

A faded background image showing a group of diverse people, including children and adults, smiling and looking towards the camera.

North Bay Regional Center 2017 Client Services Accessibility and Satisfaction Survey

Board of Directors Resource Packet
December 2018

Promoting Opportunities – Supporting Choices





Background

North Bay Regional Center (NBRC) is one of 21 private, non-profit corporations that contracts with the State of California to act as a case management agency for persons with developmental disabilities and their families. NBRC supports the lives and empowerment of approximately 8,000 individuals and families in a geographic area encompassing Napa, Sonoma and Solano counties.

With the growing attention being placed on disparities in the Purchase of Service allocations and actual service usage, many questions about the degree to which services are available and accessible to people of different ethnicities and speaking different languages have arisen. To date, there is some, but little concrete understanding of how, when, why people use services, why they don't use available services, and how the services meet their needs, in respect to generalizations about their ethnicity and primary language.

Under a grant from the Department of Developmental Services (DDS), North Bay Regional Center has undertaken a substantial effort to understand, quantify, and address the differences people served, and their families, perceive in the delivery of regional center services. A part of this effort is the 2017 Client Services Accessibility and Satisfaction Survey conducted in partnership with Kinetic Flow.

Purpose & Objectives

The objective of this study is to gauge overall service access, usage and satisfaction of the people North Bay Regional Center serves, specifically to

- Understand potential service disparities;
- Determine differences in service usage and satisfaction;
- Understand any barriers to services;
- Determine if people have experienced problems accessing regional center services;
- Determine the level of overall satisfaction with the regional center and the services and supports.

Additionally, some of the questions North Bay Regional Center wanted answered included:

- What are the characteristics of a good service?
- What are we doing that works? / What are we doing that doesn't work?
- What are the barriers that keep you from using services offered?
- What are we not doing? / What isn't available?
- "If you could have the ideal service, what would it be?"



Methodology

Questionnaire. The survey instrument addresses two primary information goals: service accessibility and satisfaction. The client service accessibility question were developed in partnership between NBRC and Kinetic Flow, and based on the disparity services questions developed by Harbor Regional Center. The satisfaction questions are based on fundamental system values (as articulated in the Lanterman Act), best practices in service provision, and legislative and regulatory guidelines. The historical origin of the satisfaction questions includes input from individuals, families, and staff from DDS, regional centers, and service providers. In addition, informal focus groups of individuals, family members, and service providers tested the questionnaire.

The final 2017 *Client Services Accessibility and Satisfaction Survey* questionnaire consisted of 37 questions, including both qualitative and quantitative. The majority of the quantitative metrics use a tested five-point unbalanced scale, which compensates for the factors of social desirability, social conditioning, and service system sensitivities. The scale is as follows:

- 1.00 Poor
- 2.00 Just OK
- 3.00 Good
- 4.00 Excellent
- 5.00 Truly Outstanding

Sample. The population for this study is defined as all individuals with a client status of "Active" in the Client Master File and served by one of the area caseload teams; please note, Intake and Early Start are omitted. The total population meeting the criteria was 3,567. From this group, a sample of individuals was selected having had an IPP (Individual Program Plan) or IFSP (Individualized Family Service Plan) within the four- to six-month period prior to the start of the study. With the targeted 841 interviews, the confidence level for regional center data is 99% with a 3.88% margin of error – a very high level of data integrity indicating that the study findings would be 99% the same if every person in the 3,576-population participated in the study.

Data Collection. Survey invitation/notification letters were mailed/emailed on September 26, 2017 when the online survey opened, with telephone interviews starting October 24th. The online survey data collection tool was left open from September 26th – October 24th, 2017; a total of 58 respondents participated online. The telephone effort began on October 24th and closed on December 6th, 2017; 839 individuals participated via a telephone interview.



Findings

"My service coordinator has provided me with the necessary life skills that I need. He has helped me advocate for the services that I need. He has been present in all of my meetings, and has advocated along with me. He has returned my phone calls and emails in a timely manner. Overall, fantastic service coordinator! :)."

"All services are provided in my native language so as I get a letter I can call and talk with someone in my native language if questions arise. So at this time the center is doing an excellent job."

"I would like them to take us into account for the meetings, and try to explain the things to us in our language, to the Hispanic parents."

"Our last service coordinator was fantastic. She found another position and our new coordinator is not as responsive, requires repeated phone messages before a response is made and is new to the services offered. I can live with inexperienced but not lack of communication."

The 2017 *Client Services Accessibility and Satisfaction Survey* quantifies the voice of individuals and families served and supported by North Bay Regional Center. Further, results from the 2017 *Client Services Accessibility and Satisfaction Survey* show that:

- NBRC received scores between "Good" (3.00) and "Excellent" (4.00) on all 24-metrics assessed;
- The highest rated metrics were:
 - Service Coordinator speaking to you in your preferred language (3.76)
 - Service Coordinator helping you feel comfortable talking about you/your child (3.70)
- The lowest rated metrics were:
 - Assisting you to identify and connect with natural supports (3.06)
 - Providing information on generic services (3.08)
- By sub-demographic group, those *most* satisfied with the overall regional center supports and services are individuals:
 - With a primary diagnosis of Cerebral Palsy (3.58), and
 - With a primary ethnicity of Filipino (3.56)
- By sub-demographic group, those *least* satisfied with the overall regional center supports and services are individuals:
 - With a primary ethnicity of "Other" (2.92),
 - With a primary ethnicity of Asian Indian (2.67).
- By sub-demographic group, those *most* satisfied with the quality of the service providers they work with are individuals:
 - With a primary ethnicity of "Unknown" (3.69), and
 - With a primary ethnicity of Filipino (3.67).
- By sub-demographic group, those *least* satisfied with the quality of the service providers they work with are individuals:
 - With a primary ethnicity of Asian Indian (2.67).



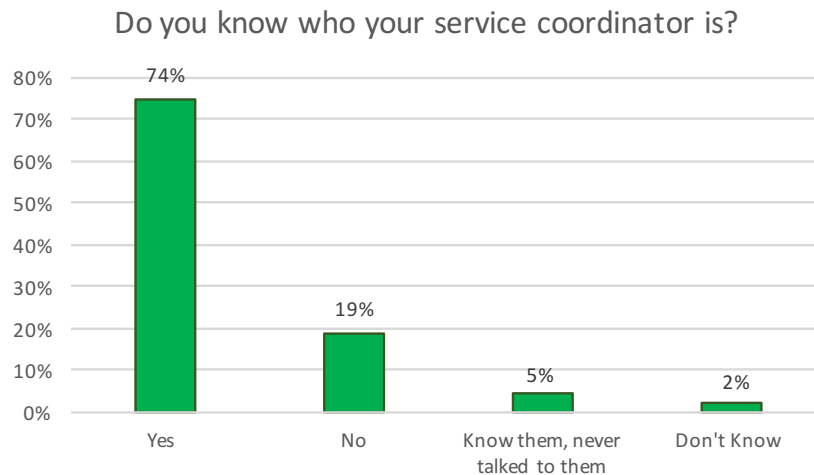
Findings

continued...

"I would like to know what other ways they can help my son. I have been waiting 2 years for the behavior service for my son with autism and they haven't provided me that."

"They gave me support and information at a true crisis time with my/our son. They listened compassionately and respectfully to my difficult family dynamics and presented options. They helped me walk through the scenarios of those options. They reassured me it was my/our decision and time to think it through. And they gave me a hug. NBRC is truly a wonderful gift of support in our child's life and ours."

Overall, most people know their service coordinator with 21% reporting ("No" (19%) or "Don't Know" (2%)) they did *not* know their service coordinator, along with 5% stating that they know who their service coordinator is, but they had never talked with or met with them. Those who responded "No" or "Don't Know" were not asked questions pertaining to his/her Service Coordinator.



On average, 72% of respondents are receiving all of the services/supports in their service plan (Q20), with 17% of respondents answering "No" they are not receiving all of the services, with an additional 11% responding "Don't Know".

Additionally, 20% of respondents stated they have not used all of the services or supports the regional center has made available (Q22), while 65% stated no, they have used all of the services, and 15% responded "Don't Know".

As a follow-up to the qualitative information questions, respondents, "What information would you like that you don't already have?" (open-end). Common responses included:

- Client Services – What is available? (10 mentions)
- Respite (3 mentions)
- Transportation (3 mentions)
- Parent Support Groups (2 mentions)
- As well as, with one mention each, NBRC Staff Turnover Issues, Housing Options, On-the-Job Training, Dementia Services, Fishing, Special Needs Health Care Plans, Dental Services, IPP, IEP.



Approaches to Optimization

NBRC may want to dive deeper into the data contained in this report, review the analysis and understand how to better serve individuals and families. This report contains a significant amount of useful data and there are numerous approaches to incorporating the data into NBRC's quality improvement process and an action plan.

Some approaches to optimizing performance-based survey results include:

1. Areas of Promising Practices – focus on measures having the highest scores to understand what is working and apply those policies, practices, and procedures to other metrics.
2. Areas of Improvement – focus on measures having the lowest scores to understand what is not working. Create stakeholder focus groups, brainstorming sessions, task force and work towards improvement.
3. Areas of Greatest Difference – focus on measures having significantly different scores than in prior year(s). This may include focus on improved scores (Best Practices) or declined scores (Areas for Improvement). Or look to areas that have the greatest variation in results – the greatest differences among stakeholders.
4. Areas of Greatest Impact – focus on measures where an organization can maximize the impact of its efforts. The areas of greatest impact are considered the areas that maximize an organization's "bang for the buck."
5. Organizational Priority(ies) – focus on metrics which reflect the specific priorities and initiatives of the regional center, its Board of Directors, and the state to understand NBRC's baseline measure. Allocate time and resources to quality improvement in these areas.

"Seek first to
understand, then to
be understood."
— Stephen R.
Covey



As with any data, it is beneficial to review the results by question, as well as the verbatim responses to open-ended questions provided by respondents, and to not rely solely on the report summarization. It is important to realize with any relationship data, outcomes are influenced by two main components:

$$\text{Satisfaction} = \text{Expectations} - \text{Performance}$$

This means that there are always at least two possibilities – the way (how) information and actions are communicated by the regional center (performance) and the way (how) information and actions are perceived by stakeholder (expectations). Resources need to be examined both in terms of what is being provided and how, but also how information about the resource is/is not communicated.

Kinetic Flow recommends using this data to:

- ✓ Identify strengths and opportunities for community and agency building;
- ✓ Provide the basis for strategic planning in a highly complex, resource-poor environment;
- ✓ Focus structured improvement processes; and
- ✓ Target professional training, best practices conferences, and development opportunities.

The data contained in this report quantifies the voice of the regional center's customers – people served and their families. In this way, using data to drive decision-making reinforces the person-centered nature of the regional center and underscores the effect of the hard work and impact of the regional center employees and resources.

* * * * *

Kinetic Flow is an independent research and consulting firm working with human services organizations. Kinetic Flow's mission is to *enhance the quality of quality of life services* by quantifying the voice of the consumer and other stakeholders for use in Quality Assurance/Quality Improvement and strategic planning. With over 30 years of combined person-centered research experience and 20 years of combined experience in satisfaction research with individual regional centers, Kinetic Flow has conducted over 65,000 interviews with people with developmental disabilities and their families and has developed valid, stable means of assessing the quality and benefit of services and supports for people with developmental disabilities and their families.







Overview: 2017 Client Services Accessibility and Satisfaction Survey

North Bay Regional Center: Board of Directors
December 2018

Presented by: Ami Sullivan, Kinetic Flow

Background

“...It is the intent of the Legislature that agencies serving people with developmental disabilities shall produce evidence that their services have resulted in consumer or family empowerment and in more independent, productive and normal lives for the persons served...”

Welfare & Institutions Code §4501

“Individuals with developmental disabilities are afforded equal opportunities for living independently, working productively, and living joyfully; accepted as equal members of our society.”

North Bay Regional Center, Vision statement

Purpose

To quantify the voice of people served

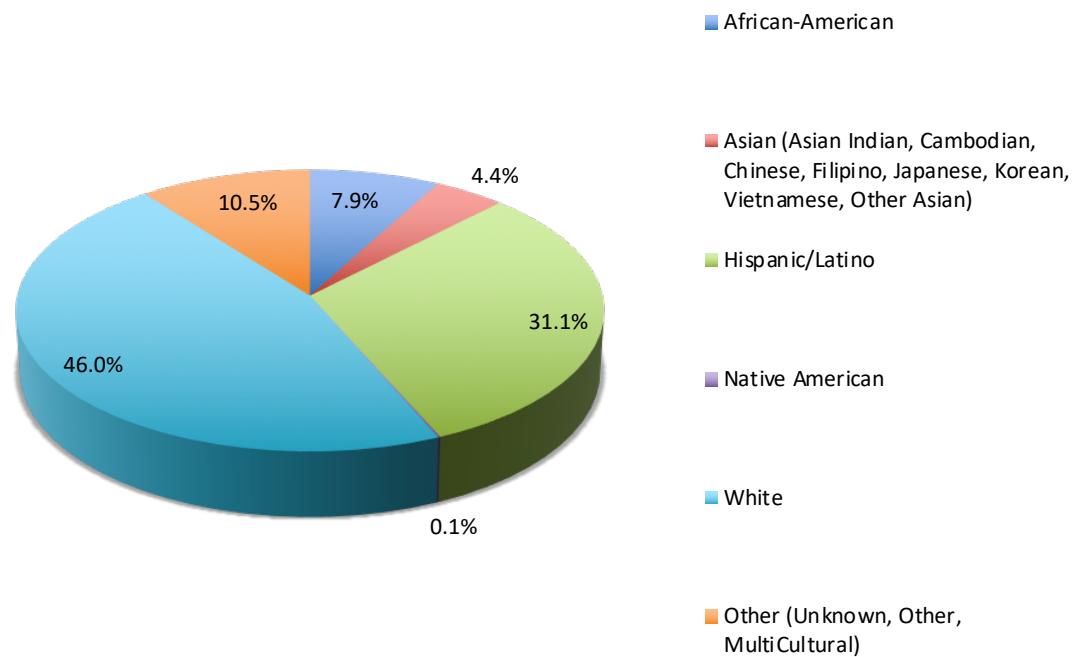
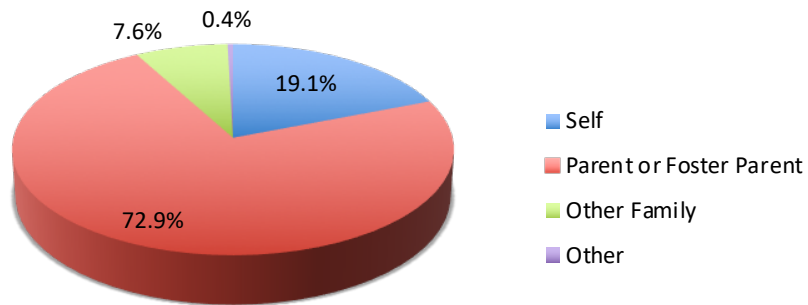
To improve the quality and equality of quality of life services

- Understand potential service disparities;
- Determine differences in service usage and satisfaction;
- Understand any barriers to services;
- Determine if people have experienced problems accessing regional center services;
- Determine the level of overall satisfaction with the regional center and the services and supports.

Methodology

- Sample
 - Targeted random sample of NBRC's active population:
Individuals who may have had an IPP/IFSP in the four months prior to the interviews being conducted were eligible to participate (2,944 people served)
- Questionnaire
 - 37 questions, both Quantitative/Qualitative
- Data Collection - 897 voices represented (99% confidence interval, 3.75 margin of error)
 - 58 individuals participated online
 - 839 individuals participated via telephone in multiple languages by a professional interview team
 - Calls lasted approximately 12.5 minutes

Who Responded...



Understanding the Results

The Unbalanced Scale

- Accounts for Social Desirability (social conditioning)
- Accounts for Social Service System (fear of retribution)

Satisfaction = Expectations – Performance

- Define, Set and Clearly Communication Expectations
- Define, Set and Meet Performance as aligned with Expectations

Terms

- Mean = average of all designated scores
- Range = difference between the highest and lowest scores within a metric or grouping
- N = number of respondents

What Individuals & Families Said...

- NBRC received scores between “Good” (3.00) and “Excellent” (4.00) on all 24-metrics assessed;
- NBRC received the highest scores for...
 - Service Coordinator speaking to you in your preferred language (3.76)
 - Service Coordinator helping you feel comfortable talking about you/your child (3.70)
- NBRC received the lowest scores for...
 - Assisting you to identify and connect with natural supports (3.06)
 - Providing information on generic services (3.08)

Overall Satisfaction

- Overall Satisfaction with Regional Center Services and Supports (3.30)
- Overall Service Provider Quality (3.40)

However, responses vary by sub-demographic groups....

Overall Satisfaction by Sub-Demographic Groups

Notable differences exist in Overall Satisfaction and Overall Satisfaction with Service Provider by sub-demographic groups – the purpose of this study is to:

- 1) Identify those differences, and*
- 2) Start to understand them.*

Sub-Demographic Groups	Overall Satisfaction	Overall Service Provider
Filipino	3.56	3.67
Cerebral Palsy	3.58	3.53
Sonoma County	3.51	3.59
Other Developmental Disorder	3.49	3.57
POS Expenditure - \$50001+	3.46	3.59
Unknown Ethnicity	3.28	3.69
POS Expenditure - \$1001 - \$5000	3.46	3.51
POS Expenditure - \$20001 - \$50000	3.45	3.48
POS Expenditure - \$1 - \$1000	3.38	3.49
White	3.35	3.44
Epilepsy	3.37	3.40
4-12 Years of Age	3.29	3.44
Female	3.33	3.39
Intellectual Disability	3.31	3.39
50+ Years of Age	3.33	3.35
13-21 Years of Age	3.26	3.43
Male	3.27	3.40
22-49 Years of Age	3.31	3.36
Other Asian	3.38	3.25
Spanish/Latin	3.26	3.36
POS Expenditure - \$5001 - \$10000	3.26	3.33
Autism	3.19	3.39
Mult.Cultural	3.15	3.39
Napa County	3.13	3.33
POS Expenditure - \$10001 - \$15000	3.22	3.23
Solano County	3.18	3.22
POS Expenditure - \$15001 - \$20000	3.21	3.16
POS Expenditure - \$0	3.06	3.31
African-American	3.23	3.14
Other Ethnicity	2.92	3.15
Asian Indian	2.67	2.67

The Range of Ratings within Demographic Groups

Service Coordinator	Age	Gender	Primary Ethnicity (5>)	County	Primary Diagnosis	POS Expenditure	Primary Language	County	Residential Type
Q3: Being available when you need information / help	0.26	0.04	0.76	0.33	0.11	0.61	0.04	0.33	0.18
Q4: Being knowledgeable	0.06	0.00	1.25	0.26	0.20	0.50	0.04	0.26	0.42
Q5: Helping you feel comfortable talking about your/your child	0.23	0.09	1.14	0.32	0.20	0.59	0.15	0.32	0.24
Q6: Having a good understanding of your/your child's needs	0.12	0.03	1.61	0.25	0.23	0.63	0.07	0.25	0.18
Q7: Helping you prepare for your planning meeting	0.16	0.07	1.03	0.23	0.13	0.65	0.16	0.23	0.19
Q8: Helping you think about future goals and plans	0.08	0.04	0.60	0.33	0.22	0.60	0.14	0.33	0.07
Q9: Speaking to you in your preferred language	0.37	0.08	0.82	0.28	0.16	0.64	0.22	0.28	0.42
Q11: Overall service coordinator	0.14	0.08	0.95	0.32	0.18	0.79	0.20	0.32	0.13
Communication									
Q12: Treating you with dignity and respect	0.17	0.01	1.17	0.33	0.15	0.36	0.98	0.33	0.44
Q13: Returning your phone calls and emails	0.25	0.08	1.54	0.46	0.27	0.58	0.94	0.46	1.14
Q14: Encouraging you to ask questions / express concerns	0.14	0.01	1.38	0.37	0.25	0.45	0.61	0.37	0.97
Q15: Explaining things to you in an understandable way	0.25	0.01	1.38	0.29	0.24	0.50	0.60	0.29	0.78
Q16: Overall comfort level in communicating with staff	0.19	0.04	0.88	0.33	0.17	0.42	0.26	0.33	0.81
Service Planning									
Q17: Meeting addressing things that are important to you	0.16	0.02	1.08	0.36	0.18	0.40	0.39	0.36	1.00
Q18: Planning team recommending/suggesting service options	0.14	0.00	0.83	0.23	0.24	0.40	0.31	0.23	0.79
Q19: Providing a written copy of service plan in preferred language	0.26	0.01	0.88	0.28	0.18	0.45	0.17	0.28	0.55
Information									
Q25: Providing information to make your own decisions	0.17	0.02	0.73	0.29	0.20	0.40	0.36	0.29	0.69
Q26: Providing information on regional center funded services	0.20	0.07	0.96	0.34	0.23	0.49	0.35	0.34	0.96
Q27: Providing information on generic services	0.18	0.11	0.51	0.29	0.30	0.46	0.25	0.29	0.97
Q28: Assisting you to identify and connect with natural supports	0.11	0.08	0.85	0.27	0.38	0.58	0.45	0.27	0.72
Q29: Giving you information on right to file complaint/appeal	0.31	0.02	1.08	0.34	0.19	0.45	0.25	0.34	1.06
Q30: Overall providing information	0.21	0.07	0.63	0.25	0.26	0.36	0.29	0.25	0.42
Overall									
Q34: Overall services and supports	0.08	0.06	0.89	0.38	0.39	0.39	0.31	0.38	0.99
Q35: Overall quality of service providers	0.09	0.00	1.03	0.37	0.18	0.35	0.28	0.37	0.51

What Individuals & Families Said...

- Thinking about your last IPP meeting, are you receiving all of the services or supports identified in your/your child's service plan?

Response Option	%
Yes	72%
No	18%
Don't Know	11%

151 Response, top mentions include:

- ✓ Therapies (19 mentions)
- ✓ Respite (18 mentions)
- ✓ Regional Center Supports (communication, information, etc.) (14 mentions)

What Individuals & Families Said...

- Are there any services or supports the regional center has made available to you/your child that you have not utilized?

Response Option	%
Yes	20%
No	66%
Don't Know	14%

160 Response, top mentions include:

- ✓ Respite (59 mentions)
- ✓ Housing Options (15 mentions)
- ✓ Dental Care (13 mentions)
- ✓ Transition Programs/Employment (10 mentions)

What Individuals & Families Said...

Are there any services you feel you or your child would greatly benefit from that the regional center has not included in your IPP or is not able to offer?

276 Response, top mentions include:

- Housing Options (9)
- Work/Employment (7)
- In-Home Speech (6)
- Skills Development (6)
- Social Skills (5)
- Behavioral (4)
- Respite (4)
- Transportation (4)
- Medical/Dental/Optometry (3)
- Intensive Speech (3)
- Sports and Recreational Therapy (3)
- IPP (3)
- Day Program (2)
- Tutoring (2)
- Music/Horse Therapy (2)
- Occupational (2)
- Counseling (2)

What Individuals & Families Said...

- Do you know who your Service Coordinator is?

75% said “Yes”

Q Description: How would you rate your Service Coordinator in terms of...	Mean
3. Being <u>available</u> when you need information / help	3.56
4. Being <u>knowledgeable</u>	3.59
5. Helping you feel comfortable talking about your/your child	3.70
6. Having a good <u>understanding</u> of your/your child's needs	3.54
7. Helping you prepare for your planning meeting	3.37
8. Helping you think about future <u>goals</u> and plans	3.36
9. Speaking to you in your preferred <u>language</u>	3.76
10. IF “Poor” to 9: In <u>having someone available</u> during your meeting who can speak to you in your preferred language or in having an interpreter available?	1.55
11. Overall service coordinator	3.59

What Individuals & Families Said...

Communication and...

Q Description: How would you rate regional center staff in terms of...	Mean
12. Treating you with dignity and respect	3.53
13. Returning your phone calls and emails	3.29
14. Encouraging you to ask questions / express concerns	3.27
15. Explaining things to you in an understandable way	3.41
16. Overall comfort level in communicating with staff	3.39

Information

Q Description: How would you rate regional center staff in terms of...	Mean
25. Providing information to make your own decisions	3.27
26. Providing information on regional center funded services	3.16
27. Providing information on generic services	3.08
28. Assisting you to identify and connect with natural supports	3.06
29. Giving you information on right to file complaint/appeal	3.23
30. Overall providing information	3.18

Service Delivery at the Regional Center involves a number of steps...

- Outreach/Awareness
- Intake/Eligibility/Clinical Diagnosis
- Individualized Family Service Plan/Individual Program Plan
 - POS Spending Authorization
- Service Availability
- Service Delivery/Effectiveness
 - Outcomes

Where differences may occur...

	1. Outreach	2. Diagnosis	3. POS Expenditure	4. RC Services	5. Provider Quality
	Population (compared to NBRC Pop, %)	Average Diagnoses per Person	Average POS Expenditures per Person	OSAT with Regional Services/Supports	OSAT with Service Provider Quality
Hispanic	-2.1%	1.91	\$ 9,303.00	3.26	3.26
White	9.2%	2.15	\$ 26,143.00	3.35	3.44
African American	-3.2%	2.15	\$ 21,282.00	3.32	3.14
Asian	2.1%	2.00	\$ 14,861.78	3.42	3.45
Other	-5.6%	2.23	\$ 13,915.00	2.92	3.15

1. Outreach utilizes most recent census (US2011) for Napa, Solano, Sonoma Counties, Population by Ethnicities. Please note this is an approximation based on differences in dates and ethnic definitions.
2. Asian is a combination of a multitude of sub-demographics, range for all ethnicities is from 1.77 (Asian Indian) to 2.67 (Korean)
3. POS Expenditure by Primary Ethnicity (n>5) ranges from \$38,258 (Native American-8) (n>10, White \$26,143) to \$2,360 (Unknown-104)

Going from Good to Great

- Focus on Areas for Improvement (low scores)
- Focus on Areas of Best/Promising Practices (high scores)
- Focus on Areas of Greatest Impact
- Focus on Areas of Significant Change / Differences
- Focus on Areas of Organizational Priority



Questions & Discussion



Summary of All Metrics

Service Coordinator

- Q3: Being available when you need information / help
 Q4: Being knowledgeable
 Q5: Helping you feel comfortable talking about your/your child
 Q6: Having a good understanding of your/your child's needs
 Q7: Helping you prepare for your planning meeting
 Q8: Helping you think about future goals and plans
 Q9: Speaking to you in your preferred language
 Q11: Overall service coordinator

Communication

- Q12: Treating you with dignity and respect
 Q13: Returning your phone calls and emails
 Q14: Encouraging you to ask questions / express concerns
 Q15: Explaining things to you in an understandable way
 Q16: Overall comfort level in communicating with staff

Service Planning

























- Q17: Meeting addressing things that are important to you
 Q18: Planning team recommending/suggesting service options
 Q19: Providing a written copy of service plan in preferred language

Information

- Q25: Providing information to make your own decisions
 Q26: Providing information on regional center funded services
 Q27: Providing information on generic services
 Q28: Assisting you to identify and connect with natural supports
 Q29: Giving you information on right to file complaint/appeal
 Q30: Overall providing information

Overall

- Q34: Overall services and supports
 Q35: Overall quality of service providers

	Poor	Just Ok	Good	Excellent	Truly Outstanding	Mean	N		
	4%	10%	31%	35%	20%	3.56	662		3.56
	3%	9%	34%	35%	20%	3.59	659		3.59
	3%	8%	29%	35%	25%	3.70	668		3.70
	6%	8%	32%	34%	20%	3.54	657		3.54
	9%	10%	34%	29%	17%	3.37	626		3.37
	8%	11%	33%	32%	16%	3.36	642		3.36
	2%	5%	31%	37%	24%	3.76	633		3.76
	5%	10%	29%	34%	22%	3.59	663		3.59
	4%	8%	34%	36%	17%	3.53	845		3.53
	10%	12%	33%	32%	14%	3.29	839		3.29
	9%	14%	33%	29%	15%	3.27	850		3.27
	5%	11%	35%	35%	14%	3.41	864		3.41
	6%	12%	35%	32%	15%	3.39	868		3.39
	8%	12%	34%	30%	17%	3.36	843		3.36
	11%	13%	36%	27%	14%	3.21	838		3.21
	4%	7%	36%	34%	18%	3.56	836		3.56
	9%	13%	35%	29%	14%	3.27	859		3.27
	12%	13%	33%	29%	13%	3.16	845		3.16
	15%	14%	33%	26%	13%	3.08	835		3.08
	14%	14%	37%	24%	12%	3.06	796		3.06
	10%	11%	37%	28%	13%	3.23	810		3.23
	10%	14%	36%	27%	13%	3.18	867		3.18
	8%	14%	31%	32%	14%	3.30	878		3.30
	7%	11%	33%	34%	15%	3.40	853		3.40

For N respondents less than 10, treat information with caution.

Metric Analysis by All Ethnicities

	African-American	Asian Indian	Cambodian	Chinese	Filipino	Japanese	Korean	Mult.Cultural	Native American	Other	Other Asian	Other Pacific Islander	Spanish/Latin	Unknown	Vietnamese	White
n	71	6	1	2	18	1	1	51	1	13	8	1	279	30	1	412
Service Coordinator																
Q3: Being available when you need information / help	3.24	3.25	5.00	4.00	3.38	4.00	4.00	3.75	na	3.57	3.57	na	3.55	4.00	na	3.57
Q4: Being knowledgeable	3.30	2.75	5.00	4.00	3.62	4.00	3.00	3.86	na	3.71	3.57	na	3.54	4.00	na	3.61
Q5: Helping you feel comfortable talking about your/your child	3.63	3.00	5.00	4.50	3.77	4.00	4.00	3.73	na	4.14	3.83	na	3.60	3.82	na	3.75
Q6: Having a good understanding of your/your child's needs	3.33	2.25	5.00	4.50	3.62	4.00	4.00	3.63	na	3.86	3.71	na	3.49	3.73	na	3.56
Q7: Helping you prepare for your planning meeting	3.11	2.75	5.00	5.00	3.54	4.00	4.00	3.61	na	3.43	3.43	na	3.41	3.78	na	3.29
Q8: Helping you think about future goals and plans	3.26	3.00	5.00	5.00	3.38	4.00	3.00	3.36	na	3.29	3.57	na	3.41	3.60	na	3.31
Q9: Speaking to you in your preferred language	3.54	3.25	5.00	4.50	4.00	3.00	4.00	4.07	na	3.67	3.67	na	3.62	4.00	na	3.83
Q11: Overall service coordinator	3.29	3.00	5.00	4.50	3.69	4.00	4.00	3.63	na	3.57	3.86	na	3.55	3.95	na	3.62
Communication																
Q12: Treating you with dignity and respect	3.35	2.83	5.00	5.00	3.53	4.00	2.00	3.51	5.00	3.27	4.00	2.00	3.53	3.57	3.00	3.57
Q13: Returning your phone calls and emails	3.01	2.33	5.00	5.00	3.41	4.00	3.00	3.33	4.00	2.91	3.88	1.00	3.38	3.48	3.00	3.27
Q14: Encouraging you to ask questions / express concerns	3.03	2.50	5.00	5.00	3.47	4.00	2.00	3.42	5.00	3.17	3.88	1.00	3.30	3.54	3.00	3.24
Q15: Explaining things to you in an understandable way	3.13	2.50	5.00	5.00	3.75	4.00	2.00	3.54	5.00	3.55	3.88	2.00	3.44	3.50	3.00	3.39
Q16: Overall comfort level in communicating with staff	3.19	3.00	5.00	5.00	3.53	4.00	2.00	3.60	5.00	3.08	3.88	1.00	3.38	3.57	4.00	3.38
Service Planning																
Q17: Meeting addressing things that are important to you	3.17	2.80	5.00	4.00	3.44	5.00	4.00	3.43	5.00	3.15	3.88	na	3.35	3.70	3.00	3.35
Q18: Planning team recommending/suggesting service options	3.03	2.80	5.00	4.00	3.44	5.00	3.00	3.28	5.00	3.25	3.63	na	3.26	3.41	3.00	3.14
Q19: Providing a written copy of service plan in preferred language	3.48	3.00	5.00	4.00	3.78	3.00	4.00	3.80	5.00	3.18	3.88	na	3.47	3.56	3.00	3.60
Information																
Q25: Providing information to make your own decisions	3.10	2.80	5.00	3.50	3.44	4.00	3.00	3.31	5.00	2.92	3.25	2.00	3.34	3.53	3.00	3.23
Q26: Providing information on regional center funded services	3.00	2.50	5.00	4.00	3.39	4.00	2.00	3.40	5.00	3.18	3.25	1.00	3.29	3.46	3.00	3.04
Q27: Providing information on generic services	2.85	2.83	5.00	4.00	3.22	3.00	1.00	3.15	5.00	3.09	3.25	2.00	3.20	3.34	3.00	2.99
Q28: Assisting you to identify and connect with natural supports	2.83	2.50	5.00	3.50	3.35	2.00	1.00	3.15	5.00	3.00	3.29	1.00	3.19	3.23	3.00	2.96
Q29: Giving you information on right to file complaint/appeal	3.08	3.00	5.00	3.50	3.50	3.00	3.00	3.53	5.00	2.75	3.83	na	3.27	3.26	5.00	3.17
Q30: Overall providing information	3.09	3.00	5.00	3.00	3.56	4.00	2.00	3.32	5.00	3.17	3.63	1.00	3.22	3.43	4.00	3.11
Overall																
Q34: Overall services and supports	3.23	2.67	5.00	4.00	3.56	4.00	2.00	3.15	5.00	2.92	3.38	2.00	3.26	3.28	4.00	3.35
Q35: Overall quality of service providers	3.14	2.67	5.00	4.00	3.67	4.00	3.00	3.39	4.00	3.15	3.25	na	3.36	3.69	3.00	3.44

Color variance indicates higher (greener) or lower (red) scores within all variables.

For N responses less than 10, treat information with caution.

Metric Analysis by County

	Napa	Solano	Sonoma
n	249	304	343
Service Coordinator			
Q3: Being available when you need information / help	3.44	3.42	3.75
Q4: Being knowledgeable	3.47	3.50	3.73
Q5: Helping you feel comfortable talking about your/your child	3.54	3.62	3.86
Q6: Having a good understanding of your/your child's needs	3.44	3.43	3.68
Q7: Helping you prepare for your planning meeting	3.29	3.26	3.49
Q8: Helping you think about future goals and plans	3.26	3.22	3.55
Q9: Speaking to you in your preferred language	3.62	3.69	3.90
Q11: Overall service coordinator	3.45	3.48	3.77
Communication			
Q12: Treating you with dignity and respect	3.37	3.48	3.70
Q13: Returning your phone calls and emails	3.20	3.08	3.54
Q14: Encouraging you to ask questions / express concerns	3.19	3.11	3.48
Q15: Explaining things to you in an understandable way	3.32	3.29	3.58
Q16: Overall comfort level in communicating with staff	3.28	3.25	3.58
Service Planning			
Q17: Meeting addressing things that are important to you	3.27	3.20	3.56
Q18: Planning team recommending/suggesting service options	3.12	3.12	3.35
Q19: Providing a written copy of service plan in preferred language	3.41	3.51	3.69
Information			
Q25: Providing information to make your own decisions	3.18	3.15	3.44
Q26: Providing information on regional center funded services	3.08	3.01	3.35
Q27: Providing information on generic services	2.99	2.96	3.25
Q28: Assisting you to identify and connect with natural supports	3.01	2.93	3.20
Q29: Giving you information on right to file complaint/appeal	3.07	3.16	3.41
Q30: Overall providing information	3.11	3.08	3.33
Overall			
Q34: Overall services and supports	3.13	3.18	3.51
Q35: Overall quality of service providers	3.33	3.22	3.59

Color variance indicates higher (greener) or lower (red) scores within variable.

Metric Analysis by Presence of Diagnosis

n	Autism 249	Cerebral Palsy 107	Intellectual Disability 572	Epilepsy 130	Other DD 109
Service Coordinator					
Q3: Being available when you need information / help	3.60	3.62	3.53	3.56	3.64
Q4: Being knowledgeable	3.61	3.76	3.56	3.63	3.70
Q5: Helping you feel comfortable talking about your/your child	3.81	3.85	3.65	3.73	3.79
Q6: Having a good understanding of your/your child's needs	3.56	3.73	3.50	3.60	3.60
Q7: Helping you prepare for your planning meeting	3.32	3.44	3.37	3.41	3.45
Q8: Helping you think about future goals and plans	3.33	3.55	3.36	3.42	3.39
Q9: Speaking to you in your preferred language	3.87	3.87	3.72	3.74	3.77
Q11: Overall service coordinator	3.60	3.74	3.56	3.63	3.67
Communication					
Q12: Treating you with dignity and respect	3.54	3.61	3.50	3.50	3.65
Q13: Returning your phone calls and emails	3.24	3.49	3.27	3.43	3.50
Q14: Encouraging you to ask questions / express concerns	3.27	3.35	3.24	3.23	3.48
Q15: Explaining things to you in an understandable way	3.39	3.56	3.39	3.31	3.52
Q16: Overall comfort level in communicating with staff	3.35	3.53	3.38	3.40	3.52
Service Planning					
Q17: Meeting addressing things that are important to you	3.32	3.49	3.35	3.31	3.44
Q18: Planning team recommending/suggesting service options	3.16	3.34	3.22	3.17	3.40
Q19: Providing a written copy of service plan in preferred language	3.58	3.71	3.53	3.62	3.67
Information					
Q25: Providing information to make your own decisions	3.28	3.38	3.24	3.24	3.44
Q26: Providing information on regional center funded services	3.13	3.36	3.15	3.15	3.36
Q27: Providing information on generic services	3.04	3.21	3.06	3.06	3.34
Q28: Assisting you to identify and connect with natural supports	3.00	3.24	3.03	2.91	3.29
Q29: Giving you information on right to file complaint/appeal	3.29	3.30	3.20	3.17	3.36
Q30: Overall providing information	3.16	3.42	3.18	3.29	3.32
Overall					
Q34: Overall services and supports	3.19	3.58	3.31	3.37	3.49
Q35: Overall quality of service providers	3.39	3.53	3.39	3.40	3.57

Color variance indicates higher (greener) or lower (red) scores within variable.

Note: Individual ratings may be present in more than one diagnosis as individuals may have more than one diagnosis.



Metric Analysis by POS Expenditure Levels

	\$0	\$1 - \$1000	\$1001 - \$5000	\$5001 - \$10000	\$10001 - \$15000	\$15001 - \$20000	\$20001 - \$50000	\$50001+
n	213	109	128	75	78	70	157	66
Service Coordinator								
Q3: Being available when you need information / help	3.47	3.82	3.71	3.70	3.47	3.21	3.46	3.68
Q4: Being knowledgeable	3.57	3.82	3.63	3.68	3.53	3.33	3.51	3.61
Q5: Helping you feel comfortable talking about your/your child	3.68	4.01	3.82	3.75	3.60	3.42	3.58	3.67
Q6: Having a good understanding of your/your child's needs	3.53	3.85	3.63	3.61	3.43	3.22	3.43	3.49
Q7: Helping you prepare for your planning meeting	3.38	3.65	3.41	3.38	3.35	3.00	3.31	3.35
Q8: Helping you think about future goals and plans	3.34	3.58	3.44	3.36	3.30	2.98	3.36	3.42
Q9: Speaking to you in your preferred language	3.74	4.08	3.78	4.00	3.48	3.43	3.65	3.92
Q11: Overall service coordinator	3.57	3.94	3.63	3.70	3.48	3.15	3.52	3.65
Communication								
Q12: Treating you with dignity and respect	3.49	3.70	3.59	3.54	3.53	3.34	3.52	3.48
Q13: Returning your phone calls and emails	3.14	3.49	3.57	3.38	3.29	2.99	3.28	3.18
Q14: Encouraging you to ask questions / express concerns	3.22	3.48	3.49	3.23	3.16	3.04	3.27	3.08
Q15: Explaining things to you in an understandable way	3.44	3.60	3.52	3.40	3.29	3.10	3.37	3.34
Q16: Overall comfort level in communicating with staff	3.31	3.59	3.50	3.28	3.22	3.17	3.46	3.42
Service Planning								
Q17: Meeting addressing things that are important to you	3.27	3.46	3.49	3.45	3.20	3.09	3.44	3.37
Q18: Planning team recommending/suggesting service options	3.17	3.36	3.32	3.25	3.07	2.95	3.25	3.13
Q19: Providing a written copy of service plan in preferred language	3.46	3.73	3.56	3.75	3.61	3.29	3.55	3.58
Information								
Q25: Providing information to make your own decisions	3.19	3.37	3.35	3.31	3.16	2.97	3.35	3.40
Q26: Providing information on regional center funded services	3.04	3.33	3.32	3.25	3.18	2.84	3.15	3.21
Q27: Providing information on generic services	2.96	3.21	3.28	3.13	2.97	2.82	3.09	3.16
Q28: Assisting you to identify and connect with natural supports	3.05	3.16	3.19	3.12	2.95	2.61	3.06	3.12
Q29: Giving you information on right to file complaint/appeal	3.20	3.34	3.43	3.23	3.12	2.98	3.24	3.16
Q30: Overall providing information	3.12	3.28	3.34	3.12	2.99	3.00	3.24	3.25
Overall								
Q34: Overall services and supports	3.06	3.38	3.46	3.26	3.22	3.21	3.45	3.46
Q35: Overall quality of service providers	3.31	3.49	3.51	3.33	3.23	3.16	3.48	3.59

Color variance indicates higher (greener) or lower (red) scores within all variables.

Metric Analysis by Age

	4-12	13-21	22-49	50+
n	236	196	341	123
Service Coordinator				
Q3: Being available when you need information / help	3.59	3.63	3.57	3.37
Q4: Being knowledgeable	3.60	3.62	3.57	3.58
Q5: Helping you feel comfortable talking about your/your child	3.73	3.82	3.66	3.59
Q6: Having a good understanding of your/your child's needs	3.57	3.52	3.54	3.45
Q7: Helping you prepare for your planning meeting	3.40	3.28	3.42	3.26
Q8: Helping you think about future goals and plans	3.35	3.32	3.40	3.35
Q9: Speaking to you in your preferred language	3.79	3.89	3.74	3.52
Q11: Overall service coordinator	3.63	3.65	3.56	3.51
Communication				
Q12: Treating you with dignity and respect	3.57	3.59	3.51	3.42
Q13: Returning your phone calls and emails	3.37	3.36	3.27	3.12
Q14: Encouraging you to ask questions / express concerns	3.34	3.33	3.21	3.20
Q15: Explaining things to you in an understandable way	3.46	3.56	3.31	3.31
Q16: Overall comfort level in communicating with staff	3.42	3.45	3.37	3.26
Service Planning				
Q17: Meeting addressing things that are important to you	3.42	3.34	3.36	3.26
Q18: Planning team recommending/suggesting service options	3.26	3.18	3.22	3.12
Q19: Providing a written copy of service plan in preferred language	3.59	3.60	3.59	3.34
Information				
Q25: Providing information to make your own decisions	3.36	3.24	3.25	3.19
Q26: Providing information on regional center funded services	3.28	3.13	3.12	3.08
Q27: Providing information on generic services	3.18	3.00	3.05	3.11
Q28: Assisting you to identify and connect with natural supports	3.13	3.02	3.03	3.03
Q29: Giving you information on right to file complaint/appeal	3.32	3.28	3.23	3.01
Q30: Overall providing information	3.31	3.10	3.15	3.15
Overall				
Q34: Overall services and supports	3.29	3.26	3.31	3.33
Q35: Overall quality of service providers	3.44	3.43	3.36	3.35

Color variance indicates higher (greener) or lower (red) scores within all variables.



Metric Analysis by Gender

n	Female 347	Male 549
Service Coordinator		
Q3: Being available when you need information / help	3.59	3.55
Q4: Being knowledgeable	3.59	3.59
Q5: Helping you feel comfortable talking about your/your child	3.65	3.73
Q6: Having a good understanding of your/your child's needs	3.55	3.53
Q7: Helping you prepare for your planning meeting	3.41	3.34
Q8: Helping you think about future goals and plans	3.39	3.35
Q9: Speaking to you in your preferred language	3.71	3.79
Q11: Overall service coordinator	3.64	3.56
Communication		
Q12: Treating you with dignity and respect	3.52	3.54
Q13: Returning your phone calls and emails	3.34	3.26
Q14: Encouraging you to ask questions / express concerns	3.26	3.28
Q15: Explaining things to you in an understandable way	3.40	3.41
Q16: Overall comfort level in communicating with staff	3.41	3.37
Service Planning		
Q17: Meeting addressing things that are important to you	3.37	3.35
Q18: Planning team recommending/suggesting service options	3.21	3.21
Q19: Providing a written copy of service plan in preferred language	3.56	3.55
Information		
Q25: Providing information to make your own decisions	3.28	3.26
Q26: Providing information on regional center funded services	3.21	3.13
Q27: Providing information on generic services	3.15	3.04
Q28: Assisting you to identify and connect with natural supports	3.10	3.03
Q29: Giving you information on right to file complaint/appeal	3.24	3.23
Q30: Overall providing information	3.23	3.16
Overall		
Q34: Overall services and supports	3.33	3.27
Q35: Overall quality of service providers	3.39	3.40

Color variance indicates higher (greener) or lower (red) scores within variable.

Spend by Diagnoses by Ethnicity

	African-American	Asian Indian	Cambodian	Chinese	Filipino	Japanese	Korean	Mult. Cultural	Native American	Other	Other Asian	Other Pacific Islander	Spanish/Latin	Unknown	Vietnamese	White
n	318	13	3	9	126	2	3	242	8	54	35	5	746	104	4	1867
Diagnoses																
Autism Spectrum Disorder	\$ 13,766	\$ 9,796	\$ 15,909	\$ 30,317	\$ 6,296		\$ 6,578	\$ 6,633	\$ 984	\$ 8,504	\$ 1,166		\$ 5,074	\$ 2,001	\$ 14,232	\$ 18,733
Cerebral Palsy	\$ 30,550			\$ 425	\$ 16,908			\$ 30,754	\$ 5,924	\$ 19,501	\$ 25,447	\$ 34,743	\$ 10,853	\$ 1,286		\$ 32,986
Chronic Major Medical Condition	\$ 25,431	\$ 21,273	\$ 18,947	\$ 21,324	\$ 14,176	\$ 10,116	\$ 20,320	\$ 18,152	\$ 21,220	\$ 9,876	\$ 25,885	\$ 21,922	\$ 10,768	\$ 2,180	\$ 16,651	\$ 28,155
Epilepsy	\$ 28,976				\$ 32,592	\$ 5,058	\$ 54,383	\$ 18,002		\$ 8,261	\$ 34,126	\$ 65,766	\$ 17,720	\$ 5,478	\$ 24,673	\$ 36,314
Intellectual Disability	\$ 22,891	\$ 19,765	\$ 18,947	\$ 35,621	\$ 18,602	\$ -	\$ -	\$ 20,303	\$ 27,364	\$ 16,318	\$ 27,631	\$ -	\$ 11,062	\$ 2,742	\$ 24,673	\$ 30,699
Other Developmental Disorder	\$ 23,944	\$ -		\$ 425	\$ 8,860		\$ 54,383	\$ 9,206	\$ 122,309	\$ 14,444	\$ 39,413		\$ 9,041	\$ 4,050		\$ 26,623
Psychiatric Disorders (Md)	\$ 29,642	\$ 4,596	\$ 214	\$ 99	\$ 15,504		\$ 6,578	\$ 10,508	\$ 81,726	\$ 12,439	\$ 25,352	\$ 3,720	\$ 11,468	\$ 3,195	\$ 5,298	\$ 29,784
Diagnoses per person	2.15	1.77	2.00	2.00	2.02	2.00	2.67	1.86	2.13	2.04	2.23	2.00	1.91	1.81	2.25	2.15
Overall spend/person	21,282	12,110	17,934	23,028	14,452	5,058	20,320	13,459	38,528	13,915	23,787	13,897	9,303	2,360	16,843	26,143

Please note: The above POS expenditures by Diagnosis by Primary Ethnicity are calculated based off the sample file; not survey data. Additionally, individuals may have more than one diagnosis.

Please note: Use caution with "n" less than 10.