



Healthy Futures Independent Living PM Surveys **REVIEW for RSVP Projects**



January 7, 2015
1 PM Eastern
10 AM Pacific



Agenda

1. Overview of technical assistance
2. National Service Knowledge Network
3. Healthy Futures performance measure surveys
4. Data collection steps
5. Summarizing the data and reporting results
6. Q & A



Technical Assistance (TA)

- TA to help you measure outcomes of independent living services provided by your volunteers
- For technical assistance:
 - Visit the National Service Knowledge Network
www.nationalservice.gov/resources
 - Contact your state office
 - Senior Corps Survey Technical Support
 - Tel: 800-207-0750 Email: SCSurvey@jbsinternational.com



National Service Knowledge Network Resources

Independent Living and Respite Surveys

www.nationalservice.gov/resources/scp-surveys

Online Courses

www.nationalservice.gov/resources/online-courses



Healthy Futures Performance Measures & Surveys (piloted by SCP in 2013)

Performance Measure	Survey
<p>H9. Number of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support</p>	<p><i>Independent Living Performance Measure Survey</i></p>
<p>H14. Number of caregivers of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support</p>	<p><i>Respite Performance Measure Survey</i></p>



Additional Healthy Futures Surveys (for H9 only)

- Intended for projects with a specific focus but that do not fit the SCP service model
 - Companionship-Transportation Survey
 - Home Meal Delivery Survey
- Samples that you can modify
- Recommend including questions addressing social ties and perceived social support (H9 outcome)
 - “I feel less lonely.”
 - “I feel I have close ties to more people.”



Data Collection Steps — Overview

Applicable to SCP and sample RSVP surveys:

Step 1. Prepare

- Download and review materials; talk with stakeholders; create lists of survey recipients; decide how and when to give out surveys; prepare survey helpers. Coordinate with stations.

Step 2. Distribute

- Give out surveys; follow-up with non-responders.

Step 3. Summarize

- Aggregate data and report results in PPR.



Step 1. Preparation

- Download and review surveys and resources at:
www.nationalservice.gov/resources/scp-surveys
 - For SCP surveys, follow correct procedures (see instructions)
- Discuss surveys with stations, project staff, advisory board, and volunteers.
 - To gain their cooperation and to clarify roles and responsibilities
- Assemble lists of clients (for H9) and caregivers (for H14).
 - Limit surveys to eligible respondents; retain list for your records.



Planning Survey Distribution

- Decide on one or more methods
 - In Person
 - Hand deliver with explanation; return by mail with self-addressed stamped envelope
 - Complete as an interview; RSVPs should NOT interview their own clients
 - Send by mail: Include cover letter and envelope
 - Telephone: Call and do the survey over the phone
- TA Resources are available: instructions, samples
- Schedule survey collection



Prepare Survey Helpers (if applicable)

- Resources to prepare survey helpers are available
- Possible survey helpers: RSVPs, project staff, station staff
- Survey helpers should know how to:
 - Introduce survey
 - Respond to common questions
 - Maintain confidentiality of data
 - Read questions in neutral manner (for conversational approach)
 - Return completed surveys



Step 2. Distribute and Collect Surveys

- Steps depend on how you do it: in person, telephone, mail (see TA materials at www.nationalservice.gov/resources/scp-surveys).
- Track respondents and follow up to achieve high response rate, if possible.
- Survey is voluntary; access to services not affected by choosing not to participate.
- Keep completed surveys in a safe place.



Tips for achieving high response rates

- Work closely with stations; try to integrate your data collection with theirs.
- Give yourself plenty of time.
- Rely on trusted persons to distribute surveys.
- Show clients how short/easy the survey is.
- Follow up with clients and encourage them to complete the survey.



Step 3. Summarize the Data

- Aggregate data and report outcomes annually in year-end PPR.
- Sample alternative RSVP surveys include instructions to tally results.
- Spreadsheet available for surveys based on SCP version.

Resources: www.nationalservice.gov/resources/scp-surveys



Summarizing the Data Using a Tally Sheet

- Sample alternative RSVP surveys include instructions to tally results.
- Key questions that measure H9 client outcome: “I feel less lonely” and “I feel I have close ties to more people”
 - Tally the number that strongly agree or somewhat agree.
 - Report this number as meeting the target.



Summarizing the Data Using a Spreadsheet

- Client-Caregiver Surveys Spreadsheet aggregates data for the two SCP Surveys.
- Enter survey data and some total numbers in summary page. The Spreadsheet calculates the numbers to report.



Senior Corps Survey Technical Support

- Telephone: 1-800-207-0750
- Email: SCSurvey@jbsinternational.com

Website resources:

www.nationalservice.gov/resources/scp-surveys