2017
Satisfaction Survey
Sampling and Response Rate

A total of 2,423 surveys were sent to our clients and families. Surveys were sent out by,

- Geographic region (Los Angeles, Pasadena, and Foothill),
- Age group (0-21 years and 22+ years), and
- Ethnic background.

Out of the 2,423 surveys that were mailed, 554 were returned, which is a 23% response rate. This is higher than the 10-15% response rate which is typical for a mailed survey.
Who Responded?

Region

- Los Angeles 56%
- Foothill 31%
- Pasadena 13%

Residential 8%
Who Responded?

Age Group
- 0-21 years: 65%
- 22+ years: 35%

Ethnicity
- Hispanic: 27%
- White: 29%
- Filipino: 5%
- Asian: 9%
- Black: 4%
- Other: 10%
- Not specified: 16%
Satisfaction Charts

The Survey asked clients and families to rate their experience with Regional Center staff as a whole, not just service coordination.

The survey asked clients and families to rate the Regional Center in 10 different areas, to include,
Q1: Easy to reach by telephone

- Extremely satisfied: 39.0%
- Satisfied: 45.5%
- Unsure: 3.6%
- Dissatisfied: 9.8%
- Extremely dissatisfied: 2.0%
Q2: Timely response to concerns as needed

- Extremely satisfied: 46.5%
- Satisfied: 42.1%
- Unsure: 2.0%
- Dissatisfied: 6.5%
- Extremely dissatisfied: 2.9%
Q3: Respectful/professional staff communication

- Extremely satisfied: 61.4%
- Satisfied: 35.0%
- Unsure: 0.9%
- Dissatisfied: 1.3%
- Extremely dissatisfied: 1.4%
Q4: Staff respect & honor my race/ethnic culture

- Extremely satisfied: 59.9%
- Satisfied: 35.6%
- Unsure: 3.1%
- Dissatisfied: 0.4%
- Extremely dissatisfied: 1.1%
Q5: I feel listened to/understood by staff

- Extremely satisfied: 57.3%
- Satisfied: 35.6%
- Unsure: 1.8%
- Dissatisfied: 2.9%
- Extremely dissatisfied: 2.4%
Q6: Staff partner with helpful solution-based ideas

- Extremely satisfied: 51.5%
- Satisfied: 38.7%
- Unsure: 3.8%
- Dissatisfied: 3.5%
- Extremely dissatisfied: 2.5%
Q7: SC knows & informs me about relevant services

- Extremely satisfied: 57.2%
- Satisfied: 31.0%
- Unsure: 2.7%
- Dissatisfied: 6.2%
- Extremely dissatisfied: 2.9%
Q8: Feel comfortable as active participant in IPP/IFSP

- Extremely satisfied: 53.9%
- Satisfied: 38.4%
- Unsure: 3.5%
- Dissatisfied: 2.7%
- Extremely dissatisfied: 1.5%
Q9: The services I receive are helpful

- Extremely satisfied: 59.1%
- Satisfied: 33.5%
- Unsatisfied: 3.3%
- Dissatisfied: 2.5%
- Extremely dissatisfied: 1.6%
Q10: Overall satisfaction with services/supports

- Extremely satisfied: 58.7%
- Satisfied: 34.2%
- Unsure: 2.2%
- Dissatisfied: 2.7%
- Extremely dissatisfied: 2.2%
Satisfaction Charts

The following charts compare the results by region and age group.
### Percent Satisfaction by Region

<table>
<thead>
<tr>
<th>Service</th>
<th>LA</th>
<th>Pasadena</th>
<th>Foothill</th>
</tr>
</thead>
<tbody>
<tr>
<td>Easy to reach by telephone</td>
<td>84%</td>
<td>87%</td>
<td>95%</td>
</tr>
<tr>
<td>Timely response to concerns as needed</td>
<td>84%</td>
<td>87%</td>
<td>92%</td>
</tr>
<tr>
<td>Respectful/professional staff communication</td>
<td>92%</td>
<td>95%</td>
<td>97%</td>
</tr>
<tr>
<td>Staff respect &amp; honor my race/ethnic culture</td>
<td>94%</td>
<td>100%</td>
<td>99%</td>
</tr>
<tr>
<td>Feel listened to/understood by staff</td>
<td>92%</td>
<td>94%</td>
<td>95%</td>
</tr>
<tr>
<td>Staff partner with helpful solution-based ideas</td>
<td>88%</td>
<td>91%</td>
<td>94%</td>
</tr>
<tr>
<td>SC knows &amp; informs me about relevant services</td>
<td>86%</td>
<td>88%</td>
<td>92%</td>
</tr>
<tr>
<td>Feel comfortable as active participant in IPP/IFSP</td>
<td>90%</td>
<td>91%</td>
<td>96%</td>
</tr>
<tr>
<td>The services I receive are helpful</td>
<td>91%</td>
<td>96%</td>
<td>95%</td>
</tr>
<tr>
<td>Overall satisfaction with services/supports</td>
<td>92%</td>
<td>94%</td>
<td>95%</td>
</tr>
</tbody>
</table>
Percent Satisfaction by Age Group

- Easy to reach by telephone: 82% (0-21), 90% (22+)
- Timely response to concerns as needed: 86% (0-21), 90% (22+)
- Respectful/professional staff communication: 93% (0-21), 98% (22+)
- Staff respect & honor my race/ethnic culture: 93% (0-21), 96% (22+)
- Feel listened to/understood by staff: 91% (0-21), 94% (22+)
- Staff partner with helpful solution-based ideas: 89% (0-21), 91% (22+)
- SC knows & informs me about relevant services: 88% (0-21), 88% (22+)
- Feel comfortable as active participant in IPP/IFSP: 92% (0-21), 92% (22+)
- The services I receive are helpful: 92% (0-21), 93% (22+)
- Overall satisfaction with services/supports: 93% (0-21), 93% (22+)