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

Presented By M. Davis and Company, Inc.
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.
Q3. Do you have additional people to register? *

- Yes
- No
Supportive Services for Veteran Families (SSVF) Program Participant Satisfaction Survey

All responses are confidential.
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
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