

Appendix F. Talking with Stakeholders

Stakeholders include clients, caregivers, volunteers, your sponsor's Board of Directors, your Advisory Council, program managers and coordinators, in-service facilitators, and volunteer stations. Talk to stakeholders early and keep them informed. Let stakeholders know about the surveys and how they might be asked to assist. Offer to share survey results with them when they become available.

Advisory Board

Let your advisory board know that you are measuring outcomes using these surveys. Here are some "talking points" you may want to use.

- The Corporation for National and Community Service (CNCS) has developed two surveys to learn how the support of a Senior Companion affects a person's life.
- CNCS is asking Senior Companion Program grantees to distribute and collect the surveys from all clients and caregivers who have been receiving services for a minimum amount of time as indicated in our work plan.
- The surveys are short. The client survey asks 12 questions; the caregiver survey asks 13 questions.
- The surveys are mandatory for grantees beginning a new three-year cycle of CNCS funding.
- Client and caregiver participation in the surveys is voluntary. Choosing not to take a survey will not affect access to services.
- Survey data are confidential and no names are collected. Results will be presented in a way that protects individual identities.
- CNCS uses this information to demonstrate the value of national service and to improve Senior Corps Programs.
- It is important to show how our service affects the people we serve. Funders and others are interested in our outcomes.
- More information is available at the National Service Knowledge Network (<https://www.nationalserviceresources.gov/>).

Program Managers, Coordinators, and Volunteer Stations

Keep program managers and other staff and partners informed about the surveys. They may get questions from volunteers, clients, or caregivers, or need to share in the data collection responsibilities.

If you will be collecting surveys through several sites or stations, include these partners in the planning as much as possible.