

Question	Answer	Helpful Tips	My Agency's Procedures
<p>Which service recipients receive the survey?</p>	<p>Direct Service Recipients ages 14 and over.</p>	<p>If a minor age 14 or over is receiving services and signing their own confidentiality forms, etc., they can complete the survey.</p>	
	<p>Can be a Victim or Significant Other.</p>	<p>If a Significant Other, they must complete survey based on the services they received and their own experiences with the agency.</p>	
<p>At one point do we provide the survey?</p>	<p>During their last visit/interaction with your agency.</p>	<p>Or close to the last visit as possible.</p>	
	<p>At a minimum, an Individual must have at least three interactions (services provided 3 times) with your agency.</p>	<p>Services cannot be adequately evaluated with less. This does NOT mean you automatically give to someone after their 3rd visit.</p>	
<p>What if a situation is ongoing for years and my interaction with the client is very infrequent – how do I know when to give them the survey?</p>	<p>There are a few exceptions that allow for distribution of the survey prior to the very last visit – examples include Legal Cases, Immigrant Services, etc. As an agency, determine when the best time is to provide the survey during these situations.</p>	<p>Develop agency procedures to identify which situations this pertains to in your agency and be consistent with the implementation. Take into consideration the best alternative to providing the survey prior to the last contact.</p>	
<p>How often does someone receive the survey?</p>	<p>Once per agency.</p>	<p>If the individual returns to the agency at a later date for additional services, you can provide them with the survey again – at the conclusion of that series of interactions/services.</p>	
	<p>However, we recognize that not all agencies operate the same and may have different programs within their organization that the</p>	<p>If that is not possible, provide survey taker with guidance on which services you are asking them to complete the survey.</p>	

	<p>individual may be receiving services from.</p> <p>Whenever possible, try to coordinate the disbursement of the survey between programs so the survey taker only receives it once.</p>		
<p>How can the survey be provided to individuals without access to an electronic device of their own?</p>	<p>Agency provided device.</p>	<p>Provide access to a computer or tablet while at your agency.</p>	
	<p>Distributed paper copies of the survey.</p>	<p>Determine how to maintain anonymity with the distribution of paper copies and how they will be returned to your agency. Also identify who will be responsible for inputting responses received from paper copies into Qualtrics.</p>	
<p>Can I assist someone who needs help taking the survey?</p>	<p>Yes, if someone is unable to read the survey due to literacy issues or visual impairment.</p>	<p>Develop a procedure that the survey can be administered orally by a staff member (not the same person who has provided the service) and record the answers on behalf of the client.</p>	
<p>Can questions be added or removed from the survey?</p>	<p>No.</p>	<p>Removing, changing or adding questions to the VS3 jeopardizes validity and impacts data upload from Qualtrics into ETO for outcomes reporting.</p>	
<p>Can a survey in <u>addition</u> to the VS3 be distributed?</p>	<p>Yes.</p>	<p>However, it cannot be given before the VS3 or at the same time as the VS3. It can only be given <u>after</u> the VS3 was provided.</p>	

How will my agency access outcomes data from the VS3?	On a monthly basis, PCCD will batch upload survey responses from Qualtrics into the ETO Survey Program.	Identify who the Outcomes Project Manager will be at your agency to run reports from the ETO Survey Program and analyze outcomes data.	
Will my agency be able to compare our outcomes to statewide data?	Yes. PCCD will provide access to an anonymous statewide report that shows all outcomes data.	Specific agency identifiers will be removed.	