

Frequently Asked Questions: Senior Companion Program Performance Measure Surveys

What do the surveys measure?

The *Senior Companion Program Independent Living Performance Measure Survey* measures **H9**, “Number of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support.” **Clients** who receive companionship and independent living services will do this survey.

The *Senior Companion Program Respite Performance Measure Survey* measures **H14**, “Number of caregivers of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support.” **Caregivers** who receive respite services will complete this survey.

Where do we find the surveys?

The *Senior Companion Program Independent Living Performance Measure Survey* and more information about performance measure H9 can be found at: <https://www.nationalserviceresources.org/npm/h9> and <https://www.nationalserviceresources.org/sc-evaluations>.

The *Senior Companion Program Respite Performance Measure Survey* and more information about performance measure H14 can be found at: <https://www.nationalserviceresources.org/npm/h14> and <https://www.nationalserviceresources.org/sc-evaluations>.

Can we change the surveys?

No, do not change the surveys. It is very important that the survey questions are NOT altered in any way. Changing a question will prevent CNCS from combining the data from all SCP grantees. However, if you would like to add questions, put them at the end of the survey on a separate page.

Who should complete the surveys?

Clients (if you are measuring H9) and caregivers (if you are measuring H14) who have been receiving SCP services for the minimum amount of service you set in your work plan should complete the surveys. If clients are unable to complete the survey themselves, a family member or caseworker may complete the survey for them. The surveys are voluntary. If a client or caregiver chooses not to do a survey, their access to services will not be affected.

When do clients and caregivers complete the surveys?

Clients and caregivers should complete the survey at the end of the program year, or whenever you would normally collect your performance measure data in order to report in eGrants.

What are the options for conducting the surveys?

You can give the survey to the client or caregiver 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 the client or caregiver and taking down their answers on paper;
- Sending it to them through the mail or email.

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.

Who can help with survey data collection?

Senior Companion volunteers and project staff can hand out the survey to clients/caregivers to do it on their own. However, Senior Companions cannot help their **own** clients/caregivers to complete the survey, or do the survey for them. For example, Senior Companions cannot read the questions to their clients and take down the answers for them. However, SCP staff could ask questions and record the responses that the client/caregiver provides.

How do we summarize results?

To summarize results for H9, “Number of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support”, determine how many clients answered “Agree” or “Strongly Agree” to Question 2 (“I feel less lonely”) and/or Question 3 (“I feel I have close ties to more people”) in the SCP Independent Living Performance Measure Survey. These are the number of clients that met the target for H9; report this number.

To summarize results for H14, “Number of caregivers...who reported having increased social ties/perceived social support”, determine how many caregivers answered “Agree” or “Strongly Agree” to Question 2 (“I feel less lonely”) and/or Question 3 (“I feel I have close ties to more people”) in the SCP Respite Performance Measure Survey. These are the number of caregivers that met the target for H14; report this number.

How do we report results?

Report results for H9/H14 in eGrants when you complete your Progress Report (PPR).