

Healthy Futures Surveys

Data Collection for 2014 SCP Grantees



The Healthy Futures Surveys: Data Collection for 2014 Senior Companion Program Grantees



April 24, 2014
1 PM Eastern
10 AM Pacific



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Agenda

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



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Overview: Technical Assistance (TA)

- Purpose is help grantees successfully collect performance measure data and meet grant requirements.
- TA available to you:
 - National Service Knowledge Network
www.nationalserviceresources.gov
 - Senior Corps Survey Technical Support
telephone: 1-800-207-0750
email: SCSurvey@jbsinternational.com



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Overview: New Performance Measure Surveys

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

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National Service Knowledge Network

www.nationalserviceresources.gov

Performance Measure Resources for Independent Living and Respite Surveys

www.nationalserviceresources.gov/scp-surveys

The screenshot shows the homepage of the National Service Knowledge Network. At the top, there is a navigation bar with links for HOME, ABOUT THE KNOWLEDGE NETWORK, KNOWLEDGE NETWORKS, CREATE ACCOUNT, and LOGIN. A search bar is located in the top right corner. The main content area features a large section for 'CNCS Performance Measurement' with a 'Read More >>' button and a circular diagram of the 'CNCS STRATEGIC PLAN' with four goals. Below this, there is a 'Browse our Knowledge Networks:' section with six categories: Veterans & Military Families, Education, Disaster Services, Healthy Futures, Environmental Stewardship, and Economic Opportunity. On the right side, there is an 'Other Networks' sidebar with a list of links including Performance Measurement, Member/Volunteer Management, Capacity Building, and Program Specific (AmeriCorps, Senior Corps, VISTA, NCCC, MLK Day, Social Innovation Fund).



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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>



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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

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Step 1. Preparation

- Download resources (instructions, surveys, etc.).
 - IMPORTANT: Review instructions to ensure you are following procedures correctly. www.nationalservicerresources.gov/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



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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.



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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.



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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.



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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.



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Recommended Tasks over the Program Year

- Join the National Service Knowledge Network (Senior Corps).
- Review surveys and resources.
- Consider reviewing MOU's.
- Develop a data collection plan.
- Talk to stakeholders.
- Plan to train survey helpers (if using).
- Put together lists of eligible clients and caregivers.
- Train survey helpers.
- Distribute and collect surveys.
- Aggregate and report results in the PPR.

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Senior Corps Survey Technical Support

- Telephone: 1-800-207-0750
- Email: SCSurvey@jbsinternational.com
- Webinar on **Summarizing the Data** on April 30

Website resources:

www.nationalserviceresources.gov/scp-surveys

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Questions?

