



FRANK D. LANTERMAN
REGIONAL CENTER

2017

Satisfaction Survey

Sampling and Response Rate

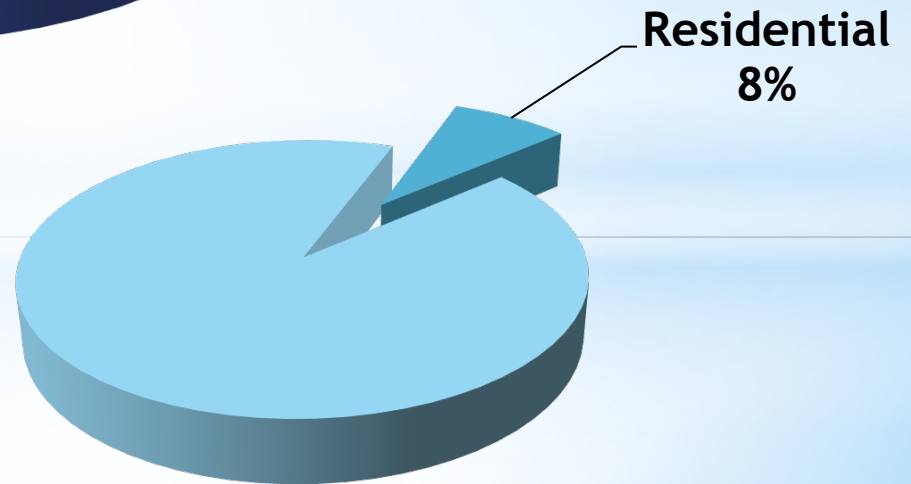
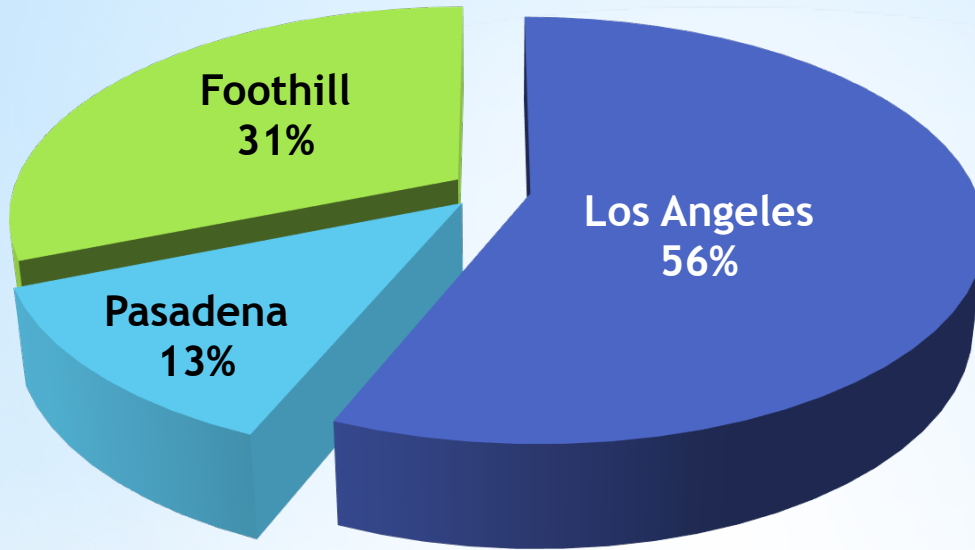
A total of 2,423 surveys were sent to our clients and families. Surveys were sent out by,

- 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.

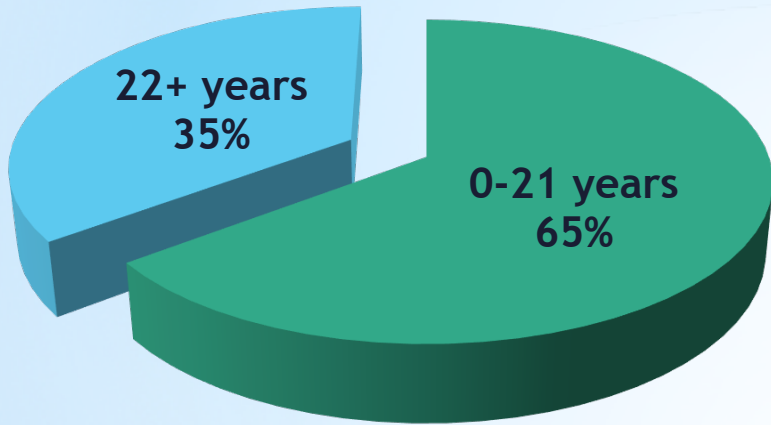
Who Responded?

Region

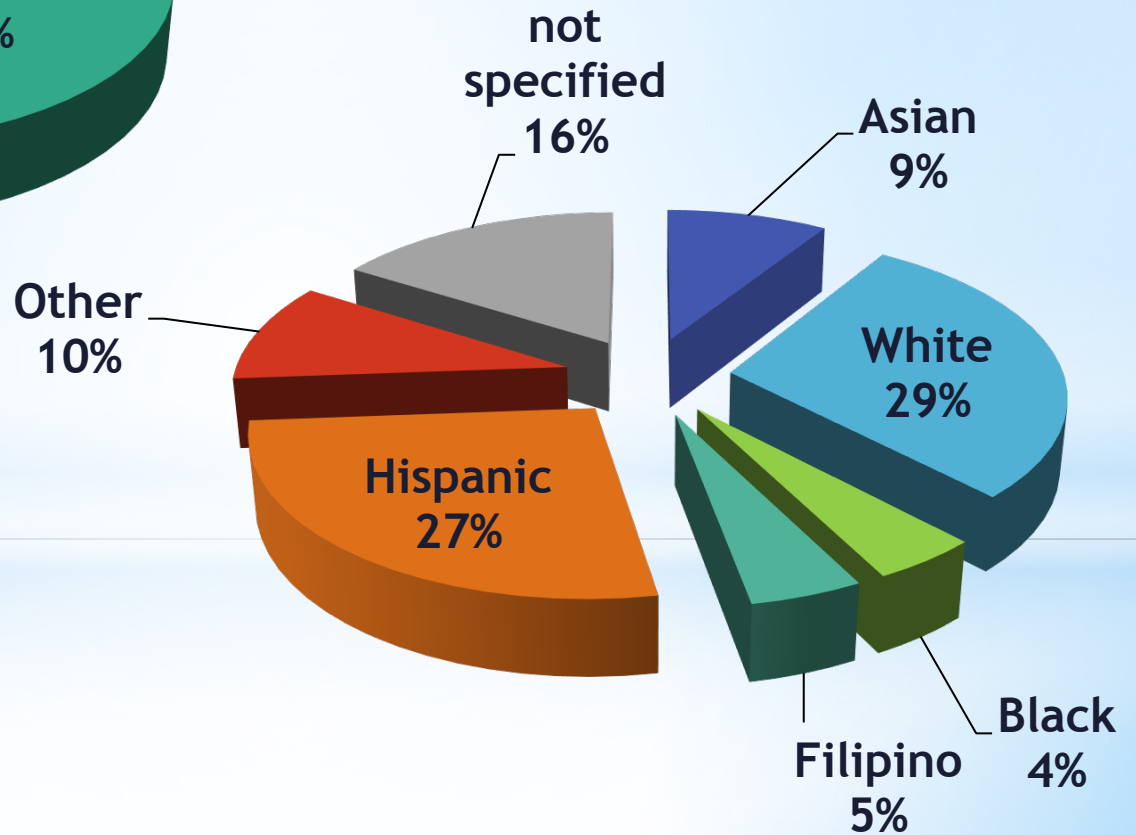


Who Responded?

Age Group



Ethnicity

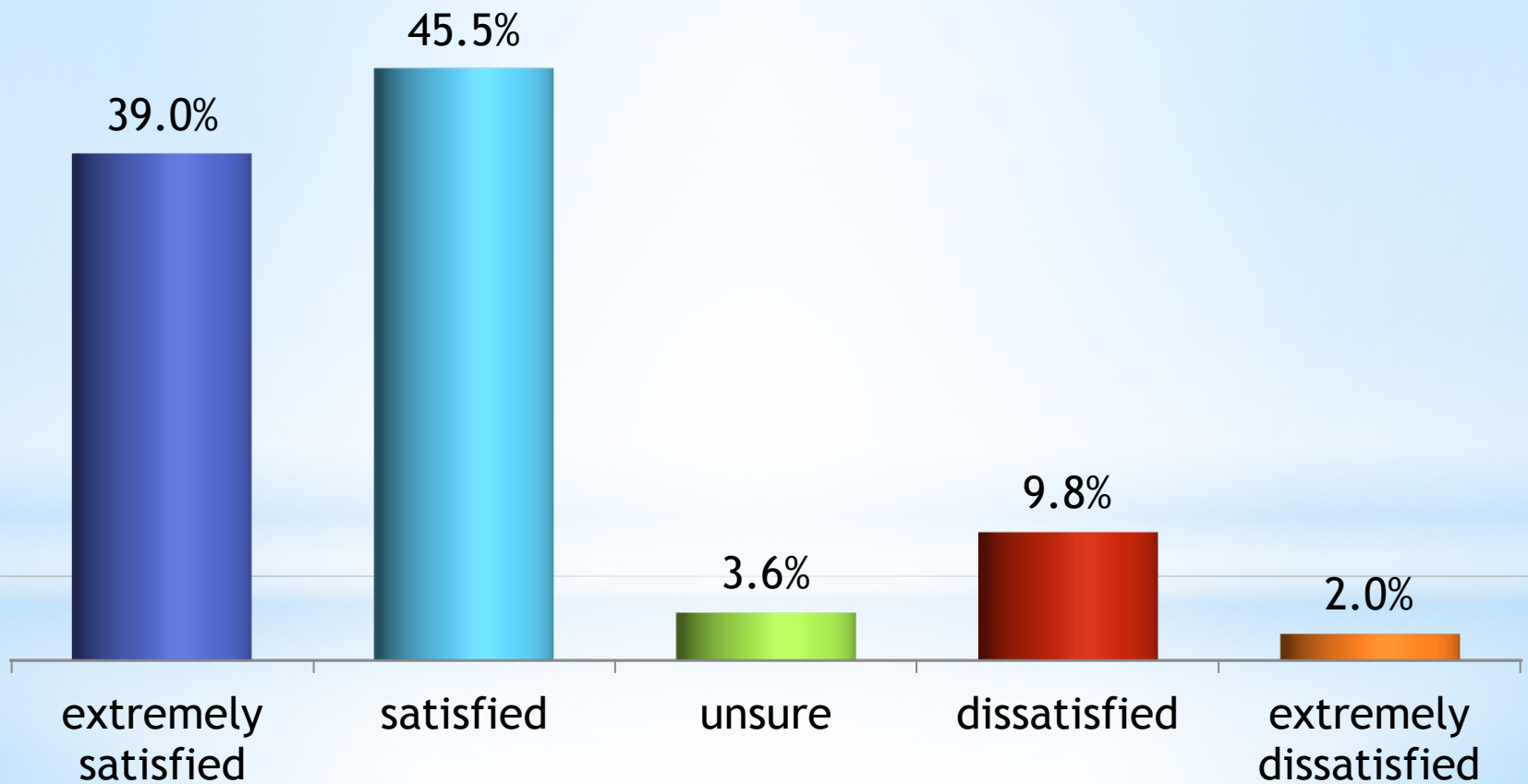


Satisfaction Charts

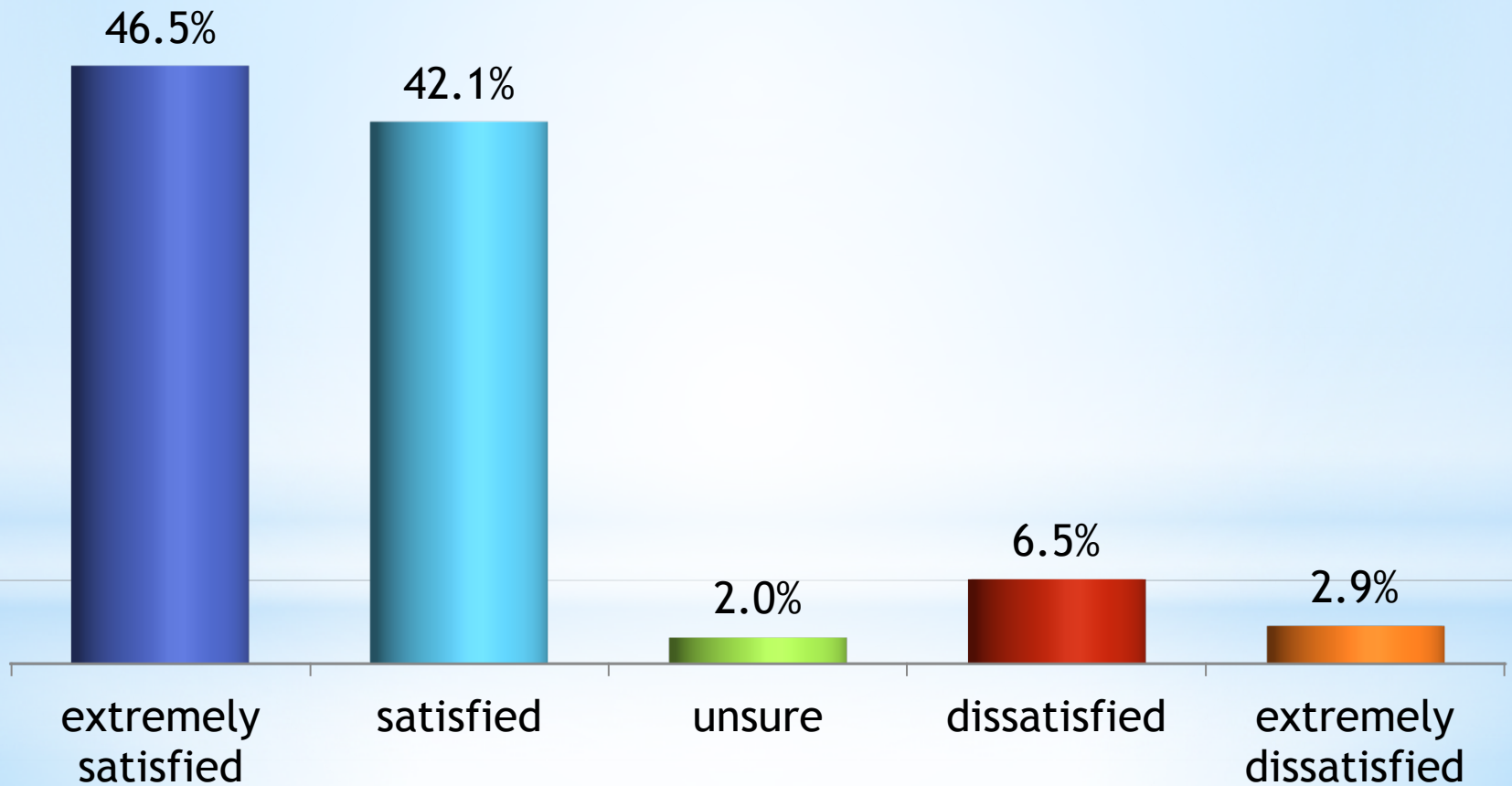
The Survey asked clients and families to rate their experience with Regional Center staff as a whole, not just service coordination.

The survey asked clients and families to rate the Regional Center in 10 different areas, to include,

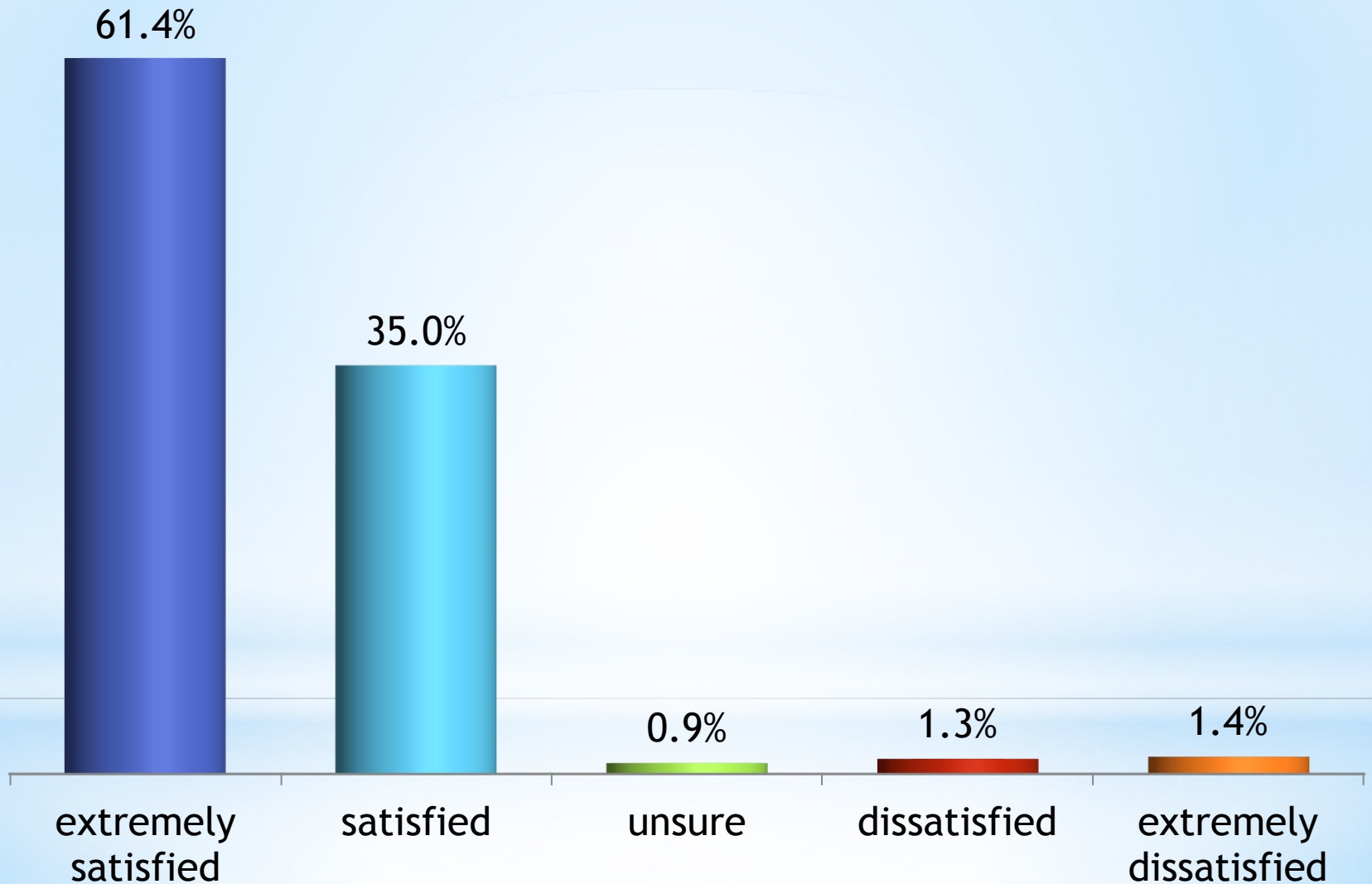
Q1: Easy to reach by telephone



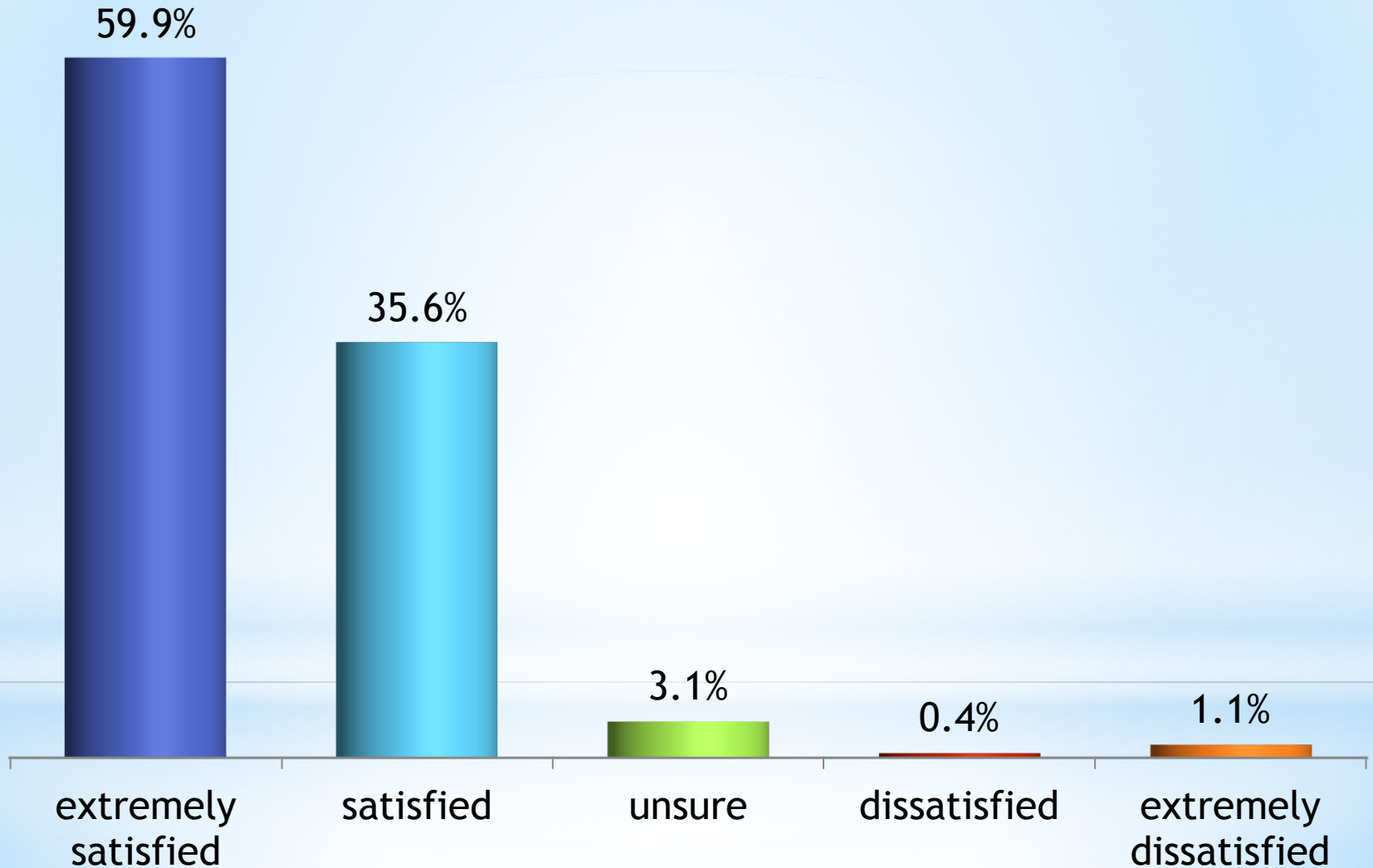
Q2: Timely response to concerns as needed



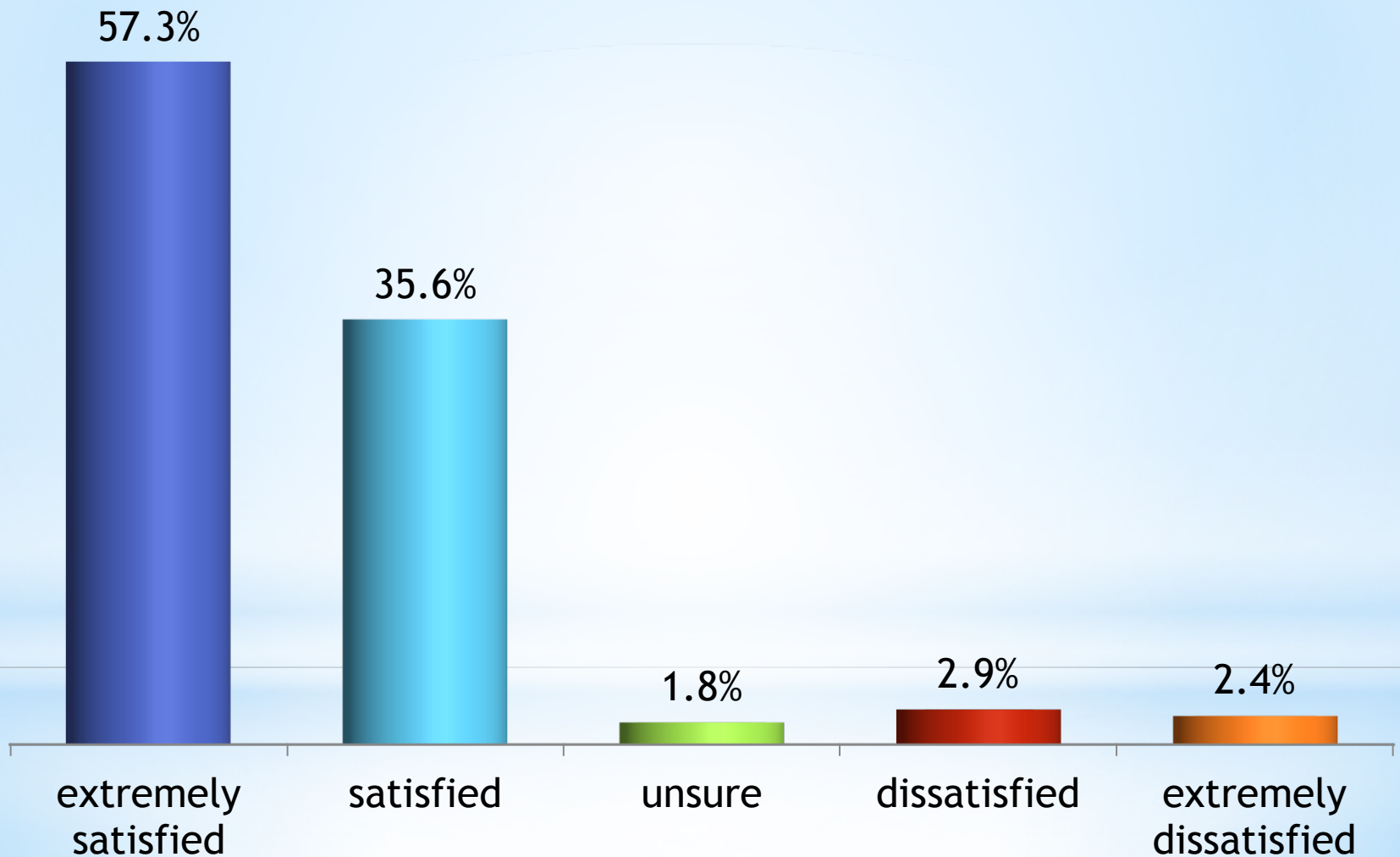
Q3: Respectful/professional staff communication



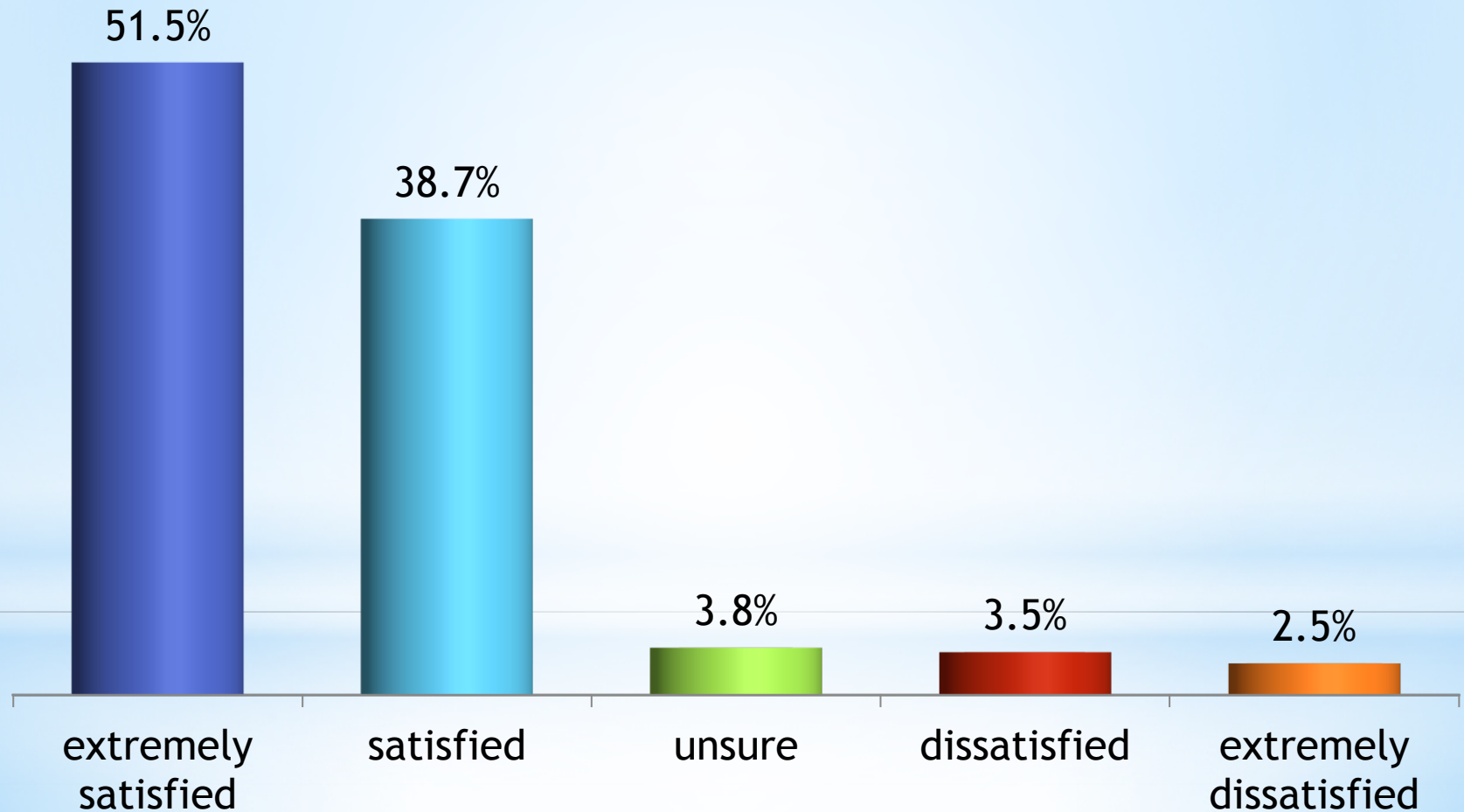
Q4: Staff respect & honor my race/ethnic culture



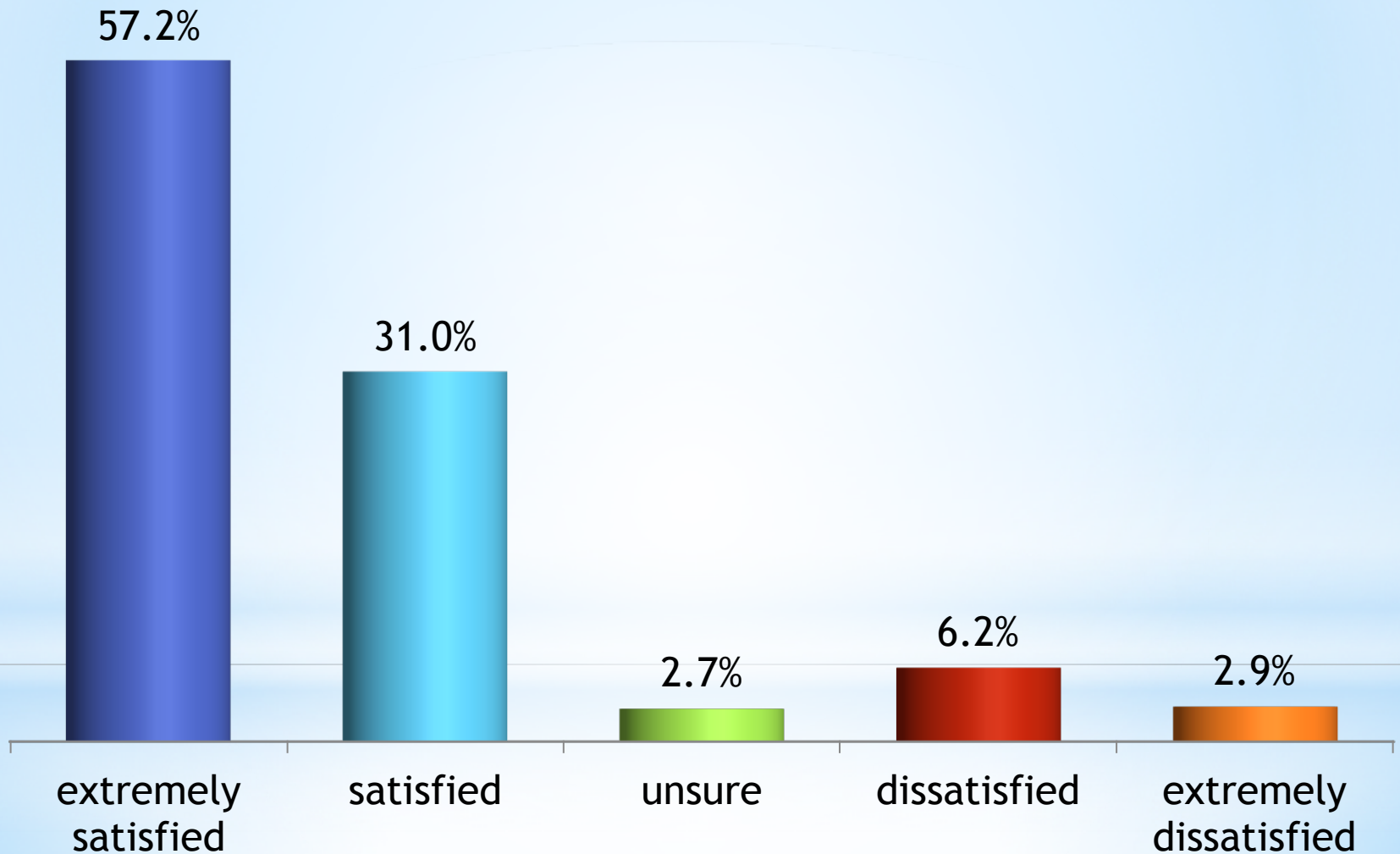
Q5: I feel listened to/understood by staff



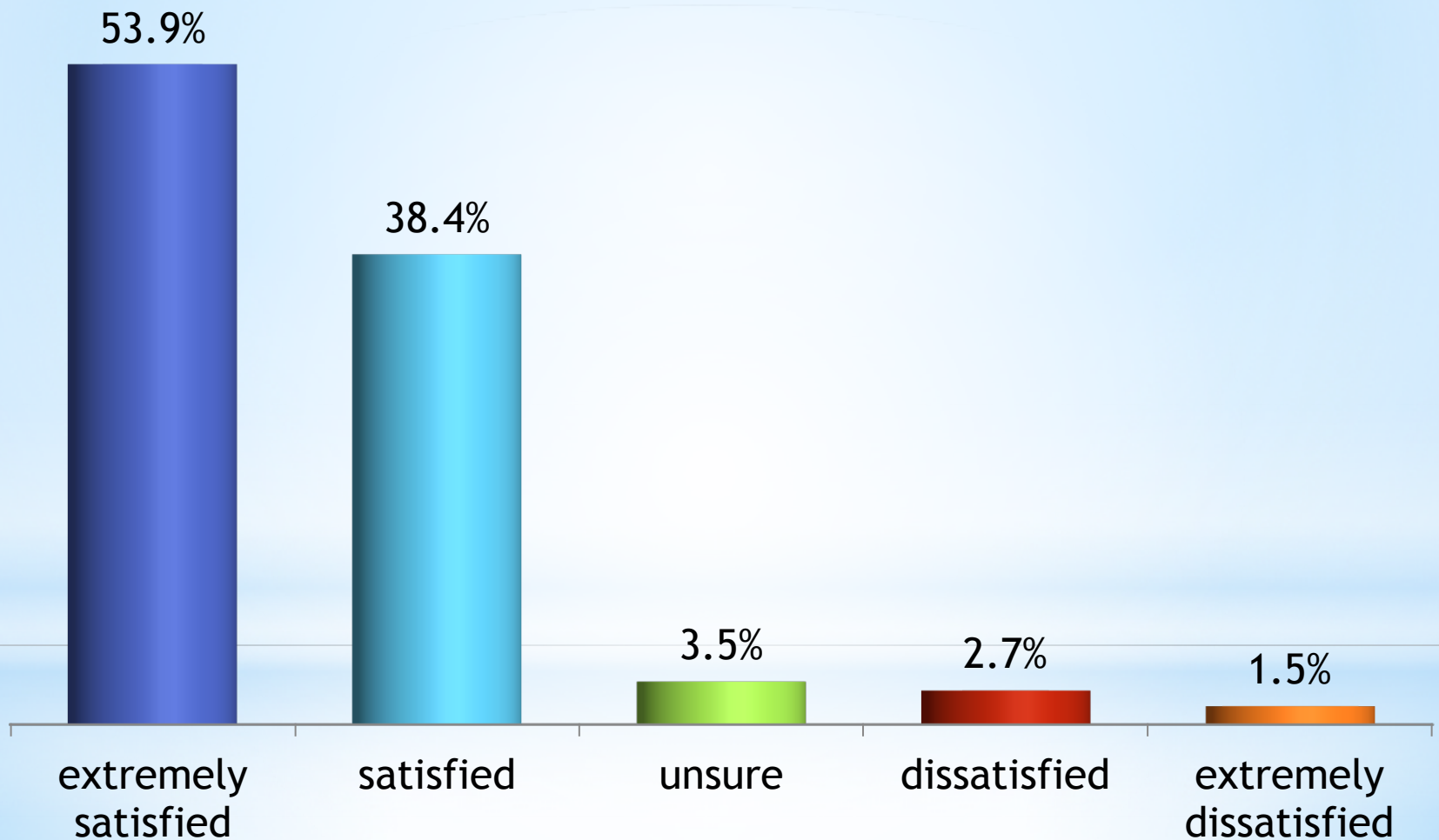
Q6: Staff partner with helpful solution-based ideas



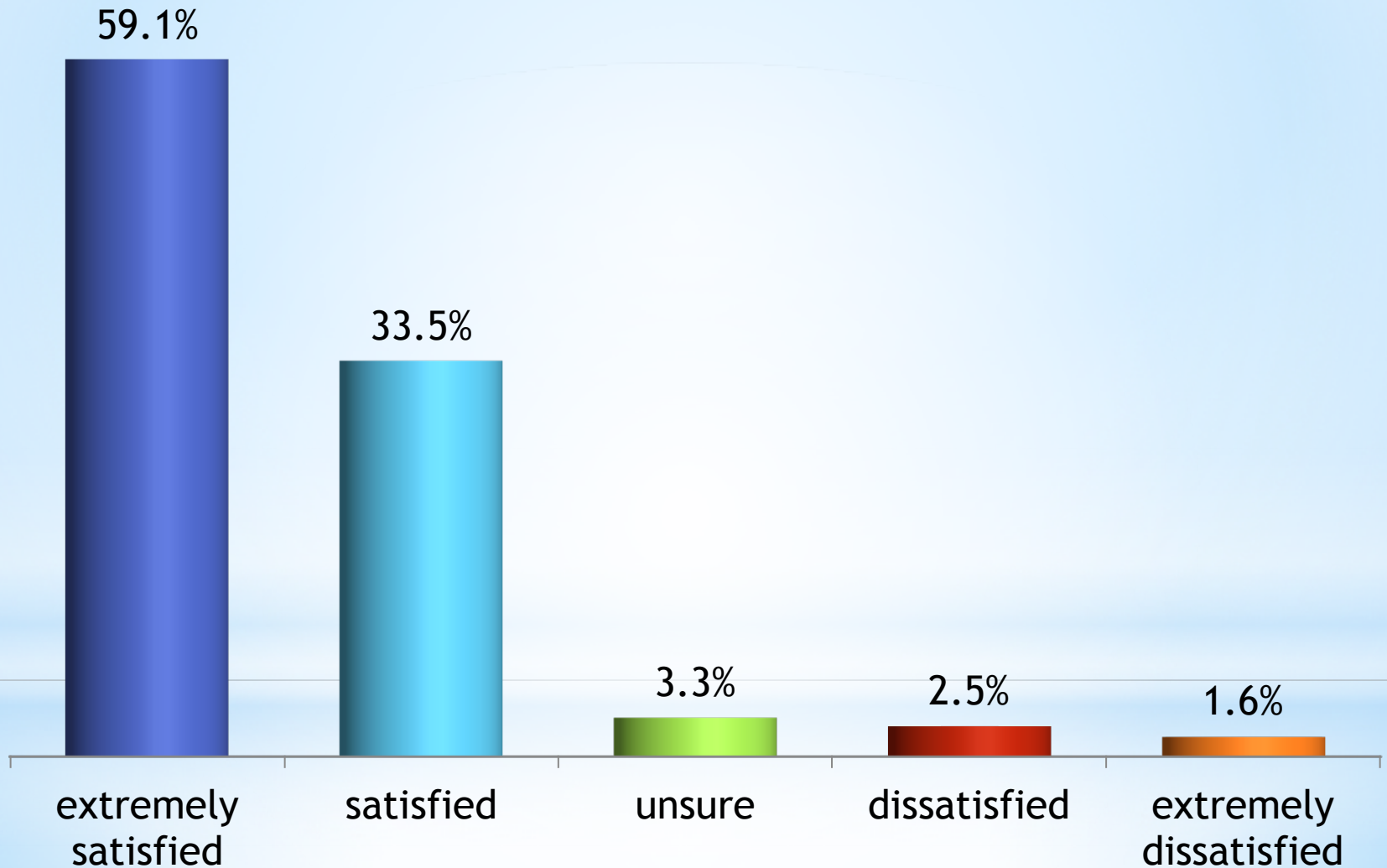
Q7: SC knows & informs me about relevant services



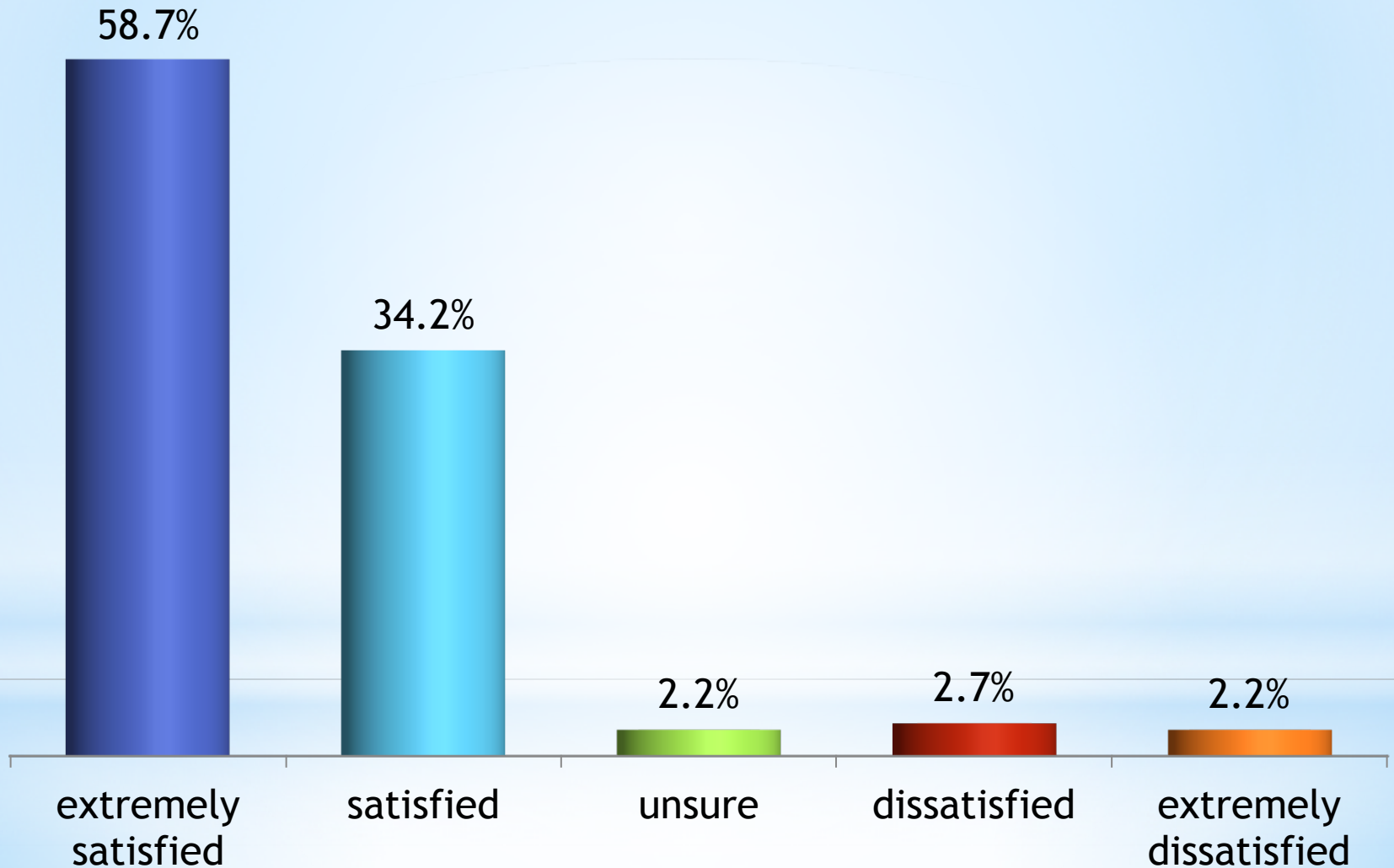
Q8: Feel comfortable as active participant in IPP/IFSP



Q9: The services I receive are helpful



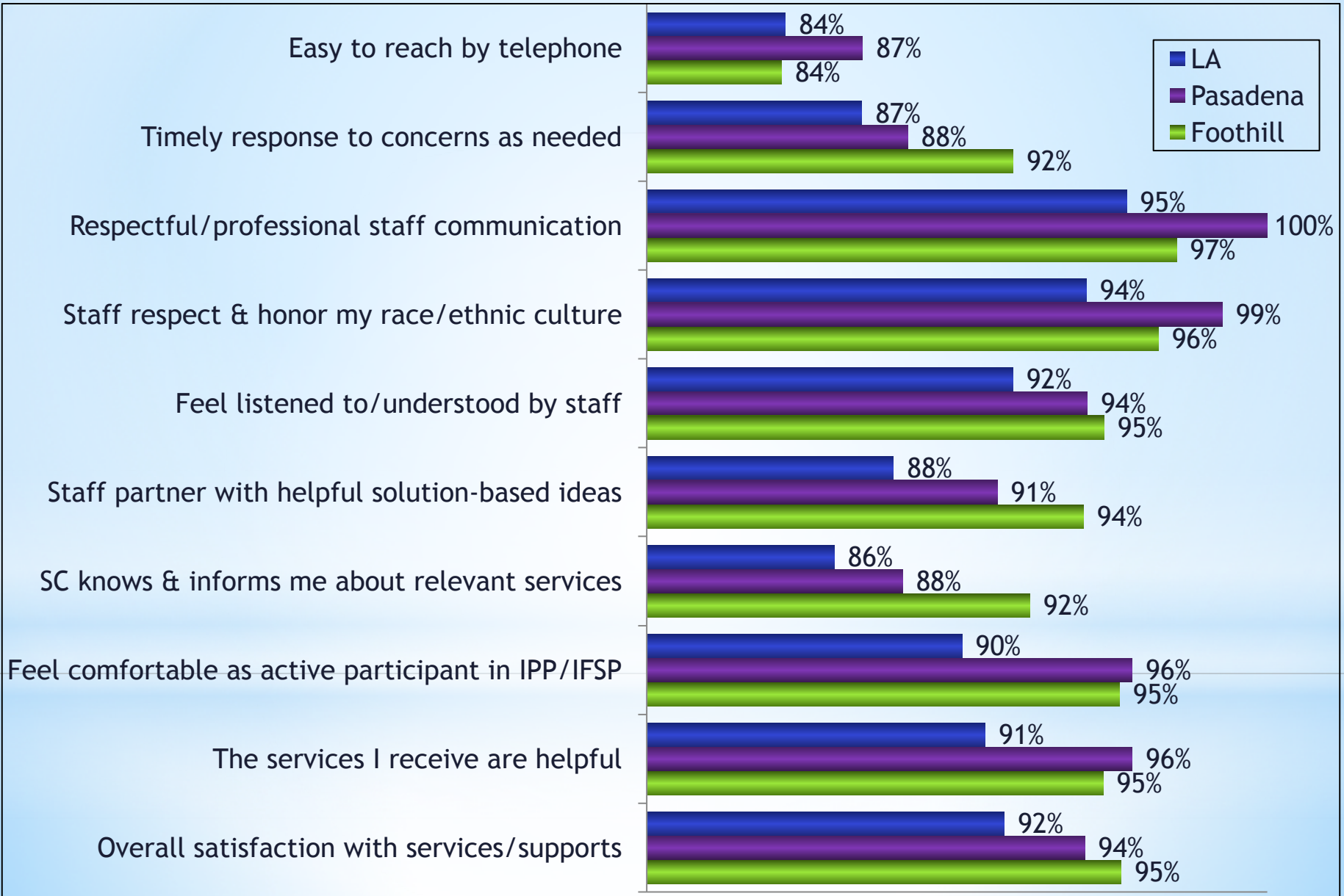
Q10: Overall satisfaction with services/supports



Satisfaction Charts

The following charts compare the results by region and age group.

Percent Satisfaction by Region



Percent Satisfaction by Age Group

