



# 2025 Individual and Family Satisfaction Survey

North Los Angeles County Regional Center

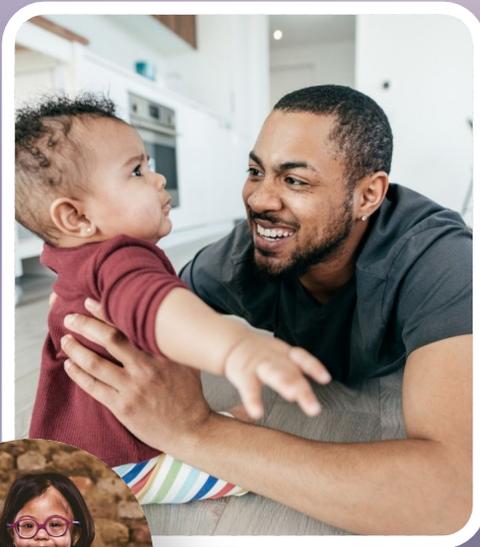
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# Purpose



To quantify the voice of people served by North Los Angeles County Regional Center and measure their satisfaction in relation to the 2022-26 Strategic Plan Outcome Measures and related Performance Contract Incentive Measures.

- Diversity, Equity, Inclusion and Belonging
- Development & Growth of an Engaged Workforce
- Employment and Day Services
- Health and Wellness
- Safe, Affordable and Accessible Housing



# 2025

## In Context...



### Growth, Growth, Growth!

- Grew by 4,513 people served in CY2025
- People served represent 27+ languages, + hundreds of distinct identities
- POS Authorizations increased 327+m over the past fiscal year
- Numerous New Hires and Service Coordination positions
- Changing Caseloads



### Expanding Opportunities (and Responsibilities)

- Internal Trainings
- Townhall Meetings
- Self-Determination Expansion
- LACC Year 3 Implementation, Year 4 Planning
- State Budgetary Uncertainties



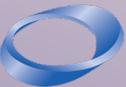
### Service Provision Initiatives

- Comprehensive Rate Reform Process
- New IPP Template
- Standardize Respite Assessment
- Decreased Early Childhood (Ages 0-5) Caseload Ratios
- Extension of some Hybrid Services
- Continued Social/Recreational Service Expansion
- Provider Staff Shortages



### Oh! And the World...

- Challenging Political Climate
- Budgetary Uncertainties
- Weather Extremes, Fires and Flooding
- Local and Global Conflicts





# 2025 Highlights...



- 40,829 individuals/families served (December 2025 Caseload)
- 82% of all respondents know who their service coordinator is;
  - 18% do not
- 77% of all respondents stated the goals that were most important to them were included in their most recent IFSP/IPP
  - 8% stated their goals were not included;
  - 16% said they had not had an IFSP/IPP
- 58% of individuals/families feel the services/supports provided or purchased for them are “Excellent” or “Truly Outstanding” support
- 50% of individuals/families feel regional center has been “Excellent” or “Truly Outstanding” in supporting them in the past year
- 60% of individuals/families feel NLACRC has had an “Excellent” or “Truly Outstanding” impact on their lives



# How? (The Methodology)

North Los Angeles County Regional Center's Individual and Family Satisfaction Survey is designed to:

- ✓ Drive change from the those who are the experts in the impact of services and supports – the individuals and families served.
- ✓ Provide statistically sound, actionable insights for data-driven decision making within the agency.
- ✓ Be responsive to stakeholders' voices as represented by the Strategic Plan



## WHO?

- 38,728 Individuals/Families  
(everyone served/supported – September 2025)



## WHAT?

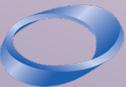
- 35 questions:  
Ratings / Comments



## HOW?

- 5,075 voices represented  
September 30<sup>th</sup> – November 24<sup>th</sup>, 2025

**Respondents participated:**  
77% SMS/Text  
7% online  
16% Live Telephone Interview



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# Who Participated?

## Service Type:

Early Start	(866)
Provisional	(166)
Lanterman	(4033)

## Service Area:

Antelope	(1,308)
San Fernando	(3,175)
Santa Clarita	(566)
Other	(16)

## Primary Language:

Armenian	(30)
English	(3,618)
Russian	(14)
Spanish	(1,359)
Other	(44)

## Self-Determination Waiver Participant?

No	(4996)
Yes	(69)

## Primary Ethnicity:

Black/African-American	(465)
Asian	(130)
Filipino	(124)
Multi-Cultural	(326)
Hispanic/Latino	(2428)
White	(1040)
Other	(552)

## Age Band of Person Served:

0-3 years of age	(1002)
4 - 12 years of age	(1853)
13-22 years of age	(1031)
23-49 years of age	(941)
50+ years of age	(235)

## Medicaid Waiver Status:

Yes.	(1279)
No	(3795)





### Unbalanced Scale:

Poor  
1.00

Just OK  
2.00

Good  
3.00

Excellent  
4.00

Truly Outstanding  
5.00



$$\text{Satisfaction} = \text{Expectation} - \text{Perception} / \text{Performance}$$



Differences seen are not due to chance.

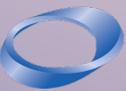




# 2025 Individual and Family Satisfaction – at a glance



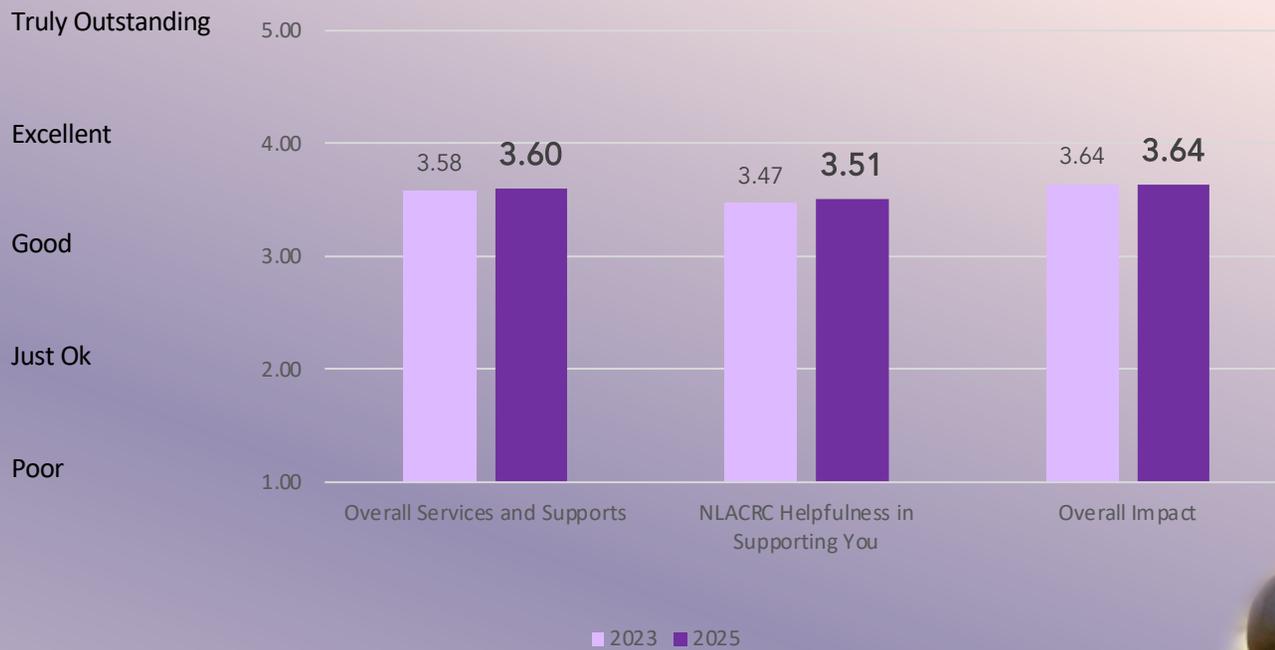
- NLACRC received scores higher than “Good” (3.00) on all metrics assessed, and
- “Excellent” (4.00) or higher on two metrics
- All metrics in the *2025 Individual and Family Satisfaction Survey* ranged from 3.38 – 4.09.
- On average metrics were 0.05 higher in 2025 than in 2023.
- Compared to 2023, scores for eighteen (18) of the twenty-three (23) metrics improved; five (5) metrics declined compared
- Scores declined/increased between -0.03 – +0.18.



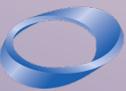


# NLACRC's Impact on our Communities...

## Overall Metrics



*"Regional center is give me a chance to change my life.  
And show me how to do it."*

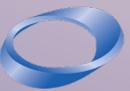
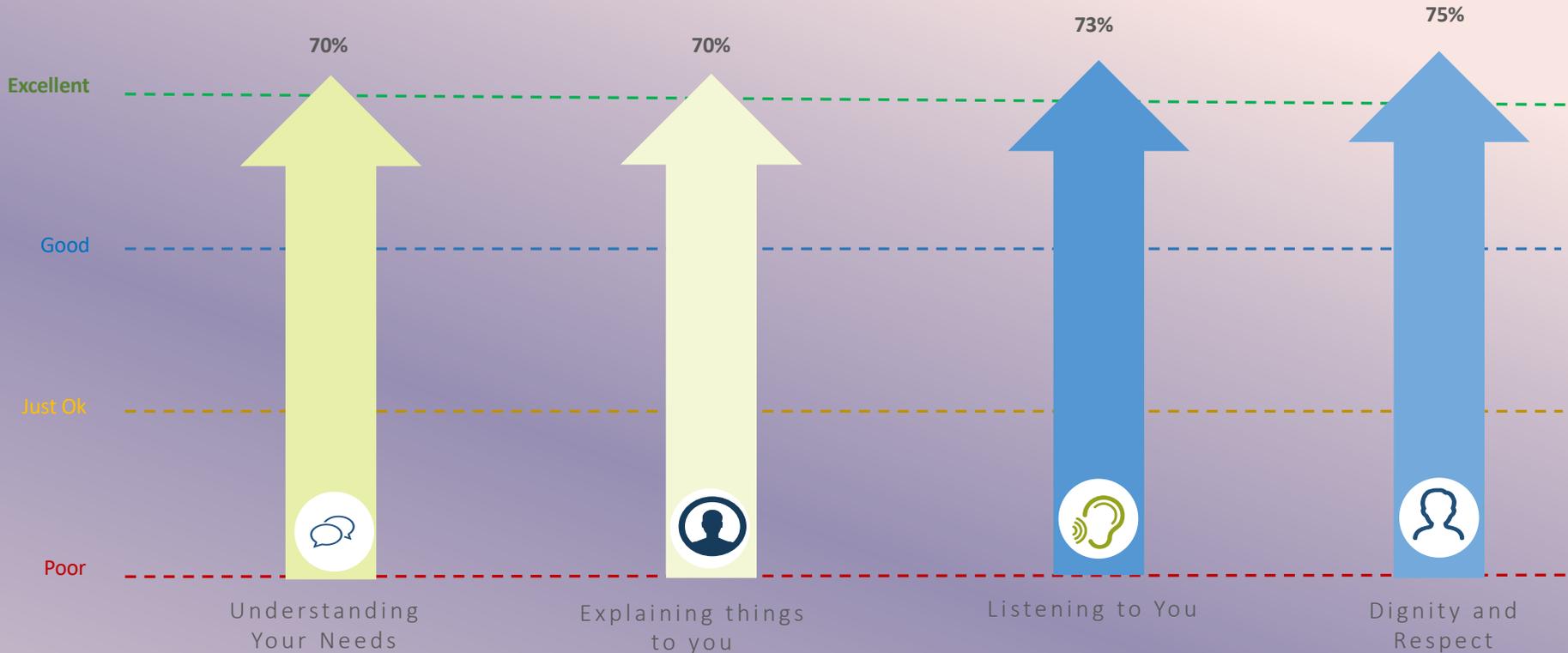


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# 70% or more of all respondents agreed NLACRC was Excellent or Truly Outstanding in...

Truly Outstanding



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# But has growth opportunities... Lowest Scores...

## Information on Community Services

3.38  
(increased 0.16)



## Information on Regional Center Services & Supports

3.45  
(increased 0.18)

## Information to make your own decisions

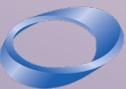
3.53  
(increased 0.12)

## Overall helpful in supporting you

3.51  
(increased 0.04)

## Overall Information

3.56  
(increased 0.17)



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# IFSP/IPP AS THE CORNERSTONE OF SERVICES

**Thinking back to your most recent IPP/IFSP, were the goals that are most important to you included in your plan?"**

Response Option	2023 Percent	2025 Percent
Yes	79%	77%
No	6%	8%
Have Not Had an IPP/IFSP	15%	16%



**Were you able to get the services, supports, information or referrals you needed from the regional center during the last year?"**

Response Option	2023 Percent	2025 Percent
Yes, I was able to get what I needed from the Regional Center	71%	69%
No, I was not able to get what I needed.	21%	23%
I didn't need anything or anything different from the regional center	8%	8%





**Discuss future housing options with you/your family?**

Response Option	2023 Percent	2025 Percent
Yes, we discussed this in-depth	23%	<b>27%</b>
Yes, we discussed this some	23%	<b>27%</b>
No, the service coordinator did not mention housing	34%	<b>26%</b>
No, I did not want to talk about housing options	20%	<b>20%</b>

# DURING YOUR PLANNING MEETING, DID YOUR SERVICE COORDINATOR

**During your planning meeting, were you provided information on employment (job, work) options?"**

Response Option	2023 Percent	2025 Percent
Yes, we discussed this in-depth	27%	<b>28%</b>
Yes, we discussed this some	28%	<b>27%</b>
No, the service coordinator did not mention employment options	24%	<b>22%</b>
No, I did not want to talk about employment options, or I am pursuing a different goal (school, volunteering, etc.)	22%	<b>23%</b>

...



**During your planning meeting, were you provided referrals to service providers that can help you gain employment (get a job)?"**

Response Option	2023 Percent	2025 Percent
Yes, I was given a referral	48%	<b>56%</b>
No, I was not given a referral.	25%	<b>19%</b>
I didn't need a referral	27%	<b>26%</b>





## 2022-26 STRATEGIC PLAN: OUTCOME MEASURES:

- DEIB
- DEVELOPMENT & GROWTH OF AN ENGAGED WORKFORCE
- EMPLOYMENT AND DAY PROGRAMS
- HOUSING
- (MENTAL HEALTH)



# STRATEGIC PLAN OUTCOME MEASURES: - DEIB



## DEIB (Individuals Served/Families, Staff, Provider, Community Focus)

Outcome Measure	2022 (Baseline)	2023	2025	Difference (2025-23)
<b>Training: Communication</b> (Strategy 1.2.4) (Individual/Family Satisfaction Survey)	3.53/5	3.80/5	3.77/5	-0.03
<b>Training: Overall Services &amp; Supports Rating</b> (Strategy 1.2.4) (Individual/Family Satisfaction Survey)	3.33/5	3.58/5	3.60/5	0.02
<b>Training: Goals Met</b> (Strategy 1.2.3, 1.2.4) (Individual/Family Satisfaction Survey)	TBD	3.66/5	3.77/5	0.1
<b>Training: Person-Centered</b> (Strategy 1.2.3, 1.2.4) (Individual/Family Satisfaction Survey)	TBD	3.73/5	3.83/5	0.11
<b>Access: Speak Primary Language</b> (Strategy 1.3.1, 1.3.2, 1.3.3) (Individual/Family Satisfaction Survey)	TBD	97%	64%	33%
<b>Access: Culturally-Appropriate and Integrative</b> (Strategy 1.3.1, 1.3.2, 1.3.3, 1.3.4) (Individual/Family Satisfaction Survey)	TBD	3.80/5	3.86/5	0.06

*“The family wouldn’t be able to survive without regional Center it’s changed our lives for the better to make caring for a child with special needs more manageable thank you.”*



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# STRATEGIC PLAN OUTCOME MEASURES: - DEVELOPMENT & GROWTH OF AN ENGAGED WORKFORCE

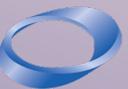
## Development & Growth of an Engaged Workforce. (Staff Focus)

Outcome Measure	2022 (Baseline)	2023	2025	Difference (2025-23)
<b>Training: Overall CSC Relationship</b> (Strategy 2.1.1, 2.1.4) (Individual/Family Satisfaction Survey)	3.43/5	3.89/5	3.85/5	-0.03



*“Our SC and she’s beyond amazing. She truly deserves a raise if not then a promotion. She is very kind and patient, keeps it very professional. She’s well organized and invested into families who are needing services but not sure how to begin.”*

*“Last year, they changed the person handling my son's case, and it took them over a year to assign a new one. To date, I haven't received any calls to schedule my son's annual evaluation; this is the second year he hasn't been assessed.”*



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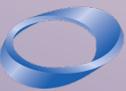


# STRATEGIC PLAN OUTCOME MEASURES: - EMPLOYMENT & DAY PROGRAMS



<b>Employment and Day Programs. (Individual Served Focus)</b>				
<b>Outcome Measure</b>	<b>2022 (Baseline)</b>	<b>2023</b>	<b>2025</b>	<b>Difference (2025-23)</b>
<b>Training: IPP in addressing your needs</b> <small>(Strategy 3.1.1, 3.1.3) (Individual/Family Satisfaction Survey, age 14+)</small>	3.35/5	3.64/5	3.72/5	0.08
<b>Training: IPP in addressing your needs</b> <small>(Strategy 3.1.1, 3.1.3) (Individual/Family Satisfaction Survey, Adults only)</small>	Baseline	70%	73%	3%
<b>Training: IPP in addressing your needs</b> <small>(Strategy 3.1.1, 3.1.3) (Individual/Family Satisfaction Survey, Adults only)</small>	Baseline	66%	76%	10%

*“We have had No support at all with planning for my son to be an adult in the last few years. He is now 18 and I extremely disappointed. I expected help planning his post high school transition.”*





# STRATEGIC PLAN OUTCOME MEASURES: - HOUSING



<b>Housing</b> <i>(Individuals Served Focus)</i>				
<b>Outcome Measure</b>	<b>2022 (Baseline)</b>	<b>2023</b>	<b>Difference</b>	
<b>Training: IPP Discussed Housing Options</b> (Strategy 5.1.1, 5.1.2, 5.1.3) (Individual/Family Satisfaction Survey, ages 22+)	TBD	58%	69%	11%

*“Wish it is more timely and not constantly delayed. Also, my child keep changing coordinator before she is able to even get familiar, as well there is really no asst. or follow up on long term plans esp. housing, transportation, and job resources.”*



# Thoughts? Questions?

**Thank You!**