



Healthy Futures Independent Living PM Surveys for RSVP Projects



June 4, 2014
1 PM Eastern
10 AM Pacific



Healthy Futures Surveys

Data Collection for 2014 and 2015 RSVP Grantees



Agenda

1. Overview of technical assistance
2. National Service Knowledge Network
3. Healthy Futures performance measure surveys
4. Selecting the right survey for your service model
5. Data collection steps
6. Breakout groups



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Overview: Technical Assistance (TA)

- TA to help you measure outcomes of independent living services provided by your volunteers
- For technical assistance:
 - Visit the National Service Knowledge Network
www.nationalserviceresources.gov
 - Contact your state office



Overview: Healthy Futures PM Surveys

- SCP surveys
 - Piloted with SCP in 2013
 - Now available for RSVP
 - Optional for RSVP projects addressing H9 and H14
 - H9 for homebound elderly and/or disabled clients
 - H14 for caregiver respite
- RSVP surveys for transportation and meal delivery

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National Service Knowledge Network

www.nationalserviceresources.gov

Resources for Independent Living and Respite Surveys

www.nationalserviceresources.gov/scp-surveys

Online Learning Center

www.nationalserviceresources.gov/online-courses

The screenshot shows the homepage of the National Service Knowledge Network. At the top left is the logo for the Corporation for National & Community Service. To the right of the logo is the text "National Service Knowledge Network". A search bar with a magnifying glass icon and the text "search tips | help" is located in the top right corner. Below the logo and search bar is a dark blue navigation bar with the following links: HOME, ABOUT THE KNOWLEDGE NETWORK, KNOWLEDGE NETWORKS, CREATE ACCOUNT | LOGIN.

The main content area is divided into two columns. The left column features a section titled "CNCS Performance Measurement" with the subtext "Click to measure your program" and a blue button labeled "Read More >>". The right column features a larger section titled "CNCS Performance Measurement" with the subtext "Resources are available here to help you measure your program." To the right of this text is a circular diagram with a central blue circle labeled "CNCS STRATEGIC PLAN" and four surrounding colored segments labeled "GOAL 1", "GOAL 2", "GOAL 3", and "GOAL 4".

Below these sections is a row of five small gray circles, with the third one from the left being red. Underneath this row is the text "Browse our Knowledge Networks:". Below this text are six image tiles, each with a caption: "Veterans & Military Families" (showing two people in military uniforms), "Education" (showing a woman and a child reading), "Disaster Services" (showing people in hard hats working with debris), "Healthy Futures" (showing a woman and a child at a market), "Environmental Stewardship" (showing people working in a stream), and "Economic Opportunity" (showing a woman holding a child while talking to another woman).

On the right side of the page is a sidebar titled "Other Networks" with a dark blue header. It contains a list of network categories with green arrow icons: "Performance Measurement", "Member/Volunteer Management", "Capacity Building", and "Program Specific". Under "Program Specific", there is a list of sub-categories with blue arrow icons: "AmeriCorps", "Senior Corps", "VISTA", "NCCC", "MLK Day", and "Social Innovation Fund".



Healthy Futures Performance Measures & Surveys (piloted by SCP)

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



Additional Healthy Futures Surveys (for H9 only)

- Intended for projects with a specific focus but that do not fit the SCP service model
 - Companionship-Transportation Survey
 - Home Meal Delivery Survey
- Samples that you can modify
- Include questions addressing social ties and perceived social support (H9 outcome)



Selecting the Right Survey for Your Project

- Decide if level of effort and type of service are sufficient to have measurable effect on social ties and/or perceived social support
 - Frequency and duration of service
 - What does the client really get?
- SCP surveys include resources and spreadsheet
- Projects doing transportation or meal delivery can consider using sample surveys



Data Collection Steps — Overview

Applicable to SCP and sample RSVP surveys:

Step 1. Prepare

- Download and review materials; talk with stakeholders; create lists of survey recipients; decide how and when to give out surveys; prepare survey helpers

Step 2. Distribute

- Give out surveys; follow-up with non-responders

Step 3. Summarize

- Aggregate data and report results in PPR



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Step 1. Preparation

- Download and review surveys and resources at:
www.nationalserviceresources.gov/scp-surveys
 - For SCP surveys, follow correct procedures (see instructions)
- Discuss surveys with project staff, advisory board, stations, and volunteers
 - To gain their cooperation and to clarify roles and responsibilities
- Assemble lists of clients (for H9) and caregivers (for H14)
 - Limit surveys to eligible respondents; retain lists for your records



Planning Survey Distribution

- Decide on one or more methods
 - In Person
 - Hand deliver with verbal explanation; return by mail with self-addressed stamped envelope (SASE)
 - Complete verbally, as an interview; RSVPs should NOT interview their own clients
 - Send by mail: Include cover letter and SASE
 - Telephone: Call and do the survey over the phone
- TA Resources are available: instructions, samples
- Schedule survey collection



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Clients who need assistance

- Consider how you would normally get information for this client (e.g., conversation with client, family member, or caseworker)
- If relying on someone other than client, this person should have regular and recent contact with client, and know what RSVP does for the client
- RSVPs **cannot** assist their own clients to complete surveys



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Prepare Survey Helpers

- Resources to prepare survey helpers are available
- Possible survey helpers: RSVPs, project staff, station staff
- Survey helpers should know how to:
 - Introduce survey
 - Respond to common questions
 - Maintain confidentiality of data
 - Read questions in neutral manner (for conversational approach)
 - Return completed surveys



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Step 2. Distribute and Collect Surveys

- Steps depend on how you do it: in person, telephone, mail (see TA materials)
- Track respondents and follow up to achieve high response rate
- Survey is voluntary; access to services not affected by choosing not to participate
- Keep completed surveys in a safe place



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Tips for achieving high response rates

- Give yourself plenty of time
- Rely on trusted persons to distribute surveys
- Show clients how short/easy the survey is
- Follow up with clients and encourage them to complete the survey
- Rely on combination of methods
- Work closely with stations

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Step 3. Summarize the Data

- Aggregate data and report outcomes annually in year-end PPR
- Spreadsheet available for SCP surveys
- Sample surveys in RSVP tutorials also come with instructions to tally results

Senior Companion Program INDEPENDENT LIVING Performance Measurement OMB Control Number: 3045-0152 Expires: 07/31/2016

Codes for Questions 2-13: 1=Strongly Disagree; 2=Somewhat Disagree; 3=Somewhat Agree; 4=Strongly Agree

Because I Have a Senior Companion Volunteer...

Client Identifier	Question 1 In a typical week, my Senior Corps Volunteer is with me for ___ hours.	Question 2 I feel less lonely.	Question 3 I feel I have close ties to more people.	Question 4 I am able to do more of the things I need to do.	Question 5 I am able to do more of the things I want to do.	Question 6 I can remain living in my own home.	Question 7 I am eating regularly scheduled meals.	Question 8 I am able to make medical appointments.
Client-0001								
Client-0002								
Client-0003								
Client-0004								
Client-0005								
Client-0006								
Client-0007								
Client-0008								
Client-0009								
Client-0010								
Client-0011								
Client-0012								

Resources: www.nationalserviceresources.gov/scp-surveys



Breakout Groups



RSVP projects using
SCP service model
and surveys



RSVP projects using
alternative service
models and surveys

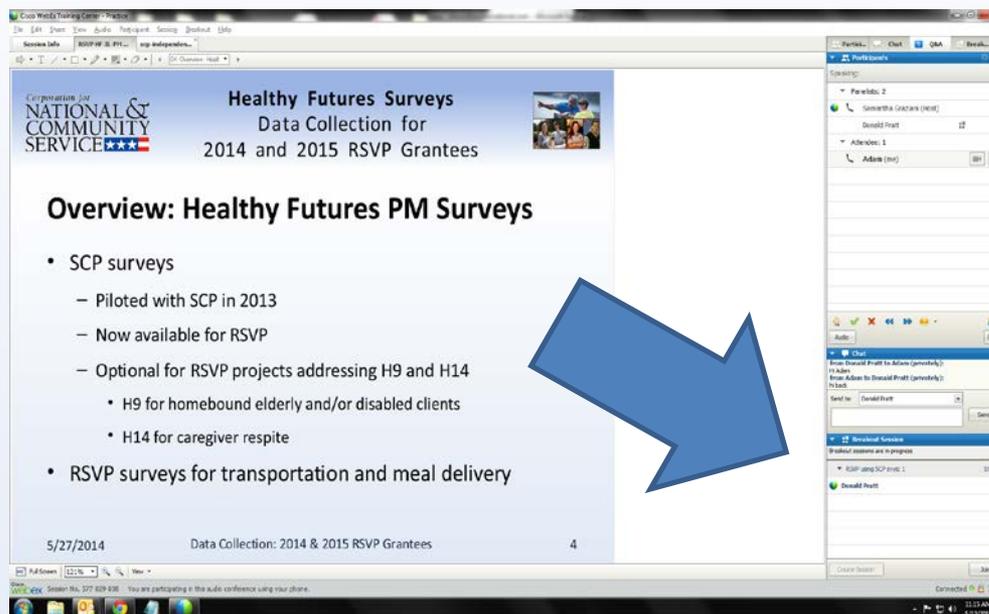
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To join a session...

- Select the session.
- Click “Join”.
- Phone will automatically go to breakout room.



Zoom Meeting Training Center - Practice

Session Info: RSVP PM Surveys - 10:00 AM - 10:30 AM

Corporation for NATIONAL & COMMUNITY SERVICE  Healthy Futures Surveys Data Collection for 2014 and 2015 RSVP Grantees 

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5/27/2014 Data Collection: 2014 & 2015 RSVP Grantees 4

Zoom Meeting: Session No. 227 829 636. You are participating in this audio conference using your phone.

11:27 AM 5/27/2014



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Group A — SCP service model and surveys

- Location of surveys and materials:
www.nationalserviceresources.gov/scp-surveys
- View surveys
 - SCP Independent Living Performance Measure Survey (H9, client outcomes)
 - SCP Respite Performance Measure Survey (H14, caregiver outcomes)
- Client-Caregiver Surveys Spreadsheet



Group B — alternative service models and survey samples

- Location of tutorials and materials:
 - learning.nationalserviceresources.org/login
 - www.nationalserviceresources.gov/scp-surveys
- Sample surveys, work plans, and instructions for aggregating the data
- View surveys
 - Companionship-Transportation
 - Home Meal Delivery

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Resources:

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www.nationalserviceresources.gov
- Survey materials at
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