

II. The Senior Companion Program Performance Measure Surveys: FAQs for Project Directors

Why have the new surveys been introduced?

The surveys measure Healthy Futures performance measures H9 and H14. The surveys allow CNCS to collect standardized data from Senior Corps projects across the country and tell a powerful story about national service.¹

Can Senior Companions serve in Adult Day Care Centers in the H13/H14 output/outcome pair (respite for caregivers)?

No. Activity in Adult Day Care Centers should not be considered respite and the surveys should not be used to measure this activity.

Who is required to use the surveys?

As of Program Year 2013, all Senior Companion Program (SCP) grantees beginning a new grant (3 year cycle) are required to use the surveys to measure outcomes they have included in their grant—H9 and/or H14. The Senior Companion Performance Measure Instructions state that the surveys are recommended; however, they are *required* for these grantees. At the time the SCP Performance Measure Instructions were issued, the surveys were not yet final.

Grantees that did not begin a new three-year grant cycle in 2013 or 2014 may use the surveys but are not required to.

Can RSVP grantees also use the surveys?

Yes, RSVP grantees can use the surveys to measure H9 and H14 but they are not required.

Where do we find the surveys?

The Senior Companion Program **Independent Living** Performance Measure Survey and Senior Companion Program **Respite** Performance Measure Survey can be downloaded at the National Service Knowledge Network (www.nationalserviceresources.gov/scp-surveys). There have been no changes to the surveys that were piloted in 2013.

The surveys are available in English, Arabic, Chinese, French, German, Hindi, Italian, Korean, Polish, Portuguese, Russian, Spanish, Tagalog, and Vietnamese.

Can we change the surveys?

No, do not change the surveys. It is very important that the survey questions are NOT altered in any way. Changing a question will prevent CNCS from combining the data from all SCP grantees.

¹ Information on CNCS performance measures is available at <https://www.nationalserviceresources.gov/npm/home>.

Who should complete the surveys? Which clients and caregivers?

Clients (if you are measuring H9) and caregivers (if you are measuring H14) who have been receiving SCP services for **at least the minimum amount of time indicated in your work plan** should complete the surveys. The minimum amount of time is the “dosage” of service (frequency, duration, and intensity) that you determined would be needed for clients/caregivers to show the outcome, increased social ties/perceived social support. For example, “clients who spend at least four hours per week with their Senior Companion for six months” will feel they have increased social ties and/or social support. (This information should be in your work plan.)

If clients are unable to complete the survey themselves, a family member or caseworker may complete the survey for them.

Client and caregiver participation in the surveys is voluntary. If a client or caregiver chooses not to do a survey, their access to services will not be affected.

What if a survey question does not apply to that client/caregiver?

Clients and caregivers should leave questions blank that they believe do not apply to them.

When should clients and caregivers complete the surveys?

Clients and caregivers should complete the survey at some point after they receive the minimum amount of service indicated in your work plan. This can be scheduled at any time during the year. However, you will need to collect surveys in time to report the results at the end of your grant year.

If clients are leaving the program, should we still ask them to do a survey?

Yes, if possible; anyone who has received at least the minimum amount of service should have the opportunity to complete the survey. If a client is not able to complete a survey, a family member or caseworker may complete the survey on their behalf.

What are the options for conducting the surveys?

You can give the survey to the client or caregiver in any of the following ways:

- In person, by handing it to them to fill out;
- In person or over the telephone, by reading it to the client or caregiver and taking down their answers on paper or on a computer/mobile device using an electronic version of the survey;
- Sending it to them through the mail; or

- Emailing them a link to the survey which they would fill out online.²

Regardless of how you conduct the survey, surveys must be kept confidential. This means there are no names on the completed surveys and they are stored in a safe place.

Who can help with survey data collection?

Senior Companion volunteers and project staff can hand out the survey to clients/caregivers to do it on their own. However, Senior Companions cannot help their **own** clients/caregivers to complete the survey, or do the survey for them. For example, Senior Companions cannot read the questions to their clients and take down the answers for them, although SCP **staff** may do this.

What do we do with the completed surveys?

Keep the completed surveys and the list of clients and caregivers that received a survey for your records. These are your data and you should be able to produce them for monitoring visits, and/or if a stakeholder should have questions.

How do we analyze and report results?

It is recommended that you use the *Client-Caregiver Surveys Spreadsheet* to analyze the results, available at the National Service Knowledge Network (www.nationalserviceresources.gov/scp-surveys, see “Data Summary Resources”). The summary page of the spreadsheet automatically calculates the numbers to report based on the survey data you enter.

Report results for H9/H14 in eGrants when you complete your Project Progress Report (PPR) at the end of your grant year. For grantees that started a new grant in FY 2013 and FY2014, you will use the new PPR Performance Measures Module to enter your results. If you are a continuing grantee who chose to use the survey, you will enter the results as part of your PPR work plan results.

Can we use Survey Monkey to analyze the results?

If you used Survey Monkey, it is recommended that you copy and paste the data into the *Client-Caregiver Surveys Spreadsheet* because the spreadsheet calculates the results for you. The spreadsheet instructions include directions on how to do this (www.nationalserviceresources.gov/scp-surveys, see “Data Summary Resources”).

² You can get an electronic version of the survey by calling Senior Corps Surveys Technical Support at 1-800-207-0750. You will need a paid account with SurveyMonkey.

If we collected surveys before the mid-year report, do we report results at mid-year?

The surveys measure outcomes H9 and H14. Report outcome results in your Project Progress Report (PPR) submitted at the **end** of your grant year. You do not need to report outcomes at mid-year.

Note that you will need to report **outputs** (H8 and H13) in your mid-year and end-of-year reports. For information on how to complete the Senior Corps Project Progress Report, go to the webpage “Managing Senior Corps Grants”

(<http://www.nationalservice.gov/programs/senior-corps/managing-senior-corps-grants>).