



Introduction to the Healthy Futures Surveys for 2015 Senior Companion Program Grantees



March 10th, 2014
1 PM Eastern
10 AM Pacific



Agenda

- Overview: Technical Assistance and Surveys
- National Service Knowledge Network
- Healthy Futures Performance Measure Surveys
- Data Collection
- Recommended Schedule
- Q & A



Overview: Technical Assistance (TA)

- Purpose is help grantees successfully collect performance measure data and meet grant requirements.
- TA available to you:
 - SCP Surveys Page at the National Service Knowledge Network
www.nationalservice.gov/resources/scp-surveys
 - Senior Corps Survey Technical Support
telephone: 1-800-207-0750
email: SCSurvey@jbsinternational.com



Overview: Performance Measure Surveys

- Results are used to address Healthy Futures performance measures for independent living and respite care.
- Surveys are **required** for SCP grantees.
- Surveys/processes were piloted in 2013; lessons learned have been applied in 2014 and going forward.

Introduction to Healthy Futures Surveys for SCP Grantees



SCP Surveys Page (Performance Measure
Resources for Independent Living and Respite
Surveys)

www.nationalservice.gov/resources/scp-surveys

Senior Corps Resource Page

at the National Service Knowledge Network

www.nationalservice.gov/resources/senior-corps



Healthy Futures Surveys

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



Overview of the Process

Step 1. Preparation

- Download resources, talk to stakeholders, make a list of clients/caregivers, decide how and when to give out surveys, prepare survey helpers

Step 2. Distribute and Collect Surveys

- May require follow-up; aim for high return rate

Step 3. Summarize the Data

- Enter data into spreadsheet (recommended) and report results in PPR



Step 1. Preparation

- Download resources (instructions, surveys, etc.).
 - IMPORTANT: Review instructions to ensure you are following procedures correctly. www.nationalservice.gov/resources/scp-surveys
- Talk to stakeholders (staff, advisory board, stations volunteers).
- Put together a list of eligible clients (if measuring H9) and caregivers (if measuring H14).
 - Beneficiaries that received at least the minimum amount of service indicated in your work plan



Decide how and when you will Distribute the Surveys

- Method
 - In Person: hand deliver with verbal explanation, envelope, could do as interview
 - Mail: Send with cover letter and stamped, self-addressed envelope
 - Telephone: Call and do the survey as an interview
- TA Resources are available: instructions, samples
- Schedule survey collection.



Clients who Need Assistance

- May be able to do the survey as an interview.
- Consider how you would normally get information for this client (e.g. family member, caseworker).
- This person should have regular and recent contact, and know what the Senior Companion does for the client.
- Senior Companions cannot assist their own clients.



Prepare Survey Helpers

- Staff or volunteers distribute surveys or conduct as an interview.
 - Senior Companions cannot interview their own clients/caregivers.
- Survey helpers should know how to:
 - introduce survey, answer questions, maintain confidentiality, read questions in neutral manner (for interview), and what to do with completed surveys
- Resources for preparing survey helpers are available.



Step 2. Distribute and Collect Surveys

- Steps depend on how you do it: in person, telephone, mail (see TA materials).
- Aim for high percent of surveys returned.
- Important: Keep completed surveys and documentation for your records.



Recommended Tasks over the Program Year

1. Review surveys and resources at the SCP Surveys Page at the Knowledge Network
2. Consider reviewing MOU's.
3. Develop a data collection plan.
4. Talk to stakeholders.
5. Plan to train survey helpers (if using).
6. Put together lists of eligible clients and caregivers.
7. Train survey helpers.
8. Distribute and collect surveys.
9. Aggregate and report results in the PPR.



Senior Corps Survey Technical Support

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

Website resources:

www.nationalservice.gov/resources/scp-surveys



Questions?

