

STRATEGIES

Actions

People:

- Educate workers and clients about survey process and how the results will be assessed/implemented
- Program leaders review survey with staff and develop action plan based on feedback
- Leaders review action plan with management for approval
- Worker/leaders communicate survey results/change with clients

Services/Tech:

- Revise survey questions & process
- Administer survey to clients via text/email/mail (with pre-stamped envelope)
- Send reminders to clients

Data:

- Aggregate survey data to inform action plans

TARGETS

Knowledge, skills, behaviors, policies

Staff/Group:

- Lessen workload for staff
- Create workflow and materials that increase program and staff accountability/responsiveness to client feedback, needs, and recommendations
- Program/team action planning

Client:

- Client understanding of survey process and program accountability
- Client engagement in survey process
- Receive feedback from clients on new survey method/process
- Increase client voice in program design, implementation, and improvement efforts

OUTCOMES

Ultimate goals/Observable changes

Short-term:

- Increased survey response rate
- Increased # of action plans

Long-term:

- Improved program/service effectiveness
- Increased % of positive survey results
- Increased worker/client engagement
- Increased work culture focused on elevating client's voice
- Improved placement outcomes
- Improved survey data analysis process
- Decrease # of placement disruptions

MODERATORS

Availability of staff/client; Motivation of staff/client; Power dynamics between agency & client; Functionality of survey tool/ease of use; Relationship/trust between worker & client; Support from admin/supervisors; Amount of survey responses; Availability of resources; Amount of funding