everybody.
The agency always think about the safety, well-being, and shelter for all the clients, ensuring that they live peacefully within the community.
The experience has been really tough and challenging esp. staffing wise but we were able to pull thru. It was just disappointing to see that the budget decreased despite the full services we provide. DSPs deserve the raise because of their full commitment in working and serving our consumers.
The lack of information from DDS has hampered our abilities to pivot in this current situation, and its been shameful that DDS has not shown more leadership and direction. I think that Tony Anderson has shown a great capacity in understanding this and that has been reassuring but fear of liability seems to slow down DDS.
The only concerns we have are in regards to the rates, which I am aware are not just a VMRC issue but a state issue. The incredibly low rates do hinder our ability to hire and retain workers, particularly throughout the COVID 19 pandemic. We are committed to serving clients, but are limited as to the services we can provide due to the rates. We would welcome creative solutions to this problem.
There are so many care homes that will not answer phones that we can not provide consistent remote services unless the consumer has a personal cell phone. We have had to call a peers personal cell in order to talk with some consumers. That is not their responsibility. That responsibility should fall on care providers. It appears as though they turned (several care homes) of the ringers on the house phone we leave messages and rarely get return call. Our Instructors do not have access to Administrators phone numbers, so many times the consumer is missing out on some activities ZOOM training, Facebook training and even when we deliver packets, we are guessing what the consumer needs or wants..
There is not consistency when Consumers change residences. We are not being notified by the SC. This has been an issue for a while now but seems to be worst now.
These are tough times and difficult for all to adjust and the uncertainty of when it is going to end or not. It is good to know that our department heads are behind us, supporting or needs, being flexible in the way we complete our job duties daily, there is still concern about open communication, and or timely communication across the agency. we are 3 different and diverse offices and are not always treated in this matter.

## 2020 COVID-19 Check-In Survey: Service Provider

**"Is there anything that you think VMRC's Leadership needs to know about your agency's experience during the past few months?"**

They are very helpful I just want everyone to be safe
They've laid/terminated most of our staff and it's looking like the program will close. Poor planning, lack of innovative thinking, lack of resources and now staff. I know we will diffidently have to close. The question is when? It feels very hopeless. And we know that consumers will not return to program anytime soon, probably never. And the day program landscape will never be the same.
This is a personal question, How's the hazard pay works are the staff in the care home getting it.?
This time of crisis has shown me that many of our student truly appreciate even the little things such as acknowledgement of their birthdays, phone calls just for reassurance or support. Many of our students and staff miss program and are very willing to follow any health guileless! Its so great to see how many of our students have learned or gotten support in the participation of the Zoom Classes we have put together! Its just so great just to see their faces.....
Thus far we have all been well and have been able to get some supplies. I do have great concerns about our clients returning to Day Program being in an ICF. However we will cross that bridge when we get there
To give support and appreciation to our front liners, the care providers who worry 24/7 for their clients safety and well being, and staffs who sacrifice themselves to come to work despite of the situation, to take good care of our valuable residents. Comment: The pay cut should have not been considered during this time.
Tony Anderson and (others) have provided excellent weekly updates and very supportive to all our clients as well as providers.

## 2020 COVID-19 Check-In Survey: Service Provider

**"Is there anything that you think VMRC's Leadership needs to know about your agency's experience during the past few months?"**

Vendors are valuable assets. Residential sector does not feel that we are treated as such. An example would be the group PATCH for July. Why was it not going to be extended while day program was still closed? It was approved by some SCs and denied by others. One SC didn't even inform that the pos wouldn't be extended. We had to approach this SC on July 1st just to be told sorry, it won't be extended. We have staffing schedules to make. We need this info to make decisions. We appreciate the SCs that do go out of their way to come to us, ESPECIALLY while our hands are full with a pandemic. It is felt that placements are still done with favoritism in mind. Ultimately, the team decides where one consumer would fit best after determining that the appropriate level is identified. So many biases and opinions can be inserted. Not all vendors received feedback or results in regards to HCBS grants. This is disappointing considering the amount of time some vendors put into the process and the HUGE push for something that is scheduled to occur down the road. For such a big push we figured we would at least be notified if a grant wasn't approved. Nothing. Not a word. Was our submission even considered? Or was it considered and just not supported?? We need funds to pay hazard pay WITHOUT having to submit a health and safety request. We don't have time for this extra work. We are all in the same situation. No one is going to profit from we ve had to pay \$100 for ONE thermometer. Paper supplies have increased in cost. Gloves have doubled in price for HALF the amount. We've had to buy more activities for residents. More food. More everything. Our staff come in day in and day out and make less than those on unemployment. It's a disgrace. They are the backbone. Small businesses are trying to prioritize and get everything with the funding that IS received. We are tired and our residents are restless. Day program staff get paid to sit home? Wow. Help RSPs develop their own home program at this point and get funded fairly for it. Certain programs do nothing for our residents on a typical basis anyways. It's a place to socialize and smoke. Period. Goals are not worked on and expectations are extremely low when our residents are very capable of being productive. This is in regards to only one day program and does not describe all. We do appreciate that Tony attended a recent mtg with RSPs. It gave us an opportunity to express some of these issues

VMRC does not follow guidelines and quickly get upset when we do not provide them with information.

VMRC has made many phone calls to offer assistance with PPE or questions regarding COVID-19.

VMRC is very much concern and very supportive

VMRC Leadership has been committed to showing that "We are in this together" throughout the pandemic. We greatly appreciate the flexibility and level of integrity that has been demonstrated. Thank you!

## 2020 COVID-19 Check-In Survey: Service Provider

**"Is there anything that you think VMRC's Leadership needs to know about your agency's experience during the past few months?"**

VMRC needs to be sure that all consumers are treated based on their unique needs. Young healthy people should not have the same restrictions as those who are older or have health concerns.

VMRC needs to support vendors with creative alternative service options for services during COVID-19. VMRC needs to fund extra costs related to COVID-19. VMRC clients need financial support to secure devices and internet for remote services as well as technology training.

VMRC's leadership should be more focused on the well being of all their staff. Especially the ones that were not given an option to work from home during such bad times. Recently, there have been a good amount of precautions taken to ensure the health of staff. However, this has only happened since the return of service coordinators in the building, not when it was only clerical staff required to be in the building. COVID cases are rising quickly, and we constantly have to be opening the door for mail personnel and for consumers picking up a check or a bus pass. Recently, someone we work close to has been told to quarantine for 2 weeks and our concern has become greater since we all have family members who are elderly or have a underlying health issue. I'm very much appreciative for the new procedures VMRC has implemented and understand that no one was prepared for times like these.

VRMC is doing an excellent job during this time of crisis

we all doing our best without clear input from CCL, DDS or the regional centers.

We are concerned about day programs opening and negotiating the risk-reward of going back into public venues during an uptick in our community. Our two consumers are roommates. One has multiple underlying risk factors; one does not. We need guidance on practical ways to keep them safe but also free to make their own choices in this situation.

We are concerned about the virus, and don't want anyone to move too fast, and open, before things are stable and safe.

We are doing our best, staff have gone above and beyond.

We are during our best to help our consumers to be their best!

We desperately need some guidance on how we can reopen our Production Unlimited program. I believe we have clients who can practice the social distancing guidelines and wear masks. Not being able to come to work each day is very depressing for them and parents/care givers are desperate to back in program. I keep being told "we hope you make the right decision and open the program". They do not understand that the final decision is out of my hands. VALRF in Fresno is far more legislatively active and I wind up depending on them for a lot of the input and guidelines.

We feel they have not done very much for the ICF community.

## 2020 COVID-19 Check-In Survey: Service Provider

**"Is there anything that you think VMRC's Leadership needs to know about your agency's experience during the past few months?"**

We have assumed a significant increase in payroll due to staff calling in, FMLA COVID changes requiring payment to staff, overtime and school and day program closure. We feel monies allocated to day programs should be utilized to help the residential facilities that have assumed the responsibility of providing 24 hour care. This would be helpful through a temporary increase in rate and would preferably be without huge amounts of paperwork as we are struggling to maintain overall care and staffing of the homes. We have also lost a large amount of staff due to COVID and not wanting to assume the health risk. Day Programs should not be paid for not providing services and on top of that they qualify for SBA PPP loans.

We have gotten very creative as far as keeping our residents active and healthy, we would like to thank all the regional center staff for showing the support that they do through the good and bad times.

We have had challenges meeting with individuals remotely on a consistent basis. Our staff will establish a scheduled time to meet with an individual we serve via televisit or online and the individual will not show up to the scheduled interaction. Our staff have been diligent and consistent with their attempts to interact with all those we serve, but it has been challenging for those who do not have someone at home to assist them with getting online or reminding them of their scheduled interactions.

We just need more of an open forum and brainstorm online learnings for our clients.

We need to continue to take precautions such as a mask and gloves due to the COVID-19 pandemic.

We truly appreciate all the updated information that VMRC provides in regards to the COVID-19. Going forward, we can't wait to re-open.

We work to keep our consumers healthy & happy under these circumstances  
we're just fine.

When will day programs be opening and are there any specific plans in place by VMRC at this time?

## 2020 COVID-19 Check-In Survey: Service Provider

**"Is there anything that you think VMRC's Leadership needs to know about your agency's experience during the past few months?"**

Worried that in person day program services will be eliminated completely due to coronavirus. For some individuals, in person day program services may be substituted with services in alternate locations, curriculum and method of instruction. We serve individuals who benefit from in person services. For individuals who live at home, in home services supports keeping families together by not overburdening families emotionally and economically. The total I/DD experience should be taken into account including experience and role of families supporting adult family members. Those considered most vulnerable may be most unintentionally negatively impacted due to precedence to protect medically which is understandable. Communication and interpretation of individual's preference and needs should not be overlooked in determining how, when and where individuals want to be served. Unless someone can express clearly what they want its left for others to interpret. We ask that day program providers be present at IDT meetings to assist and support communication efforts and to contribute to what is known about the person. Many of us have known our consumers for more than 30 years. Helping those most vulnerable has been our mission for more than 65 years. We want to work at as team with SCs, families, care providers and community.

Would really like to see my team/staff more specifically and publicly recognized for their dedication in keeping people safe, while also trying to stay safe themselves. Would mean a lot to them....we are small and passionate but all of us are juggling multiple interests (e.g. those we serve, family members' needs, CONSTANTLY changing—and overwhelming to be honest—reg's and directions from multiple entities, our own well being, etc.) and working in the field, while many others have the 'luxury' of working from home (though may not like that fact understandably)... concerns?? In my most difficult moments, I dread not only someone becoming seriously ill, but the constant weight of that responsibility and feeling like those of us who are 'boots on the ground' will hold all that responsibility alone.

Yes. Our organization provides medical supplies to very few VMRC consumers so I would like to know how referrals to our company can be increased. We bill at Medi-Cal allowed, honor the UBL and orders are generally received on the next business day.

You're doing an outstanding job!



# Provider Survey

~ Questionnaire ~



## VMRC Provider COVID-19 Check-In

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Welcome to Valley Mountain Regional Center's Provide COVID Check-In Survey!

While we realize you may have recently participated in VMRC's 2020 Service Provider Satisfaction Survey, the survey occurred just before COVID-19 truly emerged and the subsequent stay-home orders were launched. As so much has changed in such a short time, VMRC wanted to touch base with its provider community and really see how people are doing during these times.

We know everyone has been hard at work, and we greatly appreciate all of the efforts to not only take care of the people you support but also recognize that you may be balancing shut-downs, stay-in orders, and other requirements and obligations impacted by COVID-19 stay home orders.

We would like to ask that you spend just 5 minutes participating in this very short survey (11 questions!) to help us gauge how our providers are doing during these trying times and how the regional center may better support you. Your answers will be kept confidential.

Thank you in advance for your participation!

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### **About Your Organization...**

Before we begin the survey, we would like to ask three demographic questions. The information from these questions are used for analysis purposes only. This information is very helpful to our analysis so we strongly urge respondents to provide this data, however if you do not feel comfortable providing this information, it can be left blank

**1) What service(s) does your agency provide to VMRC consumers? (Please check all that apply)**

- ☐ Licensed Residential Care Home or Group Home
- ☐ Adult Day Program
- ☐ Job Training / Employment Services
- ☐ Transportation
- ☐ Respite
- ☐ Early Start
- ☐ Behavioral Intervention Treatment or Therapy
- ☐ In-home Supported Living Services
- ☐ Professional Medical or Therapeutic Services
- ☐ Special Durable Medical Equipment
- ☐ Other:: \_\_\_\_\_

**2) How many VMRC consumers does your agency serve in a typical month?**

- ☐ 1-6
- ☐ 7-20
- ☐ 21-100
- ☐ 101 or more

**3) In which county(ies) does your agency provide services to VMRC consumers? (Please check all that apply.)**

- ☐ San Joaquin
  - ☐ Stanislaus
  - ☐ Amador
  - ☐ Calaveras
  - ☐ Tuolumne
-

### COVID-19 Stay-Home Orders: General Impact

We would like to ask you a few questions regarding how VMRC supported you as a provider during the COVID-19 stay-home orders these last few months.

#### 4) During the past few how would you rate...

	Truly Outstanding	Excellent	Good	Just Ok	Poor
How well VMRC clearly communicates updates and pertinent information to your agency?	( )	( )	( )	( )	( )
How well VMRC staff communicates with your agency regarding issues related to your agency's contract or services?	( )	( )	( )	( )	( )
How consistent VMRC staff are in the information they provide to your agency?	( )	( )	( )	( )	( )
The VMRC staff at returning your telephone calls and emails?	( )	( )	( )	( )	( )
Overall, how would you rate VMRC?	( )	( )	( )	( )	( )
Overall, during the past few months, how helpful do you feel VMRC has been in supporting you as a valued provider?	( )	( )	( )	( )	( )

5) To help us better understand, would you share why you feel that way? (Why you answered the previous question the way you did.)

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6) Lastly, is there anything that you think VMRC's Leadership needs to know about your agency's experience during the past few months? Or your thoughts or concerns going forward?

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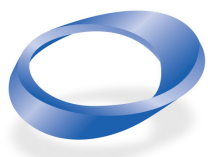
### Thank You!

Valley Mountain Regional Center thanks you for your time and participation. Feedback from this survey will be considered along with feedback from other community members. VMRC will make survey results available to the community through its website early next year. Thank you again for your support and assistance!

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## Employee Survey





# Employee Survey

~ Narrative & Findings ~





### Background

VMRC is a private, non-profit corporation that contracts with the State of California to provide services and supports to people with developmental disabilities, as well as to purchase essential services for people with developmental disabilities. VMRC serves a population of approximately 15,800 persons with developmental disabilities and their families in Amador, Calaveras, San Joaquin, Stanislaus and Tuolumne counties.

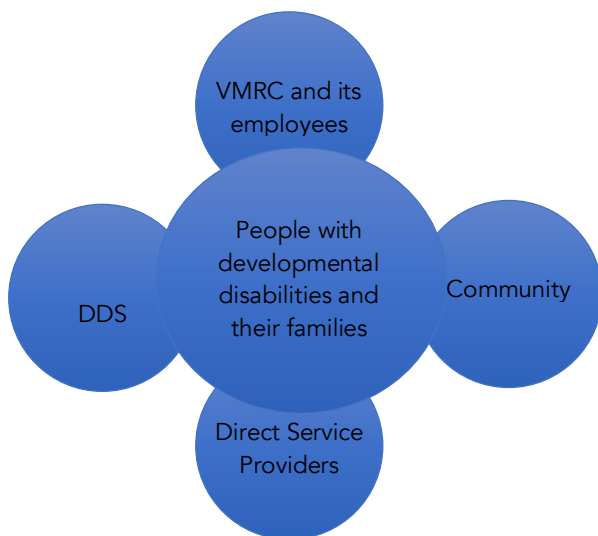
VMRC is governed by a 21-member Board of Directors and an Executive Director, who manages the daily operations of the agency through a senior management team. The board membership includes individuals with developmental disabilities, parents, and community members from the five-county catchment area. The VMRC Board of Directors established a Strategic Planning Committee in February 2013, adopting VMRC's official 2013-2018 Strategic Plan shortly thereafter. Outcomes for the Strategic Plan were assessed and reported in 2014 (baseline), 2017 (mid-point) and 2020 (plan end). Shortly after the 2020 Strategic Plan Outcome Follow-up Surveys were completed for Consumers and Families, Service Providers and Employees, California, along with the rest of the world, was swept into a pandemic – COVID-19.

For the first time in California's history, regional centers, including Valley Mountain Regional Center (VMRC) temporarily shuttered its doors – though service coordinators continued to be available to consumers and families via phone, email, text and online Zoom meetings, day programs closed, therapies started being provided via online modalities, and many companies closed down. In the midst of mandated masks, changing statistics and economic uncertainties, VMRC reached out to people served, not just individually, but through the COVID-19 Check-In Surveys to get a feel for how people served, service providers, and staff were faring through this virus storm, as well as how the regional centers may be able to provide additional support, where needed.





Data contained in this report, represents topline feedback from consumers and families, employees, and service providers on the prospective areas of focus or priority and offers additional insights from these stakeholders. The COVID-19 Check-In Surveys provide a partial, though valid, glimpse of how VMRC's community has been, and is being, impacted. Please note, that due to methodological limitations results in this report, while valid, may not represent 100% of the community.



**This section of the COVID-19 Check-In report contains information pertinent to Employees of Valley Mountain Regional Center.** Additional 2020 COVID-19 Check-In Survey reports in pertain to information provided by Consumers and Service Providers.

*When fully utilized, this feedback can help the organization improve strategic planning, resource allocation and communication with the end result of creating services and supports, which have a greater impact on the quality of life for the people they serve.*

Especially in these critical budgetary times, the ability to make informed decisions is crucial. The information contained in this report is a representative and valid snapshot of how consumers and families, employees, and direct service provider contracted with VMRC perceive the priority of provided and purchased by the regional center.





### Methodology

The 2020 COVID-19 Check-In Surveys – Consumer, Provider, **Employee** – were launched under tight timelines and tight resources, given the immediacy of the situation, the upcoming Board of Directors’ Strategic Planning efforts, and the state of the California budgets in light of the COVID-19 spending.

Given these parameters and restrictions, as well as the recent extensive Strategic Plan Outcome Follow-up Surveys, the COVID-19 Check-In Surveys were essentially “mini” surveys launched online only.

**Sample.** The sample included all employees of Valley Mountain Regional Center (VMRC) minus the Executive Director.

**Questionnaire.** The COVID-19 Check-In Survey: Employee consisted of a total of **15 questions**, including two (2) demographic question which enabled Kinetic Flow to provide analysis by Office and by Department.

Of the remaining thirteen (13) content questions, ten (10) questions were quantitative ratings of VMRC support of employees, one (1) question pertained to people’s overall quality of life and mirrored the Consumer/Family quality of life question, and two (2) questions provided general open-end feedback.

Nine (9) of the questions contained in this survey mirror those in the Strategic Plan Outcomes Follow-up Survey: Employee Satisfaction Survey for 2020, 2017 and 2014, and therefore comparisons can be made across these time periods.





**Data Collection Methodology.** Surveys were conducted **online** between **July 9<sup>th</sup> and July 25<sup>th</sup>, 2020**. An initial email invitation was sent out from Tony Anderson, Executive Director of Valley Mountain Regional Center (VMRC) with four (4) reminders sent in the following weeks. Additionally, the survey was mentioned at the All Staff presentation of the results for the 2020 Strategic Planning Outcomes Follow-up Survey: Employee Satisfaction Survey.

After cleaning, the *2020 COVID-19 Check-In Survey: Employee* survey report includes the voices and sentiments of a total of **241 VMRC employees**.

With just over 350 employees, the *2020 COVID-19 Check-In Survey: Employee* survey report represents approximately **68.9% of all VMRC employees**. Data represents a 99% confidence interval, 4.65% margin of error at an assumed 50% response distribution.

Data contained in this report is a valid snap-shot of the voices represented and should be used for directional purposes.





### Respondent Profile

**Who Participated?** Data presented in this study represents 232 VMRC employees (non-Executive Director) by geographic location and organizational department.

Location	Respondents	Response Rate
Modesto	69	29%
San Andreas	15	6%
Stockton	157	65%
Total	241	100%

Unit / Department	Respondents	% of Response
Case Management	149	68%
Clinical Services	60	18%
Fiscal	16	8%
Human Resources	3	1%
Information Services	1	0%
Other	10	4%
No Answer	2	1%
Total	271	100%





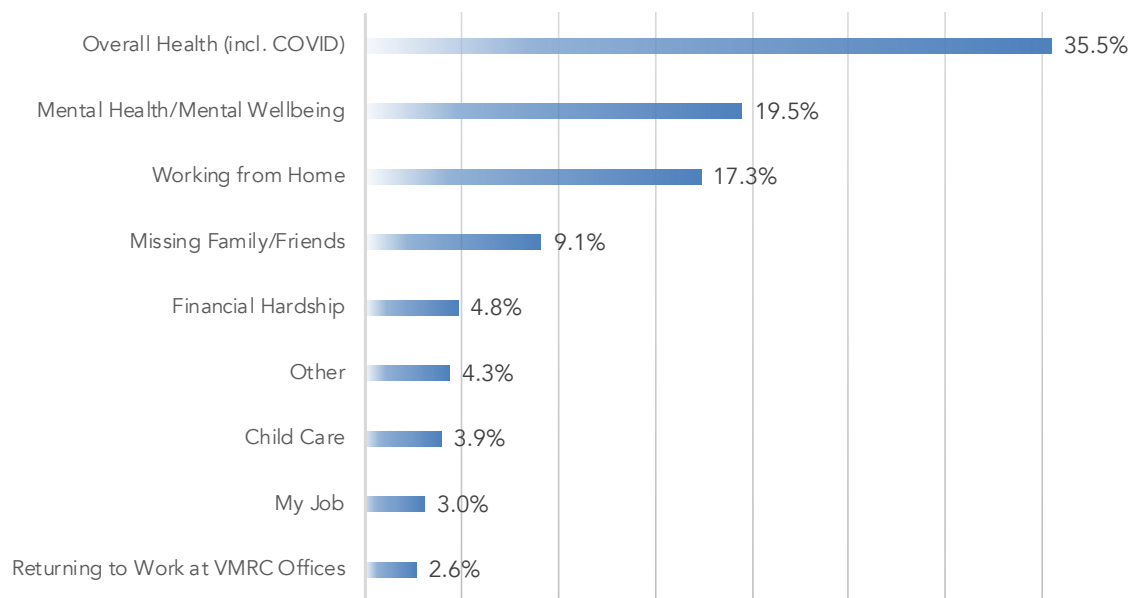
## Findings

*"Working from home and having young kids to care for is extremely difficult. The pressure from the manager is as if everyone was in the office with no distractions let alone a pandemic to worry about. Due to all this, mental health has started to be a factor for most who do not mention what they are going through. People who have been able to cope with changes in the past are no longer allowed to cope and have been having anxiety and depression. This lowers productivity and motivation to even want to log into work most days".*

## How is our Community doing?

To assess how VMRC's community is doing during the COVID-19 pandemic, various stay home orders and surrounding events, and consistent with the 2020 COVID-19 Check-In Survey: Consumer survey, VMRC asked employees, "During these difficult times, which of the following have been of greatest concern for you/your family?"

### MY/OUR GREATEST CONCERN IS...



By far, respondents were most concerned (35.5%) with "Overall Health - not getting sick, COVID, etc.". Rounding out the top three, the second greatest concern was "Mental Health/Mental Wellbeing - general stress, depression, anxiety, addiction, etc." (19.5%) with the third greatest concern "Working from Home - Work/Life balance, taking care of kids while working from home, adequate home office, etc." (17.3%).





*"It has been the most stressful months of all of my time at VMRC. Constant lists of calling families and documenting. Followed up by spreadsheets to verify that we did this when we already put in a t-19 note to document. Then, send out letters to families. Then, continue to contact and harass families. Then, Everbridge calls. It is endless!!!! If I did not have a supportive manager, I may not have stayed."*

*"Very Over Whelming..."*

The "Other" responses all indicate a mixture individual concerns being equally weighing. All "Other" comments can be found in the Comments – Response to Open-Ended Questions section of this report.

### Do employees have the Information and Equipment they need?

Since March 2020, the majority of Valley Mountain Regional Center (VMRC) staff have worked from home, and VMRC has supported employees with equipment and stipends when possible. While so much of the current conditions and environment are beyond VMRC's control, the regional center wanted to ensure employees are supported as possible.

The *2020 COVID-19 Check-In Survey: Employee* includes five (5) questions focused on the information and equipment support. Consistent with the *2020 Strategic Plan Outcomes Follow-up Survey: Employee Satisfaction*, and consistent with the similar surveys and reporting from 2014 and 2017, these metrics are presented in statement form and survey participants are asked to respond utilizing a balanced 5-point Agreement scale:

Strongly Agree – Agree - Neither Disagree nor Agree - Disagree - Strongly Disagree

Typically, as shown below, metrics assessed on an Agreement scale are analyzed and displayed as "Top 2 Box Agreement" or "Top 2 Box" or "Agreement" scores which look at the percentage (%) of "Strongly Agree" and "Agree"

These five (5) metrics include:

- Upper Management clearly communicates information I need to do my job to the best of my ability.
- I have sufficient information to do my job.
- I have sufficient resources, tools and time to perform my job.
- I have the right materials and equipment I need to do my work right.
- I have a well-functioning computer, reliable network and up-to-date information systems to help me do my job effectively.





*"VMRC took shelter in place more seriously, early on, than most places I know. Even during a time of absolute unknown, VMRC pulled together directives for how people are to work remotely, tweaking along the way. There was a quick response for anyone needing equipment to effectively do their jobs. On top of having to figure out how to get an entire agency to work remotely effectively, the Directors made time to answer all questions that I am sure were repetitive and never ending. For being the first time the agency has experienced anything like this I truly feel they did an excellent job with what everyone had at hand.."*

Metric	VMRC
Upper Management clearly communicates information I need to do my job to the best of my ability.	77.2%
I have sufficient information to do my job.	84.2%
I have sufficient resources, tools and time to perform my job.	68.0%
I have the right materials and equipment I need to do my work right.	67.5%
I have a well-functioning computer, reliable network and up-to-date information systems to help me do my job effectively.	73.0%

Of the five metrics, the metric with the highest agreement for VMRC and across each office is, "I have sufficient information to do my job," with an overall agreement of 84.5% - nearly 85% of all respondents either "Strongly Agree" or "Agree" with the statement. While not statistically different, the lowest Agreement was provided for employees having the right/sufficient materials, tools and equipment to do their jobs (67.5% and 68.0%).

**Metrics by Office.** Overall, respondents from the Stockton office provided the highest agreement (74.6% on average), especially in the area of sufficient information (86%). At the other end of the spectrum, respondents from the San Andreas office provided the lowest agreement (70.7% on average) – though not statistically lower or different than Stockton office's average score, especially in the areas of having right/sufficient materials, tools and equipment to do their jobs. Average Agreement by office is:

Modesto	73.7%
San Andreas	70.7%
Stockton	74.6%

Again, while differences exist between offices on a whole, these scores are not statistically different. However, individual metric agreement scores show greater variability. Detailed Metrics by Office are provided in the Appendix.





*"VMRC upper MTeam has gone above and beyond and has proven to me that they values the community we serve and acknowledges the importance of the work we do. I appreciate all the support they have provided. The work at home experience has been positive and productive because we have the support and equipment we need. Thank you!!!"*

**Metrics by Department.** Overall, respondents in Other departments (including Human Resources and IT) provided the highest agreement (82.5% on average), especially in the area of having a well-functioning computer, connection and information systems (87.5%) and having sufficient resources, tools, and time (87.5%). At the other end of the spectrum, respondents in the Case Management department provided the lowest agreement (70.4% on average), especially in the areas of having sufficient resources, tools and time (67.5%). Average agreement by department are:

Case Management	70.4%
Clinical Services	75.4%
Fiscal Department	81.3%
Other (+ HR, IT)	82.5%

Greater variability is present between departments, rather than by office. Detailed Metrics by Department are provided in the Appendix.

**Metrics over Time.** The above five (5) information and resource metrics were also asked in the *2020 Strategic Plan Outcomes Follow-up Survey: Employee Satisfaction*. Looking at the scores, some differences between the data sets occur despite the data collection periods being only a few months apart; the main driver of the differences is most likely the result of the COVID-19 pandemic and subsequent stay-home orders.

Metric	2020 COVID-19 Check-In Employee Survey	2020 Employee Satisfaction Survey	Difference
Upper Management clearly communicates information I need to do my job to the best of my ability.	77%	48%	29%
I have sufficient information to do my job.	84%	75%	9%
I have sufficient resources, tools and time to perform my job.	68%	56%	12%
I have the right materials and equipment I need to do my work right.	68%	72%	-4%
I have a well-functioning computer, reliable network and up-to-date information systems to help me do my job effectively.	73%	64%	9%





*"I can't wait until we can return to our office full time."*

*"Working from home under other circumstances and working from home during a global pandemic and ongoing international trauma are very different. I can't imagine that I'm the only one doing very poorly in terms of mental health, ability to focus, motivation, etc. With everything changing and the added workload, the whole thing feels like drowning."*

On average, from the data collection period of the *2020 Strategic Plan Outcomes Follow-up Survey: Employee Satisfaction* (February 12<sup>th</sup> – March 13<sup>th</sup>, 2020) to the data collection period for the *2020 COVID-19 Check-In Survey: Employee* (July 9<sup>th</sup>-25<sup>th</sup>, 2020) agreement scores on these metrics increased, on average, 11%, with the greatest difference being an increase of 29% Agreement for Upper Management clearly communicating information.

### Do employees have the general Support?

As with VMRC's concern for the information and equipment supports employees have received since late March 2020, the regional center also wants to ensure supervisory support, accountability and overall support are available to staff.

The *2020 COVID-19 Check-In Survey: Employee* includes four (4) questions focused on the information and equipment support. Consistent with the *2020 Strategic Plan Outcomes Follow-up Survey: Employee Satisfaction*, and consistent with the similar surveys and reporting from 2014 and 2017, these metrics are presented in statement form and survey participants are asked to respond utilizing a balanced 5-point agreement scale:

Strongly Agree – Agree - Neither Disagree nor Agree - Disagree - Strongly Disagree

Typically, as shown below, metrics assessed on an Agreement scale are analyzed and displayed as "Top 2 Box Agreement" or "Top 2 Box" or "Agreement" scores which look at the percentage (%) of "Strongly Agree" and "Agree"

These four (4) metrics include:

- Management has given me an appropriate level of authority to accomplish my goals.
- My Supervisor listens to me when I have a comment, question or concern.
- Management is informed and aware of my unit's actual performance.
- During the past few months, VMRC has ensured that I feel like I am a valued member of the VMRC team.





*"Without concern about how staff and their own families are coping there are super high expectations of employees. Requiring working from home using their own internet, cell phones, supplies. The Jabber app doesn't work, slow delay from the Citrix, having to fill out hourly sheets on how day was spent. Supervisor's requiring staff to constantly call clients families to ask various questions. etc. If you don't take care of your employees and their families how are they expected to take care of clients?"*

Of note, the last question in this series, "During the past few months, VMRC has ensured that I feel like I am a valued member of the VMRC team," is an important indicator of employees' current overall relationship with the regional center. Overall, employees provided a 75.0% agreement with this statement. Notably, this is up from 67% during the *2020 Strategic Plan Outcomes Follow-up Survey: Employee Satisfaction* February-March 2020 data collection time period. In addition to the 75% agreement with the statement, 9.1% of respondents wither Disagreed or Strongly Disagreed with this statement. Overall, Bottom 2 Box (the percentage of respondents that either Disagree or Strongly Disagree with a stated metric) ranges from 3.7% to 16.2%. Review of the comments provided by respondents for this survey show greater polarization in their feelings of being valued and should be reviewed for greater insight.

**Metrics by Office.** Overall, respondents from the San Andreas office provided the highest agreement (83.0% on average), driven heavily on the score for, "My Supervisor listens to me when I have a comment, question or concern," for which respondents in the San Andreas office 100% agreed or strongly agreed with. At the other end of the spectrum, respondents from the Modesto office provided the lowest agreement (74.1% on average) – though not statistically lower or different than San Andreas office's average score. Average Agreement by office is:

Modesto	74.1%
San Andreas	83.0%
Stockton	81.1%

Again, while differences exist between offices on a whole, these scores are not statistically different. However, individual metric agreement scores shower greater variability. Detailed Metrics by Office are provided in the Appendix.





*"Supervisor requires daily WAH logs that need to be very detailed. Phone calls stated must include the consumers name. Email logs of who I am communicating with. I spend more time with the WAH log than anything else I do! How about the supervisor calls or emails me to see how I am doing? Still waiting for that call. -Just to be clear- I have no discipline or other issues to warrant being so closely monitored, just since COVID WAH started . No trust with us working at home yet all my work is done."*

**Metrics by Department.** Overall, respondents in Other departments (including Human Resources and IT) provided the highest agreement (89.9% on average). At the other end of the spectrum, respondents in the Clinical Services department provided the lowest agreement (77.7% on average), especially in the areas of management being informed/aware of unit's performance (71.8%). Average agreement by department are:

Case Management	78.7%
Clinical Services	77.7%
Fiscal Department	87.5%
Other (+ HR, IT)	89.9%

Greater variability is present between departments, rather than by office. Detailed Metrics by Department are provided in the Appendix.

**Metrics over Time.** The above four (4) management support metrics were also asked in the *2020 Strategic Plan Outcomes Follow-up Survey: Employee Satisfaction (2020 Employee Satisfaction Survey)*. Looking at the scores, some differences between the data sets occur despite the data collection periods being only a few months apart (February vs. July); the main driver of the differences is most likely the result of the COVID-19 pandemic and subsequent stay-home orders.

On average, agreement increased 7% from the *2020 Employee Satisfaction Survey* to the *2020 COVID Check-In Survey: Employee*.

Metric	2020 COVID-19 Check-In Employee Survey	2020 Employee Satisfaction Survey	Difference
Management has given me an appropriate level of authority to accomplish my goals.	82%	70%	12%
My Supervisor listens to me when I have a comment, question or concern.	90%	91%	-1%
Management is informed and aware of my unit's actual performance.	70%	60%	10%
During the past few months, VMRC has ensured that I feel like I am a valued member of the VMRC team.	75%	67%	8%





*"It feels that working from home has been a little harder than working from the office, greater expectations. "*

*"It is not VMRC's responsibility to make my home an exceptional work environment, but because of the size of my family's apartment, it has been a challenge to find a consistent place to work with adequate privacy and limited distractions. Sometimes my focus suffers because of this, but I'm doing the best I can!"*

## Is VMRC supporting staff as valued employees?

The previous General Support section of the survey, asked employees their agreement with the statement, "During the past few months, VMRC has ensured that I feel like I am a valued member of the VMRC team."

As a final closed-end question, and consistent with the 2020 COVID-19 Check-In Surveys: Consumer and Service Provider, employees were asked, "Overall, during the last few months, how well do you feel VMRC has done in supporting you as a valued employee?"

*(Please note, the question was modified slightly for the Consumer and Service Provider perspectives to recognize their unique relationship with the regional center.)*

The final quantitative question utilizes an unbalanced 5-point scale, which is also used in the other COVID-19 Check-In surveys. The scale is:

Truly Outstanding	=	5.00
Excellent	=	4.00
Good	=	3.00
Just Ok	=	2.00
Poor	=	1.00

Analysis for this scale utilizes a statistical mean score.

Overall, respondents provided a mean score of 3.51, approximately halfway between "Good" (3.00) and "Excellent" (4.00).

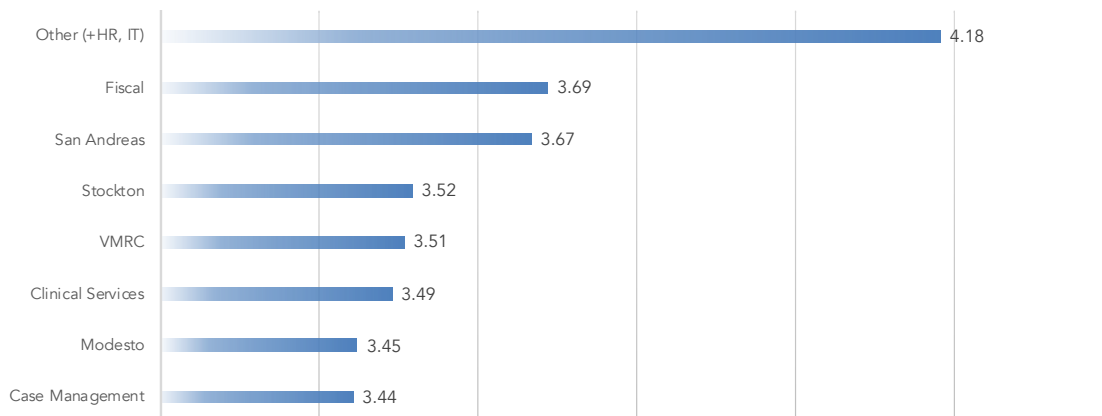
The following chart breaks down the score by Office and Department. Overall, the highest rating (4.18) was provided by respondents in an "Other (+HR, IT)" department, with the lowest (3.44) provided by employees in Case Management.





*"THEY HAVE BEEN AWESOME!! Excellent communication about how VMRC is handling COVID 19. Very complementary of everyone in the organization. Recognized the struggles with working from home and dealing with COVID in general. I have worked at this agency for 22 years and this management team is the best. It is during crisis that true leadership shows."*

### HOW WELL HAS VMRC DONE IN SUPPORTING YOU AS A VALUED EMPLOYEE?



As a follow-up to this question, like in the Consumer and Provider perspectives, respondents were asked why they provided the rating they did to help VMRC better understand employees' unique perspectives.

All employee comments can be found in the Comments: Responses to Open-Ended Questions section of this report; all responses are broken down by office.

In addition, responses to the final question in the survey, "Lastly, is there anything that you think VMRC's Upper Management Team needs to know about your experience working from home these past few months?" can also be found in the Comments: Responses to Open-Ended Questions section of this report; all responses are broken down by office.





# Employee Survey

~ Summary Tables ~



**2020 COVID Check-In Survey: Employee  
Metric Detail by Office**

<b>Metric</b>	<b>VMRC</b>	<b>Modesto</b>	<b>San Andreas</b>	<b>Stockton</b>
Upper Management clearly communicates information I need to do my job to the best of my ability.	4.13	4.03	4.07	4.18
I have sufficient information to do my job.	3.72	3.72	3.87	3.70
I have sufficient resources, tools and time to perform my job.	3.77	3.75	3.40	3.81
I have the right materials and equipment I need to do my work right.	3.89	3.90	3.53	3.92
I have a well-functioning computer, reliable network and up-to-date information systems to help me do my job effectively.	4.08	4.03	4.00	4.11

<b>Metric</b>	<b>VMRC</b>	<b>Modesto</b>	<b>San Andreas</b>	<b>Stockton</b>
My Supervisor listens to me when I have a comment, question or concern.	4.49	4.39	4.73	4.50
Management is informed and aware of my unit's actual performance.	3.92	3.75	3.87	3.99
During the past few months, VMRC has ensured that I feel like I am a valued member of the VMRC team.	3.89	3.81	3.93	3.92

<b>Metric</b>	<b>VMRC</b>	<b>Modesto</b>	<b>San Andreas</b>	<b>Stockton</b>
Overall, during the last few months, how well do you feel VMRC has done in supporting you as a valued employee?	3.51	3.45	3.67	3.52

**2020 COVID Check-In Survey: Employee  
Metric Detail by Department**

<b>Metric</b>	<b>VMRC</b>	<b>Case Management</b>	<b>Clinical Services</b>	<b>Fiscal</b>	<b>Other (+HR, IT)</b>
Upper Management clearly communicates information I need to do my job to the best of my ability.	4.13	4.05	4.23	4.31	4.36
I have sufficient information to do my job.	3.72	3.56	3.95	3.94	4.29
I have sufficient resources, tools and time to perform my job.	3.77	3.66	3.88	4.06	4.14
I have the right materials and equipment I need to do my work right.	3.89	3.78	4.00	4.19	4.29
I have a well-functioning computer, reliable network and up-to-date information systems to help me do my job effectively.	4.08	4.03	4.07	4.38	4.36

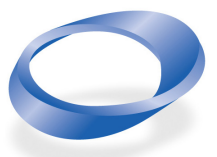
<b>Metric</b>	<b>VMRC</b>	<b>Case Management</b>	<b>Clinical Services</b>	<b>Fiscal</b>	<b>Other (+HR, IT)</b>
My Supervisor listens to me when I have a comment, question or concern.	4.49	4.57	4.22	4.69	4.50
Management is informed and aware of my unit's actual performance.	3.92	3.93	3.75	4.19	4.29
During the past few months, VMRC has ensured that I feel like I am a valued member of the VMRC team.	3.89	3.88	3.85	3.94	4.09

<b>Metric</b>	<b>VMRC</b>	<b>Case Management</b>	<b>Clinical Services</b>	<b>Fiscal</b>	<b>Other (+HR, IT)</b>
Overall, during the last few months, how well do you feel VMRC has done in supporting you as a valued employee?	3.51	3.44	3.49	3.69	4.18



## Employee Survey

~ Responses to Open-ended Questions ~



## 2020 COVID-19 Check-In Survey: Employee

**"During these difficult times, what has been of greatest concern to you?"**

### Other Responses

Modesto Office
#2 (health) and #8 (balancing everything), Equally!!!
multiple/health/job/stress/
Work/life balance&Mental wellbeing
Stockton Office
All of the above
ALL OF THE ABOVE
all of the above
Amount of work vs the time to complete it
Child care/School/My health/My Job
Mental Health, Healthcare, Overall Health, and Financial Hardship
mixture. Miss outings, people at work. I am a home body naturally, but what social interactions I do get are missed. Not being able to physical see a doctor, take a short trip to gain focus ect. Its been hard but more difficult now that we are going longer.

## 2020 COVID-19 Check-In Survey: Consumer

**“To help us better understand, would you share why you feel that (VMRC has supported you or not)?”**

Modesto Office
allowing us to WAH while children are also home is of great help
As a service coordinator, I do NOT feel that my voice is heard beyond my manager. My manager always listens to me and offers her support. I do not feel as though anyone above her does. I have been asked to do ridiculous tasks like calling all of the families on my entire caseload MULTIPLE TIMES in addition to my overwhelming responsibilities as a Senior Service Coordinator. Then, others have the audacity to ask why processing time is slower. Other than this survey and my own manager caring about me, NO I don't feel that VMRC is listening to the employees. And to be honest, the only reason I feel comfortable saying this is because I'm quitting next week. I feel badly that the others I work with complain silently but will never share that with those in charge.
At our weekly department meeting we share anything that is going on in our life.
At times, I have to seek out information or find out about a change after it has been implemented. I know things change frequently, but it would be helpful if we were apprised of new information as soon as it becomes available.
Better than the last regime, bring in positive attitude.
Cell phone stipend and monthly stipend have been helpful. Health and safety of staff has been a priority during these months, keeping staff working at home and providing latest updates.
Certain people are listened to when they bring up a suggestion and others are shut down in or Zoom meetings. You can hear one person bring a suggestion and the manager only listens when another member of the team brings up the same suggestion following. It doesn't seem intentional it is more of there seems to be more of a work relationship built from their history working together.

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

Given how fast everything happened, I understand that there was a lot of confusion among everyone throughout the company, and that VMRC was not ready for the situation that we are currently living in. When we started to close up the building, and send people home, it quickly became obvious that upper management's main concerns were to take care of the SCs, and in doing so shunning the OTs and showing very little to no concern about them. Even when one employee was possibly exposed to the virus they were told, "You can still go to work, just wear a mask, and take the necessary precautions." Then when it was confirmed that they themselves became infected, there did not seem to be anything done by upper management except to keep it quiet, and not let word spread throughout the agency and cause a panic. That is not OK, there are lives at stake, and to possibly expose more employees, and show no concern for other workers here at this office isn't right, and to keep it quiet goes beyond being unprofessional. Upper management made it very clear from the beginning that OTs were at the bottom of the totem pole, and that they are not valued much at all, but hey "the work needs to get done" as one PM stated. Meanwhile just about every SC, and others working at home are "overwhelmed", and "struggling", while there are some difficulties in working from home, things can still get done, please stop acting like it is the hardest thing to overcome. Granted this has been a very difficult time for everyone, but the bond between upper management and OTs has been completely severed, and for some is irreparable. VMRC is not a "family", once things hit the fan it became very clear which positions were favored by upper management, and it was time for OTs to fend for themselves. Please don't act like things are OK between management and OTs, and that they are appreciated and cared for because actions speak much louder than words.

Good

Having weekly Zoom Meetings with my team makes me feel connected to my team. We talk about work "stuff" and what each of us are up to in our own lives. This makes me feel valued. My manager does his best to make sure that we have the tools needed to do our job and calls back in a timely manner if he misses our calls.

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

I am now working in a new department with VMRC and I have enjoyed it a lot. I was in Early Start, now on the Children's team. Talking from experience and actually working in Early Start for 3 years...Early Start Service Coordinators are over worked. The amount of responsibilities and deadlines and meetings to hold and high caseloads is crazy. There should be way more staff to lower caseloads and honestly some responsibility should not be put on SC's. There are so many things that SC's have to do and deadlines to meet, it is overwhelming. I can see why Early Start has a high turn over rate. I know from prior conversations, Early Start and other case management is at the same pay scale however it is very clear how much more work is put into Early Start Service Coordinators (and I am speaking from a previous SC). Early Start is great and they provide so many resources and services to families, but along comes responsibility but there is only so much one person can do. I am not sure how to fix the issues but I feel something should be done. I think the first step would be lower caseloads for Early Start because that is a main stressor for SC's, when you have over 100 cases on a caseload to manage for months at a time. If SC's had around 80 kids on their caseload, I feel their quality of work would increase because they have time to actually focus on a situation than just get it done so you can move on to the next one. Don't give me wrong, we have work in the Children's team but it is way less demanding and crazy. I think Early Start SC's need to be appreciated more for the work they do behind the scenes because no one sees what they actually do especially to make services happen. I think the main changes to work on with Early Start from my experience is LOWER caseloads first and high pay. Hope that helps with feedback and hopefully making changes to ES and seeing what ES SC's do for the community.

I appreciate the flexibility in my schedule that allows me to tend to my daughters educational needs

I believe VMRC has done a wonderful job with ensuring our safety. VMRC does a wonderful job following the governor's orders and following the number of cases in the community and then using these guidelines to direct VMRC's policies. Upper management has been great at understanding working from home and having children.

I do not feel that VMRC has appropriately faced this situation in general. If we continue to live in fear, and not meet with families who NEED services, how are we supposed to do a good job?

I feel like VMRC has made health and safety a priority. They have also made sure we have what we need to work at home..

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

I feel like VMRC really pushes person centered care for the our consumers. However, they do not treat employees that way. I think it is unrealistic for working families to produce the same quality of work while juggling caring for children, family members, and having no mental health outlets and no breaks. Currently I am working full time, expected to be a full time teacher to both of my two children and juggle family and household obligations. These extra obligations daily and the fact that there are no real options to decompress right now means that I am personally burnt out while there are more tasks being added to my plate on a regular basis. I am constantly juggling worrying about making my minimum units per month while trying my best to juggle everything that has been thrown on my plate. I do appreciate the concern for out physical health and protection from COVID but I do not feel that VMRC is taking into consideration all the extras that are being asked along with making sure employees mental health in accounted for. I have been in go mode since COVID with no breaks or outlets or a change in work expectations for months. Something has got to give.

I feel supported by the way they take the precautions to return to work seriously, allowing us to work from home during this time is very important to me and I appreciate that this encouraged by management. I also appreciate that we can work from home starting earlier (5AM) and allowing us to work later. It helps us be more flexible with being at home

I feel that if I have an issue or concern, I can direct it to the VMRC manager and/or the comprehensive program administrator. They are both great at getting back to me and addressing my concerns.

I feel that there should be more mental health support for staff during this stressful and confusing time.

I feel that VMRC has been informative and supportive in keeping employees in the know of what is occurring in the agency.

I feel very supported by VMRC during these times of uncertainty.

I feel VMRC has done a great job with recognizing the additional work load that has been put on SC's and the time that COVID-19 has taken from our regular job responsibilities. I appreciate VMRC also being understanding of the challenges of working at home with children, distance learning and managing a household by making work hours more flexible, the ability to work at home while our children are distance learning and extended due dates.

I have always felt like I am part of a family at VMRC. Even on my first day I was welcomed with open arms. VMRC truly cares about their employees and I am very grateful to be part of the team!

I have felt very supported by VMRC

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

I have valued being able to have the options to work from 5AM until 10 PM! But most importantly, being able to work from home for such an EXTENDED period of time and knowing that Senior Management cares about our health-first, restored my faith in upper management. I appreciate that they want us to be safe, protected and well. If we are rushed back during this crisis at a later time, my opinion would devastatingly change again. Also having the opportunity to support my children with distance learning, being able to flex off at odd moments of the day to address matters at home and feeling supported by my direct supervisor immensely-has been HUGE and a true morale booster as well!!! Lastly, being treated like adults and with respect, by senior managers again, is a wonderful experience. I am very grateful.

I really struggled with working at home and the HR Dept made sure I had all of the equipment that I needed to help at home. When I was allowed to come back to the office due to my struggles, I felt my PM advocated for me and upper management supported me in this.

I think the support has been acceptable.

I was struggling emotionally on a different team due to the intense nature of the demographics I was serving. I requested to transfer back to an adult team and upper management supported this transfer. They made the transfer easy and were very supportive of my mental health.

I would be nice to have more support especially begin in a new hire there are so many things to learn. It can be overwhelming with so much to learn and when you do reach out. The person is in a meeting or busy with other things and that is understanding.

It's difficult to see emails being sent by our clinical director expressing the danger in coming to the office while there are some of us required to be there to ensure that everyone else can accomplish their work. Temp checks were not required until recently, meanwhile, we've been working in the office since March. It makes those of us left to work in the office feel as if our health isn't as valued as others. We are the staff still required to have contact with vendors, consumers dropping items off, handing out checks and bus passes even as COVID cases continue to rise in our county. We've also expressed our concern in sharing a workspace at reception since we all have to rotate coverage and yet we are still required to do so. One of the employees in that rotation is currently quarantined for two weeks, so you can understand our concern that we all shared the workspace with that employee. I'm proud to work with a team that works so hard and makes sacrifices to ensure our consumers are being served during this difficult time. At the same time, we'd like to stay healthy for ourselves and the family members we have at home who have serious health conditions or are elderly.

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

Management is not as available as in the office. I have left messages regarding issues and just find my co-workers are more available to help than my manager. I don't even receive a call back. I just go to my co-workers, who are more reliable and know more about the current job functions.

My manager has done weekly Zoom video chats with our team to help us feel connected and has been available for any questions. I also appreciate that the agency is allowing us a very flexible work schedule. Being able to change my work schedule from day to day has been very nice. IT has been available to help when needed. The stipend has come in handy as my internet connect has been horrible since the shutdown, so the stipend has helped to cover the increased cost I've acquired from my phone company to use my mobile hotspot.

My manager touches base with me to ask how I am handling the workload and offer support. My PM has been consistently checking in on me and making sure I feel a part of the team since I'm fairly new to VMRC.

My supervisor and team members are family to me. They take care of each other like their own and not once was I afraid to ask a question or for favors.

Perhaps, the workers mental health should be considered throughout this entire process. It feels as if we have more work now than we did when we were in the office with the contacts, the POS', the new deadlines, but this is not the issue. The concern is that there was no compensation as far as an extra mental health day considered for staff to utilize as needed. I understanding budgeting is an issue, but one mental health day a month would be great, probably not possible, but would be helpful for everyone. Even half days.

Supervisor has been very understanding of time frames and deadlines when juggling contacts that take priority as well as exceptions, addendums and all the additional work related to COVID 19.

supportive supervisors who listens and checks on me

The agency has been on top of things this whole time! I appreciate the flexibility and seriousness with which things have been handled.

The information my team receives from VMRC's upper management comes directly from our program manager. That information tends to be on the negative side. We rarely receive praise/kudos for getting our jobs done, despite all the stress going on today. If Upper Management is positive it does not translate down to our team. If one SC on our team is not doing their job correctly or diligently it is brought up to the whole team, instead of being addressed to that specific SC (which is unnecessary).

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

The senior management has been accessible and accountable in how they have dealt with this unprecedented crisis. They have listened to staff feedback and responded honestly to staff questions and concerns.

There is so much beyond our control but I think we are all doing the best we can..

They have listened to my concerns. They have made me feel safe in my work environment.

Upper management has kept us apprised of actions they are taking throughout the agency in dealing with COVID 19. If I have felt something is needed or important, I've communicated that, been listened to, and action has been taken. I do feel it is more difficult for me to work from home. And I have the same struggle as always - feeling like I do not have enough time to do some things well.

VMRC has been extremely flexible with work schedules while working from home. There has also been assistance as needed with equipment, as well as the \$100 stipend to assist with working from home needs. I feel management cares about mine and my family's needs, and keeping us all safe.

VMRC has done the best that it can under the circumstances. Consistent communication was a little rough in the beginning, but it seems to have greatly improved. The weekly Health Advisory is no doubt a lot of work from all of its contributors, but it IS much appreciated!

VMRC has made our health and our consumers health the number one priority and provided tools we need to be successful working from home. I also appreciate the extra updates, check-ins and zoom meetings during this time to stay connected and get information.

VMRC has worked with me and has taken into consideration my home dynamics. My PM has provided the support needed to ensure that my job is done to the best of my ability.

VMRC took shelter in place more seriously, early on, than most places I know. Even during a time of absolute unknown, VMRC pulled together directives for how people are to work remotely, tweaking along the way. There was a quick response for anyone needing equipment to effectively do their jobs. On top of having to figure out how to get an entire agency to work remotely effectively, the Directors made time to answer all questions that I am sure were repetitive and never ending. For being the first time the agency has experienced anything like this I truly feel they did an excellent job with what everyone had at hand.

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

Without concern about how staff and their own families are coping there are super high expectations of employees. Requiring working from home using their own internet, cell phones, supplies. The Jabber app doesn't work, slow delay from the Citrix, having to fill out hourly sheets on how day was spent. Supervisor's requiring staff to constantly call clients families to ask various questions. etc. If you don't take care of your employees and their families how are they expected to take care of clients?

### **San Andreas Office**

At the beginning, it seemed that there was more interaction between upper management and case management which dissipated pretty quickly. There has been some good moves to more digital systems such as Jabber, Zoom, and PandaDoc but there are a lot of complaints of Jabber dropping calls and no one has received any training or true direction for PandaDoc. Staff are having to use their personal phones and items much more so than previously and while the \$100 stipend per month is helpful, it does not necessarily cover the added expenses to staff or offset existing expenses (i.e. phone bills, electricity, equipment wear and tear, etc.).

communication has been good re: reopening and DDS guidelines.

Company has been good. But Jabber has been in and out with reliability. Talk of laptops happening, but never does.

I began working with VMRC on 3/9/2020, and had about a week working in the office until we were all sent to work from home. Though that persists and I've done most of my training from my home, my Program Manager and Senior Service Coordinator, as well as other Service Coordinators and pretty much everyone I've worked with within VMRC, have provided exceptional training and support to keep me up to speed and assure me that I was not wrong to be feeling stressed about particular challenges I was facing with my position. I have truly never felt so supported in a job, and during these strange times, that's saying something!

I do not feel that management has been as forth coming with the information we need across all 3 offices. There has been positive cases but all 3 offices are not made aware of these, only the office affected was told. This has also happened in the past with security issues. We travel between offices often and these issues should be known before going into any of our offices.

I feel that VMRC has done a very reasonable job and making changes as needed very quickly to ensure that the staff are able to continue to work and meet the needs of the consumer while remaining healthy and away from the risk of public contact.

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

I feel that VMRC has gone above and beyond in helping employees and families deal with the difficulties COVID 19 has thrown at us. VMRC has been very accommodating and flexible and has made every effort to make working from home possible, even with children at home. Lengthening the hours that Citrix is available, making alternative telecommute schedules available, utilizing technology (offers to have dual computer screens, Jabber, etc.). I feel that Tony has been very clear and open with his initial Zoom meetings and the at least weekly Health Advisories and Human Resources has checked in regularly and offered support if needed. I feel very confident and comfortable that my job is secure with VMRC even during such a difficult time.

I feel they have been doing the best they can to make things happen as quickly as possible. I appreciate the frequent Zoom updates to staff from Tony.

I like that VMRC has prioritized its workers. I enjoy the job security. I'm grateful for the work at home stipends to help offset the cost of setting up an in home office.

My direct supervisor has been extremely supportive in gathering/relaying information and advocating for SC's in the San Andreas office. Having the increase hours has been very helpful to still support my children/family but also meet my clients' needs.

My program manager has been absolutely wonderful and so supportive. There was a health advisory posted last month that felt very insensitive and hindered how I felt about VMRC as an agency but the manager I report to has been so supportive.

VMRC has been diligently working towards making our working at home experiences doable in these unprecedented times. I do not want the following comments below to mean that I disregard or do not value the hustle from upper management. It has been good because I had much of the technology I needed already-a MIFI, and Surface Pro with a working camera. It could be better as noted below with personal contacts and improved technology.

Weekly emails from the directors have been helpful in learning information about the status of our regional center and the directives from the state, I know they go out to the community also, but being informed of what is going on is helpful. The all staff Zoom meetings have been good as well. Having access to the dual monitors to be used at home was very helpful.

Workload is very high and there is seldom feedback or positive strokes - paperwork has increased due to COVID and requests for extra work because of COVID have been given with very short timelines

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

Stockton Office
(Supervisor) is scheduling regular check in meetings with me to make sure we are on the same page and meeting expectations for each other.
1) Flexibility in work hours 2) Flexibility in allowing staff to bring home equipment 3) Included staff into valuable and informative zoom meetings 4) PM provides great support 5) Weekly updates from PM
Anytime there are concerns, (my supervisor) is willing to listen and work out solutions.
Because my Coworkers know that I'm always there when they need help. Making sure my work is getting done. Helping my teammates out.
Better communication.
By allowing me the flexibility to do my job from home and providing the equipment to do so.
COMPENSATION FOR COMING IN EVERYDAY TO THE OFFICE
Direct supervisor is awesome in support and showing appreciation. Upper mgmt could do a better job
Do not feel supported
During this pandemic it has caused a lot of stress.. With things constantly changing and trying to complete things in a timely manner. I've noticed I been taking more vacation/mental health days due to feeling overwhelmed.
Email communication from Tony Anderson and weekly health news letters
Employees' workload has increased without considering the struggles that we are also facing at home with our own families in balancing working from home/taking of our children. Some of the additional work requirements has created more stress and time constraints.
Every day , a VMRC staff gives us a call to determine how we and our consumers are doing. Every week also, Upper Management led by CEO Tony Anderson give us guidelines and inform us about matters significant to everyone's protection from the Corona Virus also relaying to us very important information and guidelines coming from Licensing. They are really very supportive not to mention the PPEs that VMRC has been providing us. For all these things, we can never thank VMRC enough.
Extra work assignments that is not case management, no one calling staff to check well being
Flexible time of work, ability to work from home and continue to do so when you have kids doing distance learning.
Flexible with work schedules, working from home, providing tools to help work remotely and a genuine care about the health and safety of employees/work environment.
Giving me the option to work from home, keeping me informed and employed.

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

Good communication on expectations. Good protocols to work from home and to return to the office when safe.
Great communication with my supervisor and my colleagues.
Have been very understanding and allowing flexible times to provide care for my child and complete my work.
Honestly, with all the amount of work and pressure that has been put on the SC's lately due to COVID, I feel that we need to feel that we have more support , whether it is extending due dates, temporary wage increase, or etc. It would be nice for SC feel that their work is being valued and compensated for especially with such high caseload and still ongoing.
I am a manager and even if I make a decision, if upper management doesn't like my decision, it will be over-ridden. I don't feel like anything I have to say matters.
I am happy with the support
I am on a very good team that is very supportive and helpful. My program manager is a wealth of knowledge who is always available to answer questions. I also appreciate the encouraging emails we periodically get from upper management.
I appreciate the efforts that VMRC has made in encouraging work at home and the measures that have been taken to keep us safe at the office, the masks, sanitizing stations around the office, etc.
I appreciate the flexible schedules; being able to work between the hours of 5 am and 10 pm. I appreciate my manager who is kind and understanding and does not micro-manage.
I appreciate VMRC taking precautions to keep everyone safe and updated as best as possible.
I did not get the support I needed early on when I was struggling at home without WiFi. No one took the lead and got anything done for more than 2 months. It was an extremely frustrating time trying to keep up while I was without traditional WiFi and with 5 people at home all needing it. Information was constantly pouring out to the staff and community so I always knew where we were as a County and as an Agency in terms of our protocols, but at the same time, we are flooded with information from numerous sources and sometimes we see it two or three times because people forward. It's an informational overload kind of torture when despite all the information, there are still so many unknowns.

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

I do not feel valued, if anything I feel like upper management is adding to the already stressful times. Constantly being given additional tasks as if we weren't already behind as it is. When seeking help from management we get the simple response of, "oh, we completely understand." I do not feel like management has my back as an employee let alone valued as an employee.

I don't doubt that employees are valued. But during a crisis, knowing that you're valued isn't the same as receiving active support.

I feel like during the pandemic upper management has lost sight of the increased work load SC's have had to endure during this pandemic and has delegated information they need to report to the state on to the SC's. It's like we are just told "we support and value you, but here's more work."

I feel like right now nobody has all the answers as to how to best support workers. This is such an unknown territory. Most people have never faced something like this in the workplace. However, despite that, I feel like I can really see the effort being put forth by VMRC to figure it out and do what they think is best for us. They were fairly quick in starting the work from home and to put things in place for our safety. We were already pretty well set up for that option and what was lacking was quickly taken care of. Efforts are made for frequent check ins. Adding the \$100 stipend to help with any additional work related expenses was thoughtful.

I feel like VMRC has communicated with staff and keeping us up to date with where we are at with working at home etc. I feel that I am fully supported and valued by VMRC.

I feel supported. I make sure that I get my needs met.

I feel that management has done fairly well in valuing VMRC employees while also prioritizing directives from DDS and following health guidelines. We are all managing the best we can in the midst of all the updates and changes.

I FEEL THAT MY SUPERVISOR IS NOT HELPING OUT ME IN ANYWAY. WHEN I ASKED FOR HELP, SHE TOLD ME TO ASK SUCH AND SUCH MYSELF. IN HER OWN WORDS SHE WOULD SAY " WHY WOULD I DO THAT, WHEN YOU'RE CAPABLE TO DO THAT YOURSELF". SHE SOUNDED LIKE SHE DOESN'T TRUST ME DURING MY WORK FROM HOME AS SHE MENTIONED THAT WHEN PEOPLE ARE WORKING FROM HOME, THEY ARE NOT DOING MUCH AND SHE HAS LITTLE KNOWLEDGE OF WHAT I DO IN THE DEPARTMENT. SHE IS NOT FAMILIAR WITH MY WORK. MY SUPERVISOR HAS BEEN STRESSING ME OUT. SHE WANTS THING DONE A CERTAIN WAY AND WHEN DO MY WORK UP TO HER KNOWLEDGE SHE CONFUSES ME EVEN MORE OF WHAT SHE WANTS ME TO DO AND IT'S HARD TO DEAL WITH ESPECIALLY DURING THIS DIFFICULT TIME OF CRISES.

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

I feel that upper management has gone above and beyond to not only make sure employees are safe but to ensure flexibility for all employees. Not all companies care about their employees and to see VMRC does by the actions during this pandemic has made me even prouder to work for VMRC. I also feel that the COVID stipend is a blessing and I am so thankful for it.

I feel the workload had triplicate.

I feel this way because work assignments have increased significantly and there isn't enough time in a work day to complete them. Overtime is frowned upon; so it makes work even more stressful. Yes; we can flex time but since tasks continue to be added to the already heavy workload; more often than not, there is no time to flex the time earned, because that time is needed to try to make a dent. I love my job, my families and I feel blessed to work for this amazing agency but lately its just a lot...

I feel VMRC has done a great job thus far in supporting us employees as a whole. I am a bit disappointed in some of the timelines that we are given to complete certain assignments as are caseloads are extremely high and as a whole most of us working in case management are behind and struggling to catch up with the additional demands which are being placed on us. It is very stressful. The positive in this is that my PM specifically has been very understanding and recognizes this and has been as accommodating as they can be.

I feel VMRC is looking out for us as employees by giving option for us to stay safe. Although I appreciate working from home during these times it is isolating and lonely. I realize how helpful it is to have my coworkers near me to answer quick questions or discuss a difficult case. My manager is always available by phone. It's just a different feeling now that we can not be together. I love that VMRC is finding ways to make doing my job from home easier however it is a lot of work to keep up with while managing my family, kids school situations and everyone's mental health.

I have a great supervisor however the work is over whelming along with all then changes and worries of the world.

I have been included on various technical support pilots that help me and other do my job effectively from home.

I think my supervisor does a great job supporting us but case management has a lot of additional work and I don't feel like other departments are necessarily pulling their weight to help case management.

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

I think that my direct manager has been good and supportive. I feel like upper management does not seem as supportive and keeps adding more and more things that need to be done without recognizing that it is hard and more time consuming to try and get our jobs done from home. It is frustrating to be told that management is upset about CDER numbers and T19 while also adding in extra calls and monitoring that we have to do, extra lists we have to keep all while trying to get our consumers services remotely, and do our regular meetings and paperwork remotely.

I think the RC can support each employee with additional monies beyond the 100.00. Utilities have doubled, I have had to purchase equipment to successfully work from home and upgrade my internet server.

I think the support is there however I do feel that we are working above and beyond to meet the needs of our consumers and with the caseloads being this high I don't think management really understands how hard it is for us to complete work while constantly giving us demands

I think VMRC has been supportive to a certain extent but a lot has been put upon us and we are not given enough notice when changes are made and when we are then required to complete the work w/o delay giving us very short deadlines. This becomes very hard to balance all our job requirements and meeting the additional goals. I sometimes feel we are just told to do do when things at a drop of a hat and complete what is being asked of us. We are then expected to have all our other work done and if we don't we have been told we will be written up. With all the sudden changes put upon us; being short staffed, carrying extra cases the demands are a lot and the expectations from higher management is sometimes very unreasonable. This creates such an overwhelming environment. I sometimes feel all the other efforts we have put forth are overshadowed by the new demands.

I think VMRC has been very good with being flexible by extending the hours that we can work, and with supporting working from home. I hope that VMRC continues to be flexible with work from home once the crisis with rising COVID cases passes. My family is being very conservative with our outside exposure, and I hope that you give the workers a voice and choice when determining how and when we need to go back to the office.

I think VMRC has done great letting us work at home. I like that they are prioritizing health and safety. Weekly updates have been very helpful.

I think VMRC has done well over all however, there have been a few tasks assigned to case management over the last few months that feel repetitive or like a waste of time. There are other tasks that we have been assigned that could reasonably be delegated to other departments that would alleviate some of case management workload. Other than that, VMRC has been doing well as an agency.

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

I truly appreciate the lengths that senior managers have gone to protect health and safety of the staff at the agency, supporting people working at home and providing software and equipment as needed so they can be as productive as possible. The only issue I've had is not always feeling I understand what are the parameters I'm supposed to have. I recognize that much of this seems out of the control of management and is really receiving unclear directives from DDS and CCL so I didn't want to score VMRC management as the problem.

I unfortunately have now been sick twice since March; when I reached out to management about needing time off I felt cornered. I have expressed several times that I am struggling and having to put my health last due to work needs and the response received is very passive. I feel like I am being fed a generic line of value but the actions due to no match the words. I have been told that if I do in fact test positive for COVID I have two options. 1. Continue to work from home. 2. Submit paperwork to request the sick leave due to COVID and with that I would have to retest for COVID and receive a negative result in order to return to the office and be compensated for the time I was off sick. Given those options I truly do not feel I am a valued employee to VMRC.

I was impressed by the weekly updates that Tony provided and the constant review of circumstances to adjust the work environment for the safety of staff. Very impressed.

I'm extremely grateful that I'm supported by the agency to stay as safe as possible, and not return to the office. As a person with a high risk medical condition, this puts my mind at ease. It is difficult to balance the everyday stressors of work, parenthood, distance learning and family safety HOWEVER feeling the support from the agency and my amazing program manger---it's one less burden. I appreciate that I'm not feeling pressured to return asap, and thankful to have a job that allows me to work from home 100% of the time.

In my position I get a lot of push back from employees about performing their actual job. They assume that I don't have my own work to do and when I ask them to complete their own work, they try to push it back onto me. I've received numerous comments from SC/PM's that can be taken as them assuming my position is not as busy as their own. Example..."I took a look at the instructions, and I really feel that she and I are much too busy at this time to take the time to do what you're asking."

In the month I have been working for VMRC all managers were open to help me and guide me in a timely manner and through emailed me back right away with help

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

It can be difficult to balance work demands specially with high case loads + home & children. The added stress can be hard to manage. I appreciate all the efforts that VMRC is making to meet their consumers needs plus the flexibility that is offered to us employees. I also appreciate the fact that we can work at home in an attempt to remain with good health.

it has been overwhelming the first couple months with the changes due to COVID19, however, my manager has always been very supportive. Always make herself available for questions and concerns arise.

It has been so helpful during this time to have VMRC so understanding with kids at home and a flexible schedule with time (early morning shifts).

Just ok, especially in the beginning, because it didn't feel like there was much preparation for staff's health and safety in relation to pandemic, not much notice to be told to work at home, or offering of PPE to employees even if only extra donations. In regards to work, felt I had to fight for extra supports to get bare minimum of work done within deadlines, causing underline stress. I felt there was more pressure to complete new tasks without enough guidance, causing more confusion and stress, in a short span of time but, still having to make time for regularly assigned tasks, with addition of telecommute activity worksheet daily.

Keeping us updated. Encouraging us to stay home.

Making sure employees have what they need to successfully work at home; providing updated information regarding current situation and expectation of staff. being flexible for work hours.

Management has kept us in the know of what's going on, VMRC do their best to keep employees from getting Covid-19, VMRC has made it possible in any way to perform our duties working from home; VMRC has given a stipend for working from home which has helped with the increase of the electric bill.

Management was thinking & planning ahead and quick to move to implement changes to help protect staff, providers and consumers. Management has been receptive to feedback regarding changes that were made as well as alternatives. Communication to staff has overall been good.

Many reasons. My supervisor has been considerate, helpful and understanding of the current hardships that COVID has imposed. Most importantly, Upper management has made it clear that Employee's lives and well being is a first priority. That has been communicated in many ways, and done very well. I feel that VMRC has cared about the lives of employees and their families, as well as the people we serve.

My direct supervisor has been excellent in communicating with me and the team I am on.

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

My manager is very supportive and helpful. I do not feel that upper management truly understands the workload and the additional responsibilities that have been placed on case management due to COVID.

My PM does a really great job of checking with us and to make us feel valued

My supervisor is always reliable to contact me (either by phone or email) so that I can get questions answered. I feel like our team is still connected because we have team meetings every week and I appreciate that.

Never really think about that, things have pretty much gone pretty well I have been able to do what I needed to do. So I am ok

Since I fall in the high risk category due to my age and compromised health, I believe VMRC cared about me as an individual enough to ask me if I preferred to work from home even before everyone else were required to work from home due to the governor's mandate. VMRC provided me and the rest of the work at home staff with the equipment we needed including a big screen monitor, program to get our office phone calls directly to our cell without revealing our private numbers. VMRC has provided us with access to video conferencing and purchased additional security to maintain confidentiality. Being able to get documents signed via Panda Docs has made it easier for both the staff and the consumer's family and speeds up the process so that we can do our job more efficiently. VMRC is also providing an monthly stipend to cover any use of our cell phone as needed and an additional monthly stipend to assist with expenses incurs as a result of working from home. The IT staff have been very helpful in providing equipment, programs, apps and training as we have evolved through this last few months.

sometimes due to schedules its hard to participate in the meetings that happen to hear what's happening. But I do my best to get my work done so I can join, even if late

Supervisor is reachable at most times and responsive and supportive.

Supervisor requires daily WAH logs that need to be very detailed. Phone calls stated must include the consumers name. Email logs of who I am communicating with. I spend more time with the WAH log than anything else I do! How about the supervisor calls or emails me to see how I am doing? Still waiting for that call. -Just to be clear- I have no discipline or other issues to warrant being so closely monitored, just since COVID WAH started . No trust with us working at home yet all my work is done.

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

The fact that caseloads keep increasing over the last few years and have not paused at all, even during this pandemic, is of great concern and is appropriate to feel undervalued because of this. It is strongly believed that upper management does not have our backs and is not supporting Service Coordinators as well as other employees with VMRC. Not a fan of upper management by any means. Also, the fact of how Service Coordinators have been demanded to make unnecessary T19es, excel sheets, phone calls and emails and letters to families has put huge amounts of stress on our shoulders. If DDS wants to know what we're doing, then they can check the system themselves. The Everbridge calls have stressed out families and have shown to not be as effective as thought. If families need services/have questions or concerns, they can reach out to their SCs. Even though we are going through a pandemic, many employees have left their positions and have not felt appreciated with the amount of work that is asked of us.

The leadership has been outstanding since the start of the Pandemic. I feel informed with the Health Advisory weekly. It helps calm some of the nerves associated with Covid-19. I am confident that we will get through as agency and organization. I also feel valued as my team allows me to put my feelings and emotions out while discussing social issues & the impact of systemic racism. I feel valued my voice matters.

They care about our health by having us work from home.

They continue to provide updates on COVID-19. My teammates and manager are always available when I have a question. My manager was very thoughtful and provided a care package to the team as we continue to work hard. She also gave a personalized note which made me feel valued.

They have provided the flexibility that I have needed while being at home. There is also an understanding that sometimes I just need a break for my mental status and I have been able to do that.

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

This company expects ALL staff to continue to meet deadlines along with dead lines sprung on us by DDS, not to mention our managers personal team tracking reports. The work loads are way to high for all deadlines to be met in a timely manner and the pay does not give anyone any motivation. SC's are strong individuals who feel like we can handle stress and stressful situations, but trying to help 100+ families along with DDS requirements and time limits has broken more employees than reported to management. VMRC is changing the world for all consumers and some aspects of staff's lives. VMRC SC's are key to consumers but yet, SC's are taken for granted. If the consumers can be cared for why can't staff? Maybe if reports can be quarterly reports and ARS instead of full IPP's productivity can be so much better and stress levels can be lowered (a bit). I also don't think that WAH tracking reports should be mandated for all staff. If working from home is just like we would be going into the office, why do they need to be turned in daily. WAH forms take time away from our days. WAH forms can be

Too many demands and not providing enough context, clarity and direction without regard to an already overloaded caseload due to COVID-19

Updates on directives, tools to help deal with the situation - workshops, info sessions,

Upper management has communicated more with staff during this crisis than they have during "regular" times. They continue to reach out to make sure that we have the equipment we need to do our jobs, they have extended working hours to accommodate my schedule now that my children are home also needing to use the family technology for school purposes. This also allows me time to spend quality time with my family during the day. This has been a tremendously difficult time for my family and knowing that I'm able to continue to work and bring home an income during uncertain times while being able to spend time with family has lightens my load. I'm grateful for all that VMRC has done for me during this time.

Upper management is sympathetic about the different hardships the employee are going through and have allowed for some flexibility in the schedule so employees are safe and able to balance their work and family. Up-to-date information is being shared with all staff, consumers, stake holders on a regular basis to ensure that everyone is informed.

Very helpful.

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

VMRC did okay with their employees but it could've been better. I understand that the change came quickly but just as how we expect vendors and families to have emergency plans set in place, VMRC should have one too. A Program Manager had sent an email in January where there were warnings about COVID, conversations with everyone should've started then. There was a rush to get everyone out of the building and working at home without having the proper equipment in place. Some still don't have that equipment or have had to purchase things themselves. We are also all so accustomed to talking to people and having meetings with large groups, not being able to do that has taken a toll on us. Many employees have the added stress of having children at home. We have extended hours during the week, it took a while to do that. VMRC has been great with supplying vendors with PPE, employees should also get masks.

VMRC has been helpful in supporting me as a valued employee by giving me the opportunity to work from home, keeping me informed on the latest COVID19 information and plans to reopen. But, most importantly, I think the most significant way VMRC has helped support me as a valued employee is; VMRC has kept me employed during this crisis, and for that I am truly grateful.

VMRC has been incredibly understanding, concerned not only for the employees but or families as well and the health and safety of our employees

VMRC has been putting out weekly public addresses to keep us informed. There have been a couple of zoom updates. There have been a couple of thank you emails sent.

VMRC has been very supportive as in giving their employees updated information when it comes in. And being a transparent company. Great job management!

VMRC has done good job by allowing us to work from home and ensuring the office has supplies necessary to work in office if needed.

VMRC has kept me well informed with all that's going on, made sure that I am well equipped with dual monitors and Jabber, and IT has been outstanding at making all work! Also, my Program Manager shows that she cares for my safety (and others) and keeps me on the loop on VMRC news. She and Tara Sisemore join us in our monthly meeting to provide information but also to get our input on how we are doing. I feel privileged working with VMRC! I love you guys!! Covid19 is a piece of cake when working for VMRC.

VMRC has made it possible for everyone to work safely from home. In particular, I have been very impressed with the work-arounds IT has been able to do. There have been appropriate safety and health measures put in place in the office to keep everyone safe. Finally, VMRC has allowed health experts to lead our response, rather than a desire to get back to normal, as it seems many other organizations have done.

## 2020 COVID-19 Check-In Survey: Consumer

**"To help us better understand, would you share why you feel that (VMRC has supported you or not)?"**

VMRC has made working at home easy and seamless; this is coming from someone who had never worked at home in the 10 years of working in the office. Also, I have felt very needed and important in my new position to help our service providers provide great care to our consumers during these trying times. Communication and support has been great from new manager, and team has been supporting each other. I feel connected with team and goals in department.

VMRC is supporting me by keeping employees updated on DDS directives and latest updates on COVID-19, also keeping their employee employed. In addition, being sensitive to employee with children at home too, and their learning distancing.

VMRC provides excellent technical support and flexible working hours to ensure working at home be as productive during this unprecedented times.

VMRC senior leaders quick response to the pandemic insured our safety. They allowed all staff and myself to work at home, supported us to work at home by providing equipment and essentials and increased the flexibility in work hours. This allowed me to balance work and family. This has helped me greatly during this very challenging time. I am very thankful to the senior leaders and the support that they provided me and the agency as a whole.

VMRC's response of the COVID-19 situation where offices were closed, and supplies were being ordered to mitigate the possible spread of the virus was swift and excellent. However, the added workload that came with this uncertain time has certainly affected my mental health. The added stress of having to keep up with changes on a daily basis as well as having to continuously contact every single family to provide additional services on top of our ever increasing caseload is becoming overwhelming.

We are tremendously short staffed, working very long hours; in addition to all the extra work due to COVID and at roll-over. We should receive hazard pay.

We are very short handed at this time and can be stressful due to the circumstances.

We have our regular Zoom meetings to stay in touch with what's happening at VMRC, I'm able to call my PM if I have questions

When I have trouble with electronic changes, IT is there to help fast.

Whenever I reach out to my supervisor, he responds quickly and is always positive.

While I agree with the need for additional support to our consumers during this time, there has been a huge extra workload placed on SC's during this time of stress and change, and I was already struggling to keep up on my work due to my caseload being above 100 consumers. I feel like I'm drowning and I feel like nobody cares because there's nothing that can be done to relieve our high numbers, though I appreciate that management is acknowledging the extra work.

## 2020 COVID-19 Check-In Survey: Consumer

**“Lastly, is there anything that you think VMRC’s Upper Management Team needs to know about your experience working from home these past few months?”**

### Modesto Office

Can be stressful working at home with kids, but VMRC has been supportive of this by allowing our hours to change to accommodate this issue.

Directives from management have been very unclear during this pandemic which has made case management difficult and stressful.

Everyone should stay at home and work from home since it has been working.

I appreciate (my supervisor's) medical knowledge and insight during this Pandemic. The weekly VMRC Advisories have been awesome as well.

I enjoy working from home, and certain aspects of my job do not require me to be in an office. Obviously field work requires me to meet with others in the community, but WAH has shown how much work can truly be done from home, not requiring me to commute to the office. I wish we had access to Adobe pro so we can edit or mark up PDFs. I also wish our zooms accounts allowed for hour meetings and not limited to 40 mins

I feel that upper management needs to rethink the telecommute sheet. The added stress that sheet causes is ridiculous. I have to constantly juggle everything and not only remember to add t19 notes but also fill out that sheet hourly. I feel like it causes unnecessary stress. I feel like there are better ways of seeing if an employee is productive. Having to be worried about the telecommute sheet and keep tabs on employees hr by hr and make sure that minute by minute we are being productive does not help with the added responsibilities. I am constantly worried about if I have been productive enough, or go back and try to remember what I have done to fill out the sheet when my caseload or household get chaotic. These sorts of tracking does not facilitate an environment of trust. I feel like VMRC needs to realize that many of us are just trying to hold everything together and do our jobs to the best of our ability. These added stressors do not help us, in fact they hurt us. On a different note it would be nice to be able to print documents at home. There are a lot of papers that I would like to be able to print and keep however the policy does not allow it. I would like to have the physical paper as a mental note of things so I can cross off my to do list and see what needs to be in front of me as a reminder.

I feel upper management has been very accessible despite the distance issues. I think upper management has been more than accommodating in trying to meet SC's needs.

I have been able to adequately complete all of my work from home and have more time to finish tasks instead of driving to and from the office and family homes. I am more caught up now on my work than when I was in the office. My only challenge right now is my poor internet connection at my home.

## 2020 COVID-19 Check-In Survey: Consumer

**“Lastly, is there anything that you think VMRC’s Upper Management Team needs to know about your experience working from home these past few months?”**

I miss the being with the children and their families but I believe providing therapy via telemedicine has empowered them and made me be more creative.
I really hope they understand that everyone is doing the best that they can do at this time.
I think that continued recognition regarding how hard staff are working and how devoted staff are at all levels in the agency is important.
I was a little skeptical about working from home and thought it was going to be hard. However, with apps like Zoom and Jabber I am doing really well and seem to get more paperwork completed. I do miss seeing families.
I was able to adjust to the WAH schedule pretty well and have been able to get a routine down that helps me manage my cases. I take everything one day at a time.
It feels that working from home has been a little harder than working from the office, greater expectations.
It has been challenging reaching individuals and their family members at times. Some families do not have access to the internet or individuals are unable to operate a computer independently, so it makes communicating with them challenging.
It has been extremely challenging. Leaving staff with a feeling of being used.
It has been very difficult/stressful/uncomfortable learning new technology and not having the correct set up at my home office.
It is hard to have a work/home life balance. Actually, impossible for me. But I am grateful that I am not expected to put myself/family at risk of being at an office with possible exposure so I would rather figure out my work/home balance than be at risk. This too shall pass.
It is HARD. We need more time, manpower, and support to do these ridiculous mandatory calls multiple times to everyone on our caseloads.
It took an adjustment period for everyone.
It was an adjustment getting used to working at home, now I really enjoy it. However, there are times when my job gets really stressful and demanding and having kids at home, who can also be difficult, it can be overwhelming at times.
It was very easy for me to start working from home and the support given to us from IT, etc. has been awesome.
It's been a definite adjustment to find the right routine and work/home balance. I have felt supported and that I have been allowed to figure out the individual challenges to becoming an efficient and productive full time home employee.
it's difficult but doable
It's fine right now.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, is there anything that you think VMRC's Upper Management Team needs to know about your experience working from home these past few months?"**

It's hard not having in person contact with coworkers, feel more burnt out just being at home all the time

It's not easy to balance being a mom, teacher and SC, while SIP has been in order, but I appreciate that VMRC has given me the opportunity to be home doing my job as well as allowing me to care for my children.

Like everyone else, it is just more difficult to manage home and work life and separating the two. For me, it has caused additional stress and has had me overwhelmed much of the time with the workload, consumer needs, paperwork and additional to do's due to COVID-19, that I know are out of our control, but just being real.

My manager doesn't always relay information clearly and seems to contradict answers and information provided. Also, my manager is absent a lot. Thankfully there are enough people to ask to get a straight answer. I am very grateful to be able to work from home and maintain my job. I would not be comfortable returning to the office until the pandemic is over.

Not enough communication, equipment/monitors not functional at home, need more than one working monitors

Nothing from upper management. I think upper management is doing a wonderful job.

Over the past 2 weeks or so, I have become increasingly stressed about not having enough time to keep up on all of my responsibilities. I have a caseload of my own, and I am remotely training 2 new hires and still answering questions of a 3rd new hire as well. There is, quite literally, not enough time in the day. However, I am glad that my manager understands the challenges I am facing.

Overall, I love working from home. One thing that has been frustrating for me is feeling like there is one opinion about the COVID situation that is considered socially acceptable. The agency is very much being sympathetic with those that are very concerned about the pandemic and exposure, but not everyone agrees with this shutdown and the majority narrative regarding what is going on right now.

Thank you for all you are all doing to help us be safe!

Thank you for being available to communicate issues with caseloads. I can imagine that the managers are just as overwhelmed getting emails from SC's everyday about things we normally would be able to discuss with a brief question passing by the office. Thank you for your dedication and consideration to our community.

Thanks for making it possible & a special thanks especially to the IT Dept!!!

The beginning was very challenging for me and, even though, management could not allow me to go back to the office right away, I felt there was a lot of support and grace given to learn a "new normal".

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, is there anything that you think VMRC's Upper Management Team needs to know about your experience working from home these past few months?"**

The reimbursement for use of our own personal phone doesn't cover the new usage that is now different from working from home one day a week. This should be increased for those who are constantly scheduling meetings and using their phone for meetings (even zoom meetings), such as Intake Coordinators, Service Coordinators, and Senior service Coordinators. Some Intake Coordinators are completing 3 meetings rather than 2 from in the office and then another call to schedule the three meetings. I attempt to use Jabber, so I can use my work number, so no one calls me back on my personal cell phone, however this is not working. The Families all say that I sound like a robot, I am underwater, they can't hear me, or hang up on me. So I am forced to use my personal number and then things are just fine. The difficulty is that I waste time using Jabber, parents have my personal number and call me back at it even if I give them the other number and say that is the only number I receive messages at. Please consider a high reimbursement while people are working from home and the cost of a cell phone plan is much higher than the reimbursement and we are using higher speed with our network on work calls rather than on personal calls. In some cases the use of the hotspot on my phone is utilized too to get faster internet speed!

The stress and knowing that are more people infected with COVID. I know at least 11 people that have it and 2 people that I know have passed away. I notice these few months that my mental health has taken a toll.

THEY HAVE BEEN AWESOME!! Excellent communication about how VMRC is handling COVID 19. Very complementary of everyone in the organization. Recognized the struggles with working from home and dealing with COVID in general. I have worked at this agency for 22 years and this management team is the best. It is during crisis that true leadership shows.

Unfortunately we did not know how long we would be working at home but I would have like to get my adaptive keyboard. VMRC should consider employee's work place for ergonomic. for example, the Surface's keyboard is not ergonomic. VMRC may want to consider having Citrix at employee's home.

Working from home has been challenging in many ways and I am sure I am not the only one, but to say the least, let's hope they find a vaccine soon and one that they can offer to everyone, so that we can get on with our lives.

Working from home is not appropriate for our line of work. This is SOCIAL work, so how are we supposed to get our job done appropriately if we cannot even see the children we are working with? It is absolutely ridiculous.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, is there anything that you think VMRC's Upper Management Team needs to know about your experience working from home these past few months?"**

Working has been difficult for many reasons. I don't have the same desk set up at home as I do in the office, I don't have a standing up desk or ergonomic set up. The appropriate desk is the main thing, I have a desk at home but it is not set up or physically best for working all day from. I am getting body pains and shoulder pains from my desk at home that is not meant to work from 8hrs a day. I bought my own ergonomic keyboard and mouse to work from home because I don't like the ones VMRC provides because they are not cordless. Working from home is stressful because I am home all day and with quarantine, I can't leave the house anyways to do any fun activities. Not having my desk set up like the office is a challenge too, my filing system and folders and etc. I miss seeing my coworkers and socializing. Working from home does have benefits such as saving money on gas and driving to work and being in comfy cloths. However getting into the new routine of not leaving the house and being lazy now because of work from home and quarantine, I am have become a lazier person and I don't like this version of me. Overall working from home is ok, I don't like to complain out loud to much because I am extremely fortunate to work for a company that allows me to keep my job when I know a lot of American's are suffering with job losses. I just wish that I could have a better home set up to work at if working from home is going to be our new norm.

You all are so proactive and find ways to accommodate all employees, thanks for all you do!

### San Andreas Office

I actually feel we have found a lot of value in working from home and having this sort of schedule. I think it is somewhat difficult with work/life balance but that is not necessarily something anyone can help at the moment. I think the flexible work schedule is really helpful for many with families and that flexibility will result in higher employee retention even after this ends. I do feel that upper management needs to check in more often on case management and other departments within VMRC. The zoom meetings previously from Tony seemed to better foster a community approach and even if it was a meeting every 2 weeks like "Coffee with Tony/Upper Management" just to check in on staff and ask questions.

I am very grateful that VMRC has allowed all of us to work from home instead of just the service coordinators.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, is there anything that you think VMRC's Upper Management Team needs to know about your experience working from home these past few months?"**

I feel like the San Andreas office often gets over looked. There was an email invite to a meeting that went to PM, Stockton , and Modesto staff. San Andreas was not in that email. PPE were schedule for a drive up delivery in Stockton and Modesto. San Andreas was not originally planned, and when it was planned we received last minute notice. I often see training and webinar information from the VMRC Facebook post rather than from an internal source.

I have been assigned to another team to make sure I am receiving weekly updates and check-ins. I may feel more valued if my direct manager called or emailed to check in on me directly, it has been 14 weeks and I have not received one call or email from my manager on her own accord to sincerely ask how am I doing. I have the technology to do my job but it continues to be problematic, I make do. I follow all the recommendations from IT to improve the quality of the technology at home. I may feel more valued if upper management/IT understood the frustrations of the quality of phone calls with Jabber, dropped calls, and the limited Zoom account that makes us and family's log back on if our meeting goes too long for the account (but is the average time of an in person meeting). I am frustrated that my personal cell phone is more reliable and I use it when technology fails or when I need to text a family but this eliminates having that boundary with my families- now they have my private number.

I think that the main thing that needs to be remembered is that San Andreas is a very different type of office and that we have very different issues and needs in the foothills. Culture, technology, population, etc. all play a significant part in how our jobs are done and this isn't often considered as much as it should be.

In the survey I put neither agree nor disagree in regards to equipment due to the fact that I, and most other SC's, supply my own phone, computer and printer while working at home. This month marks 3 years with VMRC and since day one I have been told that equipment (laptop/notebook) will be rolled out soon.

It is not VMRC's responsibility to make my home an exceptional work environment, but because of the size of my family's apartment, it has been a challenge to find a consistent place to work with adequate privacy and limited distractions. Sometimes my focus suffers because of this, but I'm doing the best I can!

The actual working at home has been really successful for myself and I feel comfortable with the pace that the company is going with the return to work. I have has some internet connection difficulty and Jabber not working all the time.

The work at home sheets cause a lot of stress, if I don't remember to do it as I go I spend what feels like a hour at the end of the day trying to remember enough of what I did to fill it out.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, is there anything that you think VMRC's Upper Management Team needs to know about your experience working from home these past few months?"**

This job has been exceedingly difficult to learn and perform from home as a new staff member, and I only wish that I had more to offer to the team.
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working from home has been fine and is in some ways easier - the one drawback is being able to see consumers in person
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## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, is there anything that you think VMRC's Upper Management Team needs to know about your experience working from home these past few months?"**

### Stockton Office

(Clinical) has no compassion and needs to understand that some of us are pretty much doing this all by ourselves. Some of us have essential workers in our homes and are not only working but we are also taking care of our children while working, along with the household and not to mention the stress of it all. I don't appreciate someone breathing down my neck about a form not being descriptive enough. To me it sounds like this person is the one that doesn't have enough work to do or is wasting a lot of time.

1) If possible, can we work on weekends?

Adapting to the change was a bit challenging at first, but now, it just seems like the new normal way to do things. And, I am ok with that for now.

Appreciate their support for working from home to keep all of us safe during this pandemic.

Balancing working from home and having young children to care for is very challenging.

Difficult, socially disconnected, increase in utilities, scared of the unknown.

Every employee access to Wi-Fi and computer is different and may be slower than our work computers/network. Work may take longer to accomplish

for me; it's not an issue; I don't have small children that would be a distraction. Although I miss seeing my coworkers on a daily basis; I find comfort in knowing that my employer supports safety and health first, and has ensured that each of their employees is able to work from home to ensure they still have a job.

Good experience with W@H. Just miss seeing all the folks at VMRC.

Greater clarity and more tools to do my job would help.

I appreciate the flexibility of working at home while children are present and the expanded hours to be able to customize what works best for each of our families. It's a HUGE relief for both health and financial reasons.

I can't wait until we can return to our office full time.

I do like working from home (a great deal) and having the flexibility with the time I can clock in and out. This has been the silver lining working from home. So I am very grateful for this flexibility; it helps staff who have children; families; taking care of elderly parents, etc. I also want to add my program manager has been very supportive of the team; understanding; empathetic; being our biggest cheerleader and encouraging us to take care of ourselves. I believe my program manager has made this rocky road we are enduring more bearable. This vote would be unanimous from the team.

I do miss having the double monitors and wish we could print at home. But I understand why we can't.

## 2020 COVID-19 Check-In Survey: Consumer

**“Lastly, is there anything that you think VMRC’s Upper Management Team needs to know about your experience working from home these past few months?”**

I feel like service coordinators have very high case loads and constantly need to call almost 90+ people on our cases to offer services. I feel like Everbridge call should be sent out and that way we know what families need help, instead of calling every individual case. The additional demands plus attempting to balance at home demands with children can make it difficult to accomplish all tasks. Also, the mental health of the employee is at risk. Sc's are attempting to complete as much work as they can in a timely manner but productivity is not the same.

I feel upper management doesn't understand the excessive work they are expecting from Service Coordinators with now having to work from home. Aside from the increase expectations, upper management is then adding more work, such as calling each family/consumer monthly to do a welfare check or to ask about internet accessibility. Aside from all that, we have to log and report all our work activity for each day. I understand why this is being requested by each SC but I don't see the "support" from upper management or the consideration that this is causing more stress to SC's.

I have had to purchase some equipment such as lap top cooler, over the ear phone and mic, and other supplies to make it easier to work from home. I am still in need of help with Ergonomic equipment as I have pain in my wrist, neck and arm from not being able to sit at a correct angle.

I have to remind myself to take breaks to stand, walk around, due to not proper work chair or desk set up like I would have in the office unfortunate to not have separate work office in home. Zoom meetings or trainings seem long if its more than an hour. Jabber system is not 100% reliable in getting missed calls or messages even after we get IT help.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, is there anything that you think VMRC's Upper Management Team needs to know about your experience working from home these past few months?"**

I know they realize it's an incredibly stressful time. It is for everyone. Being asked to contact all the people on our caseload on a regular basis is not very realistic or useful of our time. 75% of my parents do not wish to be hounded down and asked for a response for a service they do not intend to use. Ultimately, this tedious work takes us away from the 25-30% of our caseload that wants to access all that we can offer. The Evergreen phone calls for example- I had a handful of parents that asked that I call them back. I called them back. Let's say they wanted respite. I typed up the POS exception, typed up the addendum, made the referral to the vendor, submitted the auths into Sandis. Parent did not follow through with the paperwork, etc., the service was not used, I'm having to go back in and void purchases. Some parents have the best intentions, but they are also overwhelmed and not able to follow-thru for whatever reason. That doesn't make them bad parents, just busy and stretched thin. That process however took me away from my caseload, and sets me back on my work. My time is much more valuable these days than being spent hounding down parents. There should be some parental responsibility to respond to a phone call or email, or reach out to the SC if they have a question or want a service. I am one person with 100 kids on my case load. Please Upper Management. We must use our time wisely to get things done. There's a limited amount of time per work day, per week. The last thing we need is burn out. Not when we're at the beginning of this long journey. We would feel much more supported if the extra work was thoughtful, before being delegated. I get it- extra work during this time is a given- I'm asking that Upper Management take into consideration everything else before adding tasks such as contacting our entire caseload via email/phone call/in writing regularly; Evergreen phone call follow-up; updating CDER information; attending HIPAA trainings. Just some food for thought. Thank you all for

I like it very much and would be open to continuing to work from home when the pandemic is well controlled. Having more staff permanently or majority working from home would help mitigate some of our space issues as we continue to hire new staff to meet our ever growing number of people we serve. I do miss my 2 screens.

I miss my friends at work. I miss being able to leave to go to work each day. With all the lock downs and restrictions, my mental health is beginning to suffer. I try to do my best at my job and with my mental health being what it is right now I feel like I'm losing my wits every time I get this negative push back from SC's. I never ask them to do more than what they've always done, but they all need to realize that even those of us who aren't dealing with clients are struggling, have demanding jobs, and are doing our best as well.

I miss my VMRC family's faces, and working on a computer all day is stressful. However, with all of the support of VMRC it is manageable.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, is there anything that you think VMRC's Upper Management Team needs to know about your experience working from home these past few months?"**

I really wish Jabber would work. I have reported it several time and was basically told that there was nothing to be done to fix the fact that my phone does not ring. I only know I have missed a call if someone leaves a voice mail. How many calls am I missing from families that actually need help and not leaving a message.

I think the agency has done a good job with working at home and creating guidelines to work at home and to return home in the future to mitigate risks.

I want to thank Upper Management for taking the pandemic precautions seriously and acting on preventatives very quickly.

I would like them to understand that we are all working hard under very difficult and stressful situations. We all have different family issues and extra stress. I feel like our managers are doing a lot to check on their teams and knowing what each of their people are dealing with. However I do not feel like upper management understand the stress most employees are under and believe that people are just taking advantage of the situation. This makes me and others feel guilty that we are having a difficult time and that adds to the stress when we already feel behind.

I would like to thank upper management, specifically Tony Anderson and Human Resources. Because of their leadership, I feel safe, can work from home and provide for my family.

I'm very glad to have this opportunity so that we don't have to either risk our health or lose our jobs during this time. I appreciate that we are trusted to do our jobs from home and I've adjusted and become comfortable with this arrangement.

In the beginning the transition was difficult however, I really like it now and it working out very well.

Initial, it was difficult and my routine was disturbed. My family and I are adjusting to the new way of life. We are managing the best we can. Summertime was reserved for trips to the beach and spending time enjoying each other. This time has allowed me to reflect and get all the important things at the forefront of my life. VMRC has allowed me to focus on my consumers and get them the most critical services. I'm thankful. Thank you

It has been a privilege to be able to work from home, thus ensuring our family's health and safety. Everyone should have the option to work from home, including clerical staff. No one's health and safety is more important than the next person's.

It has been amazing and I am really finding my groove on how to balance family life and work.

It has been fairly smooth. The Citrix and Jabber have worked well for me.

It has been great working from home and knowing we do not have to risk being exposed however it is difficult due to the high demands and the high caseloads.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, is there anything that you think VMRC's Upper Management Team needs to know about your experience working from home these past few months?"**

It has been really difficult staying focused while working at home. As time goes on I feel as though it is only getting worse. There is nothing that can really be done though. Even if I was working at the office I would still not be going to QTR or IPP meetings in person. The highlight of being in the office is human interactions. I think it would be great if we could lower our required monthly unit count of 400.

It has been the most stressful months of all of my time at VMRC. Constant lists of calling families and documenting. Followed up by spreadsheets to verify that we did this when we already put in a t-19 note to document. Then, send out letters to families. Then, continue to contact and harass families. Then, Everbridge calls. It is endless!!!! If I did not have a supportive manager, I may not have stayed.

It has gone better than expected. Pretty close to seamless. Good equipment to use iPad and IT has been very helpful. Jabber works most of the time.

It is hard. Almost every time I speak to a consumer or family member I end up talking to them about their fears and frustrations with COVID. Which is understandable, but also very mentally draining to have to do all the time. It's hard to feel like I need a break, but there are just so many pressing needs that I need to take care of on my caseload that I feel like I can't even take a day off.

It takes longer to prepare documents and get paperwork signed by families I work with than it did in the past when I could do it all in person. I depend a lot on my OTs who are in the office to do my mailing, scanning and to send me things from my mailbox. I think they need a raise for all the additional work they are doing to make my work at home job efficient. Learning how to use new technology apps (e.g., jabber, PandDoc, etc.) takes time to get familiar with so I spend time learning how to do them the first few weeks which takes away from me completing my regular duties (e.g., typing reports).

It took some time to get use to my current routine of getting up getting dressed and staying home to work. Also getting use to doing everything by email and remote meetings.

It's been a huge adjustment - adjusting to a new work environment; creating a new routine and establishing home and work boundary. I am challenged but there is no doubt that 95% of my work can be accomplished remotely. I appreciate the effort of our IT Department who are working hard to make work accessible remotely.

It's been an emotional roller coaster

It's been hard at times. the work load gets unbearable at times. then I struggle with my own depression from being at home for the past few weeks. When I get depressed, it affects my work performance

It's been hard to focus working full time mostly at home.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, is there anything that you think VMRC's Upper Management Team needs to know about your experience working from home these past few months?"**

It's been very overwhelming and stressful. Our caseloads are very high and having to check in with all of our families regularly on top of our regular work can be tough. It's been more difficult to keep up with everything. Our jobs are still being done but at a quality level that I'm not proud of. An Activity Worksheet is something that grade-school children do in order to be kept on track. Us having to complete one on a daily basis feels like micro-management. There appears to be no trust between managers and their team. We don't have the tools we are used to working with (i.e., double monitors, ergonomic equipment, desks, etc.), things are taking longer to get done with what we have at home. Many of us didn't work from home much and are not prepared, due to financial difficulties, many of us can't make purchases to help.

It's hard. It's much easier to work from work. While I have everything I need to get my job done at home, it takes more time to get the actual work done. I also hope that once we get back to in person visits that upper management will take into consideration the fact that we have allowed families to waive remote IPPs and come up with a reasonable plan to catch up once we are allowed to meet in person. I have on average 2 families per month choosing to wait, I hope that management will have a reasonable expectation regarding time to complete IPPs once we resume in person meetings.

Just keep up the good work. I have all the respect for the decisions that have been made and back upper management 100%

Keep up the good work!

Micromanagement adds stress to working at home.

More expense in battery and other minor stuff for computer. But that is minimal to the fact that I still have a job and I am able to work safely at the comforts of my own home. Thank you, VMRC!!!!

More mental health days, this is hard.

My job can easily be done from home. While I truly miss being in the office, I feel very productive at home and have had time to really go back and focus on tasks I usually don't get to. It was hard at first, but now I'm in a groove and routine.

My work at home has been fine, I am able to do everything from home that I can from the office. the only thing that is sometimes challenging is getting almost everything via email and the outlook getting full quickly

Not anything that is different from anyone else. The experience is difficult at times, but nothing compared to others going through the same thing. I don't have small children or school age. I should be thankful that I only have me to worry about during these times.

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, is there anything that you think VMRC's Upper Management Team needs to know about your experience working from home these past few months?"**

Now that I finally have working Wi-Fi at the house, I see that so much of my stress early on had to do with having woefully inadequate internet. Another hardship had to do with an intense sense of dislocation and disconnection. Not seeing people in person and not being able to "feel" them, and this coupled with my office being in a state of dislocation (in boxes having been moved from upstairs to downstairs) made things feel impossible. I couldn't put my hands on anything tangible and I couldn't feel my work environment in the same way which made it hard for me to track and make sense of anything. Lastly, I found myself home-bound with two generations of family members 24/7 and this made it difficult to find any peace and quiet in the home environment, what with school, and work for 5 people. Escalating fear of the Corona Virus and escalating pain from the cultural virus taking place, compounds everything and it's all too much most of the time.

Other than it being extremely stressful, working from home has added additional health concerns. I have never experienced this amount of Back pain, Eye Strain, and Mental fatigue like I have in these past 4 months. Of course when discussing with management it is in a way brushed off and not really considered a serious manner.

Service Coordinators are exhausted. Stressed. Overwhelmed. Unable to have work/life balance. Lots of SC's worried about keeping up with work with distance learning starting soon. Beginning to stress about being "written up" for work inefficiencies. Still "at home during a crisis, trying to work" We are NOT "working from home" and becoming increasingly behind and increasing more worried about sustaining employment.

Thanks for all your support. Specially the support from my program manager. I couldn't have asked for a better leader.

The commute is wonderful

## 2020 COVID-19 Check-In Survey: Consumer

**"Lastly, is there anything that you think VMRC's Upper Management Team needs to know about your experience working from home these past few months?"**

The experience of working from home is manageable. Some of the work that needs to be completed is in question on my end. There is an extreme amount of work that is needed to be done by the SC's and management seems to only put more and more on them without any compensation/compassion. The Work At Home Forms= no trust from managers (especially when yours keeps a excel spread sheet of who turns in what). plus it is time consuming and takes more time from our day. The case loads= WAY over allowed amount, again without compensation. The deadlines/time-frames= if us SC's are getting new cases (almost every week) and are way above allowed amount, why are we still needing to follow the 30 day deadline? SC's are not able to keep all time frames and complete all other "priority" projects that are given. I believe I can speak for a lot of SC's when I say that the "burnout" feeling is very strong right about now. We are here for families and consumers, but if the SC's are overworked/underpaid/burnt out..... how are we supposed to give any type of compassion or energy to our consumers and their families?

The extended time to work at home early in the morning, and later at night has been helpful. Although it is difficult to balance work with home life, I feel I have been just as productive as if I were in the office due to these accommodations. Zoom and Jabber have also been helpful to stay connected.

The Jabber App is really horrible, and I don't have a way to change where I am in the house in relation to where my internet is. The app drops calls all the time. Also, and this is not really the fault of the management, but just the overload of information and directives, and having to do all of this on-line- I am a more visual person and like to have the ability to print things and write on them/mark them up with notes, and without the ability to print.

The learning curve has been great and the workload has increased. Changes and challenges are ongoing and difficult to keep up. I am not as computer savvy as most thus am feeling the strain of keeping up with all the changes.

THE UPPER MANAGEMENT NEED TO TRUST US EMPLOYEES THAT EVEN THOUGHT WE ARE WORKING FROM HOME WE ARE STILL WORKING AS HARD AS WORKING IN THE OFFICE.

There are days where working from home can be a challenge. With all the constant changes and deadlines on top of managing multiple cases lets just say I'm trying my best. Adding the cherry on top with training via Zoom really drain my energy to the bottom. However, I do love my job and always try to best to keep up.

There's is an ongoing fear that they're going to be layoffs or furloughs  
they need to let us know we have more options as far as providing equipment.

## 2020 COVID-19 Check-In Survey: Consumer

**“Lastly, is there anything that you think VMRC’s Upper Management Team needs to know about your experience working from home these past few months?”**

To say that Working From Home has been hard would be an understatement. Working from home has added more stress to this already stressful line of work. I have found that it takes three times as long to complete simple tasks that would normally in the office taken 30 minutes. I have also found that there is more physical strain from working from home that no one anticipated (Back Strain, Eye Strain, and Mental Strain). All in all working from home has been both a blessing and a curse.

Train some of the managers to not micro manage team during COVID. Most of the managers are wonderful in the dept but there is one that continues to micro manage with WAH forms and wanting them EVERY DAY. More concerned with WAH forms and not reaching out to me ever. (Not once did my mgr. contact me since COVID 19 started. Not ONCE). I could understand the WAH daily logs if there are issues, but for those who excel in their work ? Why put the added pressure? Who did I email? Who did I talk to? What was discussed in my meeting? Really??

Very Over Whelming...

VMRC upper MTeam has gone above and beyond and has proven to me that they values the community we serve and acknowledges the importance of the work we do. I appreciate all the support they have provided. The work at home experience has been positive and productive because we have the support and equipment we need. Thank you!!!

we are often times very overloaded with work. Caseloads are too high. But thankful I have a job. I will continue to do my best.

Work at home is difficult for everyone and we cannot be as efficient as we would like to be.

Working at home has been fine, but the extra amount of work and duties have made working from home extremely stressful and sometimes unmanageable. Not just for me, but for every single case management employee at VMRC.

Working at home has its challenges and not having face to face contact with people I work with makes it harder - we are in social work for a reason and in person interaction does have its own reinforcement of why I do what I do. The agency has done much to try to make it as good an experience as possible. I would like to see less of putting onus on case managers to assume responsibilities

Working at home is 50/50 for me.. Its great because I can care for my parents and work at the same time but its also hard because my parents do not understand that I have to work and cannot attend to them right away. I feel more productive when I come into the office.

Working at home with Children should be illegal. LOL.

## 2020 COVID-19 Check-In Survey: Consumer

**“Lastly, is there anything that you think VMRC’s Upper Management Team needs to know about your experience working from home these past few months?”**

Working from home and having young kids (husband goes into work everyday) to care for is extremely difficult. The pressure from the manager is as if everyone was in the office with no distractions let alone a pandemic to worry about. Due to all this, mental health has started to be a factor for most who do not mention what they are going through. People who have been able to cope with changes in the past are no longer allowed to cope and have been having anxiety and depression. This lowers productivity and motivation to even want to log into work most days.

Working from home can be an option in the future, after Covid-19, since some of us can work very well without having to be at the office.

Working from home everyday is very uncomfortable. Work performance is poor due to external issues such as internet connection either slow or always having internet disruptions sometimes no internet at all.

Working from home has been a blessing. I am able to focus on my work, get a lot of things done with little to none distractions all while maintaining my household. I truly appreciate the flexibility. No other job would go the extreme or take the measures that VMRC did to ensure the safety

Working from home has been a challenge but has been made easier with the support of IT and my direct supervisor. However, my neck, back and wrist have suffered due to not having access to ergonomically equipment that I have in the office; my chair, foot stool, correct height of computer, ergo key board...I have informed my supervisor but have not heard back from HR regarding this issue. I did start going into the office 1x per week since allowed but now I'm not feeling comfortable with the high increase of COVID cases right now.

Working from home has been great, yet difficult during this time. I enjoy being able to have the choice to work from home due to risk of being exposed. However, not having all the equipment needed to work from home can be difficult. But I am making it work the best I can.

working from home has been stressful, especially for those of us who have kids in the house. I sometimes feel like I am getting burnt out and would like to day a few hours or a day off here and there to recharge. It would be in the best interest for VMRC employees mental health if we could be provided some additional vacation hours temporarily while we are going through these tough times.

Working from home has been very productive. I do not mind doing this permanently.

Working from home has been working out wonderful. I think this has shown that the majority of our job can be done from home.

## 2020 COVID-19 Check-In Survey: Consumer

**“Lastly, is there anything that you think VMRC’s Upper Management Team needs to know about your experience working from home these past few months?”**

Working from home under other circumstances and working from home during a global pandemic and ongoing international trauma are very different. I can't imagine that I'm the only one doing very poorly in terms of mental health, ability to focus, motivation, etc. With everything changing and the added workload, the whole thing feels like drowning.

Yes... we are working hard to manage kids, work, and the uncertainty that has come with this virus these past few months. As a parent, it has been stressful trying to care for young children and still feel that I am producing enough work to satisfy my PM and my responsibilities as an SC. I can only hope that upper management understands that this is difficult and stressful. I specifically worry that in trying to manage family and work together, that I may be penalized for not producing the same amount of work that I would be able to produce if I wasn't trying to manage family at the same time. These are scary times for me and I am sure many others. I don't even know when or if my children will be able to return to school or if I want them to with a deadly virus in circulation. What if they can't return? Will VMRC recognize this and allow those of us with children specific accommodations to meet the needs of our families while also keeping our jobs?



# Employee Survey

~ Questionnaire ~



# VMRC Employee COVID-19 Check-In

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Welcome to VMRC's COVID-19 Employee Check-In Survey!

Welcome to Valley Mountain Regional Center's 2020 COVID-19 Check-In Survey!

While we realize you may have recently participated in VMRC's 2020 Employee Satisfaction Survey, the survey occurred just before COVID-19 truly emerged and the subsequent stay-home orders were launched. As so much has changed in such a short time, VMRC's Leadership wants to touch base with staff and really see how people are doing during these times.

We know everyone has been hard at work, and we greatly appreciate all of the efforts to not only take care of the people you support (internally or externally) but also recognize that you may be balancing working from home and other obligations impacted by COVID-19 stay home orders.

We would like to ask that you spend just 5 minutes participating in this very short survey (15 metrics!) to help us gauge how our employees are doing during these trying times and how the regional center may better support you.

As is typical, this survey is being conducted by Kinetic Flow and all responses are anonymous. As always, if you have any questions or concerns, you can email Ami Sullivan at Kinetic Flow: [Ami.Sullivan@KineticFlowCorp.com](mailto:Ami.Sullivan@KineticFlowCorp.com).

Thank you, in advance, for your time and insights, we greatly appreciate your participation.

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### **To Start...**

Before we begin the survey, we would like to ask two demographic questions. The information from these questions are used for analysis purposes only. This information is very helpful to our analysis so we strongly urge respondents to provide this data, however, if you do not feel comfortable providing this information, it can be left blank

#### **1) First, can you please tell us what office you primarily work in?**

☐ Stockton   ☐ Modesto   ☐ San Andreas

#### **2) Can you please also tell us what unit you primarily work in?**

☐ Fiscal (Auditing, Client Trust, Facilities/Purchasing, Operations, Purchase of Services, Resource Development, Transportation)

☐ Case Management (Case Management, Special Projects, Quality Assurance)

☐ Human Resources (Human Resources, Payroll/Travel, Training)

☐ Information Services (Desktop Support, Information Technology, Network Administration)

☐ Clinical Services (Behavior/Education, Early Start, Foster Grandparents/Senior Companions, Intake, Medical/Nursing, Psychological)

☐ Other

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### COVID-19 Stay-Home Orders

We would like to ask you a few questions regarding how VMRC supported you as an employee during the COVID-19 stay-home orders these last few months.

#### 3) General Impact.

Please indicate below to what extent do you agree or disagree with the following statements? (Please indicate your response by filling in only one bubble per question.)

	Strongly Disagree	Disagree	Neither Disagree nor Agree	Agree	Strongly Agree
Upper Management clearly communicates information I need to do my job to the best of my ability.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have sufficient information to do my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have sufficient resources, tools and time to perform my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the right materials and equipment I need to do my work right.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a well-functioning computer, reliable network and up-to-date information systems to help me do my job effectively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Management has given me an appropriate level of authority to accomplish my goals.	( )	( )	( )	( )	( )
My Supervisor listens to me when I have a comment, question or concern.	( )	( )	( )	( )	( )
Management is informed and aware of my unit's actual performance.	( )	( )	( )	( )	( )

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**You and VMRC.**

**4) During these difficult times, which of the following have been of greatest concern for you/your family?**

- ( ) Financial Hardship - income/money, paying for utilities, food, rent/mortgage, car payments, etc.
- ( ) Overall Health - Not getting sick, COVID, etc.
- ( ) Healthcare - telemedicine, access to doctors, nurses, medication, medical supplies, etc.
- ( ) Missing Friends/Family - Social outings and interactions
- ( ) Mental Health/Mental Wellbeing - general stress, depression, etc.
- ( ) Child Care/Children's Future School Arrangements
- ( ) My job
- ( ) Working from Home - Work/Life balance, tacking care of kids while working from home, adequate home office, etc.
- ( ) Returning to work at VMRC offices
- ( ) Other ...: \_\_\_\_\_

5) Please tell us, to what degree do you agree or disagree with the following statement:

During the past few months, VMRC has ensured that I feel like I am a valued member of the VMRC team.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neither Disagree nor Agree
- ☐ Agree
- ☐ Strongly Agree

6) Overall, during the last few months, how well do you feel VMRC has done in supporting you as a valued employee?

- ☐ Truly Outstanding
- ☐ Excellent
- ☐ Good
- ☐ Just Ok
- ☐ Poor

7) To help us better understand, would you share why you feel that way? Why you answered how you did in the previous question (...how helpful do you feel VMRC has been in supporting you as a valued employee?).

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8) Lastly, is there anything that you think VMRC's Upper Management Team needs to know about your experience working from home these past few months?

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Thank You!

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