



MDAC INTRODUCTION AND PARTICIPANT SATISFACTION SURVEY OVERVIEW FOR SSVF GRANTEEES

March 17,
2016

PLEASE NOTE: THE LIVE VERSION OF THIS WEBINAR INCLUDED TIME-LIMITED UPDATES FROM THE SSVF PROGRAM OFFICE. THESE UPDATES WERE REMOVED TO ENSURE THE FUTURE RELEVANCE OF THIS PRESENTATION. PLEASE CONTACT THE SSVF PROGRAM OFFICE FOR ADDITIONAL INFORMATION.

ABOUT MDAC

- A full service market research company that provides insights which are analytical, strategic, tactical, operationally relevant, and impactful
- Established in 1985 with an experienced and diverse staff comprised of former private sector executives, government administrators, and academics
- National and regional demonstration projects, campaign and program evaluations and tracking studies
- www.mdavisco.com

IMPORTANCE OF WORK

- Information provided from Veterans helps sustain a continuous improvement process to better serve our veterans and their families.
- Participation is essential to assess veteran perceptions of services received, to help determine potential actions to increase veteran satisfaction and to reduce operational burden.
- Requirement under SSVF final rule

ASSESSMENT PROCESS OVERVIEW

- Process similar to last year
- Services provided
- Veteran registered through weblink once within 30 days of final services (**change from last year**)
- Including cell phone number
- Email invitation sent to Veteran
- Veteran provides feedback (Spanish version available)
- Receive monthly reports with feedback from the Veterans you serve

REGISTRATION SCREEN SHOT



Grantee Registration Supportive Services for Veteran Families (SSVF) Program

Questions marked with an * are required

REMINDER:
Please only register individuals once within 30 days of final services.
Thank you.

Q1. How many people are in the veteran's household (including the veteran)? *

1

2

3

4+

Continue

Presented By M. Davis and Company, Inc.

REGISTRATION SCREEN SHOT



Grantee Registration Supportive Services for Veteran Families (SSVF) Program

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Questions marked with an * are required

Q2a. Veteran's First Name (if no their first name is provided, please type "Anonymous") *

Q2b. Veteran's Email Address (yourname@???.com) *

Q2c. Please enter the veteran's cell phone number below. If a cell phone number is not available, please enter (999-999-9999)

Cell Phone (XXX-XXX-XXXX) * :

[Continue](#)

REGISTRATION SCREEN SHOT



Grantee Registration Supportive Services for Veteran Families (SSVF) Program

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Questions marked with an * are required

Q3. Do you have additional people to register? *

Yes

No

Done

VETERAN INTRODUCTION SCREEN SHOT



OMB Control Number:2900-0757

Estimated Burden: 15 minutes

English



Supportive Services for Veteran Families (SSVF) Program Participant Satisfaction Survey

All responses are confidential.

Next

NEXT STEPS

- Train staff and subcontractors on how to use the weblink
 - Share webinar slides
 - Save weblink to computer desktop (as many computers as needed)
 - Ask questions
- MDAC will send email with weblink on 3/18/2016 to all points of contact provided
- Be ready to go live on 03/18/2016
 - Including all Veterans that have finished with services since March 1, 2016

QUESTIONS?

■ MDAC

- Please call or email immediately if you do not receive the email containing the weblink or if you have any questions
- vassvf@mdavisco.com (staff will respond within 24 hours)
- 215-790-8900 ext 132 If you need to leave a message, someone will return your call by the next business day)

■ Resources available on SSVF website

- Webinar slides, copy of survey
- <http://www.va.gov/homeless/ssvf/index.asp>