



The San Diego Regional Center is in the process of mailing 5000 Client/Family Satisfaction Surveys. We are very interested in your feedback so we may continue to improve in our capacity to serve our more than 26,000 clients.

- Why are we sending the satisfaction surveys? The San Diego Regional Center routinely (every few years) asks clients and families how are we doing so we may be aware of our opportunities to improve and better serve our clients
- Some clients and family members may ask - Why did I receive the survey? Why did I not receive the survey? We survey approximately 25% of our clients as a representative sample. All the names were randomly selected.
- Why did we ask about ethnicity? We are asking about ethnicity as part of our commitment to ensure that our agency is culturally competent and provides services in a fair and equitable manner. We will analyze the results to determine if there are any differences among the ethnic groups in the way they feel treated by our agency. These results may inform us of how we may be more culturally sensitive.
- How will the information be used? Each question will be statistically analyzed to identify areas for organizational improvement. These results will serve as the basis for a series of recommendations to improve our “customer service” and service provision in general.
- Are client/family responses private? As the survey does not ask for a client or family member name, there is total anonymity.