

Independent Living Performance Measure Surveys Condensed Information Packet

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Introduction

This condensed information packet provides essential information on how to use performance measure surveys to measure the benefits (outcomes) for clients and caregivers due to independent living services provided to homebound or older adults and individuals.

The information in this packet is intended for Senior Companion Program (SCP) and RSVP grantees measuring outcomes for Healthy Futures performance measures H9 and H14.¹ These surveys replace surveys previously used for these performance measures.

- The *Senior Companion Program **Independent Living** Performance Measure Survey* measures **H9**, “Number of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support.”
- The *Senior Companion Program **Respite** Performance Measure Survey* measures **H14**, “Number of caregivers of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support.”

This information packet is based on more detailed technical assistance materials that were developed when the Healthy Futures surveys were launched in 2013. References to these more extensive materials appear throughout this packet, and you are encouraged to consult these materials for additional guidance on conducting the surveys.

¹ For more information about CNCS performance measures, see: <http://www.nationalserviceresources.org/npm/home>. For more information on measures H9 and H14 in particular, see: National Performance Measures Instructions (<http://www.nationalserviceresources.org/files/npm/2013-SCP-National-Performance-Measures-Instructions-FINAL.pdf>).

Frequently Asked Questions (FAQ) for Project Directors

The following questions and answers address the most commonly asked questions about the client and caregiver surveys.

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) must use the surveys to measure outcomes they have included in their grant—H9 and/or H14. SCP grantees that have not yet begun a new three-year grant cycle may use the surveys but are not required to.

Can RSVP grantees also use the surveys?

Yes, RSVP grantees can use the surveys but they are not required to.

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).

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 grantees. However, you may add questions to the end of the survey on a separate page.

Who should complete the surveys?

Clients (if you are measuring H9) and caregivers (if you are measuring H14) who have been receiving services for at least the minimum amount of time indicated in your work plan should complete the surveys.

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

The surveys are voluntary. If a client or caregiver chooses not to do a survey, their access to services will not be affected.

When do clients and caregivers complete the surveys?

Clients and caregivers should complete the survey at some point after they receive the minimum amount of service. This can be scheduled at any time during the year.

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.

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 securely in locked or password-protected files.

Who can help with survey data collection?

Volunteers and project staff can hand out the survey to clients/caregivers to do it on their own. However, volunteers cannot help their **own** clients/caregivers to complete the survey, or do the survey for them. For example, volunteers cannot read the questions to their clients and take down the answers for them. Project staff may ask questions and record them for the clients and caregivers.

What do we do with the completed surveys?

Keep the surveys for your records. These are your data and you should be able to produce them for CNCS.

How do we analyze and report results?

It is recommended that you use the *Client-Caregiver Surveys Spreadsheet*, available at www.nationalserviceresources.gov/scp-surveys, to analyze the results. 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 Progress Report (PPR). 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 that chose to use the survey, you will enter the results as part of your PPR work plan results.

Survey Steps

SCP and RSVP Grantees that use the client and caregiver surveys may find it useful to follow the steps listed below. A handy checklist appears on page 6. A more detailed discussion of these steps is also available at

www.nationalserviceresources.gov/files/iii_steps_from_data_collection_to_reporting.pdf.

Step 1: Prepare to Collect the Surveys

- a. Talk to stakeholders to keep them informed** (see page 9). Let staff, advisory board members, volunteers, and other stakeholders know about the surveys, what the survey data are used for, and how they can help.
- b. Identify which clients and/or caregivers should get a survey.** People who have received the minimum level of services as indicated in your work plan should get a survey. You may need to work with your volunteer stations to put together complete lists of clients and caregivers. The lists will help you track who should get a survey, who has completed a survey, who you will need to follow up with, and who will need assistance.
- c. Decide how to give out the surveys.** Consider which options are most practical for your project:
 - In person, by handing it to clients and caregivers to fill out;
 - In person or over the telephone, by reading the survey to them 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.

For more information on this step, see:

- Mail Survey Instructions and Sample Cover Letter, www.nationalserviceresources.gov/files/appendix_i_mail_survey_instructions_cover_letter.doc
 - Telephone Survey Instructions, www.nationalserviceresources.gov/files/appendix_j_telephone_survey_instructions.pdf
 - Online Survey Instructions, www.nationalserviceresources.gov/files/appendix_k_online_survey_instructions.pdf
- d. Prepare “survey helpers”.** Volunteers, staff, or advisory board members could assist with giving out the survey. They should be prepared in advance so clients and caregivers are given consistent, accurate information and confidentiality is protected. Some clients and caregivers may need special assistance. Note that volunteers cannot assist their

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own clients/caregivers to do the survey. See page 10 for a description of training materials.

Step 2: Give out the Surveys

- a. *Distribute the surveys to clients and caregivers.*** The steps involved will depend on how you decided to give out the surveys: in person, through the mail, over the telephone, or online.
- b. *Collect the surveys; follow up with people to return surveys.*** Follow up with clients and caregivers to get as many completed surveys returned as you can.

Step 3: Summarize the Data

- a. *Enter the survey data in the CNCS spreadsheet (recommended).*** To tally results, enter the responses from each completed survey into the *Client-Caregiver Surveys Spreadsheet* (or another system, if you have one).

You can download the spreadsheet at www.nationalserviceresources.gov/files/client-caregiver_surveys_spreadsheet_-1-23-14.xls

Spreadsheet instructions are available at www.nationalserviceresources.gov/files/client-caregiver_surveys_spreadsheet_instructions_revised_1-24-14.pdf

- b. *Report the results in eGrants.*** Once you have entered all the survey data, the spreadsheet totals the numbers for you on a summary sheet. Report these numbers in eGrants when you report your performance measure results.

Checklist of Survey Steps

Use this abbreviated checklist of survey steps to guide you through the process of conducting the independent living and respite performance measure surveys.

Step	Date Completed: Client Survey	Date Completed: Caregiver Survey
Step 1: Prepare to Collect the Surveys		
a. Inform stakeholders about the survey(s).		
b. Identify which clients and/or caregivers should get a survey.		
c. Decide how to give out the survey(s).		
d. Prepare survey helpers.		
Step 2: Give Out the Surveys		
a. Distribute the surveys to clients and/or caregivers		
b. Collect the surveys; follow up with people to returns surveys.		
Step 3: Summarize the Data		
a. Enter the survey data in the CNCS spreadsheet (recommended)		
b. Report the results in eGrants.		

Survey Do's and Don'ts

The following list of “do's and don'ts” provides key guidance on the most important things to keep in mind when conducting the client and caregiver surveys.

Do...

- Give yourself plenty of time to conduct the surveys
- Use a data collection schedule to plan each step.
- Keep volunteer stations, advisory boards, and other stakeholder informed about the plan and schedule for conducting surveys.
- Make your job easier by using the technical assistance materials available at www.nationalserviceresources.gov/scp-surveys, including data collection schedules, sample forms, and the data aggregation spreadsheet.
- Take advantage of the sample training materials available at www.nationalserviceresources.gov/scp-surveys to prepare your survey helpers (such as project staff or volunteers) to follow correct survey procedures.
- Explain to clients and caregivers why they are being asked to complete a survey
- Inform clients and caregivers that participation in the surveys is voluntary, and that choosing not to participate in the surveys will NOT affect their access to services.
- Protect client and caregiver privacy by keeping names and other personal identifiable information off surveys and by storing completed surveys in locked or password-protected files.
- Provide clients and caregivers with surveys in their own language. (The surveys are available in English and 13 other languages).
- Boost response rates by following up with clients and caregivers that don't return surveys, and by using more than one method to collect data (such as conducting in-person or phone interviews with clients who don't return a hand-delivered survey).
- Make it easy for clients and caregivers to return mailed or hand-delivered surveys by providing a self-addressed stamped envelope.
- Include clients and caregivers with disabilities in the survey by identifying a family member or other appropriate person (other than the volunteer who serves the client or caregiver) to assist them with the survey.

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Don't...

- Change the surveys in any way.
- Make your job hard by waiting until the last minute to conduct the surveys.
- Assume that just because you have done surveys before you cannot learn anything important from the technical assistance materials.
- Give surveys to clients and caregivers that have not received the minimum amount of service specified in your work plans.
- Give the survey to clients who are served by volunteers outside the home. The independent living survey is for homebound elderly or disabled clients who volunteers serve at home.
- Ask clients or caregivers to put names or other personally identifiable information on the surveys.
- Allow volunteers to read the survey to clients/caregivers or otherwise assist those they serve to complete the surveys. Instead, arrange for someone else (such as another volunteer or program staff) to provide assistance to those who need it.
- Tell survey helpers, clients, caregivers, or stakeholders that “funding depends on meeting performance measures”, or “we need to report success”. Neither of these things is true and will bias the results!

Talking with Stakeholders

It is helpful to talk to stakeholders early and keep them informed about the surveys. Stakeholders include clients, caregivers, volunteers, your sponsor's Board of Directors, your Advisory Council, program managers and coordinators, in-service facilitators, and volunteer stations. 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 volunteer affects a person's life.
- CNCS is asking 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 Senior Companions Program 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, 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.

Preparing Survey Helpers to Collect Data

Sample Training Sessions

You may need to train volunteers and/or staff to help collect surveys from clients and caregivers. Materials are available for two sample training sessions with detailed facilitator notes and practice exercises. Each session takes about 60-75 minutes. The sessions can be used “as is” or modified to fit the needs of your audience. For example, you may choose to spend more or less time on each of the activities and omit or add your own activities.

Survey Helper Training Session 1: Giving the Survey to Clients/Caregivers to do on Their Own includes instructions on how to introduce the surveys, answer basic questions, and give the surveys to clients and caregivers. Consider giving this session to all volunteers and staff that may be involved in this task. The materials for this session are listed below.

- Session 1 Facilitator Notes and Handouts, www.nationalserviceresources.gov/files/survey_helper_training_session_1_facilitator_notes_handouts.doc
- Survey Helper Packet, www.nationalserviceresources.gov/files/appendix_h_survey_helper_packet.pdf
- Session 1 Slide Presentation, www.nationalserviceresources.gov/files/session_1_slide_presentation.ppt

Survey Helper Training Session 2: Giving the Survey to Clients/Caregivers in an Interview Format is a follow-up session for those staff or volunteers that will assist clients and caregivers who need help filling out the survey. Assistance involves reading questions and marking down the client’s or caregiver’s answers.² Ideally, a staff person or Advisory Council member could provide this assistance. However, if staff is not available, a small group of volunteers could be trained to provide assistance. The materials for this session are listed below.

- Session 2 Facilitator Notes and Handouts, www.nationalserviceresources.gov/files/survey_helper_training_session_2_facilitator_notes_handouts.doc
- Session 2 Slide Presentation, www.nationalserviceresources.gov/files/session_2_slide_presentation.ppt

Volunteers should never assist their own clients and caregivers to complete the surveys, but they may assist *other* volunteers’ clients and caregivers if needed.

² For clients who are not able to answer the survey questions, a family member or caseworker can complete the survey on their behalf (see performance measure instructions: National Performance Measures Instructions (<http://www.nationalserviceresources.org/files/npm/2013-SCP-National-Performance-Measures-Instructions-FINAL.pdf>)).

Introducing the Surveys to Clients and Caregivers

This section provides sample scripts that can be used as is or modified to introduce the surveys to clients, caregivers, and family members who will complete a survey for a client, and answer questions that they may have.

Introduction for Clients and Caregivers

“The [Senior Companion Program or RSVP Program] is asking people who use their services to take a short survey about how getting help from a volunteer has affected their life. Your participation is voluntary. You can choose not to take the survey. Your access to services will not be affected.”

“If you choose to take the survey, you can skip any questions you don't want to answer. If a question doesn't apply, just leave it blank. Do not put your name on the survey. The survey is confidential and results will only be reported in summary form with everyone's answers combined.”

Introduction for Family Member (if needed to complete the survey for a client)

“The [Senior Companion Program or RSVP Program] is asking people who use their services to take a short survey. They would like to know how getting help from a volunteer has affected their clients' lives. Would you be willing to take the survey for your family member? Participation is voluntary. You can choose not to take the survey. Your family member's access to services will not be affected.”

“If you choose to take the survey, you will need to answer the way you believe your family member would answer. You can skip any questions you don't want to answer. If a question doesn't apply, or you are unsure of how your family member would feel about it, just leave it blank. Do not put your name on the survey. The survey is confidential and results will only be reported in summary form with everyone's answers combined.”

“Would you be willing to take the survey for your family member?”

Answering Questions About the Surveys

Here are some common questions the clients and caregivers might ask about the surveys, along with suggested responses.

Why am I being asked to do this survey? The program wants to learn how this support may affect a person's life, and how to improve services.

What does the survey ask? What is the survey about? The survey asks questions about aspects of your daily life. [Offer client or caregiver an opportunity to look at the survey before deciding whether to participate.]

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Do I have to do the survey? No, the survey is voluntary, and your access to a volunteer will not be affected if you choose not to take the survey.

Can I choose not to answer some of the questions? Yes, you can leave any question blank.

What if a question does not apply to my situation? You can leave that question blank.

Who will see my answers? The director of our program will put all responses together. No names are on the surveys, so no one will know who did which survey.

Can you fill it out for me? No, the questions ask about your life and how you feel.

Can someone else fill it out for me? (clients) Yes, if you are unable to fill out a survey, a family member can fill out the survey for you.

Can my volunteer help me fill it out? No, but someone else from the program can help. If you would like some help, someone from [the project/agency] will contact you.

What does this question (or word) mean? There is not one “correct” meaning. Just respond based on whatever it means to you.

The hours my volunteer visits are not the same every time. How do I answer question #1?

Think about a typical week. About how many hours does the volunteer visit in a typical week?

Client Survey—Senior Companion Program Independent Living Performance Measure Survey (Sample)

This is a sample. Download the official form at www.nationalserviceresources.gov/files/scp-independent-living-survey-final-jan-23-2013-rev-6-27-13_0.pdf

Thank you for taking the time to complete this survey. We would like to know how the Senior Companion Volunteer who has been assisting you has affected your life.

All information will be kept confidential; please do not disclose your name. You may choose not to answer questions.

This 1st question is about how many hours of service you receive in a typical week from your senior companion.

Tell us how many TOTAL HOURS in a typical week you received services.

Here is an example of how Mrs. Jones would answer question #1:

Her Senior Companion usually spends one hour on Monday with Mrs. Jones and two hours on Wednesday. Therefore, the total hours a week that she receives services is 3 hours a week.

1. In a typical week, my Senior Companion Volunteer is with me for	<input type="text"/> <input type="text"/> hours
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Please turn the page for the questions 2-13

Because I Have a Senior Companion Volunteer ...

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
2) ... I feel less lonely.	1	2	3	4
3) ... I feel I have close ties to more people.	1	2	3	4
4) ... I am able to do more of the things I <u>need</u> to do.	1	2	3	4
5) ... I am able to do more of the things I <u>want</u> to do.	1	2	3	4
6) ... I can remain living in my own home.	1	2	3	4
7) ... I am eating regularly scheduled meals.	1	2	3	4
8) ... I am able to get to medical appointments.	1	2	3	4
9) ... I am able to get to the grocery store	1	2	3	4
10) ... I am able to take care of other necessary errands/appointments.	1	2	3	4
11) ... I am more satisfied with my life.	1	2	3	4
12) Overall, I am satisfied with my Senior Companion volunteer.	1	2	3	4
13) Overall, the Senior Companion Program has met my expectations.	1	2	3	4

Caregiver Survey—Senior Companion Program Respite Performance Measure Survey (Sample)

This is a sample. Download the official form at www.nationalserviceresources.gov/files/scp-respite-survey-final-jan-23-2013-rev-6-27-13_0.pdf

Thank you for taking the time to complete this survey. We would like to know how the Senior Companion Volunteer who has been providing respite care to you has affected your life (as the caregiver).

All information will be kept confidential; please do not disclose your name. You may choose not to answer questions.

This 1st question is about how many hours of respite service you receive in a typical week from your senior companion.

Tell us how many TOTAL HOURS in a typical week you received respite services.

Here is an example of how Mrs. Smith (the caregiver) would answer question #1:

Her Senior Companion usually provides respite care by spending time with the person in Mrs. Smith's care. The Senior Companion comes to the home for one hour on Monday and two hours on Wednesday. Therefore, the total hours a week that Mrs. Smith receives respite services is 3 hours a week.

1. In a typical week, how many hours does your Senior Companion Volunteer provide respite services?

**hours
of respite**

Please turn the page for questions 2-12

Because I Have a Senior Companion Volunteer assisting with Respite Care ...

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
2) ... I feel less lonely.	1	2	3	4
3) ... I feel I have close ties to more people.	1	2	3	4
4) ... I am able to do more of the things I <u>need</u> to do.	1	2	3	4
5) ... I am able to do more of the things I <u>want</u> to do.	1	2	3	4
6) ... I am able to get short-term rest and relief.	1	2	3	4
7) ... I am able to find time to run errands.	1	2	3	4
8) ... I am able find time to attend to my personal and health care needs.	1	2	3	4
9) ... I am more satisfied with my life.	1	2	3	4
10) ... The person I care for is able to remain at home.	1	2	3	4
11) Overall, I am satisfied with the Caregiver Respite Senior Companion volunteer.	1	2	3	4
12) Overall, the Senior Companion Program has met my expectations.	1	2	3	4

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Client Survey Tracking Sheet (Sample)

If you are measuring **H9**, clients that have been receiving independent living/companionship services for the minimum amount of time (which you indicated in your work plan) should complete the **SCP Independent Living Performance Measure Survey**. This is a sample tracking sheet to help you determine who should get a survey and if you need to follow up. It includes space to note how you gave them the survey (method). It also includes the type of assistance the client needs to complete the survey, if any, and the final result (when the survey was completed; when the person declined; or if the person did not respond to requests).

You do not need to turn in this tracking sheet. Please use it if you find it helpful, and revise it to fit your needs.

Clients receiving independent living/companionship services			Clients to be Surveyed									
			Method (in person, telephone, mail, online)	Language/Assistance (if applicable)						Final Result		
				Survey language needed, if other than English	Type of assistance needed, if applicable (reading/writing only; surrogate)	Surrogate, if needed						
Name or Identification Number	Date client began receiving services	Check (X) if received minimum amount of service						Name	Relation-ship	Contact Information	Date Completed	Date Declined
<i>Example: 112</i>	<i>2/12/12</i>	<i>X</i>	<i>telephone</i>		<i>surrogate</i>	<i>Jane Smith</i>	<i>daughter</i>	<i>Cell: 999-9999</i>	<i>7/10/13</i>			
<i>Example: 146</i>	<i>5/10/12</i>	<i>X</i>	<i>In person</i>	<i>Spanish</i>					<i>7/12/13</i>			

Caregiver Survey Tracking Sheet (Sample)

If you are measuring **H14**, caregivers that have been receiving respite services for the minimum amount of time (which you indicated in your work plan) should receive the **SCP Respite Performance Measure Survey**. This is a sample tracking sheet to help you determine who should get a survey and if you need to follow up. It includes space to note how you gave them the survey (method). It also includes the type of assistance the caregiver needs to complete the survey, if any, and the final result (when the survey was completed; when the person declined; or if the person did not respond to requests).

You do not need to turn in this tracking sheet. Please use it if you find it helpful, and revise it to fit your needs.

Caregiver receiving respite services			Caregiver to be Surveyed					
			Method (in person, telephone, mail, online)	Language/Assistance (if applicable)		Final Result		
Name or Identification Number	Date caregiver began receiving services	Check (X) if received minimum amount of service		Survey language needed, if other than English	Type of assistance needed, if applicable	Date Completed	Date Declined	No Response: date of last attempt
<i>Example: 022</i>	<i>4/21/12</i>	<i>X</i>	<i>In person</i>	<i>Russian</i>		<i>7/20/13</i>		
<i>Example: 047</i>	<i>4/29/12</i>	<i>X</i>	<i>telephone</i>		<i>Difficulty reading –needs to hear survey instead of reading it</i>	<i>6/30/13</i>		