2023 SERVICE PROVIDER SATISFACTION SURVEY

KINETIC FLOW

September 2023

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A Human Services Consulting Group

AGENDA

1. Objective

2. Methodology

3. Respondents

4. Findings

5. Understanding the Findings and Next Steps

6. Thoughts and Questions

Tri-Counties Regional Center

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SERVICE PROVIDER SATISFACTION SURVEY: OBJECTIVES
(The Why?)

- Seek to better understand how and where Service Providers are feeling supported by TCRC in serving individuals/families;

- Where TCRC could better support the service provider community;

- What resources would be most beneficial to service providers; and

- Where individuals/families' overall satisfaction with the regional center maybe impacted by the Service Provider community and support to the community may be strengthened.

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How?
(The Methodology)

Tri-Counties Regional Center's Service Provider Satisfaction Survey is designed to:

1. **drive change** for our vendored partners charged with directly supporting people served and families.

2. **provide statistically sound, actionable insights** for data-driven decision making at a number of levels within the agency.

Sample
- All contracted service providers (1,769 vendors)

Questionnaire
- 53 questions:
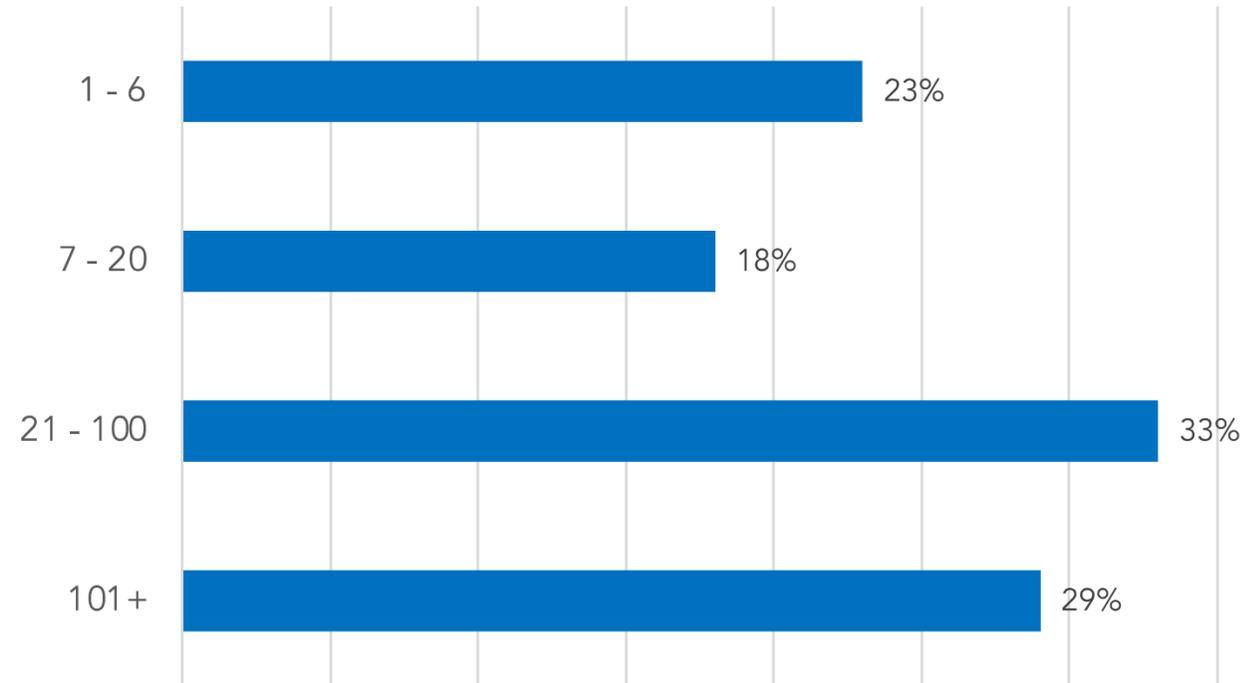 - Qualitative/quantitative

Data Collection
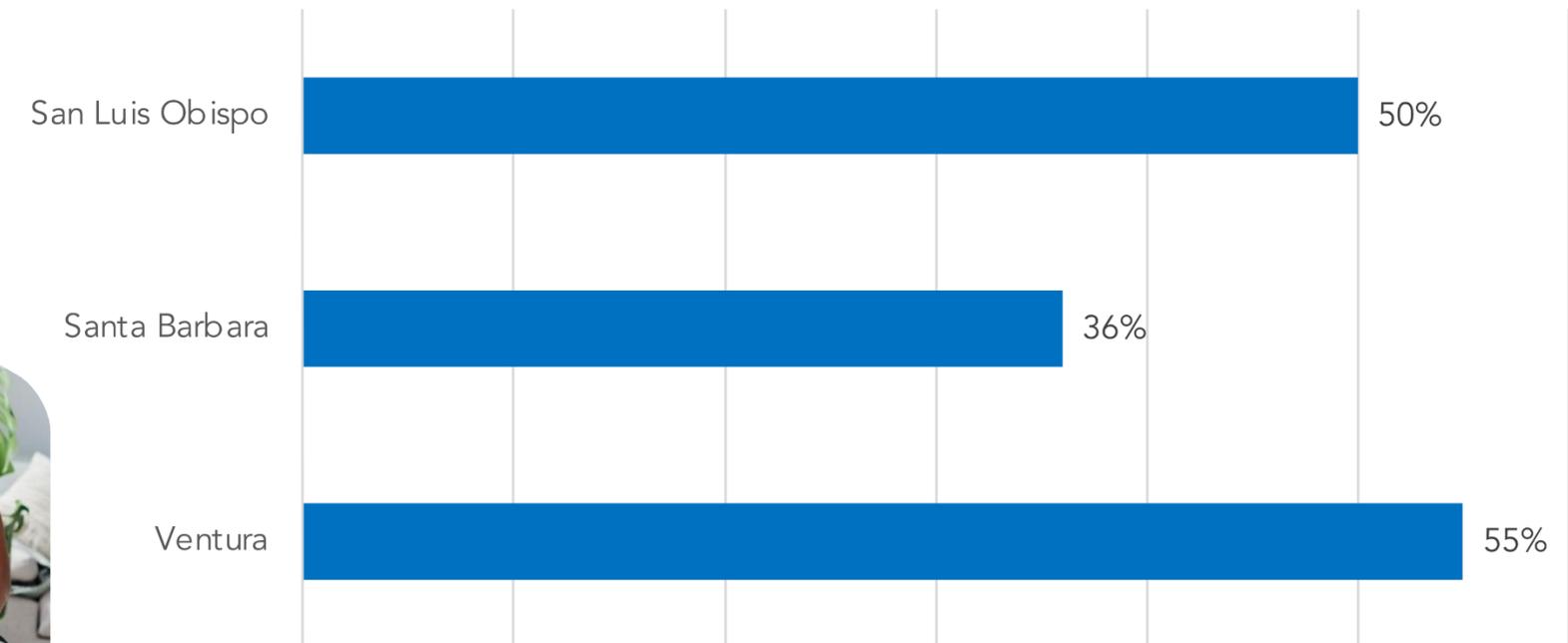- Online
- June 15th – July 17th, 2023
- **119 agencies represented**

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RESPONDENTS

Size of Responding Agencies

1 - 6	23%
7 - 20	18%
21 - 100	33%
101+	29%

Counties Served by Responding Agencies

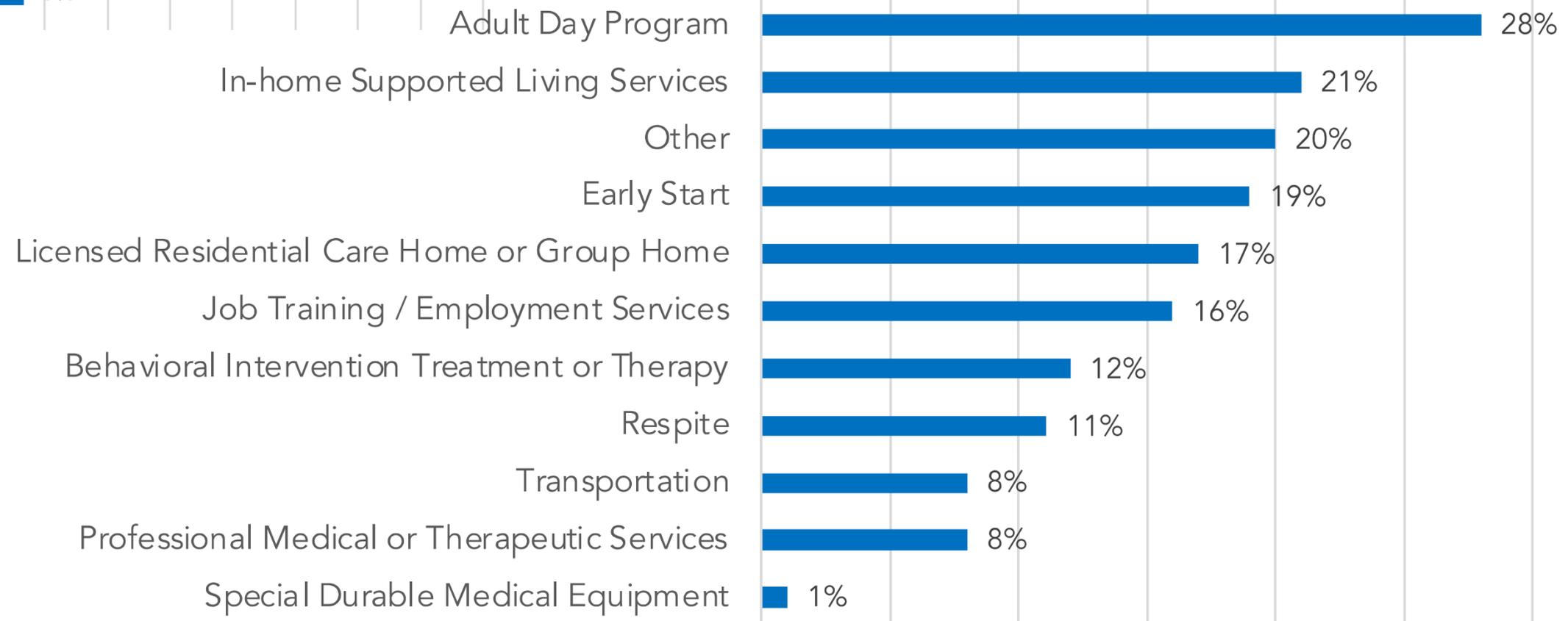|	
San Luis Obispo	50%
Santa Barbara	36%
Ventura	55%

Please note: the 2023 Service Provider Satisfaction Survey represents 119 service providers (of the 1,769) who opted to participate.

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RESPONDENTS

Respondent Role

Role	Percentage
Agency Administrator	37%
Agency Owner	37%
Client Services Department Representative	7%
Direct Support Professional	6%
Parent Provider	5%
Other	5%
Financial Department Representative	3%
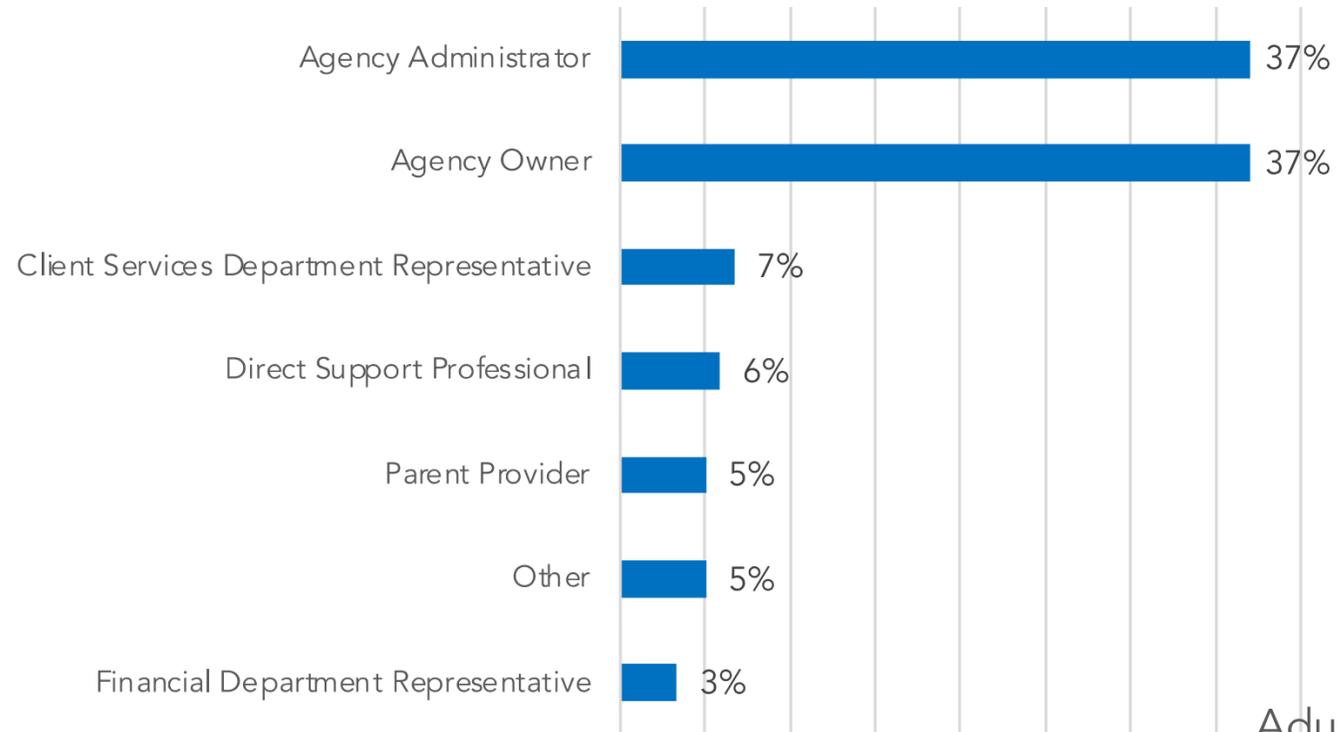
Services Offered by Responding Agencies

Service	Percentage
Adult Day Program	28%
In-home Supported Living Services	21%
Other	20%
Early Start	19%
Licensed Residential Care Home or Group Home	17%
Job Training / Employment Services	16%
Behavioral Intervention Treatment or Therapy	12%
Respite	11%
Transportation	8%
Professional Medical or Therapeutic Services	8%
Special Durable Medical Equipment	1%

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Understanding the Results

To maintain methodological consistency and baseline validity, metrics and methodology are consistent with past TCRC efforts.
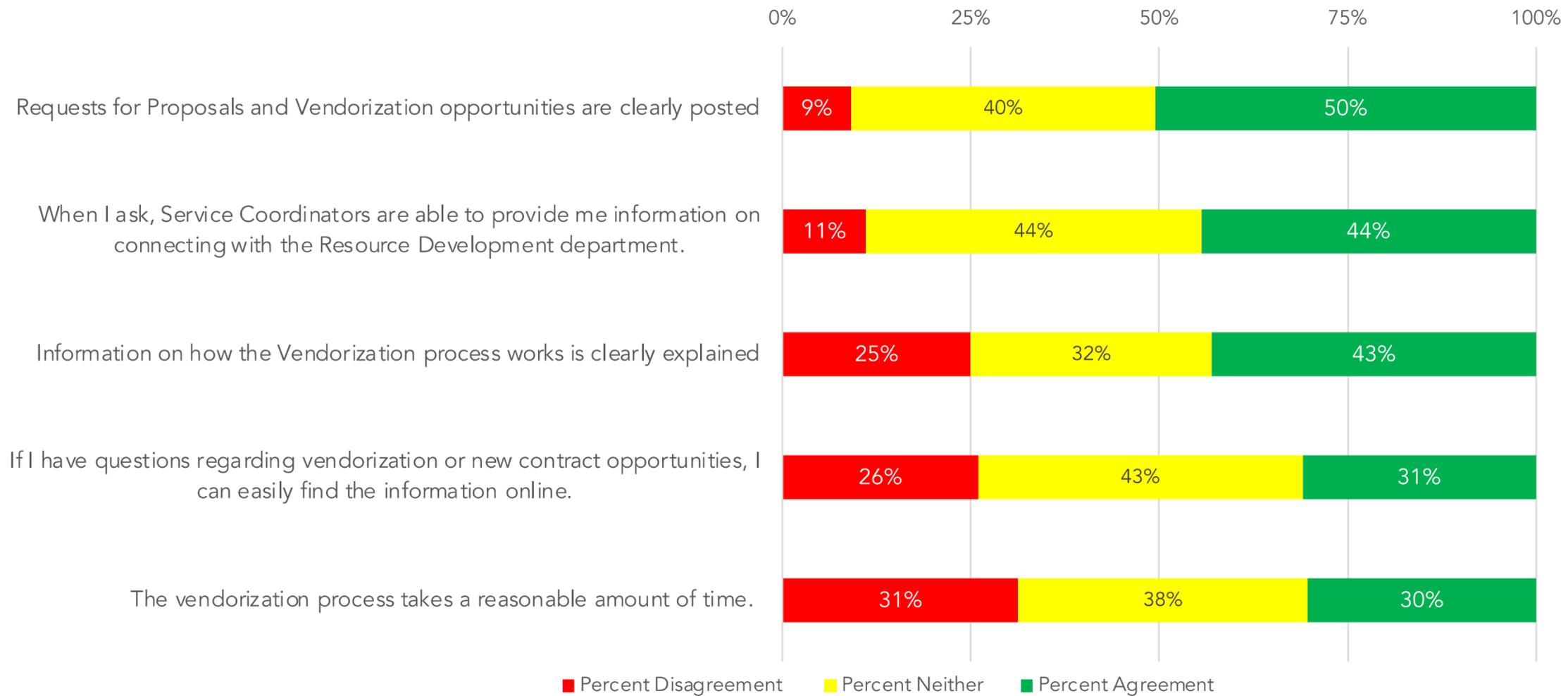
The Scales
- Unbalanced Scale
- Agreement

Satisfaction = Expectation - Performance

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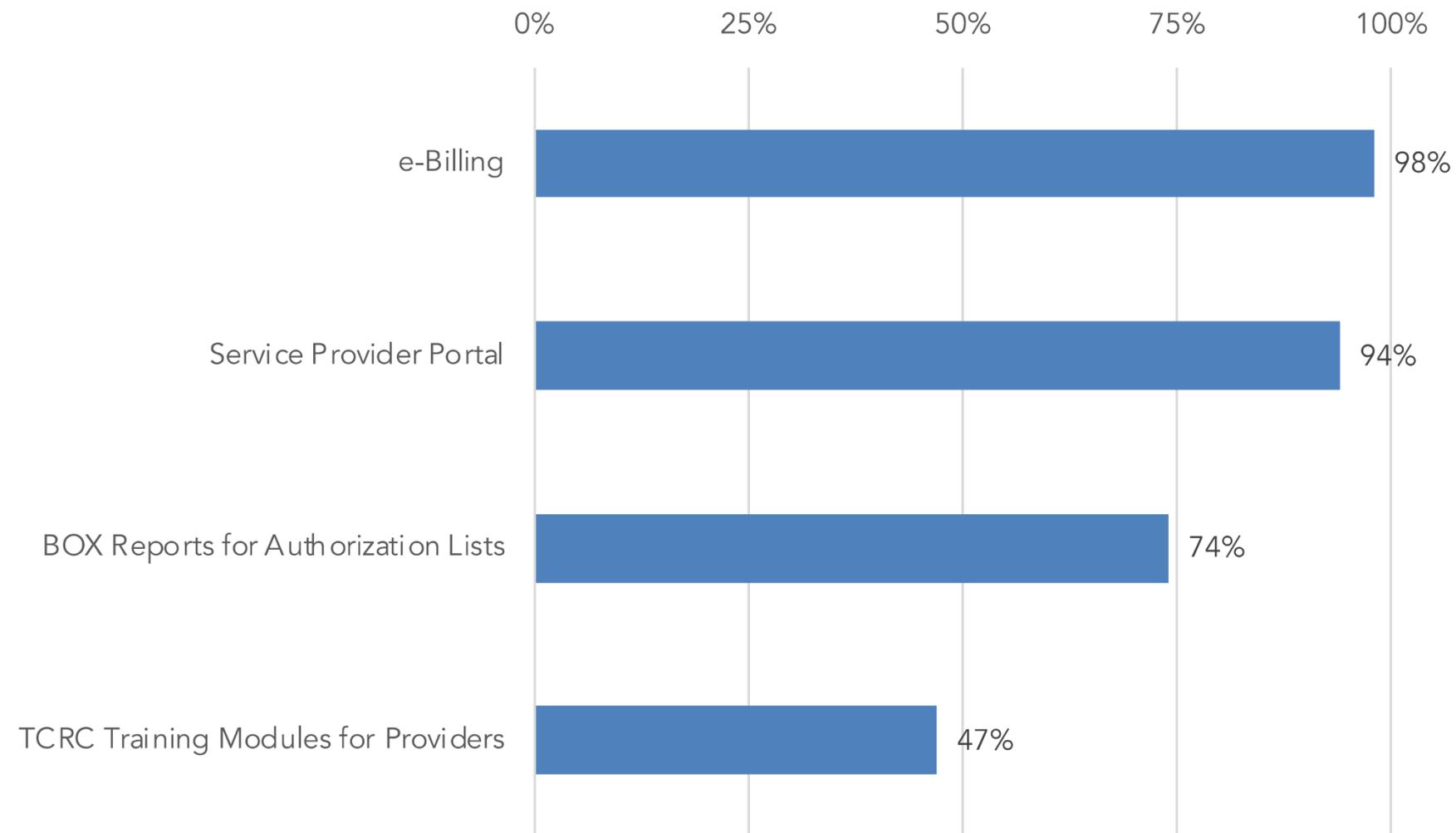A Human Services Consulting Group

RESOURCE DEVELOPMENT

Percent of responding Service Providers Disagree (Strongly Disagree or Disagree), Neither (Disagree nor Agree) or Agree (Strongly Agree or Agree with the statement.
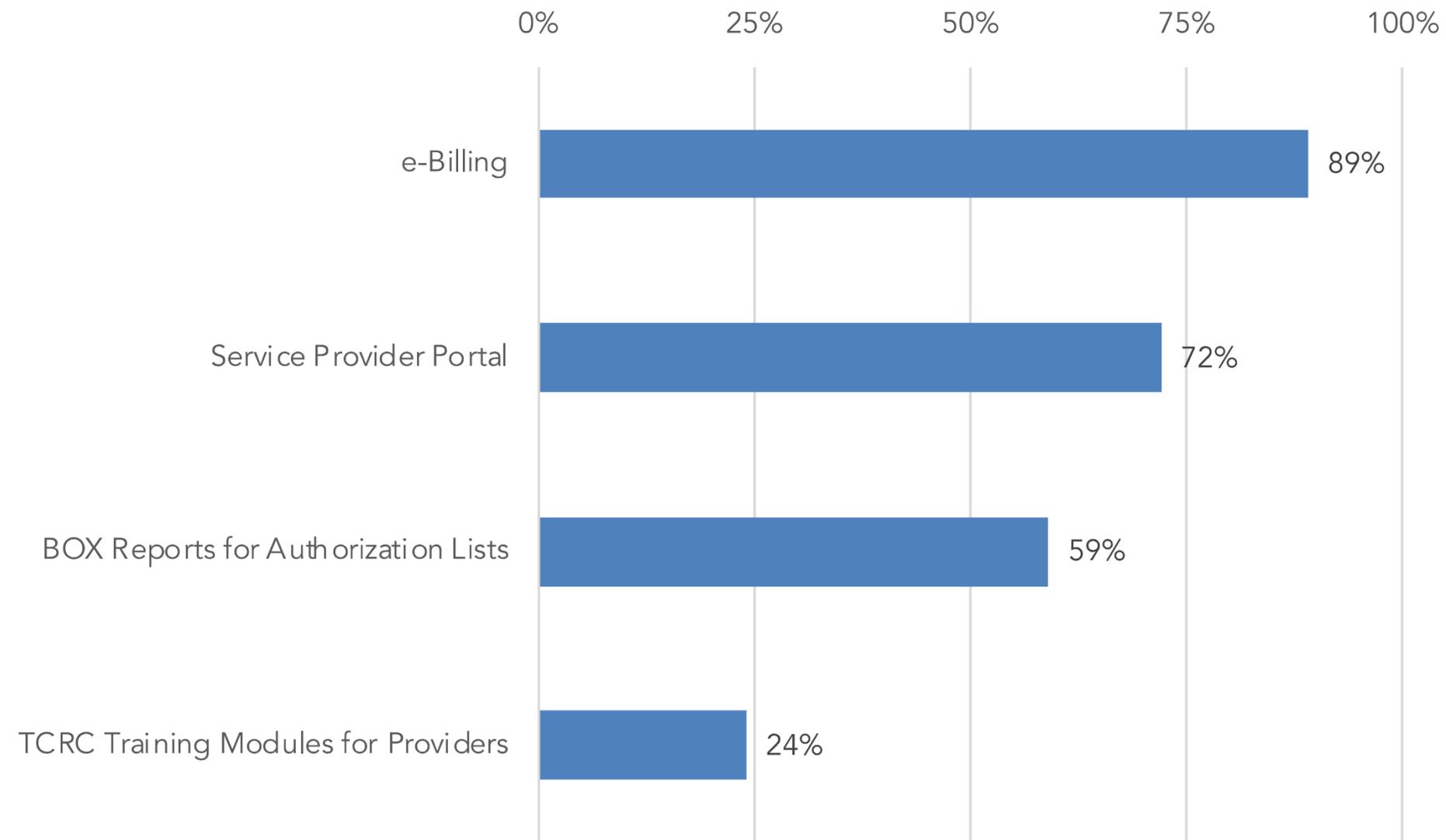
Statement	Percent Disagreement	Percent Neither	Percent Agreement
Requests for Proposals and Vendorization opportunities are clearly posted	9%	40%	50%
When I ask, Service Coordinators are able to provide me information on connecting with the Resource Development department.	11%	44%	44%
Information on how the Vendorization process works is clearly explained	25%	32%	43%
If I have questions regarding vendorization or new contract opportunities, I can easily find the information online.	26%	43%	31%
The vendorization process takes a reasonable amount of time.	31%	38%	30%

Legend: ■ Percent Disagreement ■ Percent Neither ■ Percent Agreement

COMMUNICATING OUR RESOURCES...

As a Provider, I am aware of:

Resource	Percentage
e-Billing	98%
Service Provider Portal	94%
BOX Reports for Authorization Lists	74%
TCRC Training Modules for Providers	47%

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COMMUNICATING OUR RESOURCES...

As a Provider, I use:

Resource	Percentage
e-Billing	89%
Service Provider Portal	72%
BOX Reports for Authorization Lists	59%
TCRC Training Modules for Providers	24%

COMMUNICATING OUR RESOURCES...

I receive information about POS authorizations through:

	%
Service Coordinator email	54%
Service Provider Portal	39%
ebilling system	37%
BOX Reports for Authorizations	20%
Other	14%

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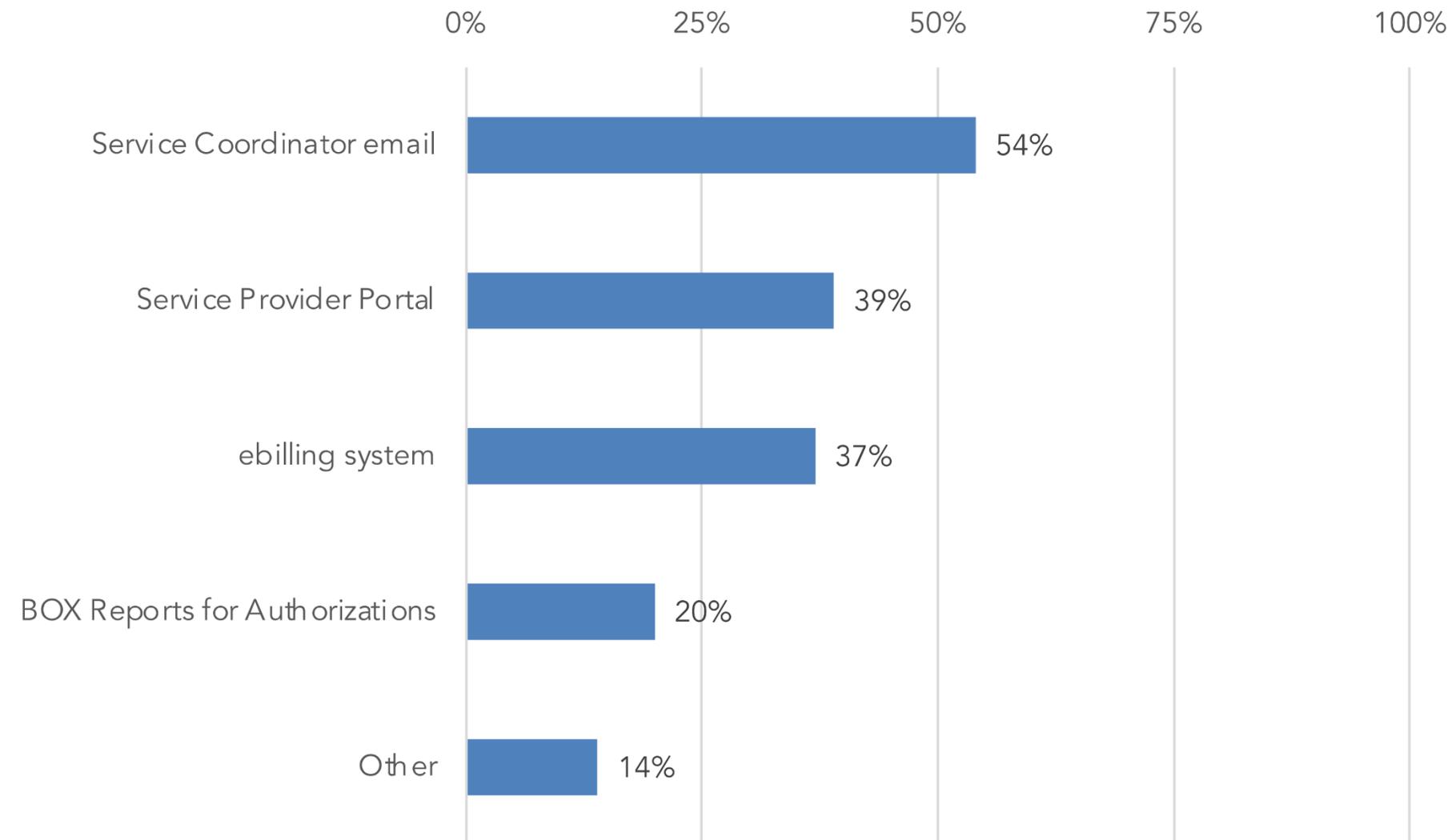
AUTHORIZATIONS

Percent of responding Service Providers Disagree (Strongly Disagree or Disagree), Neither (Disagree nor Agree) or Agree (Strongly Agree or Agree with the statement.

Statement	Disagree	Neither	Agree
POS Authorizations clearly state the service dates, units of services and rates	6%	11%	83%
I understand the process of how my agency will be reimbursed	4%	13%	83%
Purchase of Service Authorizations are easily understood	13%	21%	66%
I understand how POS Authorizations are approved and processed	20%	20%	60%
If an error is made on the authorization, TCRC accounting staff are accessible and helpful in assisting me	24%	30%	47%

■ Percent Disagreement   ■ Percent Neither   ■ Percent Agreement
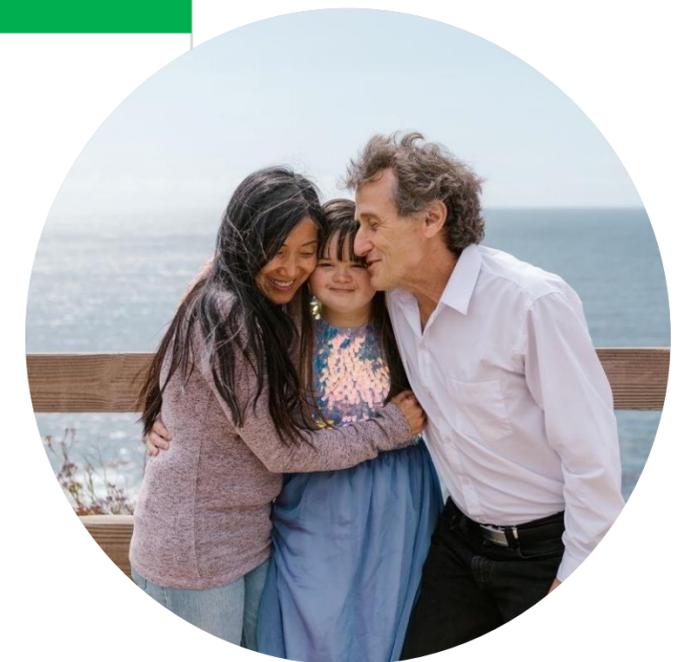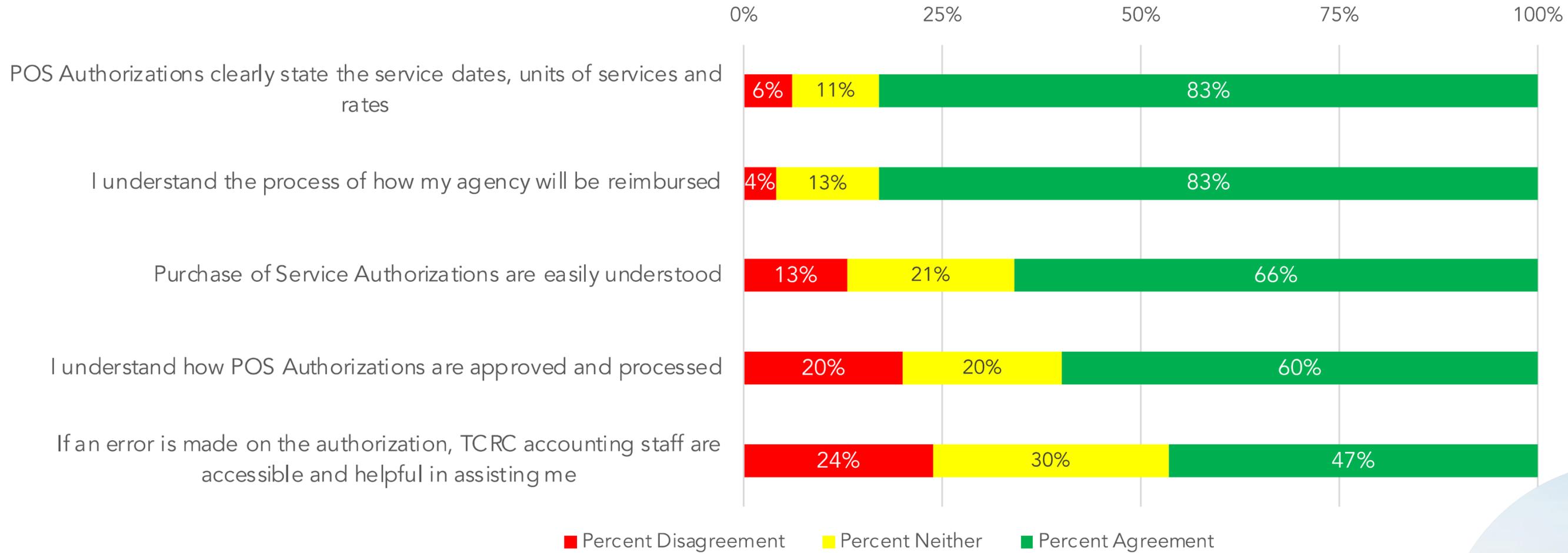
CUSTOMER SERVICE

Customer Service Metric	Average Score
Treating you with dignity and respect?	3.40
Listening to you?	3.25
Staff's knowledge?	3.18
Staff being helpful when you have a question or concern?	3.13
Overall (Staff) support for the provider community?	3.06
Staff providing you the information you need about resource development, vendorization, and support?	3.01
Returning your phone calls or replying to your emails or texts?	2.98

Tri-Counties Regional Center's Customer Service was rated overall between "Good" (3.00) and "Excellent" (4.00).

Scale:
1.00	=	Poor
2.00	=	Just OK
3.00	=	Good
4.00	=	Excellent
5.00	=	Truly Outstanding

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IN OUR OWN WORDS
- 3 Comment questions, 206 Provider Comments

We appreciate:
- Service Coordinator performance (12)
- TCRC (25)
- Accounting Staff (14)

We would like additional support with:
- Policies, e-billing, process training (6)
- BOX training (5)

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IN OUR OWN WORDS
- 3 Comment questions, 206 Provider Comments

We would like to see <u>system</u> changes in:
- Increased rates (8)
- Compensation for client cancellations. (10)

We would like to see <u>regional center</u> improvements in :
- Service Coordinator response-time. (22)
- Effective Communication (17)
- Authorization Process is time consuming. (16)
- Accounting Department processes. (13)
- Service Coordinator authorization training. (13)
- POS authorization complaint response (9)
- Equitable/sufficient Referral System. (4)

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WHAT FACTORS INTO THE FINDINGS: 2022 - 2023

Staffing Shortages

- Average Monthly Vacancies: 68 positions
- Average Monthly Leaves: 13
- Increased Caseload/Workload
- Changing Caseloads
- Provider Staff Shortages

COVID-19 Epidemic

- Virus evolution
- Vaccine/Booster Programs
- Absences (staff/provider/people served)

Instituted Hybrid Work

- Implementing Hybrid Work
- Flex Schedules
- Increased Technology Options

Budgetary / Policy Impacts

- Growth Position Funding
- Self-Determination Expansion
- Many DDS Directives

New Service Models / Vendors

- Social /Recreational Service
- Rate Increase Changes
- Continuation of some Hybrid Services

New Opportunities (and Responsibilities)

- Lead SC on every SC team
- Early Childhood SCs at 1:40
- Deaf/Hard of Hearing Specialist
- Community Outreach and Training Specialist (LACC Funding)
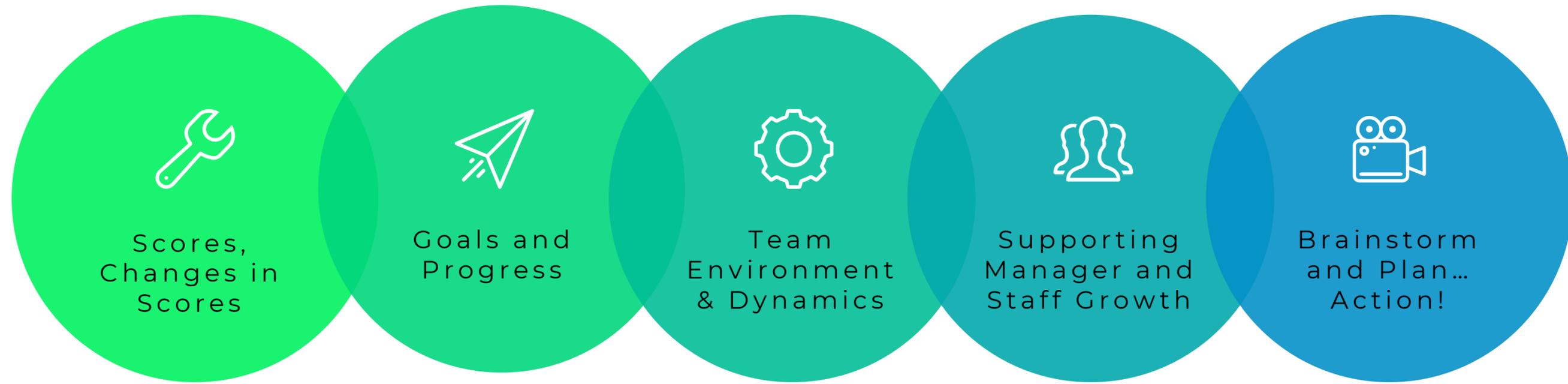
THE IMPACT : 2022 - 2023

- COVID Residual Fatigue/Stress/Emotion/Grief/Discontent

- Social disconnection

- Increased Impatience / "quick fuse"

- Remote connections, lack of unintentional communications, connections, support and empathy

- Increased digital divide

- Increased barriers or challenges
  - Staff/Provider/Generic Program staff shortages
  - Social/Developmental regressions

- Relative high number of new regional center/provider positions underfilled and new hires

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Striving for Organizational Excellence!

Data varies by the size of the provider, the type of services provided and in the areas in which they serve.

As part of this process, the Service Provider Satisfaction Survey data and TCRC's investment in the Organizational Development Plan for Managing Growth will also allow TCRC to identify and target areas of promising practices and areas for enhanced responsiveness.

Scores, Changes in Scores

Goals and Progress

Team Environment & Dynamics

Supporting Manager and Staff Growth

Brainstorm and Plan... Action!

It's People, not just Numbers

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Thoughts?

Questions?

Thank you!

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