

Appendix C

FVPSA Pilot Project Feedback from Local Programs: Verbatim Responses to Open-Ended Questions

How are clients feeling in general about completing these forms?

1. The women are willing to fill out the form but we have to cut our group 15 minutes short each time to ensure everyone fills it out.
2. They feel like they are being asked to fill out too many forms too frequently.
3. The surveys are too long and very repetitive.
4. Women seem to like completing the forms, especially that they are anonymous. They seal them in envelopes before returning them.
5. We have had no comments in regards to how they feel about completing the form.
6. they have been willing to do it and do not seem to mind the length.
7. the length of the forms is overwhelming to many women
8. They have been open to it, not negative or positive
9. They feel overwhelmed by all the questions and do not understand why it is necessary to complete all the paperwork.
10. The amount of surveys are cumbersome for the clients and staff. We do know that the information collected is very important. It seems there could be a better way than multiple people collecting.
11. For the most part, the women have been very understanding when it is explained to them that these surveys will only take a few minutes of their time and will help assist us in assisting them with areas that they need the most help. They also like the fact that these forms are confidential and no identifying information is on them.
12. They are positive the first couple of times, but I feel they get annoyed with having to do them more than a couple times
13. Clients seem okay with them (our forms). Filling them out doesn't seem to be a problem. Since we are non-shelter we ask the questions in a half-sheet of paper with an anonymous drop box when clients are here and over the phone on our crisis line and surprisingly clients are very honest. (NOTE: NOT DOW forms).
14. It seems more difficult to get the non-residents to complete the forms. (Support and advocacy). Sometimes they do it right away and others want to take it with them, but we don't get those back.
15. Because we give them both types of surveys to complete, they feel it is so repetitive, we are meeting to discuss how and when to use each form and we may be revising them, sometimes they do not complete the whole survey so we only get a partial survey completed

16. Consumers are feeling overwhelmed with surveys and paperwork. The literacy level of the survey is a bit too high; consumers don't necessarily know what they are being asked. The coding is also hard for them; some of our consumers have indicated that they don't know their mothers or had several foster moms.
17. Since we are such a small program and we generally only see people once or twice, we have been sending them in the mail rather than having people fill them out here. This seems to be working fairly well, however I think we have only gotten about 5 or 6 back. Therefore, I'm not sure how people really feel about filling them out. I have had a couple people fill them out here and they were positive about it.
18. Clients initially approached had been in shelter for awhile. They were quite positive about the opportunity to provide feedback. That is not true of support group or outreach services clients. They are more resistant.
19. The form is too long and cumbersome. Sometimes at too high of a reading level for our clients
20. We have been surprised by how many persons are completing the surveys. Especially surprising is how many are willing to mail them in. The clients have told the ED that they are appreciative that their opinions matter so much to us.
21. Clients say that the Support Services (Support and Advocacy) survey is too long. When they get done meeting with an advocate they don't want to stay for another 10 minutes to fill it out. They say they would rather take them home and mail them back. We have received a few in the mail.
22. Clients have been very receptive to completing the forms
23. We have collected minimal completed surveys. Most clients coming in are in crisis and do not feel like completing a survey. The clients in shelter are sporadic in their willingness to complete them.
24. Positive feedback given on the forms especially as it relates to being short and clear
25. Clients have been willing to fill it out. We haven't gotten too much of a reaction either way.
26. We've gotten no direct feedback from clients either way. No different reaction to these evaluations has been observed by staff. Clients still either complete them - or they don't.
27. So far we have not experienced any negative reaction from the clients completing the appropriate forms. However, there is a staff concern of continually asking the support group participants to complete the survey every 6 weeks. As of today, the support groups have completed those surveys twice.
28. Most clients are willing to fill out surveys once we explain their purpose, but none are really thrilled about it.
29. Some of the clients acted like it was a hassle to fill out the forms. Another client did not answer any of the questions. Other clients filled out the forms without any problems.
30. Our clients had no problems filling our the survey and most had positive feedback for our agency
31. They don't seem to mind filling out the forms and don't seem to have any difficulty doing so
32. They just seem to fill them in. Most of the time, there is not comment with them
33. Clients seem to have positive remarks. There have been some surveys that are questionable because they have positive comments but have given a different impression on the scaled 0-4 questions

34. It seems to be just one more form in the check-in and check-out paperwork for them
35. We've had too many cases of bipolar clients or clients that just came in once who were spinning too hard that we did not even attempt to get them to complete the forms
36. It seems to just be another thing the clients have to complete but understand it is to make our program as best as it can be and a tool for our agency to make improvements by their suggestion and input
37. Clients seem to have positive remarks. There have been some surveys that are questionable because they have positive comments but have given a different impression on the scaled 0-4 questions
38. We have had no objections by any clients filling them out.

Overall, how are clients responding to the surveys (including being asked to participate)?

1. More concerned as to what is going to happen to this information and where it is going to
2. Reactions are actually pretty neutral - again just one more form to fill out for them
3. We haven't requested from them enough to get a good reaction

How smoothly would you say data collection is going for staff?

1. It's hard to find time to fill out the surveys and staff gets frustrated on finding the time.
2. Only two of us are doing the collection so it runs smoother. I have yet to enter anything into access, but have a ton of surveys ready to do so.
3. Staff seem okay, but I would like to be collect the group & counseling forms more regularly.
4. When you have swing shift staff, it is difficult to know who is suppose to complete the survey and when...as well as the additional paperwork load added to our current data collection system.
5. They are not too happy with the surveys. Every 3rd contact for the supportive services seems excessive. Additionally, it is hard to get the shelter 2 surveys due to people leaving unexpectedly.
6. The staff sends out the forms and provides an envelope for further confidentiality. The women have a basket that they place the forms in when they are finished with them but at their convenience. There has been little problems with getting the forms returned. Some women do not fill them out but that is expected.
7. We provide the forms to clients then the senior victim advocate looks at them occasionally and makes note on where to improve or services.
8. They are not as confused as they are feeling like it is more paperwork that they are having a hard time finding time for
9. We had previously only had a check-out survey so some staff are not clear on doing one when women are checking in as well
10. We haven't had a lot of clients that were in the mindframe to complete the forms and we've only been using motels for shelter as we look for a new shelter home so the number of forms completed has been small.
11. It seems to be easily forgotten but with time I foresee this to become more routine

Now we'd like to know how data entry has been going for you, so we can decide if any changes need to be made. First, how simple have the spreadsheets been to enter data into?

1. I'm still confused on how to get to the spread sheets to begin with.
2. This isn't an easy system for us to use...PLEASE get Excel spreadsheets. I have a pile of surveys that is going to take weeks (literally) to enter and I am still waiting for Excel...
3. Entering client responses to items on the lengthy lists is frustrating because the program works left to right. If we could enter the numbers top to bottom that would make data entry much easier.
4. Not sure what percentage are completing an evaluation....just came into position in charge of collecting & not sure what date we started collecting & we haven't started inputting data yet - originally couldn't access database - haven't tried since the updates have been sent out.
5. I like how the spreadsheet are formulated.
6. We do not have Access
7. They're simple but I find them an add-on to what we already do, and it is burdensome. If we had an Access database for all client data it would be great, but as an addition it barely gets done. (NOTE: their own forms)
8. The difficult part is that the forms do not match up with the database so you need to really watch when tabbing and entering information
9. We haven't even begun this process. Our Ad. Coord. basically said "You have got to be kidding me?"
10. Easy format and self-explanatory
11. Our office manager has entered the data thus far. She is very proficient
12. We are not currently putting info in the database because we are having technical problems which we hope to solve very soon.
13. Have not entered any data yet
14. We haven't done any data entry yet as currently we have only about 4-5 forms in our box

Have you been able to use the data you've collected so far? (if yes) How have you used it?

1. Just in general to see how we are doing. But before this pilot we had other forms we used that measured the same things.
2. Satisfaction with the program and program guidelines.
3. The data collected is repetitive of data currently being collected.
4. We see items that need more attention/ such as budgets etc
5. to assess what other type of assistance we can help with as a DV program.
6. No, but I feel that the information would be very valuable to analyze our service and delivery
7. Grant reporting
8. I have used it in my monthly report to the agency's board of directors. Also, I plan to incorporate the information in my report to our local county agency when applying for continued funding in August

9. So far, we haven't had enough forms filled out and returned to gain much from this project. The feedback has been helpful, just not enough to show where improvements may need to happen
10. Yes, to review how our agency is doing as a whole
11. We have changed the way we handle certain issues and have tried to make ourselves more open to changes
12. Yes, we made a change in how our office assistant handles phone calls that will be more helpful to clients. We are anxious to get more data to be able to see what other changes are needed
13. Yes, we made a change in how our office assistant handles phone calls that will be more helpful to clients. We are anxious to get more data to be able to see what other changes are needed
14. Yes, use it to let staff know any areas of weakness or strengths in our services

What other comments do you have about anything regarding the pilot project?

1. I am trying to coordinate specific staff in this project to simplify it
2. Not sure what percentage are completing an evaluation....just came into position in charge of collecting & not sure what date we started collecting & we haven't started inputting data yet - originally couldn't access database - haven't tried since the updates have been sent out.
3. It will take some time to get the staff in the routine of having the surveys readily available and asking clients to fill them out
4. It is a great idea to use a more uniform survey. These forms are much more comprehensive than what we were using. We expect that we will get a lot of helpful information from them
5. It is very easy for our staff members to complete the data entry. For the most part, the clients do not mind completing the surveys because they feel that this is a small way for them to give back to the agency.
6. Thank you for implementing such surveys. I truly think once we collect the needed data we will be able to better serve the needs of our clients!
7. We're excited about the possibilities for gathering information and data
8. It is just really difficult to do these surveys with the amount of paperwork we already have when lately the majority of our clientele have been one-timers or extremely difficult cases
9. We're excited about the possibilities for gathering information and data.