



November 2024

HARBOR
REGIONAL CENTER

Individual and Family Experience and Satisfaction Survey FY 23-24

REPORT OF RESULTS



Individual and Family Experience and Satisfaction Survey FY 23/24 Report of Results November 2024

Background

The work at Harbor Regional Center (Harbor) is guided by our vision, mission and values statements. Additionally, we are guided by the 2023-2026 Strategic Plan that was adopted by Harbor's Board of Trustees in March 2022. The Plan focuses on several important areas: Increasing Individual and Family Experience and Satisfaction, Enhancing Service Coordination, Increasing Resource Development, and Strengthening Community Engagement. We encourage you to read these guiding statements, as well as the Strategic Plan, in the "About Us" section of Harbor's [website](#).

We are dedicated to listening to and receiving feedback from the individuals and families we serve. One of the ways we do that is through surveys, which is the primary measure we use to see if our work on the Strategic Plan has a positive impact on the individuals and families we serve.

In May and June 2024, Harbor distributed the Individual and Family Experience and Satisfaction Survey to all the individuals and families we serve. The survey focused on four areas:

Communication and Delivery of Information: This section of the survey asked for feedback about the content of information we provide, whether it is easy to access and understand, and whether it helped make informed decisions about services and supports.

Customer Service: This section asked for views about the quality of the customer service received from Harbor staff over the past six months, especially in the areas of professionalism, positive attitude, respect and communication.

Person-Centered Service Planning: This section focused on experiences with the person-centered service planning process during Individualized Family Service Plan (IFSP) or Individual Program Plan (IPP) meetings. The person-centered service planning process is meant to help individuals, families and circles of support, including service coordinators, work together to develop an IFSP or IPP that is directed by the individual and includes things that are important to the individual.

Diversity of Harbor's Provider Community: For those who receive Harbor-funded services in addition to case management, this section of the survey asked for views about the diversity of Harbor's service providers, especially those who support individuals served by Harbor.

After developing the survey, we implemented a process to ensure that everyone we serve would have access to the survey and be encouraged to complete it.

Prior to the survey being distributed, we created a personalized video message and email communication from Harbor that was shared with all the individuals and families we serve. Our Spring 2024 Harbor Happenings Newsletter also shared information about the survey and encouraged people to give us feedback by completing the survey.

In mid-May, the survey was distributed by email and/or mail in multiple languages to all the individuals and families we serve. The survey was available online until mid-June and we waited until the end of June for any mail-in surveys to arrive before we started summarizing the results.

Results Highlights

A detailed presentation of results accompanies this summary. Here are some highlights from that presentation.

Responses: We received 721 surveys. The surveys were anonymous, but at the end of the survey, people could request a call from us and include their contact information. Of the 721 surveys received, 122 people asked for and received a call back from one of our Case Management Managers.

Demographics: The majority (66%) of survey respondents were family members and 30% were individuals who directly received services from Harbor. Almost half of them said they had been served by Harbor for 10 or more years. Sixty percent (60%) represented individuals who are 22 years old or older. The ethnicity and primary language of survey respondents was generally aligned with the ethnicity and primary language of everyone served by Harbor, with a few exceptions. While 38% of survey respondents self-identified as Hispanic, 45% of the total number of individuals served by Harbor self-identify as Hispanic. While 20% of survey respondents self-identified as Asian, 14% of the total number of individuals served by Harbor self-identify as Asian. The two primary languages of the people served by Harbor are English at 81% and Spanish at 17%. For those who took the survey, 78% reported English as their primary language and 14% reported it to be Spanish.

Key Results:

Overall: When asked to rate their overall experience and satisfaction with Harbor, a combined total of 88% rated it as good, excellent, or outstanding.

Communication and Delivery of Information: A combined total of 81% responded that they were satisfied or very satisfied with the information and materials provided by Harbor.

Customer Service: When asked to rate their customer service experiences over the past six months, a combined total of 88% rated it as good, excellent, or outstanding.

Person-Centered Service Planning: When asked if their service coordinator was skilled in developing their Individualized Family Service Plan (IFSP) or Individual Program Plan (IPP) and if their IFSP/IPP was person-centered, a combined total of 87% agreed or strongly agreed.

Diversity of Harbor's Provider Community: When asked if they had several providers to choose from before deciding who could best meet their needs and preferences, 64% agreed or strongly agreed. A combined total of 85% agreed or strongly agreed with the belief that Harbor has service providers who can meet the different cultural and language needs of our community.

Summary

We are grateful to all the individuals, families and circle of support members who shared this valuable feedback with us. Please continue sharing your feedback through the surveys, listening sessions, and focus groups we hold throughout the year.

As we work to implement Harbor's Strategic Plan, we remain committed to improving in all areas. Updates on our progress toward strategic goals and objectives are shared quarterly at Board of Trustees' Meetings.

On behalf of Harbor's Board, our staff and myself, thank you for your partnership as we work together to shape the future of Harbor Regional Center.



Patrick Ruppe
Harbor Regional Center
Executive Director
Patrick.Ruppe@harborrc.org

Background

HARBOR'S STRATEGIC PLAN FOR 2023-2026

- Adopted by the Board of Trustees March 2022
<https://www.harborrc.org/strategic-plan>
- Focus Areas, Goals and Objectives
 - Improve Individual and Family Experience and Satisfaction*
 - Enhance Service Coordination*
 - Increase Resource Development*
 - Strengthen Community Engagement

* Focus areas addressed in the current survey



Background

SURVEY PROCESS

- Video message from Executive Director to all individuals and families receiving Harbor services in May 2024
- Harbor Happenings newsletter article in early May 2024
- Emailed and/or mailed surveys in multiple languages to individuals and families in mid-May 2024
- Survey was available through mid-June 2024
- Spoke with 122 respondents who requested a call back at the end of the survey





November 2024

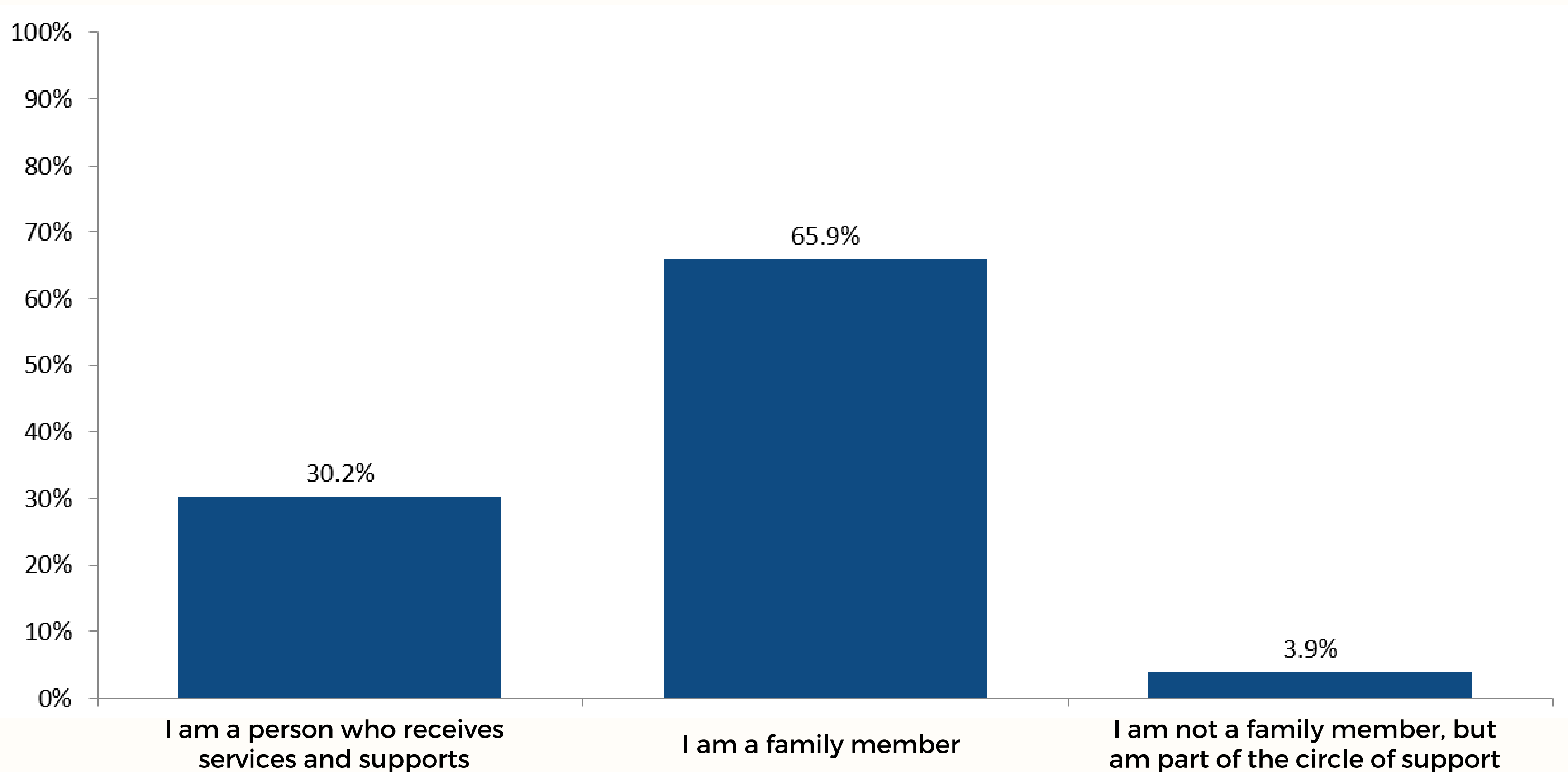
Survey Respondents' Demographics

Received 721 survey responses



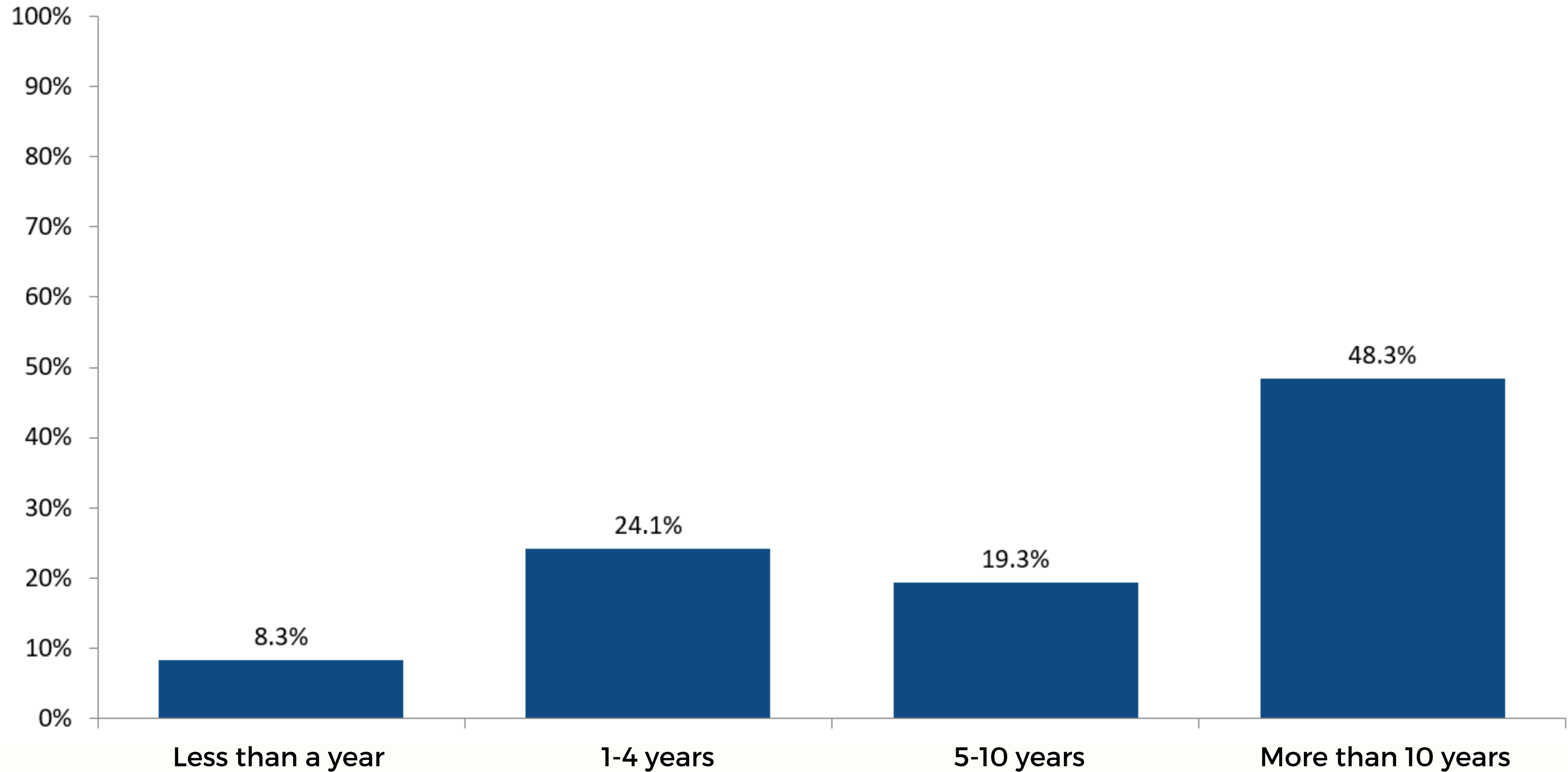


What statement applies the best to you?



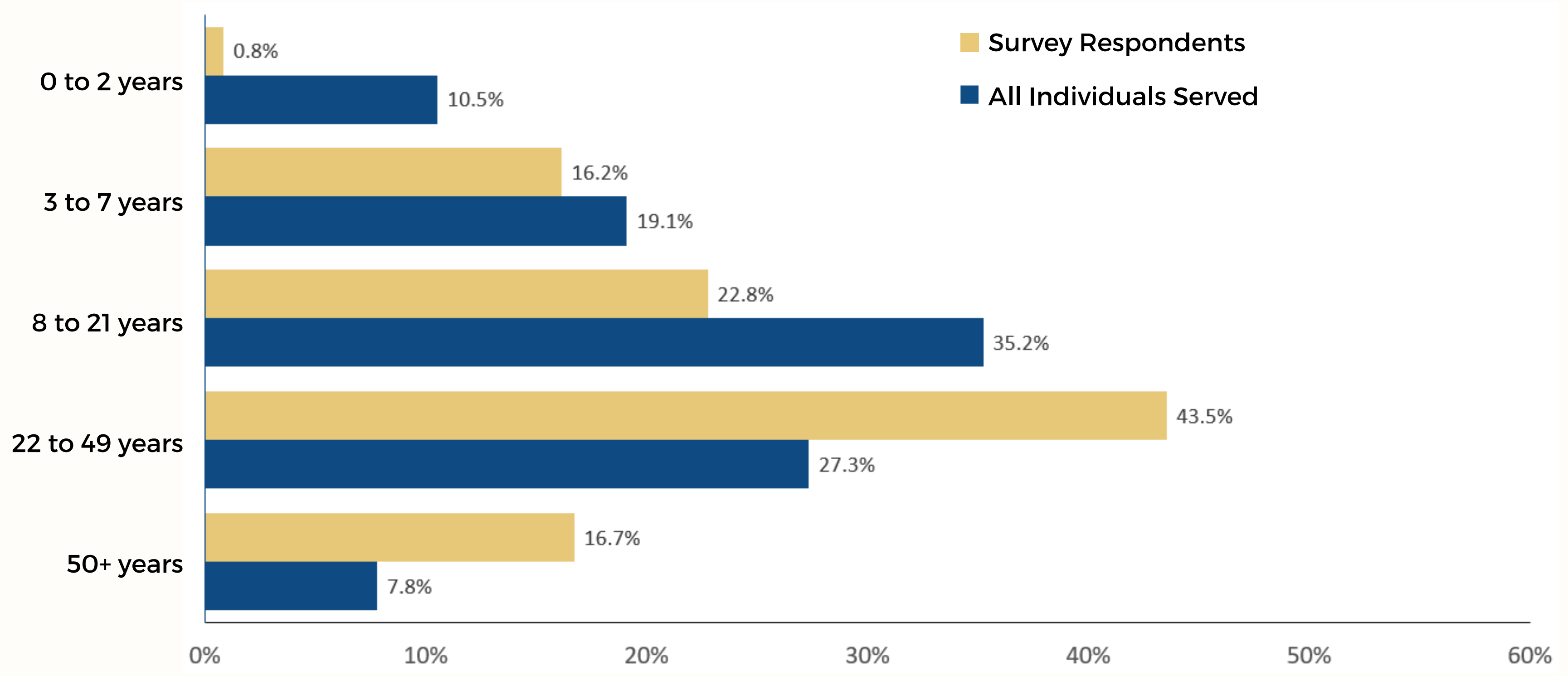


How long have you been served by Harbor Regional Center?





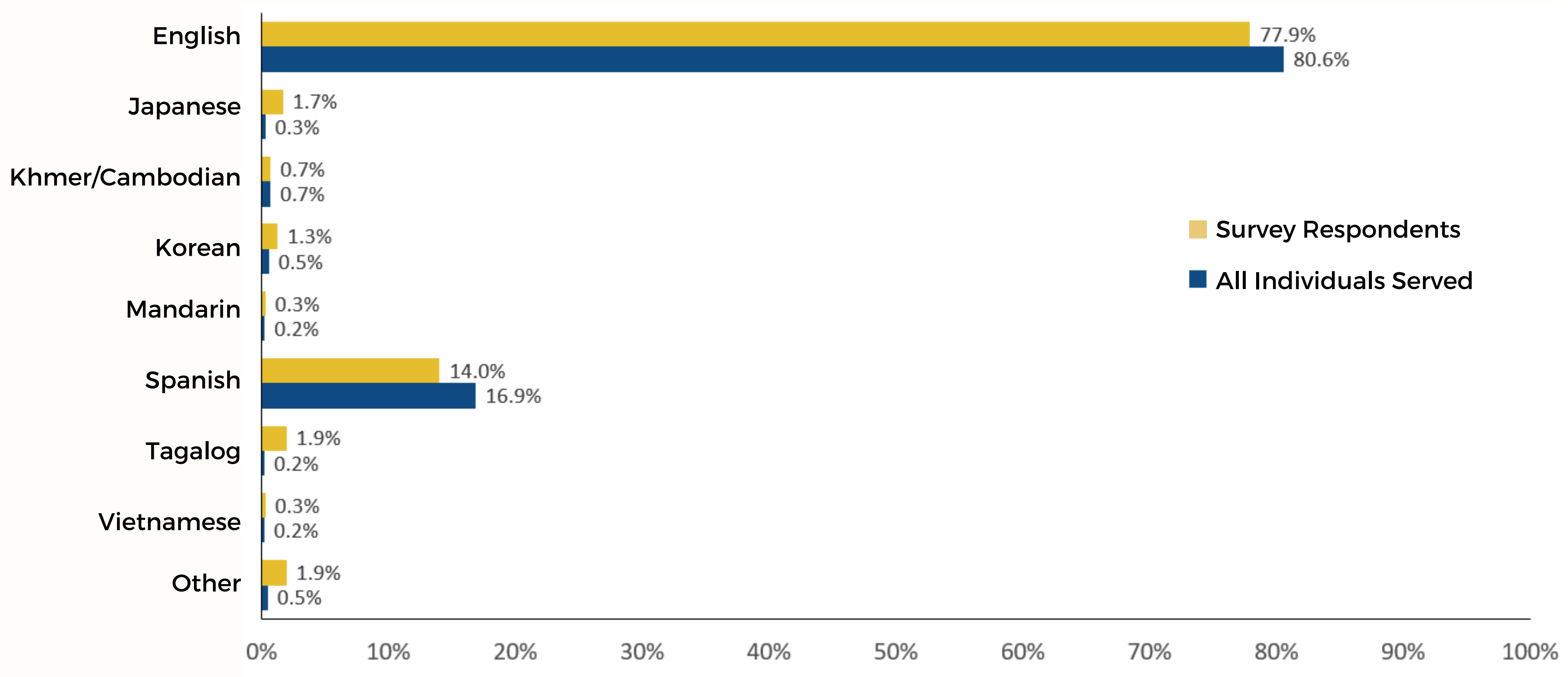
Age of Individuals Served for Survey Respondents Compared to Age of All Individuals Served by Harbor





Preferred Language of Survey Respondents

Compared to Preferred Language of All Individuals Served by Harbor





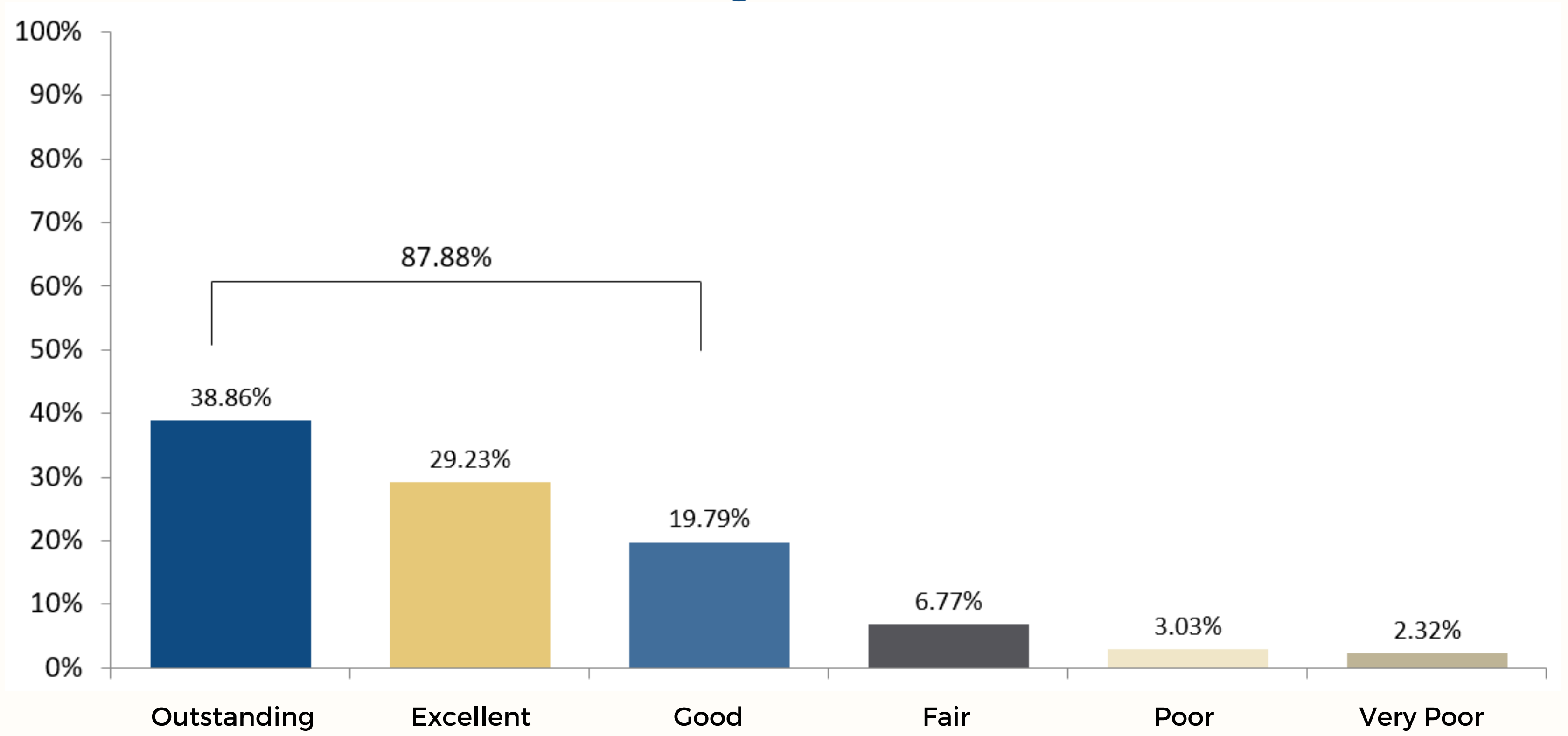
November 2024

*Overall
Experience
and
Satisfaction*





Rate your overall experiences and satisfaction with Harbor Regional Center



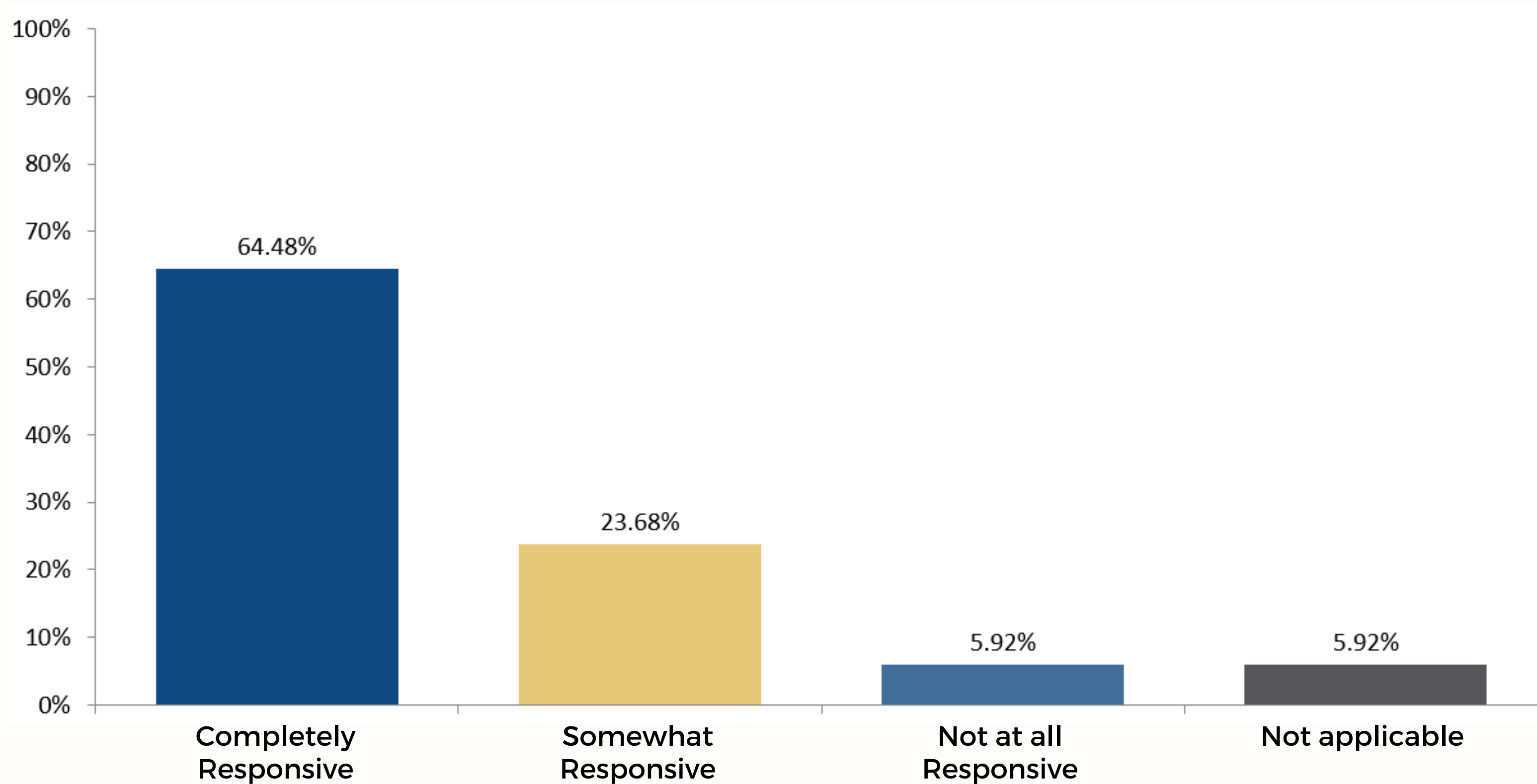
Information and Communication

This section of the survey asked for feedback about the content of information Harbor provides, whether it is easy to access and understand, and whether it helps individuals and families make informed decisions about services and supports.



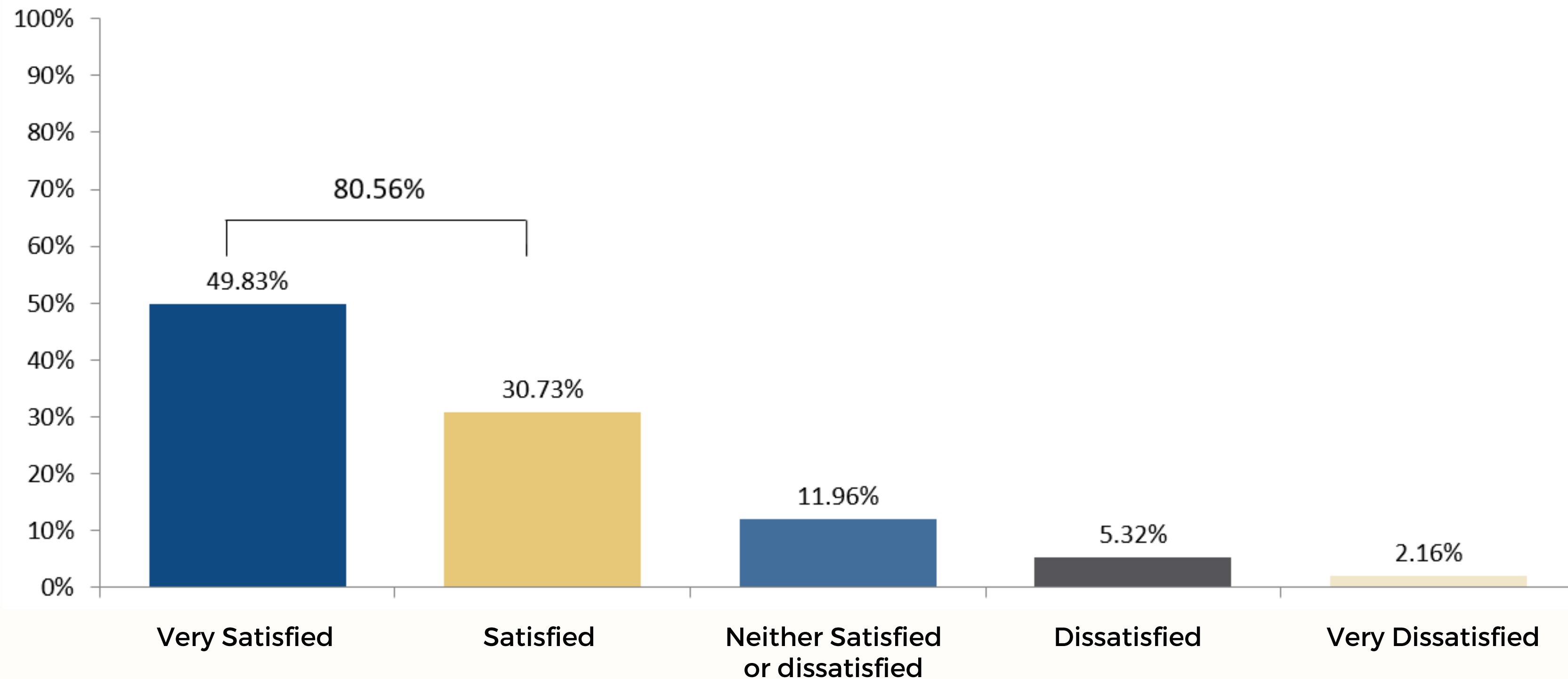


How responsive (i.e., how quick and positive) is Harbor when you have requested information or materials?





Overall, how satisfied are you with the information and materials provided by Harbor?





The Information Provided by Harbor...	Agree	Strongly Agree
Helps me make informed decisions about services and supports.	34%	49%
Is respectful of my culture.	34%	52%
Is person centered (focuses on my needs, values and preferences).	33%	49%
Is easy to understand.	35%	50%
Is relevant to me.	37%	45%
Is sensitive to the cultural diversity of Harbor's community.	32%	47%



How or where is information currently received versus the preferred way to receive information from Harbor

Ways to Receive Information	Current	Preferred
Email	57%	62%
Harbor Service Coordinator	54%	48%
Harbor Newsletter	29%	28%
Harbor Flyers and Brochures	28%	27%
Harbor Fact Sheets	15%	16%
Harbor Website	13%	12%
Other Harbor Staff	9%	8%
Text Message	8%	21%
Facebook	4%	4%
Blog	3%	2%
Instagram	2%	4%



November 2024

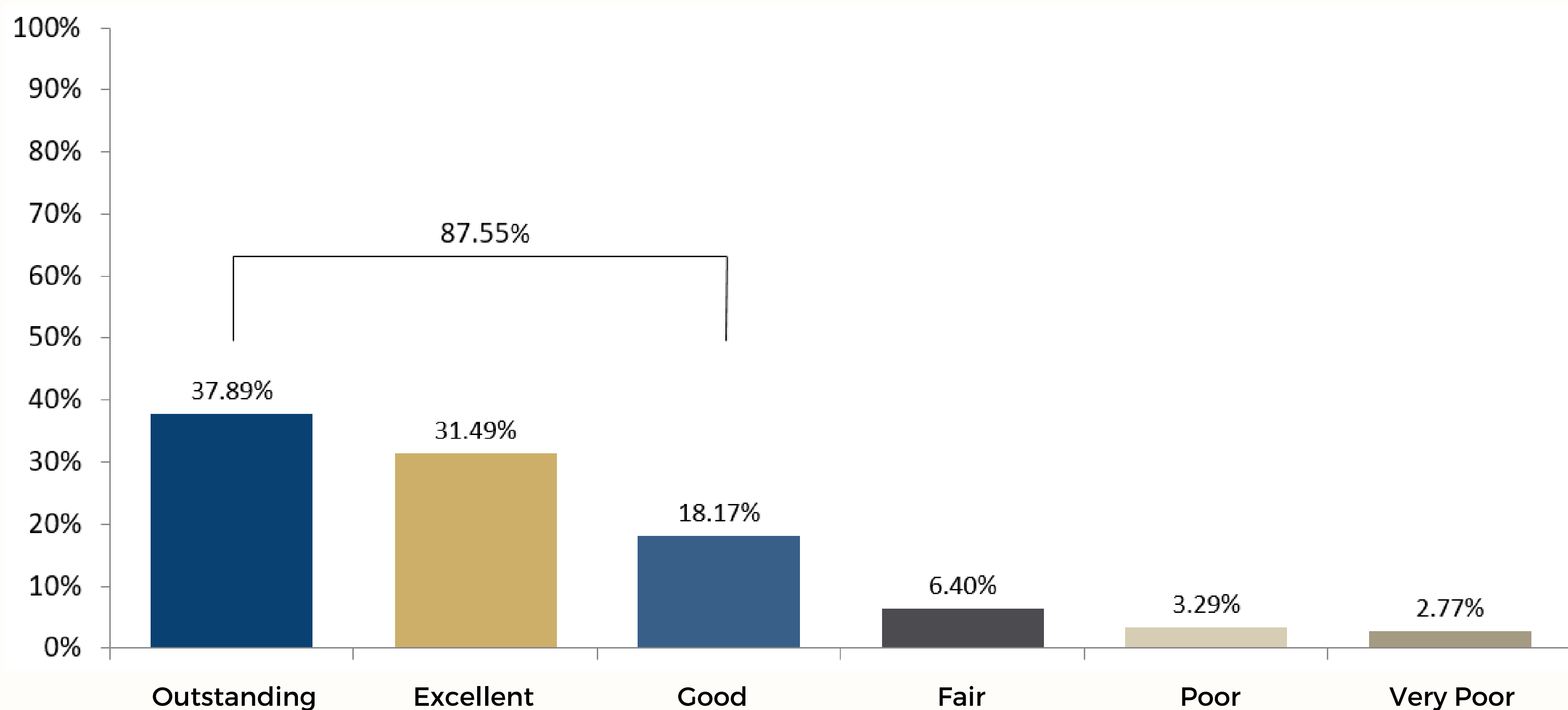
Customer Service

The customer services section of the survey asked about the quality of the customer service received from Harbor staff over the past six months, especially in the areas of professionalism, positive attitude, respect and communication.





Rate Harbor's customer service based on your experiences over the past six months





Harbor's Customer Service based on experiences over past six months...	Usually	Always
Staff respond in a timely manner to emails, calls and/or letters.	23%	57%
Staff are courteous during interactions.	16%	75%
It is easy to contact staff when I want to speak with someone.	21%	57%
Staff provide me with accurate information that is easy to understand.	20%	64%
Staff offer solutions and/or alternatives to address my problems/concerns.	17%	61%
Staff are sensitive to my culture and preferences.	17%	65%
Staff communicate with me in my preferred language.	8%	84%
Staff listen to my concerns.	14%	73%



Person-Centered Service Planning

The third section of the survey focused on individuals' and families' experiences with the person-centered service planning process during their own or their loved ones Individualized Family Service Plan (IFSP) or Individual Program Plan (IPP) meetings.



Person Centered Service Planning	Agree	Strongly Agree
My IFSP/IPP meeting was held at a time and location that was convenient for me.	25%	67%
My service coordinator listened to me.	23%	70%
My service coordinator supported me in talking about things that are important to me.	22%	69%
My service coordinator respected my choices and opinions.	23%	69%
My service coordinator was skilled in developing my/my family member's IFSP/IPP.	23%	64%
My/my family member's IFSP/IPP is person centered (focuses on my needs, values and preferences).	25%	62%
My/my family member's IFSP/IPP meets my/my family member's needs.	25%	61%



Diversity of Service Providers

The last section of the survey was about the Diversity of Harbor's Provider Community. This section was specifically for those who receive Harbor-funded services in addition to case management. They were asked for their views about the diversity of Harbor's service providers, especially those who support them.



Diversity of Harbor's Provider Community	Agree	Strongly Agree
I had several providers to choose from before deciding who could best meet my needs and preferences.	27%	37%
My service providers support me in a way that respects my culture.	31%	59%
My service providers communicate with me in my preferred language.	25%	70%
My service providers give me information and materials that are easy to understand.	26%	64%
My service providers have staff from different cultures who speak different languages.	27%	50%
I believe Harbor has service providers who can meet the different cultural and language needs of our community.	30%	55%

Final Words

- 01** We appreciate all the individuals, families, and circle of support members who provided this valuable feedback to us!
- 02** Harbor is dedicated to listening to and receiving feedback from our community.
Please continue sharing your feedback through the surveys and focus/listening groups we hold throughout the year.
- 03** We strive to improve in all areas as we continue implementing Harbor's Strategic Plan



**Visit Harbor's website
regularly for future survey
updates!**