

Purpose

In order to fully support and empower people with developmental disabilities in Valley Mountain Regional Center's (VMRC) communities, all participants must work together; only together can VMRC live the Mission, Vision and Values of the 2014 – 2018 Strategic Plan and achieve specific focus area goals and outcomes. Further, the Strategic Plan helps to focus the quantified the voice of people served, employees and service providers and supports the regional center in:

- Prioritizing focus areas
- Informing data-driven decision making
- Supporting training and resource allocation, and
- Enhancing communication

to enable the efforts and resources of VMRC to best support and serve individuals and families supported by the regional center, ensure employee engagement and maximize effectiveness and efficiency, and ensure solid, supported service provider partnerships.

Consumer (and Family) Satisfaction

Consumer (and Family) Satisfaction was first studied in 2013 in order to assess the current level of overall satisfaction and to drive decisioning making for the Strategic Plan. Using parallel data collection methodologies, Valley Mountain Regional Center conducted Consumer (and Family) Satisfaction Surveys in 2013, 2017 and 2020 at the end of the Strategic Plan to assess the progress made under, and through, the focus of the Strategic Plan

From 2013 – 2020, VMRC increased the mean score on all eleven (11) core metrics; scores increased between 0.08 to 0.33 on a 1.00 - 5.00 scale. The greatest improvement was:

- The IPP/IFSP in addressing your/your family's needs (improved 0.33), followed by,
- VMRC staff listening to you (improved 0.25), and
- Your service coordinator's knowledge of community resources (improved 0.25).

Consumers (and Families) provided ratings between "Good" (3.00) and "Excellent" (4.00) for all scored metrics. Of the metrics, individuals and families provided the highest ratings for

- 2. Service coordinator treating you with dignity and respect (4.01)

The lowest rating was provided for:

- 9. VMRC staff in reaching out to you with information about community events, regional center news or other resources? (3.44)



Valley Mountain Regional Center: 2014 – 2018 Strategic Plan: Satisfaction Overview

As summary of the Consumer (and Family) Satisfaction Survey measures, and the change over time is as follows:

From your experience with VMRC, can you please tell us, how would you rate each of the following:	2020 Mean	2017 Mean	2013 Mean	Difference (2020-2013)
2. Your service coordinator in treating you with dignity and respect?	4.01	3.92	3.93	0.08
3. Your relationship with your service coordinator?	3.80	3.76	3.61	0.19
4. VMRC staff in listening to you?	3.79	3.72	3.54	0.25
5. Your service coordinator in returning your telephone calls or responding to your emails?	3.69	3.73	3.47	0.22
6. Your service coordinator's knowledge about your disability?	3.80	3.77	3.59	0.21
7. Your service coordinator's knowledge of the regional center system and its rules?	3.82	3.87	3.67	0.15
8. Your service coordinator's knowledge of community resources?	3.71	3.78	3.46	0.25
9. VMRC staff in reaching out to you with information about community events, regional center news or other resources?	3.44			----
10. The regional center in communicating with you?	3.50	3.66	3.30	0.20
11. The IPP/IFSP planning process in focus on your (your family's) unique needs and wants?	3.64			-----
12. Your service coordinator taking into account your (your family's) languages, traditions, and background when helping you design your plan?	3.83			-----
13. Overall, how would you rate your IPP/IFSP in addressing your (your family's) needs?	3.81	3.76	3.48	0.33
14. Overall, how would you rate the services and supports the regional center purchases for you and your family?	3.72	3.76	3.41	0.31
15. Overall, how would you rate the impact the regional center has had on your life?	3.77	3.76	3.57	0.20

The above represents a topline summary only, please see the Consumer (and Family) Satisfaction Survey report for further details.



Employee Satisfaction

Employee Satisfaction was first studied in depth in 2014 in order to assess the current level of overall satisfaction and to drive decision making for the Strategic Plan. Using parallel data collection methodologies, Valley Mountain Regional Center conducted Employee Satisfaction Surveys in 2014, 2017 and 2020 at the end of the Strategic Plan to assess the progress made under, and through, the focus of the Strategic Plan

The Employee Satisfaction Survey includes 74 metrics addressing the Culture of the Regional Center, the Employee's (perceived) Role in the organization, Information and Communication, Resources, Employee's Supervisor, Upper Management, Working at VMRC and demographics. Due to the content and nature of the survey, the metric responses utilize a 5-point Agreement Scale (Strongly Agree – Strongly Disagree) and respondents are asked to provide their level of agreement (or disagreement) for each metric statement.

Looking across the entirety of the 2013-18 Strategic Plan, with outcomes from 2014-2020:

- 49 metrics increased in total agreement, with increases from 29% to 1%, while
- 10 metrics declined in total agreement, with decreases from -1% to -10%.

The biggest changes from 2014 to 2020 include:

- Q25. I feel like I am a valued member of the VMRC team. (39% in 2014, 67% in 2020 – increase 29%)
- Q65. The Executive Director's office places sufficient emphasis on the importance of integrity, ethical conduct, fairness, and honesty in dealings with employees, consumers, vendors and other organizations. (44% in 2014, 71% in 2020 – 27% increase)
- Q28. I am fairly compensated for what I do, including salary, benefits, healthcare, paid holidays, flexing, telecommuting, tuition reimbursement, etc. (15% in 2014, 41% in 2020 – 26% increase)
- Q60. Upper Management provides leadership for the agency. (37% in 2014, 63% in 2020 – 25% increase)
- Q27. There is a culture of trust at the regional center. (22% in 2014, 44% in 2020 – 22% increase)

In addition, by percentage, of employees who would definitely like to be working for VMRC in two years rose from 26% in 2014 to 51% in 2020 – an increase of 25%.

The above represents a topline summary only, please see the Employee Satisfaction Survey report for further details.



Service Provider (Vendor) Satisfaction

Service Provider (Vendor) Satisfaction was first studied in depth in 2014 in order to assess the current level of overall satisfaction and to drive decisioning making for the Strategic Plan. Using parallel data collection methodologies, Valley Mountain Regional Center conducted Employee Satisfaction Surveys in 2014, 2017 and 2020 at the end of the Strategic Plan to assess the progress made under, and through, the focus of the Strategic Plan

In 2020, respondents provided ratings between “Good” (3.00) and “Excellent” (4.00) on a 1.00 – 5.00 scale, with all metrics demonstrating improvement – between 0.34 and 0.97. Overall, the greatest improved metrics center around regional center communication. Of the eight metrics, respondents provided the highest ratings for

- Your comfort level in contacting VMRC (3.82, 3.63 in 2017, 3.48 in 2014)

The lowest rating is for the metric that is also the most improved from 2014-2020:

- How well VMRC staff communicates with your agency regarding issues related to your agency’s contract or services (3.35 in 2020, 3.04 in 2017, 2.38 in 2014 increased 0.97)

Metric	2020	2017	2014	Difference (2020-14)
How well VMRC staff communicates with your agency regarding legislative and regulation changes?	3.35	3.04	2.38	0.97
How well VMRC staff communicates with your agency regarding issues related to your agency's contract or services?	3.36	3.18	2.59	0.77
How knowledgeable are VMRC staff about the Lanterman Act and other laws related to services to people with developmental disabilities?	3.68	3.52	3.00	0.68
How knowledgeable VMRC staff are about VMRC policies?	3.69	3.41	2.93	0.76
How consistent VMRC staff are in the information they provide to your agency?	3.40	3.17	2.57	0.83
VMRC staff's level of respect for your input as a service provider?	3.68	3.41	3.24	0.44
Your comfort level in contacting VMRC?	3.82	3.63	3.48	0.34
Overall, how would you rate VMRC?	3.66	3.51	3.14	0.52

The above represents a topline summary only, please see the Employee Satisfaction Survey report for further details.

