VICTIM SERVICES SATISFACTION SURVEY (VS3)

IMPLEMENTATION CHECKLIST

1. **Identify an Outcomes Project Manager**
   a. Takes the lead on development and implementation oversight of all procedures related to the outcomes project.
   b. Manages the project and has a working knowledge of agency's service provision.
   c. Coordination of data management.
   d. Runs outcomes reports out of ETO and analyzes the results

2. **Develop internal Agency Procedures for the VS3 to include:**

   a. Administering Survey/Survey Distribution
      i. Who will receive the survey?
         1. Victims and Significant Others age 14 and over
         2. A parent/guardian cannot take on behalf of their minor child

      ii. When will they receive the survey?
         1. As close to final visit as possible
         2. In making this decision, consider the typical length of service time for clients in each service area
         3. Identify special situations that may require survey to be given sooner based on types of services your agency provides.

      iii. How will they receive the survey?
         1. Email or text of survey link
         2. QR Code provided and how it will be provided

      iv. Paper Copies of the VS3
         1. Develop a system for paper flow
            a. How will completed paper copies be received by your agency?
            b. How will anonymity be maintained?
         2. Identify an area for storing completed surveys prior to inputting them into Qualtrics
         3. Identify an area for storing or procedure for shredding completed surveys after they are entered into Qualtrics
         4. As with any client information, completed surveys should be treated as confidential even though no client names should appear on them.
         5. Pay attention to who will be seeing client comments on the VS3. Consider a review by a supervisor/manager to screen for negative comments before the person assigned to do data entry receives the VS3's. This does not mean that

negative comments will not be noted but does suggest that counselor identity be removed before it is seen by other staff and before the information goes into general agency information.

b. Special Circumstances
    i. What will you do if a survey taker is unable to access the VS3 on their own electronic device?
        1. Does your agency have a computer or tablet, etc. that can be provided in order to complete the survey?
        2. Is there a quiet, confidential space it can be provided?
    ii. What will you do if someone is unable to read the survey due to literacy issues or visual impairment?
        1. Identify someone who can administer it orally (not the same person who has provided the service) and record the answers on behalf of the client.

c. Tracking Distribution
    i. ETO (for Case Management Users)
    ii. Other Tracking (for Aggregate Users)
        1. Information must be compiled for funder report submission
            a. Excel spreadsheet
            b. Integrate into agency's case management program

3. How will you introduce the survey to clients?

a. Prepare a basic outline of information that you will share with clients.
    i. Explain to the client that she/he will be asked to complete a questionnaire at the completion of services, that it is intended to help the agency improve services, that it is voluntary, that her/his decision not to complete it will have no impact on her/his access to services in future, and that she/he can ask for help in completing the questionnaire.
    ii. Ask the client how they would like to receive the survey
        1. Link or QR Code are preferred method
        2. Provide paper copy or administer orally if necessary

4. Identify agency implementation date.

a. Can begin as early as July 1, 2023.
b. Required to implement by October 1, 2023.

5. Train Agency Staff

a. Overall information provided by PCCD
    i. Importance of outcomes data
    ii. Survey is confidential
    iii. An individual is not required to take the survey
b. Internal agency procedures
    i. Implementation
    ii. Distribution
    iii. Tracking

c. Incorporate into agency's New Employee Orientation Training
d. Annual refresher trainings for employees (and volunteers if applicable)

6. **Outcomes Review**
    a. Identify how often outcomes data from the VS3 will be analyzed and reviewed
    b. Identify ways in which your agency will use the outcomes data
        i. Staff Meetings
            1. Agencies are strongly encouraged to include VS3 as a standing agenda item
                a. Staff can ask questions about your agency's process and receive clarification
                b. Management can provide the numbers of VS3's Distributed vs. the number Completed
                c. Include VS3 outcomes data analysis to staff so they understand its impact.
        ii. **Board of Director's Meetings** (if applicable)
                a. Management can provide the numbers of VS3's Distributed vs. the number Completed
                b. Include VS3 outcomes data analysis to board members
                    i. Understand its impact.
                    ii. Long range planning purposes

Potential Benefits for Internal Stakeholders

Direct service staff	✓ Validation of their work ✓ Opportunity to identify areas for their skill enhancement
Board of Directors	✓ Objective and concrete basis for measuring the impact of services offered ✓ Better equipped to answer community questions about the effectiveness of services
Management team	✓ Valuable information for program planning and resource allocation
Overall	✓ Validation of the agency's work ✓ Enhanced funding opportunities