



Healthy Futures Independent Living PM Surveys for RSVP Projects



July 8, 2015
1 PM Eastern
10 AM Pacific

Introduction to the Healthy Futures Surveys for RSVP Grantees



Agenda

1. Technical Assistance
2. National Service Knowledge Network
3. Healthy Futures Performance Measure Surveys
4. Selecting the right survey for your service model
5. Data Collection Steps
6. Summarizing the Results
7. Q & A

Introduction to the Healthy Futures Surveys for RSVP Grantees



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

Introduction to the Healthy Futures Surveys for RSVP Grantees



National Service Knowledge Network Resources

Senior Corps Resources Page

www.nationalservice.gov/resources/senior-corps

Independent Living and Respite Surveys Page

www.nationalservice.gov/resources/rsvp-surveys

Introduction to the Healthy Futures Surveys

for RSVP Grantees



Healthy Futures (Aging in Place) Performance Measures and Surveys

Performance Measure Outcome	Survey Options
H9. Number of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support	<i>Independent Living Performance Measure Survey (piloted by SCP)</i>
	<i>Home Meal Delivery Survey</i>
	<i>Companionship-Transportation Survey</i>
	<i>Telephone Reassurance Survey</i>
H14. Number of caregivers of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support	<i>Respite Performance Measure Survey (piloted by SCP)</i>

Introduction to the Healthy Futures Surveys

for RSVP Grantees



Surveys piloted by SCP are available for RSVP

Performance Measure Outcome	Survey Options
<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 (piloted by SCP)</i></p> <hr/> <p><i>Home Meal Delivery Survey</i></p> <hr/> <p><i>Companionship-Transportation Survey</i></p> <hr/> <p><i>Telephone Reassurance 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 (piloted by SCP)</i></p>

Introduction to the Healthy Futures Surveys

for RSVP Grantees



Additional Surveys Developed for RSVP

Performance Measure Outcome	Survey Options
<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 (piloted by SCP)</i></p> <p><i>Home Meal Delivery Survey</i></p> <p><i>Companionship-Transportation Survey</i></p> <p><i>Telephone Reassurance 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 (piloted by SCP)</i></p>



Selecting the Right Survey for Your Project

- Decide if level of effort and type of service are sufficient to have measurable effect on social ties and/or perceived social support.
 - Frequency and duration of service
 - What does the client really get?
- Key survey questions measuring the 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 and work with stations; create lists of survey recipients; decide how and when to give out surveys; prepare survey helpers

Step 2. Distribute

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

Step 3. Summarize

- Aggregate data and report results in PPR

Introduction to the Healthy Futures Surveys for RSVP Grantees



Step 1. Preparation

- Download and review surveys and resources at:
www.nationalservice.gov/resources/rsvp-surveys
- Discuss surveys with project staff, advisory board, stations, 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 lists for your records



Planning Survey Distribution

- Decide on one or more methods
 - In Person
 - Hand deliver with verbal explanation; return by mail with self-addressed stamped envelope
 - Complete verbally, 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

Introduction to the Healthy Futures Surveys for RSVP Grantees



Step 2. Distribute and Collect Surveys

- Steps depend on how you do it: in person, telephone, mail (see TA materials).
- If possible, follow up with respondents to achieve high response rate.
- Survey is voluntary; access to services is not affected if client chooses not to participate.
- Retain records. Keep completed surveys in a safe place.

Introduction to the Healthy Futures Surveys for RSVP Grantees



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 remind them to complete the survey.



Step 3. Summarize the Data

- Aggregate the survey data
 - Spreadsheet available for SCP-tested surveys
 - RSVP sample surveys come with instructions to tally results
- Report outcomes annually in year-end PPR
 - For **H9, independent living** outcome: number of **clients** that report increased social ties/perceived social support
 - For **H14, respite care** outcome: number of **caregivers** that report increased social ties/perceived social support



Summarizing Data Using the Spreadsheet (SCP-tested surveys)

- “Client-Caregiver Surveys Spreadsheet” aggregates data for the two SCP-tested Surveys.
- Enter survey data and the spreadsheet calculates the numbers to report.
- The spreadsheet and instructions are at www.nationalservice.gov/resources/scp-surveys.

Introduction to the Healthy Futures Surveys for RSVP Grantees



Spreadsheet

Codes for Questions 2-13: 1=Strongly Disagree; 2=Somewhat Disagree; 3=Somewhat Agree; 4=Strongly Agree

Because I Have a Senior Companion Volunteer...											
Client Identifier	Question 1 In a typical week, my Senior Corps Volunteer is with me for ___ hours.	Question 2 I feel less lonely.	Question 3 I feel I have close ties to more people.	Question 4 I am able to do more of the things I need to do.	Question 5 I am able to do more of the things I want to do.	Question 6 I can remain living in my own home.	Question 7 I am eating regularly scheduled meals.	Question 8 I am able to get to medical appointments.	Question 9 I am able to get to the grocery store.	Question 10 I am able to take care of other necessary errands/ appointments.	Question 11 I am more satisfied with my life.
Client-0001											
Client-0002											
Client-0003											
Client-0004											
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Available at: www.nationalservice.gov/resources/scp-surveys



Summarizing the Data Using a Tally Sheet

- Sample 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.
- The surveys with instructions are at www.nationalservice.gov/resources/rsvp-surveys.

Introduction to the Healthy Futures Surveys for RSVP Grantees



Tally Sheet

How to Analyze the Survey Data

Home Meal Delivery Survey Sample

You can develop a simple spreadsheet to summarize your data and report to stakeholders. Below is another easy way to summarize the information for the H9 outcome: clients report having increased social ties and/or perceived social support. You will need the completed surveys, a tally sheet, a calculator and a pencil.

Steps

1. Gather all of the *Home Meal Delivery* surveys.
2. Develop a tally sheet like this one.

Number of eligible respondents (i.e. 6 months or more of service): ____ Number of respondents: ____	Number that somewhat agree or strongly agree
Q2 ... I feel less lonely.	
Q3 ...I feel I have close ties to more people.	
Both Q2 and Q3	

3. Note the number of eligible clients that were offered a survey. For Diego RSVP, the project in the [sample work plan](#) (page 7), the 300 clients that receive at least 6 months of service were offered a survey. Then count up actual surveys received and note that number. Diego RSVP received 250 completed surveys.

Number of eligible respondents (i.e. six months or more of service): 300	Number that somewhat agree or strongly agree
Number of respondents: 250	

4. Go through the pile and focus on just two statements in each survey: Question 2 (...I feel less lonely) and Question 3 (...I feel I have close ties to more people). For each survey,

Available at: www.nationalservice.gov/resources/rsvp-surveys



Senior Corps Survey Technical Support

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

Website resources:

www.nationalservice.gov/resources/rsvp-surveys