

# CLIENT AND FAMILY SATISFACTION SURVEY



## SURVEYING CLIENTS AND FAMILIES

### How are we asking?

What do clients or their representatives want more or less of? And, where are clients and their families satisfied or dissatisfied?

## SURVEY LENGTH AND LIMITATIONS

**This survey is 8 questions and no more than 20 minutes to complete.** Research shows it's important to keep surveys short.

If there are too many questions respondents are less likely to complete it (according to [International Journal of Market Research](#)), causing survey respondents to simply never attempt to complete it or stop midway. By asking fewer questions, people are more inclined to complete the survey and give better answers. Limiting the number of questions and targeting meaningful service areas allows ACRC to get more useful information and demonstrates we respect your time.

## SURVEY RETURN RATE

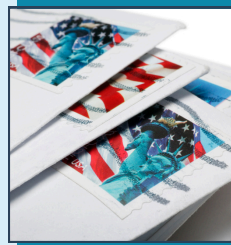
We currently have a return rate of 12.88%, meaning for every 100 surveys sent out we receive roughly 15 back. This is higher than the average, which is reported to be a return rate of approximately 9% for public opinion surveys regarding government performance ([Pew, 2012](#)). Total surveys sent in 2024 was 25,980. Total returned was 3347.



## DELIVERY & TRACKING

*We send the surveys by both email or regular mail, depending on the mail delivery preference expressed by the client or family.*

Each survey has a unique number so it can be completed only once, either by the client, their representative, or with help from a friend or family member.



We keep track of all the surveys to see who has responded. The answers are stored safely in a central database.

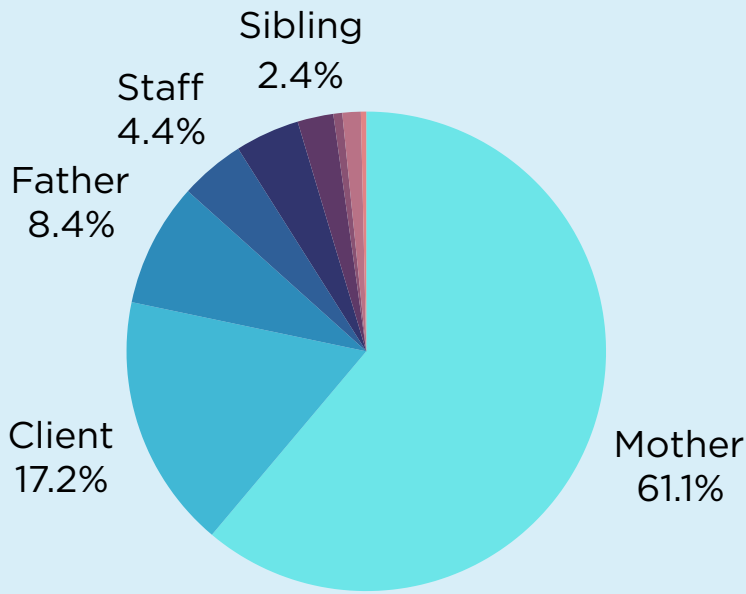
Every few months, we check how many people have answered and look at the results.

## SURVEY RESULTS OVERVIEW

The survey results have mostly been good. Each quarter in 2024 the number of dissatisfied respondents have been very low.

The survey respondents are representative of the demographics of our client population. We see a good representation from different age groups, ethnicities and geographic locations within our 10-county catchment area.





## RELATIONSHIP

Understanding different relationships helps us see how clients, parents, legal representatives, and support staff feel about our services. Each group has different needs.

Most survey responses come from the client's mother (61%), followed then by the client (17%), and then the client's father (8%). This suggests we get more feedback when the client lives with family or relies on a parent or family member for support.

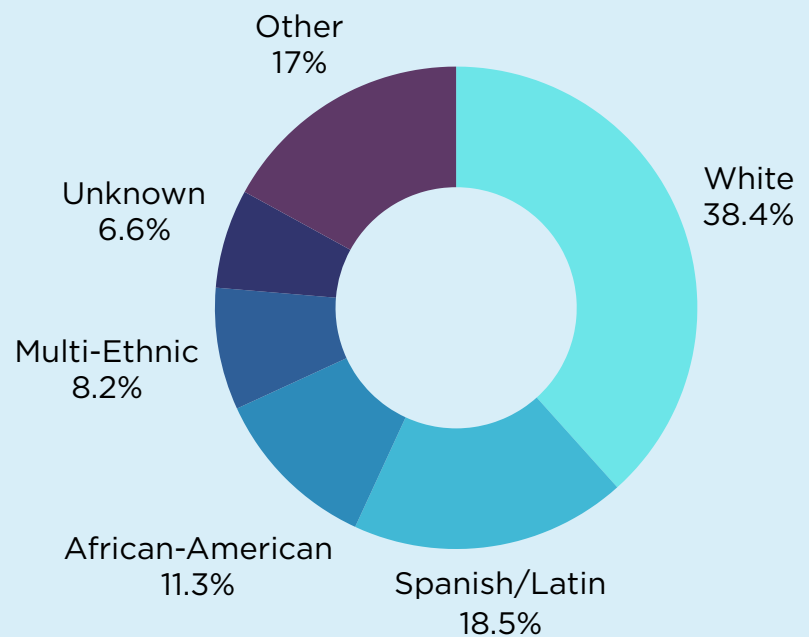


## ETHNICITY

Collecting ethnicity information helps us see if different groups have different experiences. This can show us if there are any statistically significant differences.

By looking at this data, we can make sure our services are equitable. This helps improve satisfaction for all groups.

The good news is that the survey responses largely match the overall demographics of our agency. While there are some small differences, they do not represent a notably statistical difference.



Note: Infographic has been simplified to provide an overview of those groups that comprise of 6% or more of the total respondents.



# SATISFACTION



## IPP LEVELS OF SATISFACTION

Assessing client and family satisfaction with Individual Program Plans (IPP) is important. It ensures services meet client needs, highlights successes, and identifies areas needing improvement. This process helps maintain high-quality, person-centered services for individuals with developmental disabilities, building trust and transparency between regional centers and families.

Analyzing satisfaction alongside demographics can reveal patterns and insights, such as varying satisfaction levels among different groups. This data can uncover service delivery disparities (differences), prompting targeted initiatives to address the needs of all.

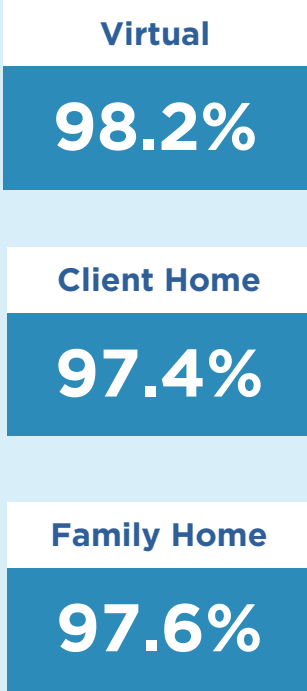
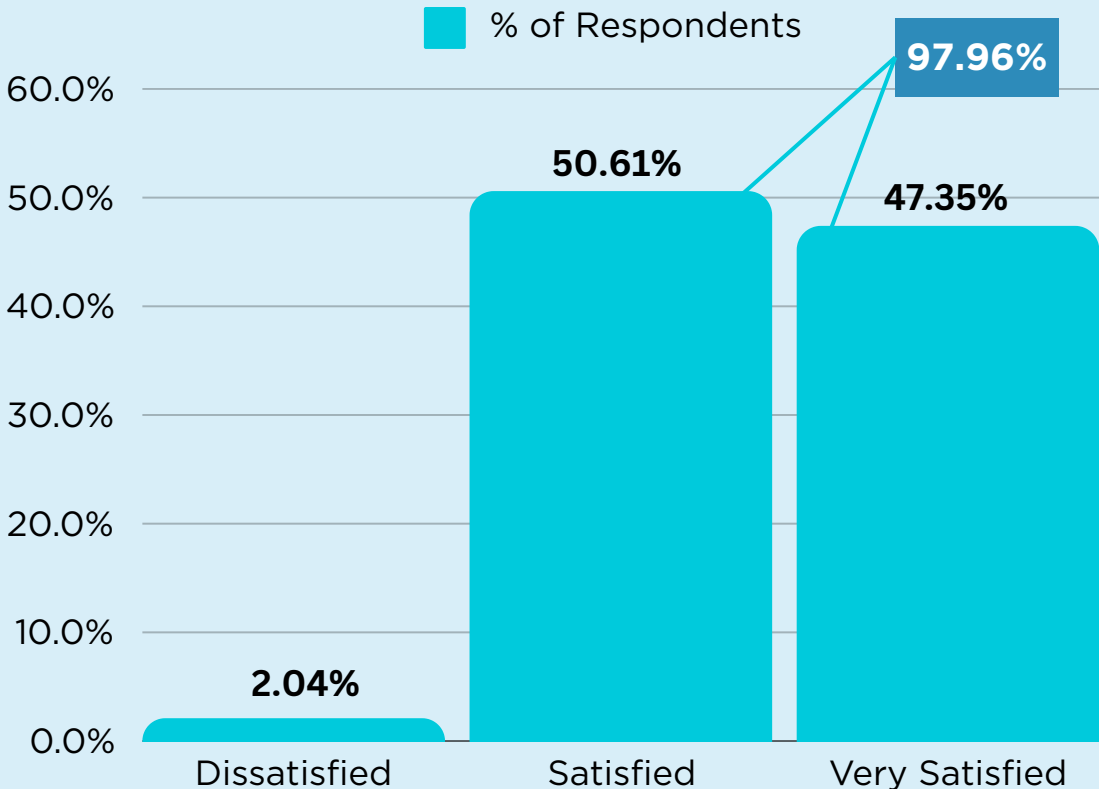
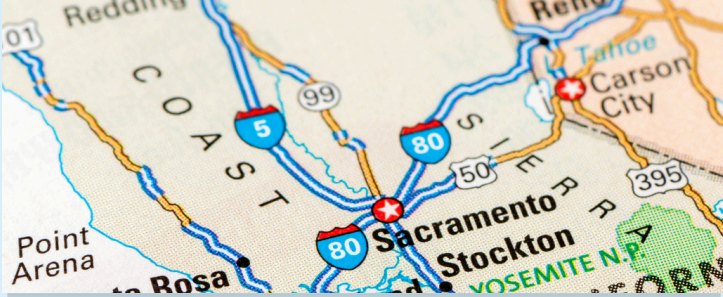


## VARIATION (BY IPP LOCATION)

Satisfaction with the Individual Program Plan (IPP) and meetings can vary by location. Online meetings are convenient and flexible, but some find them less personal and struggle with technology.

Meetings at the client's home feel more comfortable and personalized, often leading to higher satisfaction. Family home meetings can foster a collaborative atmosphere but might lack privacy. Overall, location alone doesn't significantly affect satisfaction.

ACRC is committed to respecting the client/family choice of IPP location.



# SATISFACTION



## SATISFACTION WITH SERVICE COORDINATOR

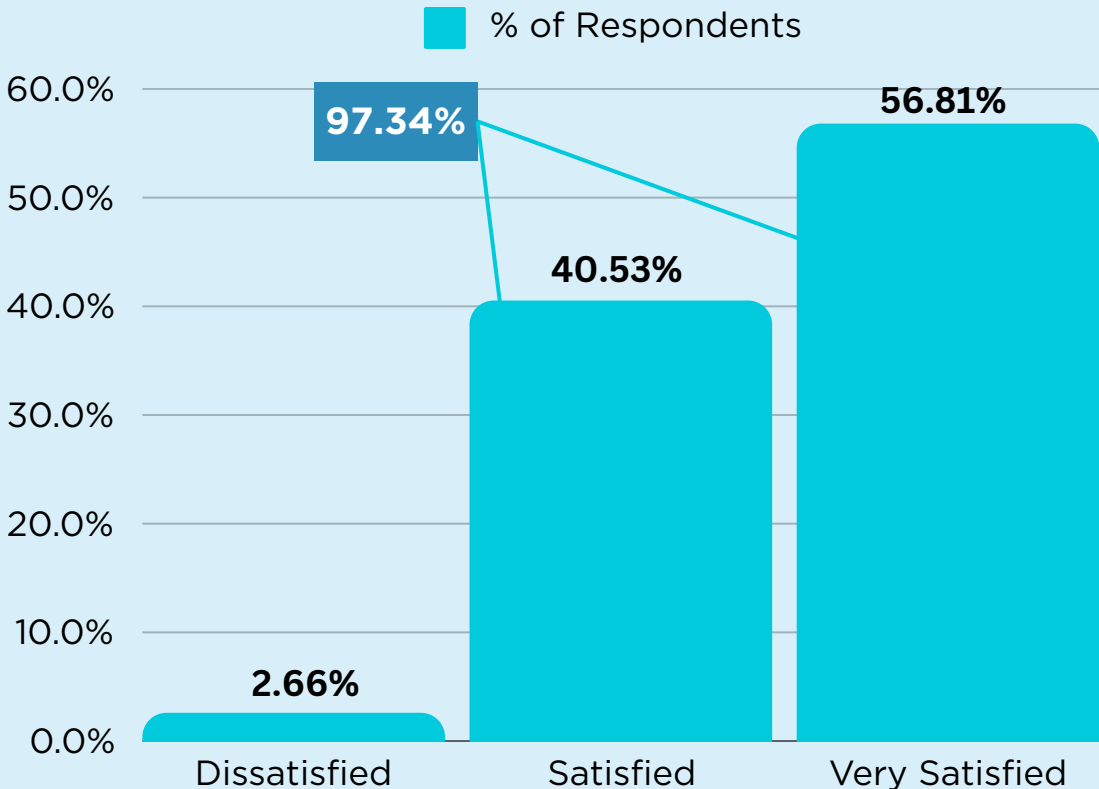
The service coordinator is key to the client's experience with the Individual Program Plan (IPP). Their effectiveness in scheduling, leading meetings, and managing services impacts overall satisfaction. Analyzing satisfaction data helps identify strengths and areas for improvement, ensuring clients receive needed support. A positive relationship between the client and the service coordinator is important. It leads to better communication, understanding of needs, and personalized services. Satisfaction data can show how well service coordinators are meeting these expectations. This data helps shape future staff training and development.

Examining satisfaction data alongside demographics like age or zip code can reveal trends. For instance, satisfaction may vary by age group, pointing to areas for improvement. Understanding these patterns helps regional centers target strategies to meet specific needs.

## VARIATION (BY AGE)

Satisfaction levels vary by age group because each group has different needs and expectations. For example, satisfaction is often high for clients aged 0-3 years because of intensive, family-centered support. It stays relatively high for clients aged 3-17 years due to focus on educational support. However, satisfaction may dip slightly for adults aged 18 and up due to the transition to vocational and independent living support.

The dip in satisfaction for adults could be because their needs become more complex and require reliance on systems and agencies outside of the regional center. Finding employment, housing, and social integration can be a difficult and lengthy process, which affects their overall satisfaction. By understanding these trends, regional centers can better support each age group and help clients transition smoothly into adulthood.



Age 0-3

**99.3%**

Age 3-18

**98.4%**

Adults 18+

**97.6%**

## ANALYZING METRICS

The main thing the regional center is hoping to find in the satisfaction data are A) areas where improvements can be made, B) areas where we're exceeding expectations, and C) identifying trends to address and shape staff training and support. When analyzing survey satisfaction data, it's important to know the difference between correlation and causation. Correlation means there's a relationship between two things, but one doesn't necessarily cause (causation) the other. To prove causation, we need more detailed analysis and controlled studies. Comparing survey results with other data, like demographics, helps us understand trends better.

### Key Takeaways:

- Correlation doesn't mean causation. Controlled studies are needed to establish causation.
- Comparing survey results with demographics and other data helps identify trends.
- More complex analyses, like regression models, need more data and time.
- Gathering reliable data over time improves accuracy and helps make better decisions.



## INDIVIDUALIZED FOLLOW-UP

To improve client satisfaction, personal follow-ups can be very effective. Service coordinators or supervisors can set up private one-on-one meetings to discuss concerns and get detailed feedback. Regular check-ins through phone calls or secure messaging also help maintain ongoing support and quickly address any new issues. This approach makes clients feel heard and appreciated, building a positive relationship.

It's important to handle dissatisfaction with empathy and focus on solving problems, not placing blame. This way, the regional center can improve the client's experience, build trust, and strengthen relationships.