

Frequently Asked Questions: Home Meal Delivery Survey Sample

Who should receive the survey?

Clients who receive services which allow them to live independently - specifically home-delivered meals - may receive this survey. Decide in advance the minimum amount of service clients should receive before being included in the survey (e.g., 5 times a week for at least one year). These criteria should be a part of your work plan.

Can I add questions to the Home Meal Delivery Survey?

Yes, you can add questions to the survey. Additional questions may collect information about the other results experienced by the client or information that will help you improve the service.

What are the options for conducting the surveys?

The survey can be given to the client in any of the following ways:

- In person, by handing it to them to fill out;
- In person or over the telephone, by reading it to them and taking down their answers on paper or on a computer using an electronic version of the survey; or
- Sending it to them through the mail

Regardless of how you conduct the survey, surveys must be kept confidential. This means there are no names on the completed surveys and they are stored in a safe place.

How do I collect the information from the volunteer stations? Who can help?

When considering the agency-wide performance measure, first think about the capacity of the volunteer stations where you place volunteers and your working relationship with those volunteer stations. Responsive stations are your best partners in distributing and collecting the surveys.

RSVP volunteers could be “survey helpers” and hand the survey to clients with a sealed envelope to ensure confidentiality. A brief orientation offered by the volunteer station or RSVP staff will help RSVP volunteers introduce the survey and respond to clients’ questions.

How do I know if I have met the H9 outcome?

There are two questions on the survey that respond to the H9 outcome (clients report having increased social ties and/or perceived social support):

- Question 2) *Because I have a RSVP volunteer I feel less lonely.*
- Question 3) *Because I have a RSVP volunteer I feel I have close ties to more people.*

In your work plan, you determine your target for achieving the outcome by deciding how many of the clients eligible to be surveyed will answer positively (“somewhat agree” or “strongly agree”) to at least one of the two questions. (For more information on reporting on the outcome, see *Summarizing Data: Home Meal Delivery Survey Sample*).

What should I do with information from the other questions?

| Because I have a RSVP volunteer... | Strongly Disagree | Somewhat Disagree | Somewhat Agree | Strongly Agree | Not applicable |
|---|-------------------|-------------------|----------------|----------------|----------------|
| 1) ... I am eating regularly scheduled meals. | | | | | |
| 2) ... I feel less lonely. | | | | | |
| 3) ... I feel I have close ties to more people. | | | | | |
| 4) ... I can remain living in my own home. | | | | | |
| 5) Overall, I am satisfied with my RSVP volunteer. | | | | | |
| 6) Overall, the RSVP Program has met my expectations. | | | | | |

Responses to the other questions can provide helpful information to improve or alter your service activity and contribute to greater understanding of client changes. This information can be shared with community and stakeholder groups (advisory council, volunteer stations, volunteers, funders, partners) through reports or promotional material. Strong agreement with any of the statements by almost all of the clients is cause for celebration. Disagreement with the statements provides an opportunity to look closely at your service activity.

Question 1) *Because I have a RSVP volunteer I am eating regularly scheduled meals.* Given that this is the basis of a home meal delivery service activity, you would hope to see almost all of the clients respond in agreement (“somewhat agree” or “strongly agree”). If clients disagree (somewhat or strongly) about eating regularly scheduled meals, it would be important to consider the reason. For instance, you might check the service model (e.g., Are you operating enough days?), or implementation (e.g., Are volunteers missing deliveries? Is the food adequate?). Comments provided by clients may offer insights about any problems that are occurring.

Question 4) *Because I have a RSVP volunteer, I can remain living in my own home.* Agreement with this statement would demonstrate that the service contributes to client independence. If a large number of clients disagree, look for clues as to why. Consider gaps in the service activity or whether clients are in need of additional services to remain independent. Perhaps clients are suffering health issues which put them at risk for continued home living. Your project might be able to offer additional services or a referral. Again, the comments may provide clues to the client issues.

Question 5) *Overall, I am satisfied with my RSVP volunteer* focus on client satisfaction with the RSVP volunteer. If many clients disagree with these statements, examine the volunteers’ performance and relationships with clients. Perhaps volunteers are chronically late or unable to handle multiple client demands. It may be that additional training is needed to ensure that volunteers are able to do their best work and know about other resources to offer. Check those comments.

Question 6) Overall, the RSVP program has met my expectations focuses on client satisfaction with the RSVP project as understood by the client. Disagreement with this statement may indicate a problem with the service or a misunderstanding of what the home meal delivery service can or cannot do. Consider the comments on those surveys where there are disagreement for additional information.

What should I do with any comments?

Comments can be an excellent way to highlight your findings and further elaborate on what the numbers or quantitative information you receive tells you. As noted above, the comments can clarify the responses, both why a client might have disagreed with one of the statements or agreed with it. In particular, comments can often identify the nature of the problem. This information can help you determine modifications to the service activity or other appropriate responses. Comments can also highlight outstanding qualities of service that you may want to quote in reports or recruitment materials.

Does H9 replace aging in place?

For many years I have used aging in place as my most important outcome (“Because of the RSVP volunteer, I can remain living in my home”). Can the outcome “increased social ties and/or perceived social support” replace it?

“Increased social ties and/or perceived social support” can replace the aging in place outcome. In fact, the H9 outcome supports the aging in place outcome. Twenty years of medical research has established a strong connection between social ties and/or perceived social support and positive mental and physical health outcomes. Put simply, researchers believe that positive social ties and feeling that support is available can help individuals be and remain physically and mentally healthy. The contact with RSVP volunteers doing meal services can address both the nutritional (physical) and social connections (mental) needed for good health. The healthier people are, the more likely they are to remain living in their own homes.