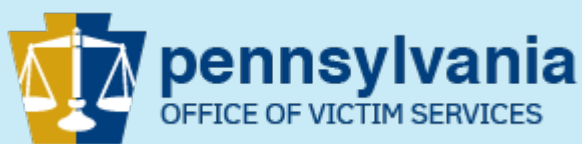


# Victims Services Satisfaction Survey <sup>(VS3)</sup>

YEAR 1 REFRESHER





# When to Provide Survey to Service Recipients

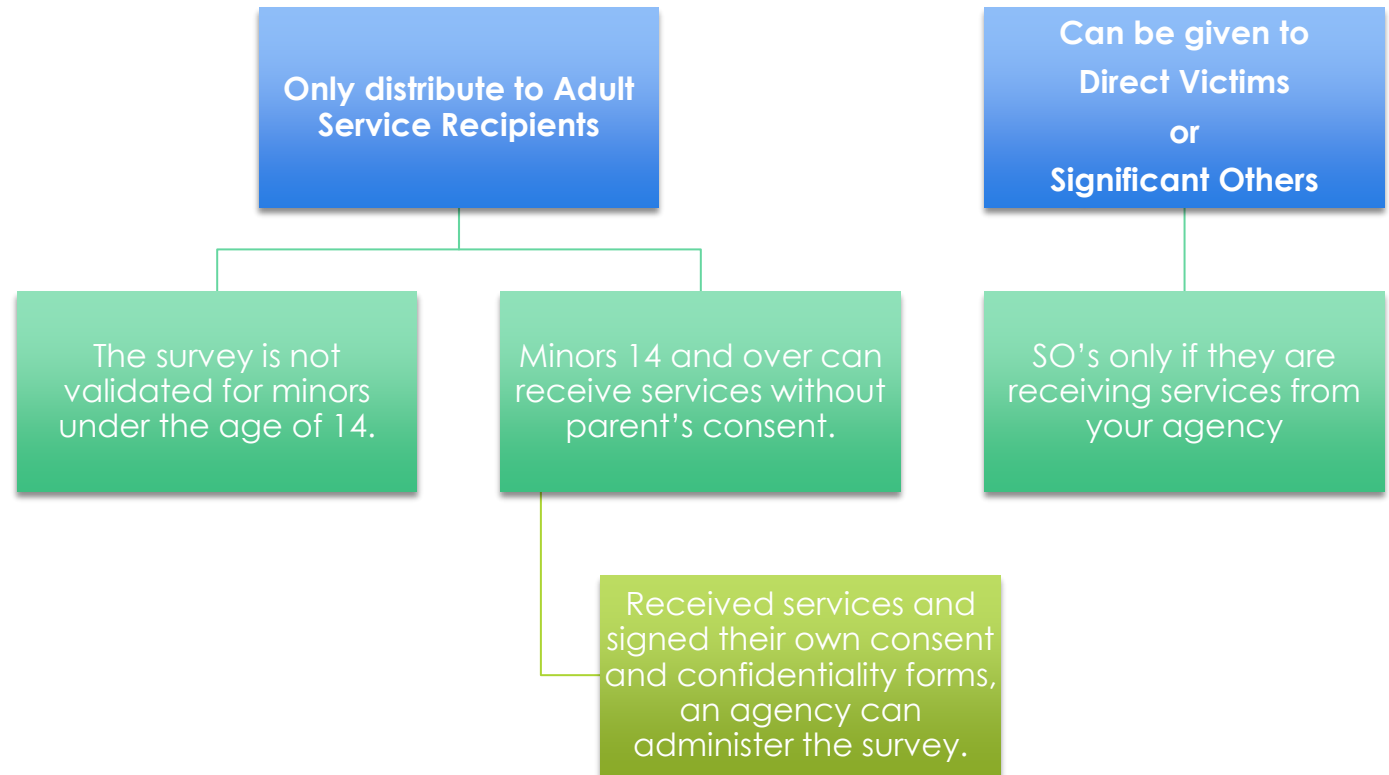
It is recommended that the survey be distributed at the end of service provision

- Must have a minimum of 3 interactions.
- Services cannot be adequately evaluated if less than three interactions with the agency
- This does not mean you automatically give it after the 3<sup>rd</sup> visit

There are a few exceptions to allow for the distribution of the survey prior to the end of the provision of services.

- Legal services may be ongoing for several years
- Immigration services may not follow typical service provision timeline
- As an agency, determine “When” to administer survey during these circumstances
  - Stay as consistent as possible within your agency

# Who gets the survey?



Do NOT  
give the  
VS3  
in these  
instances:

Do not give to victims in the ER.

Do not give to anyone if they had less than THREE interactions with your agency.

Do not give to parents of minors to complete on behalf of the minor.

The parent can complete the survey regarding their own experience with receiving direct services from the agency as an SO.



# How Often Do You Provide the Survey?



One time – ideally following their last session.

This survey is not intended to be an ongoing assessment of the same individual



Could be more than once based on timing of services

Due to diversity in the way agencies provide services, sometimes an individual will receive Counseling Services at a separate location and separate time then receiving Shelter Services.



# How to Provide the Survey



The link can be sent to service recipients via text or email



QR code can be provided on a business card or sheet of paper



Paper copies of the survey can be used for those who are unable to complete it electronically



# Helping Staff with Survey Distribution

- ▶ **Voluntary**

- ▶ Service Recipients cannot be forced or required to complete the survey.

- ▶ **Anonymous**

- ▶ Responses are completely anonymous
- ▶ Qualtrics will be able to identify the agency that provided the link, but not who the link was provided to.





# Best Practices: When to Distribute the VS3

- ▶ Agency procedures for distribution
- ▶ Ways surveys can be taken “in house”
  - ▶ Tablet, computer, etc.
- ▶ How to determine when NOT to provide survey



# Talking Points

- ▶ Develop a “script” to encourage completion of the survey.
  - ▶ EXAMPLE:

“We will be providing you with a Link/QR Code to a survey. You can help us better serve others by telling us about your experience with our agency. Your responses are completely anonymous, and your participation is voluntary.”
- ▶ Provide guidance to Survey Takers about the type of services they should select on the survey.
  - ▶ “Tell us about your experience with the counseling services you received from us.”



# BEST PRACTICES: How to introduce the VS3



EMAIL TEMPLATES



“SCRIPTS” AGENCIES  
USE



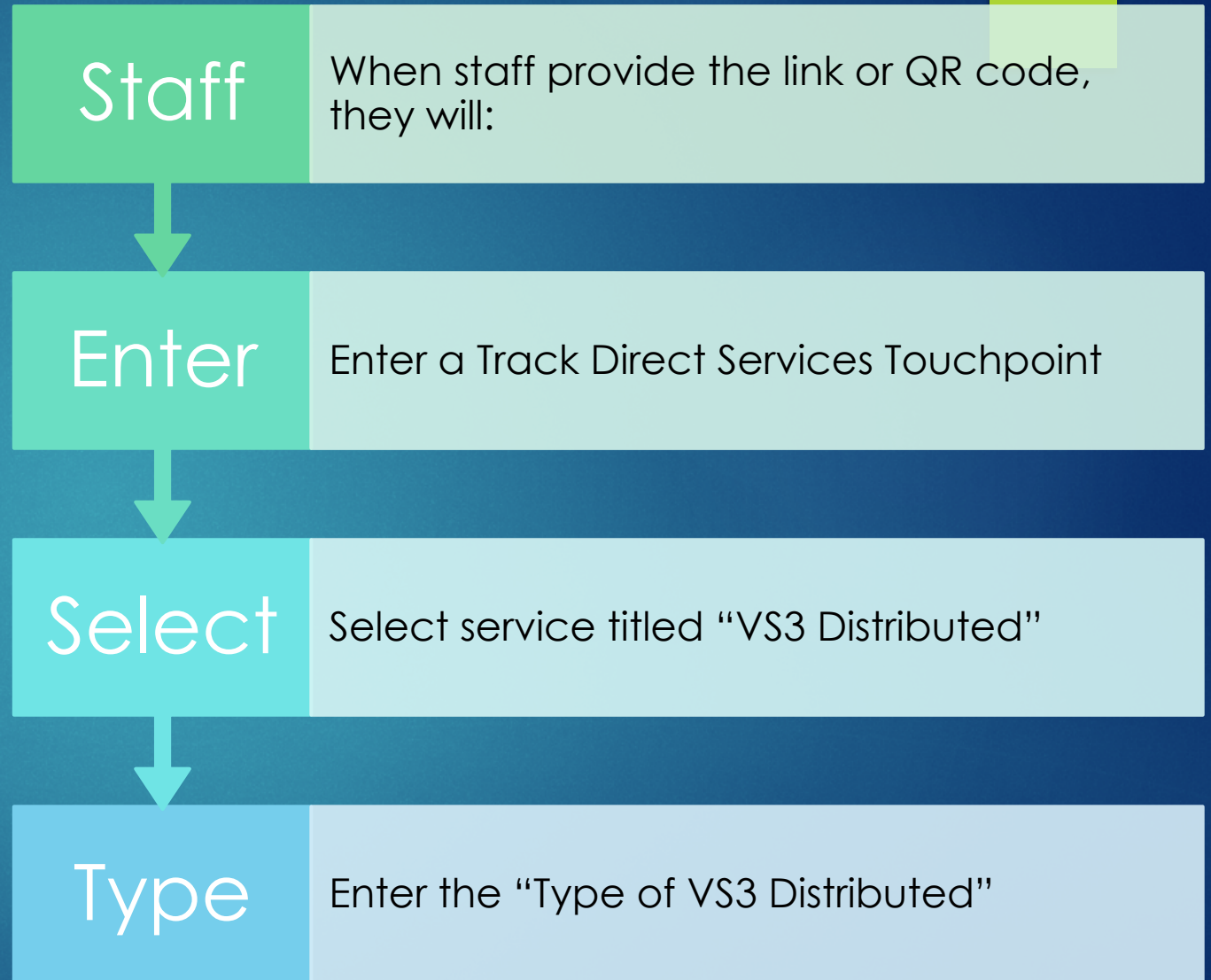
# Tracking Distribution

Distribution of the VS3 will be tracked the same as your agency previously tracked the distribution of the ESQ-LF



Staff will track the distribution of the Link/QR code or Paper Form.

# ETO Case Management Users





### VS3 Distributed-OC

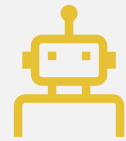
VS3 Distributed

### Type of VS3 Distributed \*

- Housing
- Counseling/Therapy
- Legal System Support
- Medical System Support
- Immigration Assistance
- Victims Compensation Assistance

ETO CM  
VISUAL

# BEST PRACTICES: Tracking & ETO CM Users



Who tracks it?



How is tracking  
reviewed by  
supervisors?



# ETO AGGREGATE USERS

- ▶ Remember to incorporate the new types of services to your tracking system.
  - ▶ Housing
  - ▶ Counseling/Therapy
  - ▶ Legal System Support
  - ▶ Medical System Support
  - ▶ Immigration Assistance
  - ▶ Victims Compensation Assistance

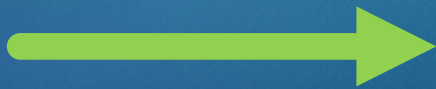
# ETO Aggregate Cont.





# ETO Aggregate Visual

- ▶ Be sure to enter total number of VS3's distributed in the appropriate box; it will not automatically calculate the total at the bottom.



## VS3's Distributed

Number of Housing VS3's Distributed:

Number of Counseling/Therapy VS3's Distributed:

Number of Legal System Support VS3's Distributed:

Number of Medical System Support VS3's Distributed:

Number of Immigration Assistance VS3's Distributed:

# BEST PRACTICES: Tracking & ETO Aggregate Users



Who tracks it?



How is tracking  
reviewed by  
supervisors?



# Survey Responses

Date from the digital survey is collected directly in Qualtrics upon completion. Agency staff **DO NOT** enter survey responses into the ETO Survey Program.

For surveys completed on paper, staff must enter it into Qualtrics by accessing your agency's **Link** or **QR code**.

# Data Collection and Reporting



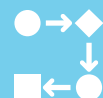
Data compiled through Qualtrics.



Data from Qualtrics will be exported and batch uploaded into ETO on a monthly basis.



Ability to run reports to access agency specific data in ETO.



No change in the VOCA Quarterly Submission report process.

VS3 data does not appear on the VOCA Quarterly Submission Report.



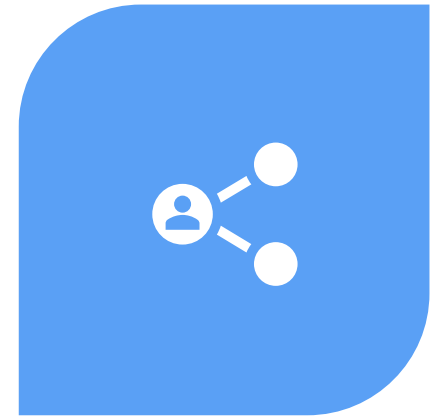
# BEST PRACTICES: Engaging Staff



RETURN RATES



ACCOLADES FROM SURVEY



REVIEWING REPORT DATA WITH  
STAFF, VOLUNTEERS, BOARD  
MEMBERS

# Report Demonstration





# BEST PRACTICES: How to use VS3 Data

- ▶ Providing to Staff
- ▶ Providing to Board Members
- ▶ Providing to community stakeholders

# Year 1: VS3 Data



Survey response rate



What the data is telling us



How funders use the VS3 Data



# Future of the VS3



## Validity Testing

IUP Researchers will expand validity testing in January 2025

Review of data from December 2022 – December 2024



## Additional Languages

# Future Outcomes Survey: Procedural Services

Piloting outcomes survey for RASA/VOJO Services

Standardized survey for procedural services



RASA/VOJO funded agencies will receive training in near future



Survey launch in early 2025



# Questions

- ▶ Terrance Williams, Criminal Justice Specialist
  - ▶ [terrancwil@pa.gov](mailto:terrancwil@pa.gov)
  - ▶ 717-265-8496

