



Community Caregiving Initiative of Santa Barbara County Partner Organization Survey Data Collection Discussion Guide

Survey Purpose

This survey will help us understand how organizations across Santa Barbara County are working together to better support caregivers. Information from this survey will be used to characterize how organizations communicate and collaborate with one another to improve caregiver supports and referrals. It will also collect important information about CCI partners.

We plan to collect this information now, and again every 6 months. This will allow us to characterize and understand how our caregiver service provider network grows and changes over time. The results of this survey will assist in developing a clear picture of our progress toward our goals and help us create a reflective practice to help inform the ongoing development of the Community Caregiving Initiative.

Results from this survey will be shared with grantees, participating organizations, and other key stakeholders in April, 2017, and semi-annually thereafter. Evaluation Specialists will analyze the responses from the survey and develop a series of graphic “maps”. They will then present these "maps", along with other survey findings, to grantees and other key stakeholders and facilitate a process to explore and interpret them to understand the types and levels of systems change that occurred.

Survey Confidentiality

Who will see how your organization answered? Only staff at Evaluation Specialists, an independent evaluation firm, will see the data you provide. They will report it in two ways.

Your answers to the first part of the survey will be seen by others. One purpose of the survey is to create "maps" showing how connected organizations are to each other currently. This will help us understand how the caregiver service network can improve, as well as how it changes and grows over time. To do this, questions #1 through #15 ask you to describe how much your organization shares information, communicates, collaborates, and makes referrals to other organizations in Santa Barbara County that serve caregivers. This information will be used to make the network "maps, so how you answer will be apparent to others who see the results.

The second part of the survey is confidential, and your answers will not be seen by others. Your responses to questions #16 through #35 will not be reported in a way that others can know how any individual organization answered. Responses to these questions will only be reported in a summary manner.

Survey Instructions

We ask that each partner agency do the following 3 steps to complete the survey:

Step 1: Identify one person who will be responsible for completing the data collection process and entering the data into the online survey every 6 months.

- This should be an employee involved in direct service for caregivers, who has the ability to gather information from program staff at the agency, and who can engage their colleagues in the process of completing the survey.
- This person should be well informed about the agency's participation in the Santa Barbara Caregiver grants and/or the Community Caregiver Initiative.
- Ideally, for consistency, this will be the same person over the next 12 to 18 months.

Step 2: Convene a small group from your agency to assist in completing the survey.

- This group should include a manager that is familiar with the Community Caregiving Initiative, and staff that are responsible for, or familiar with, providing services to caregivers. The goal is to include staff that can provide an assessment of communication and collaboration between your program and other CCI program partners.
- We recommend printing a paper copy of the survey for each member of your small group, and asking them to complete it individually before participating in the group discussion. We have found this ultimately saves time, by allowing you to quickly identify areas of agreement and areas that need to be discussed to determine the best answer for your agency.
- We have provided discussion questions for you to use if you find it helpful. As you engage in your small group discussion, record your agency's final response to each question on a paper survey. Have a designated person enter the final data from the paper survey for your agency into the online survey.

Discussion questions

1. If the answers from your group are the same, enter the response.
2. If there are differences in opinion among your group, please discuss using the following questions.
 - a. What experiences have you had that lead you to make the choice you did?
 - b. Does hearing other people's experiences change the way you think about your answer to this question?
 - c. After having discussed it, what can we agree is the most accurate answer to this question?
3. If you have trouble coming up with an answer, please make your best guess as a group.

Step 3: Enter the final information collected from your small group into this online survey.

- If you start filling out the survey and find you need more information, you can return to the survey multiple times and your information will be saved. You can access the online survey using the following link: <https://www.surveymonkey.com/r/CCIOrganizationSurvey>.