
Self-Determination Enrolled Participant Survey FY 24/25 Report of Results June 2025

Background

At Harbor Regional Center (Harbor) our vision, mission, and values guide the work we do. We are committed to listening to our community and using feedback to improve the services and supports we provide. One of the key ways we gather feedback is through surveys, which helps us to understand if our work has a positive impact on the individuals and families, we serve.

In March and April 2025, Harbor conducted its first Annual Self-Determination Program (SDP) Enrolled Participant Survey. The survey was made available to individuals and families enrolled in SDP at Harbor for at least a year. The survey gathered feedback on participant's level of agreement with key statements about the program, their satisfaction with key SDP components, and the barriers and challenges they have faced.

In mid-March, the survey was distributed by email and/or mail in multiple languages to 279 individuals and families enrolled in SDP for at least a year. The survey was available online until mid-April, and we waited until the end of April for any mail-in surveys to arrive before we started summarizing the results.

Results Highlights

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

Responses: We received 52 surveys. This represents a 19% return, which is considered an acceptable response rate.

Demographics: Almost all (90%) survey respondents were family members of individuals enrolled in SDP. More than half (52%) have been enrolled in SDP for two to three years. Three-quarters (75%) of the individuals represented were under 31 years old, while 25% were 31 or older. Compared to the age distribution of all SDP enrolled participants, survey respondents represented a higher percentage of individuals 31 years old and above (i.e., 25% versus 12%). More than half (56%) of survey respondents represented individuals with diagnoses of autism spectrum disorder and intellectual disability compared to 72% and 28%, respectively, for all SDP enrolled participants.

Regarding the ethnicity and preferred language of survey respondents, there were some differences between survey respondents and all SDP enrolled participants. While 31% of survey respondents self-identified as Caucasian, and 40% of the total number of individuals enrolled in SDP self-identified as Caucasian. And, 29% of survey respondents self-identified as Asian, while 19% of the total number of individuals enrolled in SDP self-identified as Asian. The preferred languages of all the people enrolled in SDP are English

at 88% and Spanish at 10%. Of those who took the survey, 89% reported English as their preferred language, while 2% reported Spanish as their preferred language, which is a much lower percentage.

Key Results:

Agreement: When asked to rate their overall agreement about SDP, between 67% and 98% of survey respondents agreed or strongly agreed with the ten (10) statements presented.

Agreement was highest for statements such as:

- Services and supports are person-centered – 98%
- My needs are being met – 94%
- I would recommend SDP to others – 94%

Agreement was lowest for the following statement:

- It is easy to understand information about services and/or budgets – 67%

Satisfaction: When asked to rate their satisfaction, between 56% and 90% were satisfied or very satisfied with nine (9) SDP components.

Satisfaction was highest for the following components:

- Developing a budget – 90%
- Creating a person-centered plan – 90%

Satisfaction was lowered for the following components:

- Selecting a Financial Management Service (FMS) – 65%
- Working with an FMS – 56%

Barriers/Challenges: The biggest barrier reported was a lack of service providers (44%).

Providers: More than half (54%) reported utilizing a combination of Harbor contracted providers and non- contracted providers in SDP.

Summary

This was Harbor's first survey conducted specifically with participants enrolled in the Self-Determination Program, and we plan to continue this effort annually. For this initial year, the focus was on those who have been enrolled in SDP for at least a year.

We were pleased to see that almost all survey respondents felt that their services were person-centered, met their needs and that they would recommend SDP to others. At the same time, the survey highlighted areas for growth— such as providing information that is easier to understand and helping people navigate the complexities of SDP, especially at the beginning of their journey. Participants also identified challenges in selecting and working with a FMS, as well as difficulties in finding available service providers. These will be key focus areas in the coming year.

We appreciate all the individuals and families who provided this valuable feedback to us. Please continue sharing your feedback through the surveys, listening sessions, and focus groups we hold throughout the year.

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



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HARBOR
REGIONAL CENTER

June 2025

Self-Determination Program (SDP) Enrolled Participant Survey FY 24-25

REPORT OF RESULTS

Background

Self-Determination Program

- In 2018, 101 individuals were selected for SDP through a lottery system at the state level.
- First Harbor individual enrolled in SDP in 2019
- As of April 30, 2025, there are 393 individuals enrolled in SDP



Background

Harbor's Strategic Plan for 2023-2026

- Committed to improving the experience and satisfaction of the individuals and families we serve
- Specifically, an annual survey was developed to measure the experience and satisfaction of those enrolled in SDP for at least a year



Background

SURVEY PROCESS

- Emailed and/or mailed surveys in multiple languages to individuals and families enrolled in SDP for least a year
- 279 surveys distributed (205 email/74 mail)
- Survey open March 23 to April 24, 2025
- Reminder emails sent during open period





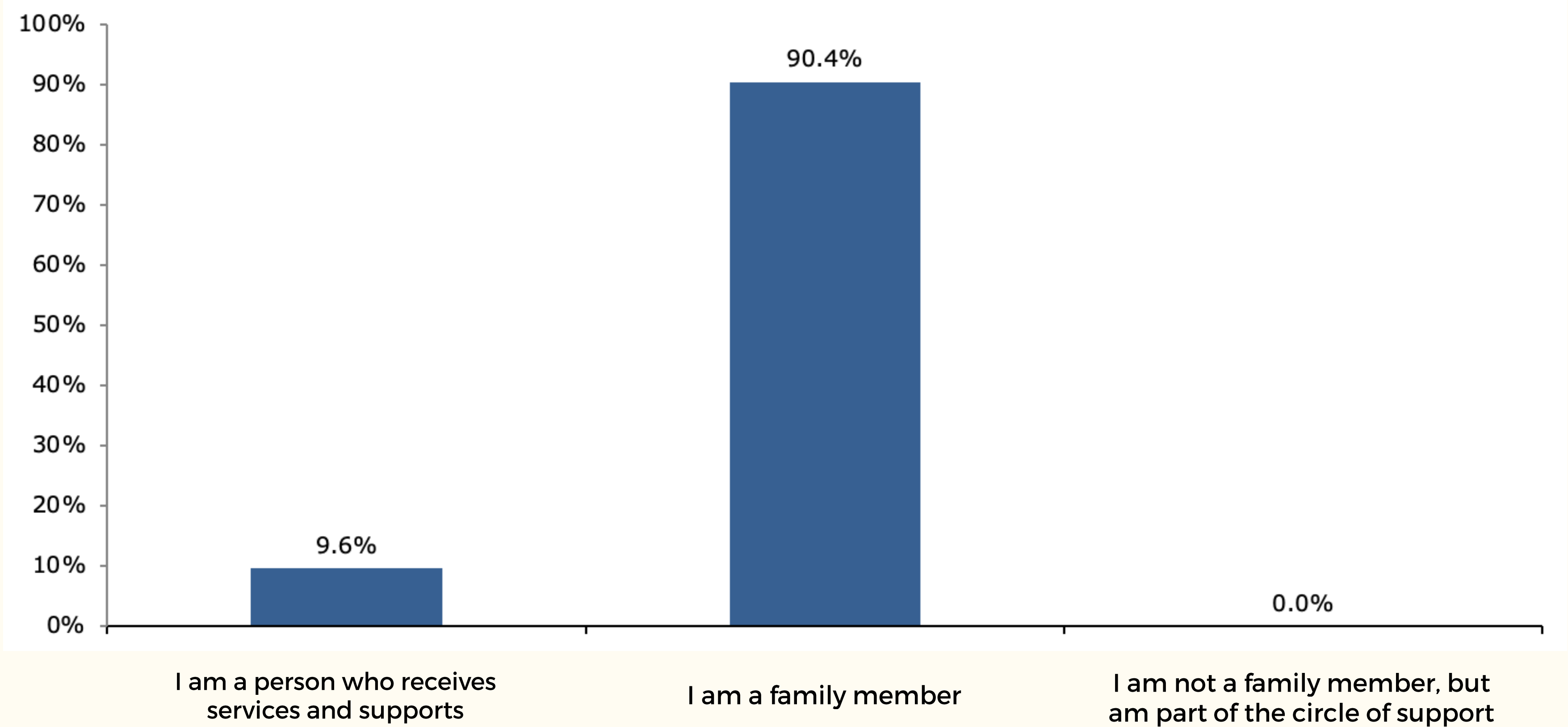
June 2025

Survey Respondents' Demographics

Received 52 survey responses
19% return

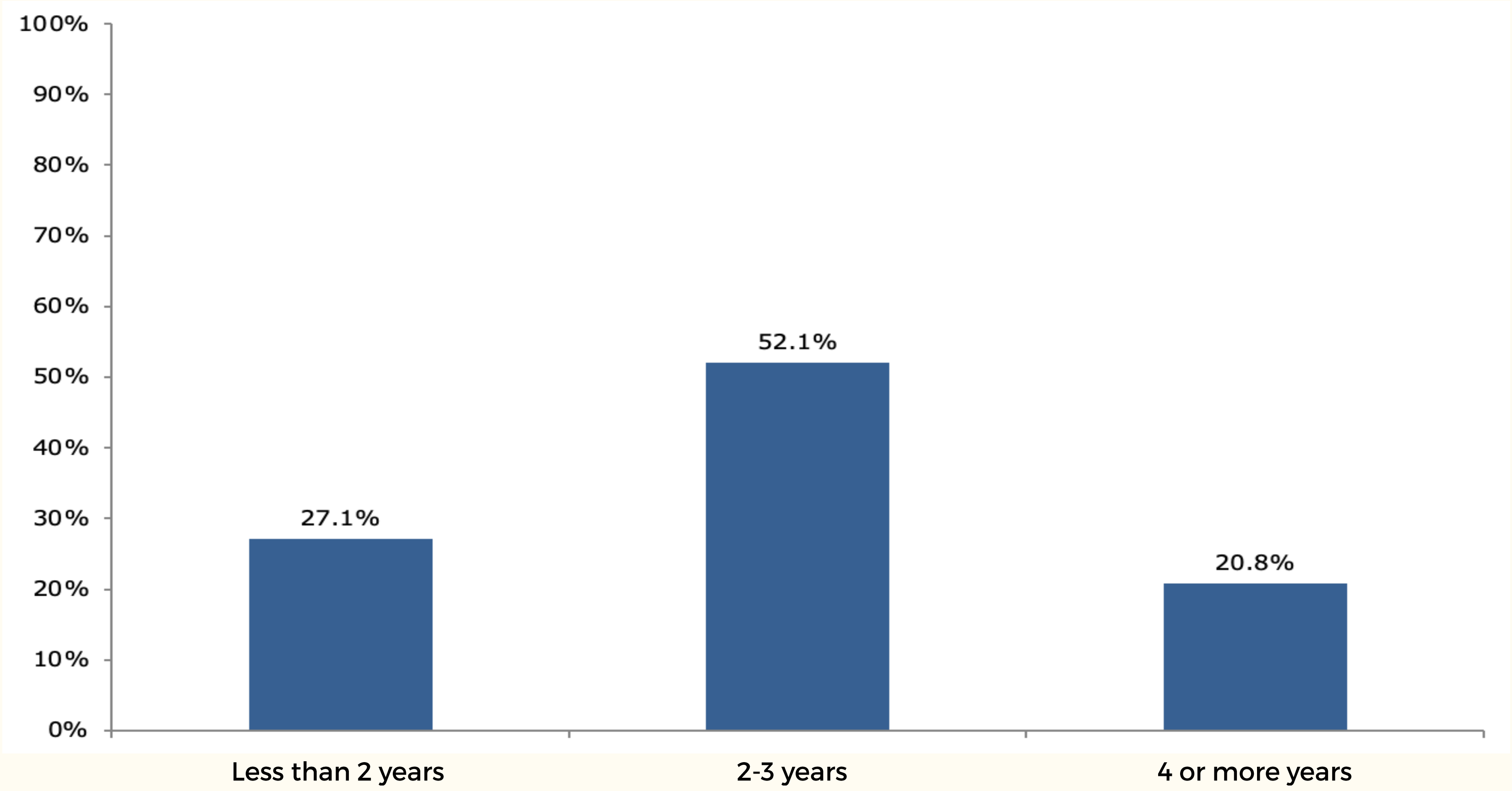


What statement applies the best to you?

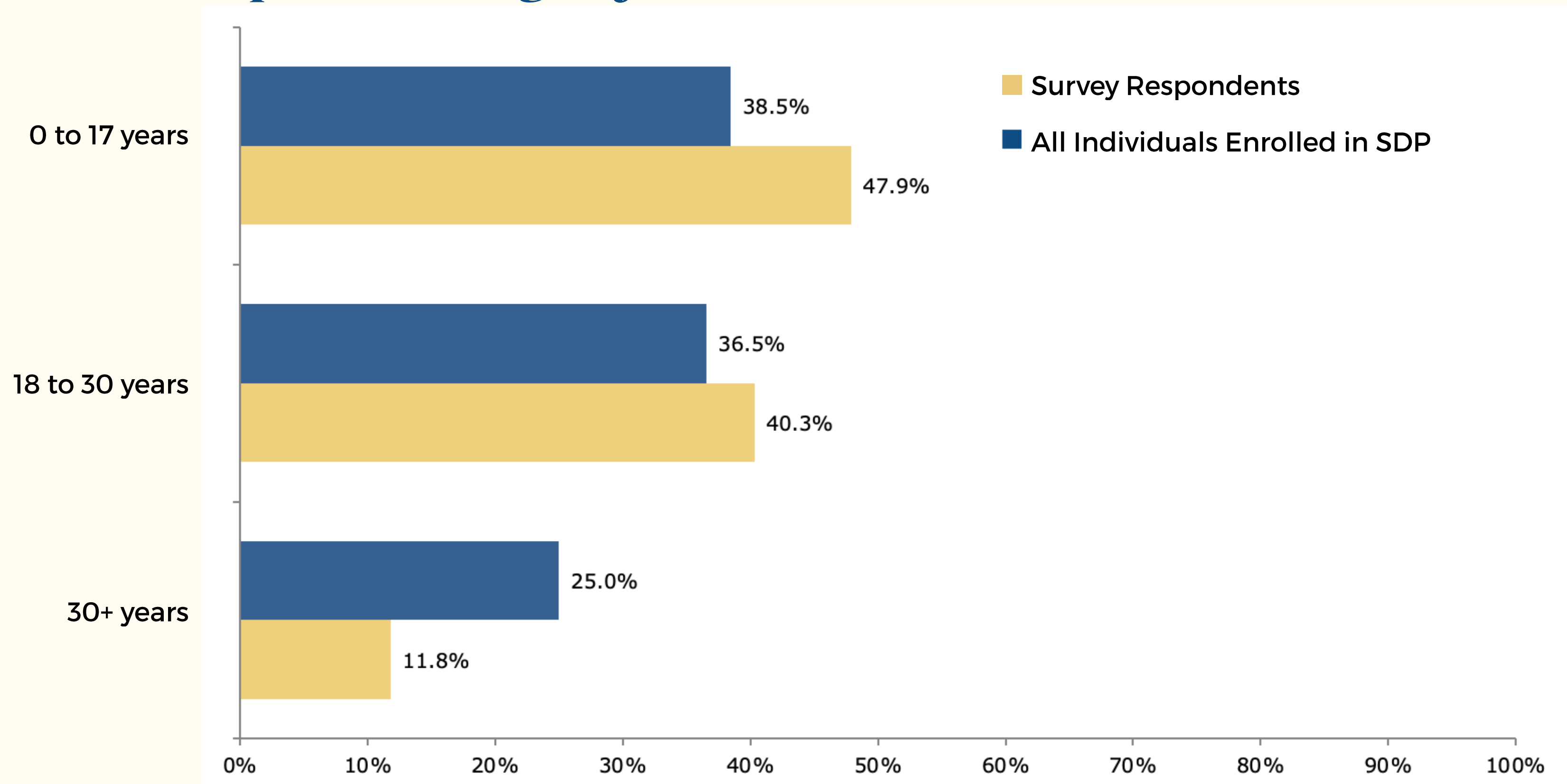




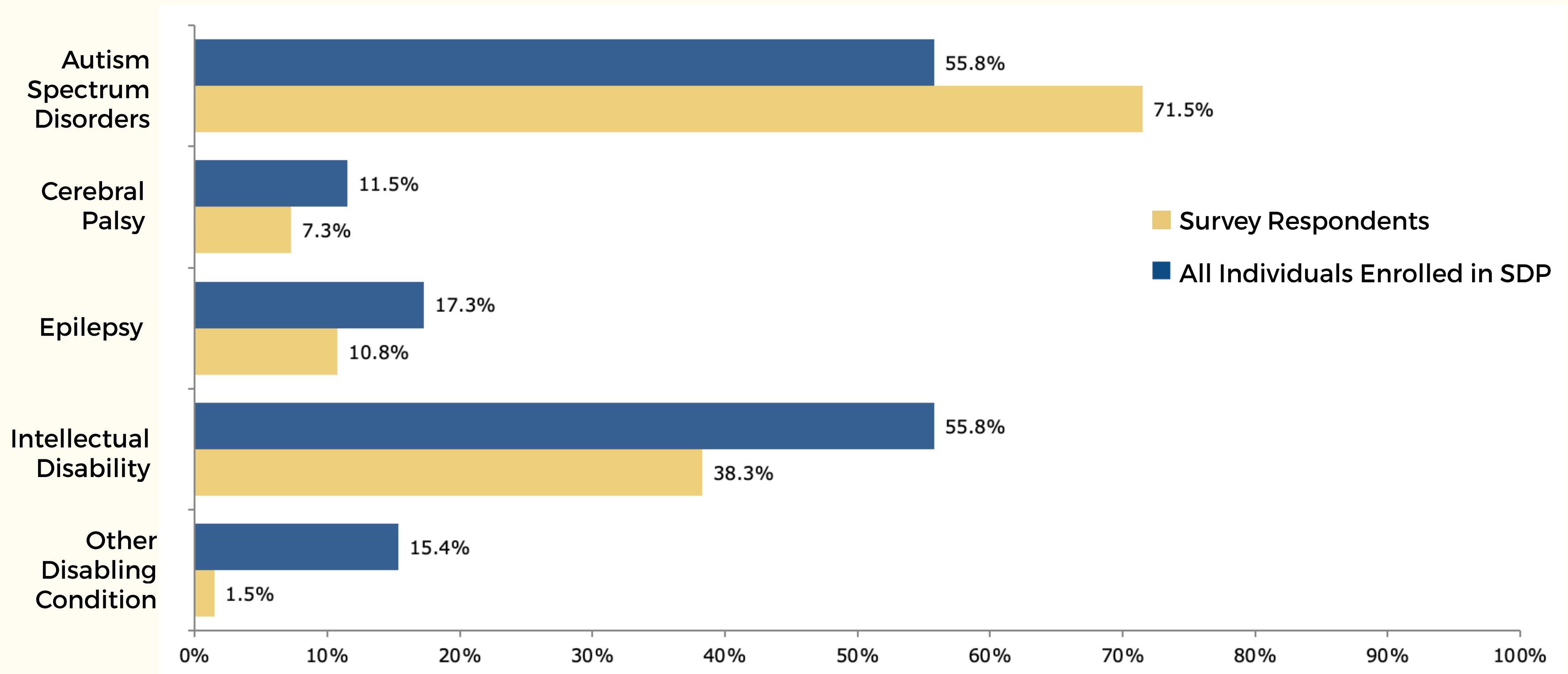
How long have you been enrolled in SDP?



Age of Individuals Served for Survey Respondents Compared to Age of All Individuals Enrolled in SDP



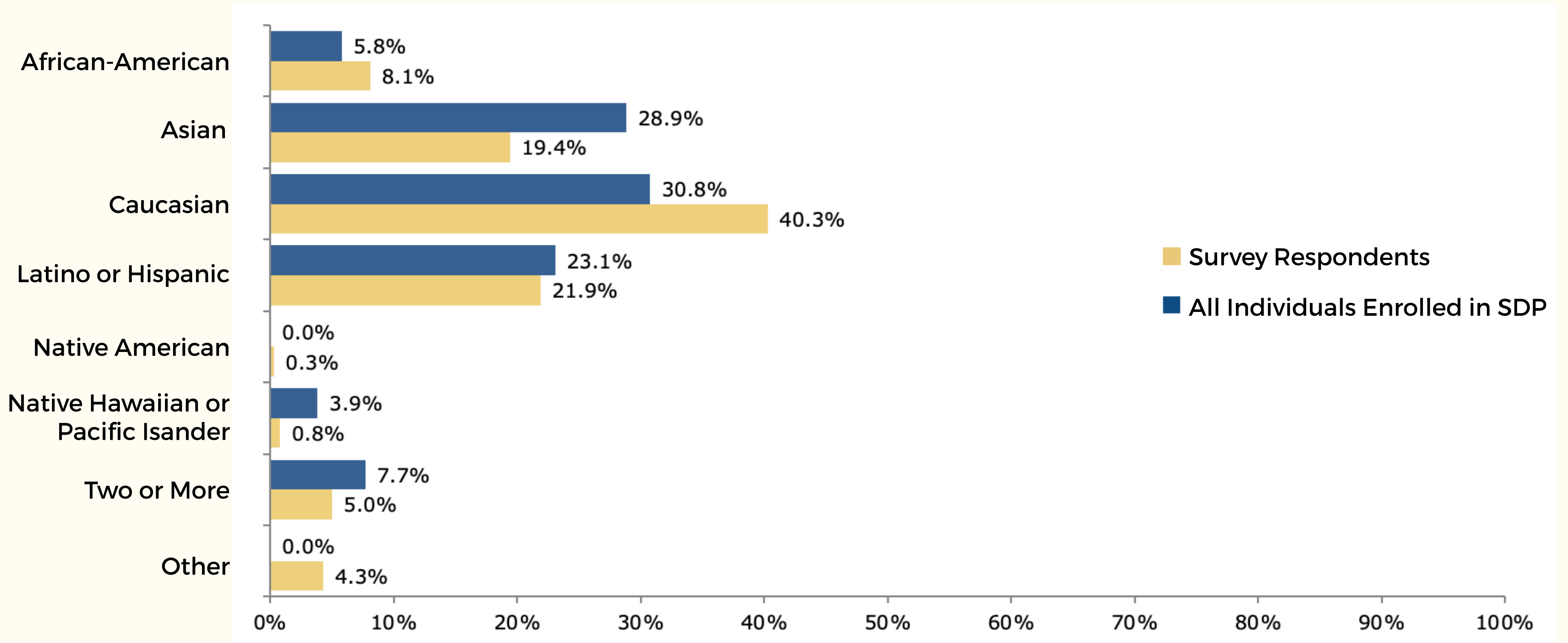
Diagnoses of Individuals Served for Survey Respondents Compared to Age of All Individuals Enrolled in SDP





Ethnicity of Survey Respondents

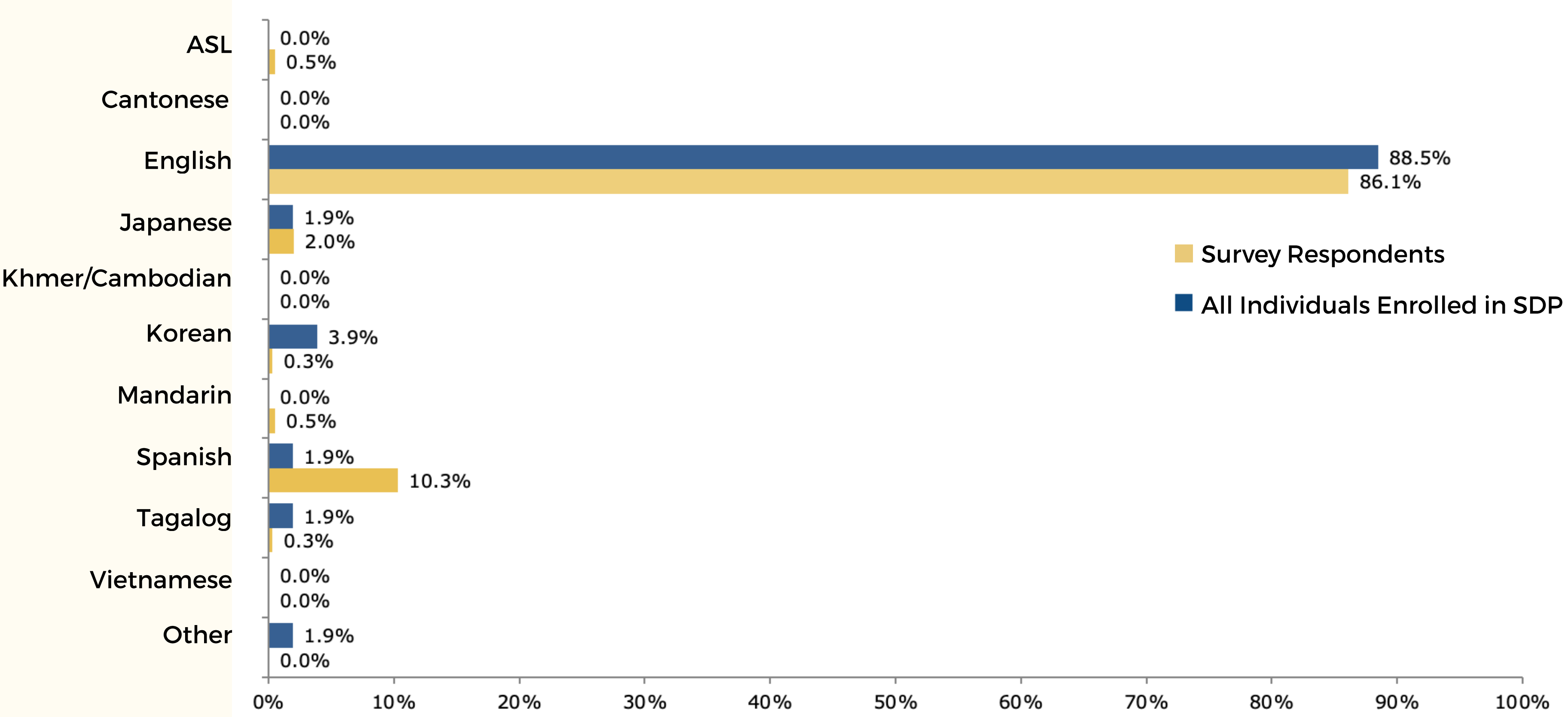
Compared to Preferred Language of All Individuals Enrolled in SDP





Preferred Language of Survey Respondents

Compared to Preferred Language of All Individuals Enrolled in SDP





June 2025

Overall Experience and Satisfaction





Rate your Agreement with Statements about the SDP	Agree	Strongly Agree
It is easy to understand the information about services and/or budget.	44%	23%
I have enough help deciding how to use my individual budget/services.	42%	33%
My service providers have the right training to meet my needs.	46%	42%
Services and supports are person centered.	42%	56%
My needs are being met.	56%	38%



Rate your Satisfaction with Statements about the SDP	Agree	Strongly Agree
Harbor staff provide ongoing help when I have questions about the SDP.	33%	50%
My knowledge about the SDP has increased over time.	42%	54%
Navigating the SDP has become easier over time.	40%	42%
I am pleased with my overall experience in SDP.	44%	46%
I would recommend the SDP to others.	31%	63%

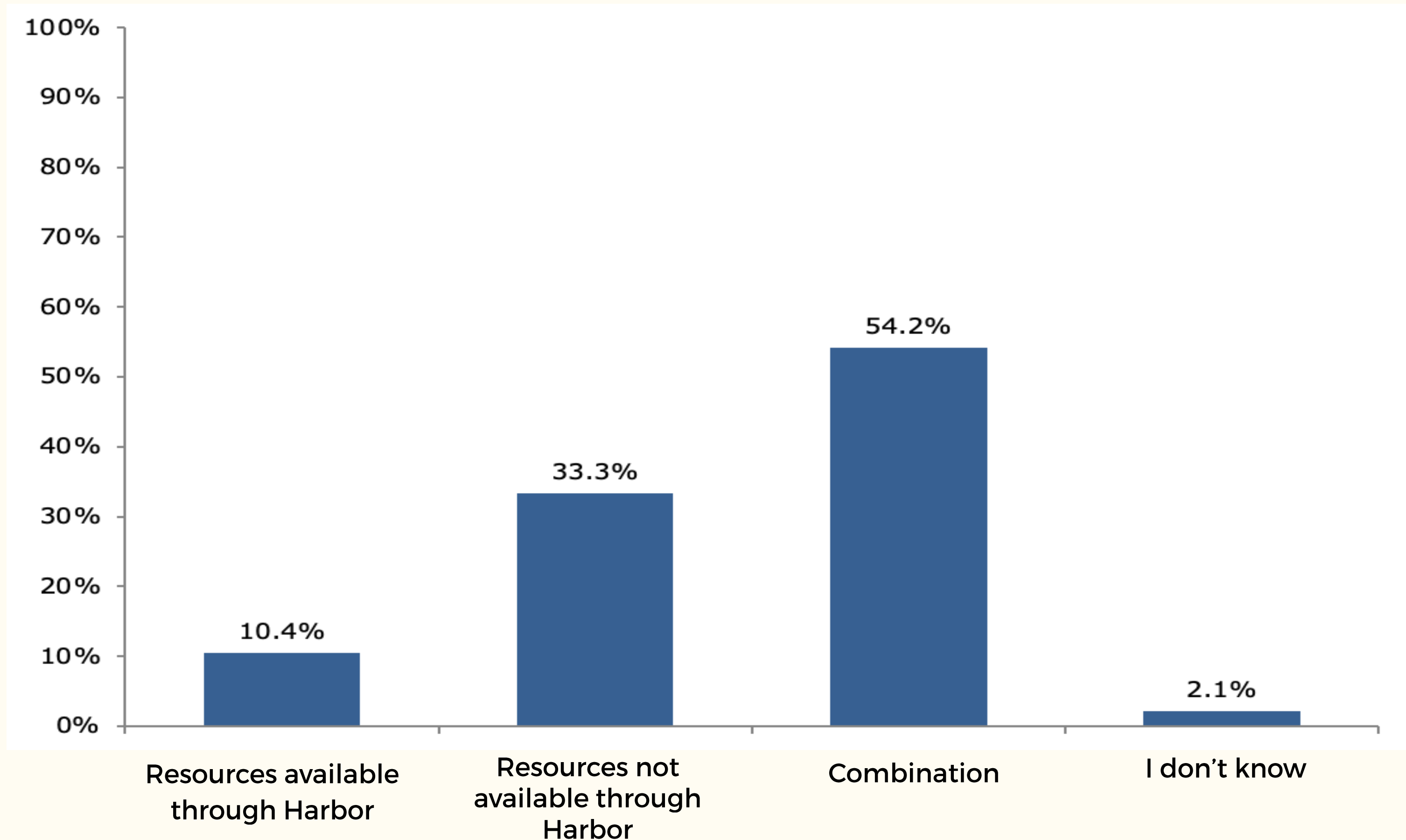


Rate your Satisfaction with SDP Components	Satisfied	Very Satisfied
Working with an Independent Facilitator	23%	52%
Creating a Person-Centered Plan	38%	50%
Developing a budget	42%	48%
Amending a budget	35%	40%



Rate your Satisfaction with SDP Components	Satisfied	Very Satisfied
Selecting an FMS	40%	25%
Working with an FMS	29%	27%
Creating a spending plan	42%	44%
Amending a spending plan	44%	38%
Monitoring SDP funds	48%	25%

What providers have you chosen to utilize in SDP?





June 2025

Final Words

01

We appreciate everyone 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!**