

VA



U.S. Department
of Veterans Affairs

VA SSVF Program Participant Satisfaction Survey

FY 23 - Year in Review

January 11, 2024

[Link to Recording](#)



VA Team Satisfaction

- Viola White-Douglas, SSVF Regional Coordinator
- Sahirah Hobes, SSVF Regional Coordinator
- Mike Boyd, SSVF Regional Coordinator
- Jessica Y. Minton, SSVF Regional Coordinator
- Alwin Abraham, SSVF Regional Coordinator
- Rico Aiello, SSVF Compliance Project Coordinator



AGENDA

- Satisfaction Survey Goals
- Key Roles
- Key Findings
- Veteran Comments
- Understanding Your Report
- What to Focus On
- Emerging Best Practices – Grantee Presentations
- Customer Satisfaction Corrective Action Planning
- Resources

Housekeeping



Webinar
will last
For **90**
minutes



Slides &
handouts
are in the
“handout”
section



Recording,
Handouts &
Slides will
be sent via
email



Submit
questions in
the question
box or any
time at
ssvf@va.gov



Polling Question

What is your role in the SSVF program for your organization?

1. Intake, Housing, Employment Specialist/Coordinator
2. Case Manager Staff/Lead
3. Program Manager
4. Accounting/Fiscal Staff/Chief Financial Officer
5. Director/Executive Director//Chief Executive Officer/Executive Staff
6. Compliance Staff/Management



VA SSVF PROGRAM SATISFACTION SURVEY

Goals

- Monitor and enhance the Veteran experience from the VA and Grantees
- Register all Veterans (except HUD VASH packet) within 30 days to participate in the confidential Satisfaction Survey
- Capture quantitative and qualitative Veteran survey response data to glean actionable insights
- Share best practices, seek opportunities to enhance services, and resolve challenge areas
- Continuously improve the registration -> survey -> data reporting process year over year



KEY ROLES

VA SSVF Program Office

- Administers survey registration, survey (online and phone), data reporting and recommendations

Regional Coordinators

- Facilitate key messaging to Grantees; elevate Grantee feedback and observations to the Program Office
- Monitoring registration data -All Veterans enrolled are registered (except HUD VASH packet referrals)

Grantees

- Grantee staff and subcontractors register the Veteran just before service conclusion (T-30 days)
- Review data and make improvements/adjustments –Continuous Improvement!

Veterans

- Shares their thoughts through a less than 15-minute confidential survey (multiple choice and open ended)
- Lived experience board or advisory group

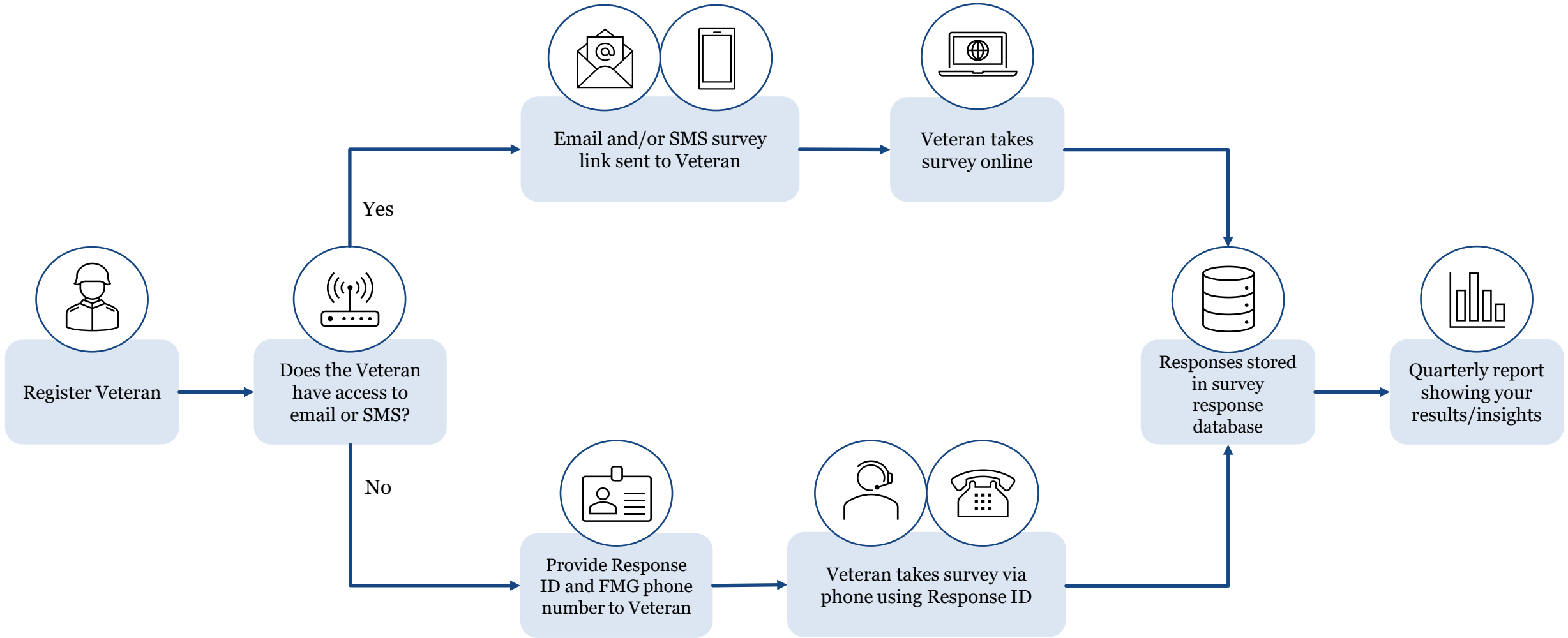


SSVF FY 25 NOFA

Grantees' performance will be assessed based on their consumer satisfaction scores. These scores include the participation rates and satisfaction results of the standardized survey offered to all participant households.



VETERAN REGISTRATION PROCESS FLOWCHART





POLL QUESTION

- What is the FY 23 SSVF Satisfaction Survey response rate?
 - 4%
 - 8%
 - 19%
 - 25%



POLL QUESTION

What % of Veterans rated the quality of services average or better?

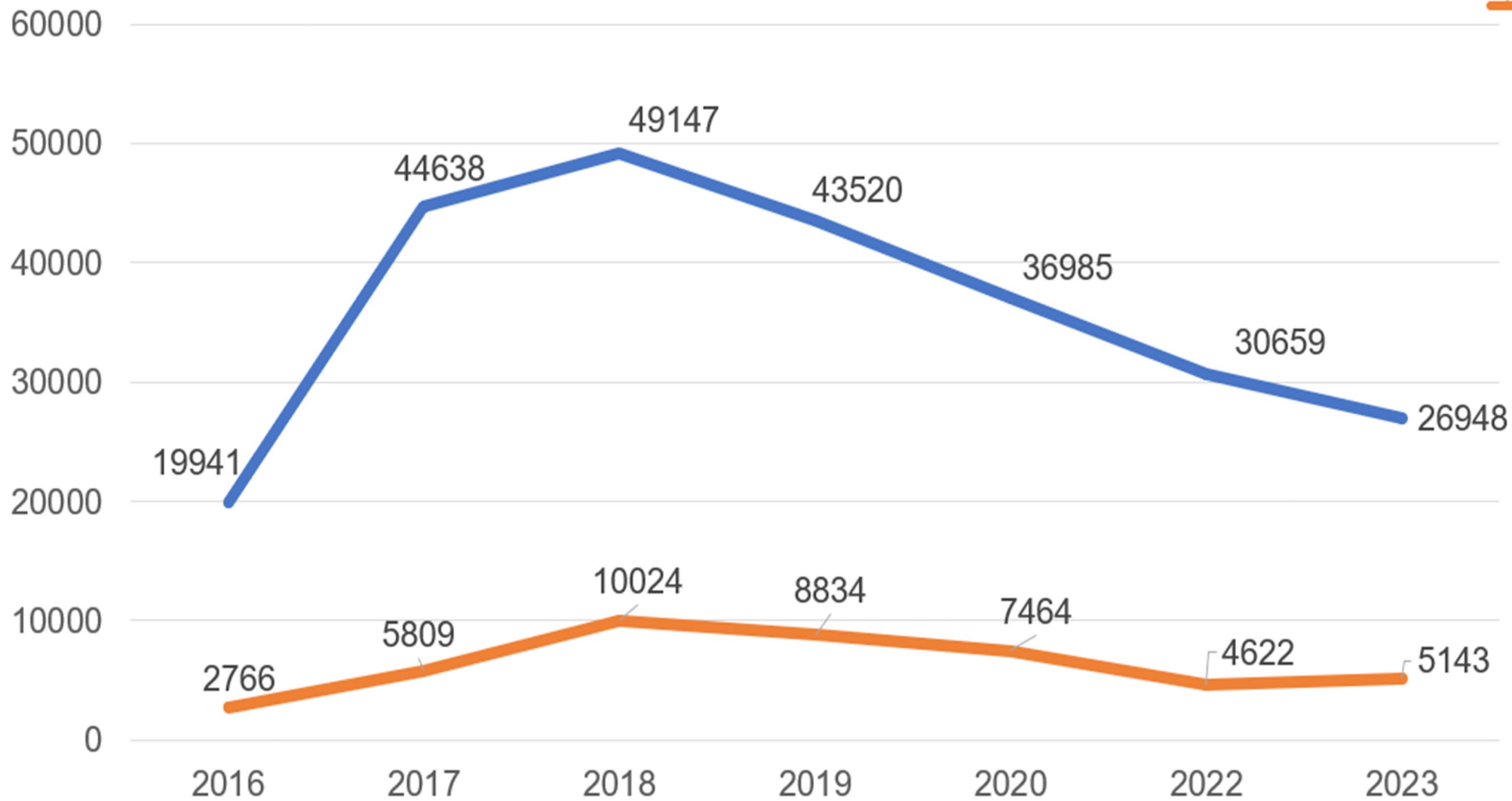
- 50%
- 62%
- 73%
- 86%



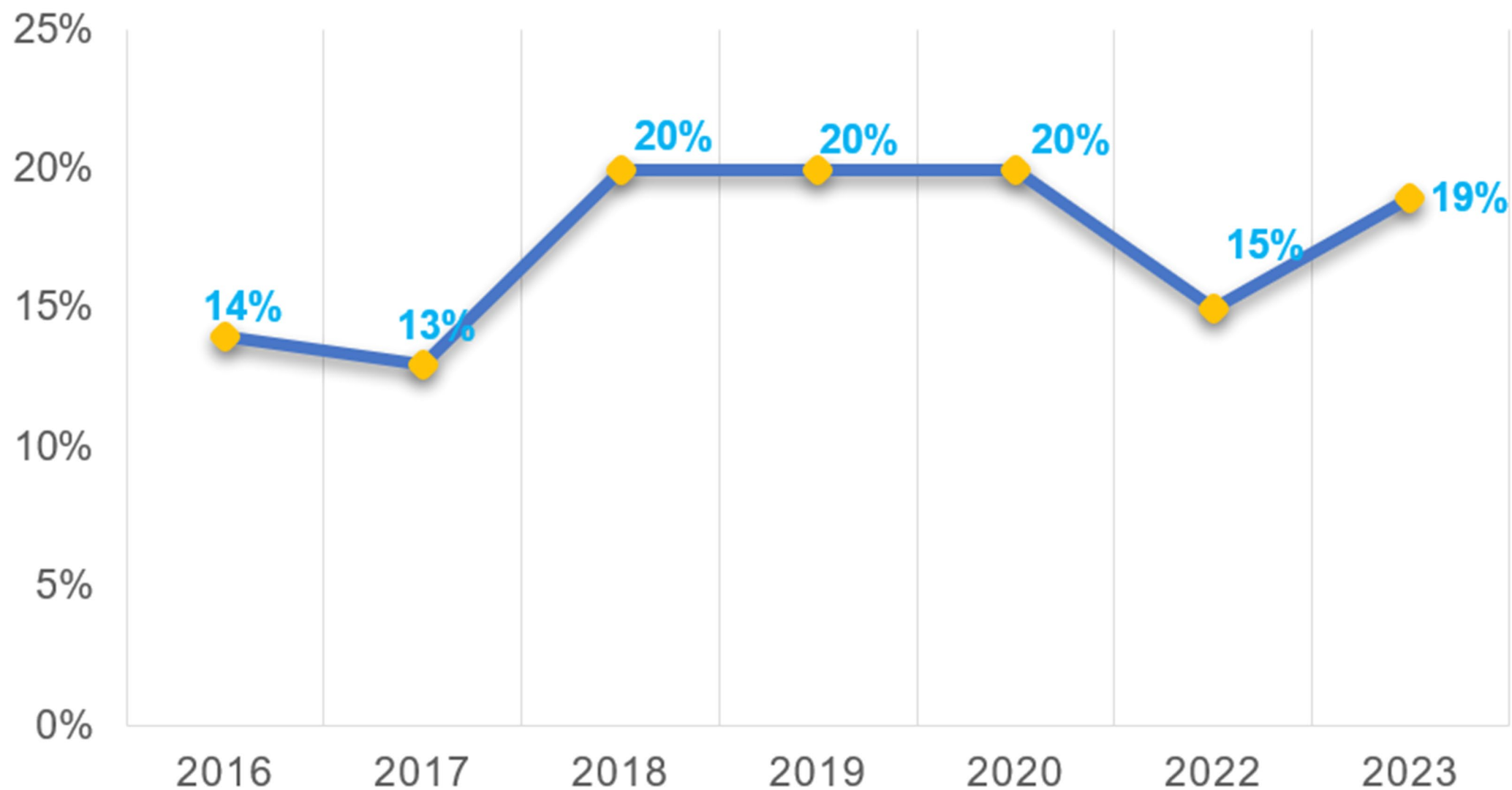
FY 23 Data Review

Number of Veteran Registrations and Survey Completions by Year

Registrations
Completions



YEARLY RESPONSE RATE

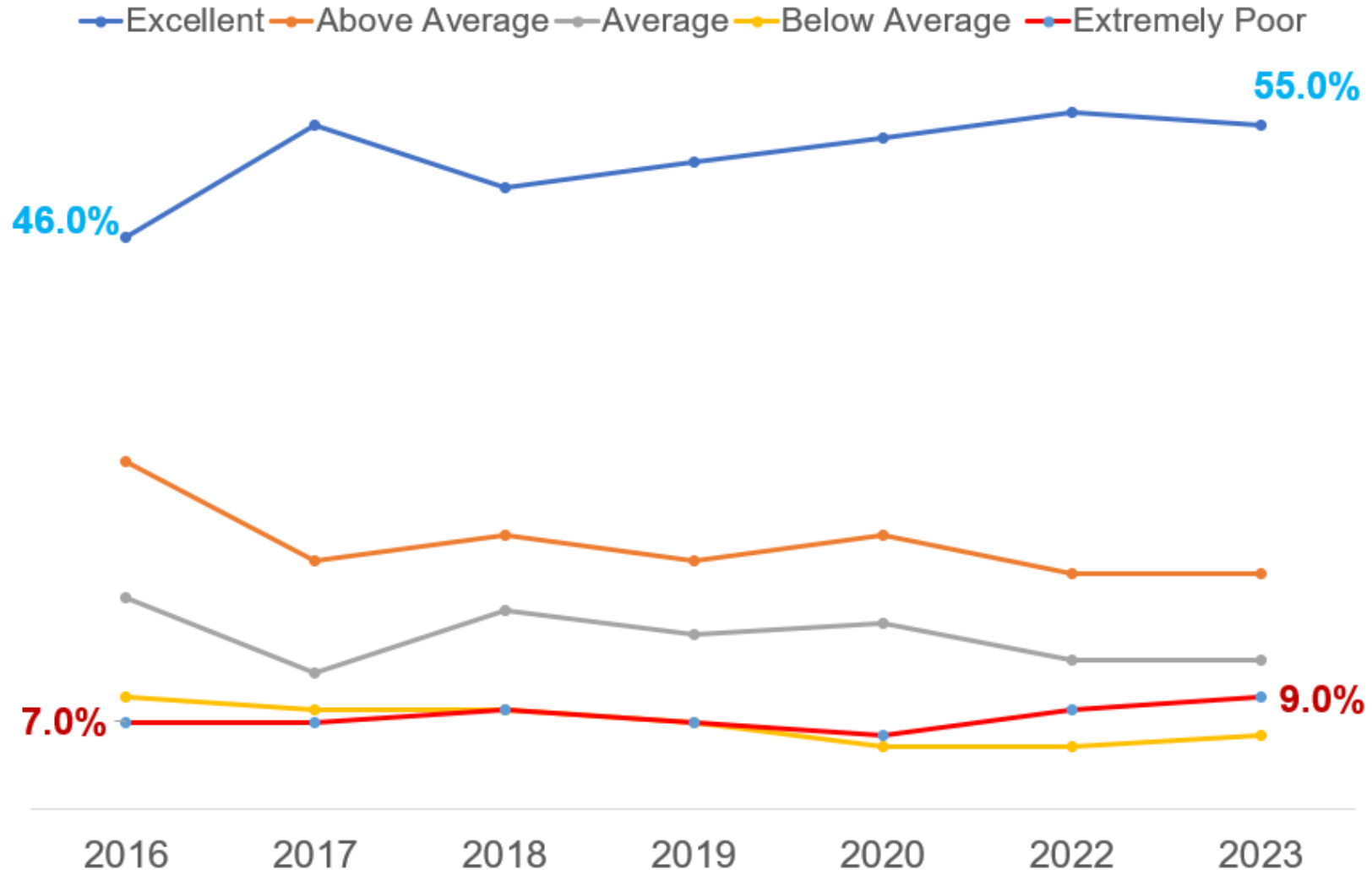


Response Rate = Completed Survey / Registrations

Quality of Services

Question 1 (Q1) asks “**How would you rate the quality of services you have received from this SSVF agency?**” The following graph shows the comparison of the responses to this question from 2016 to 2023.

Q1: Rate the quality of the services you have received





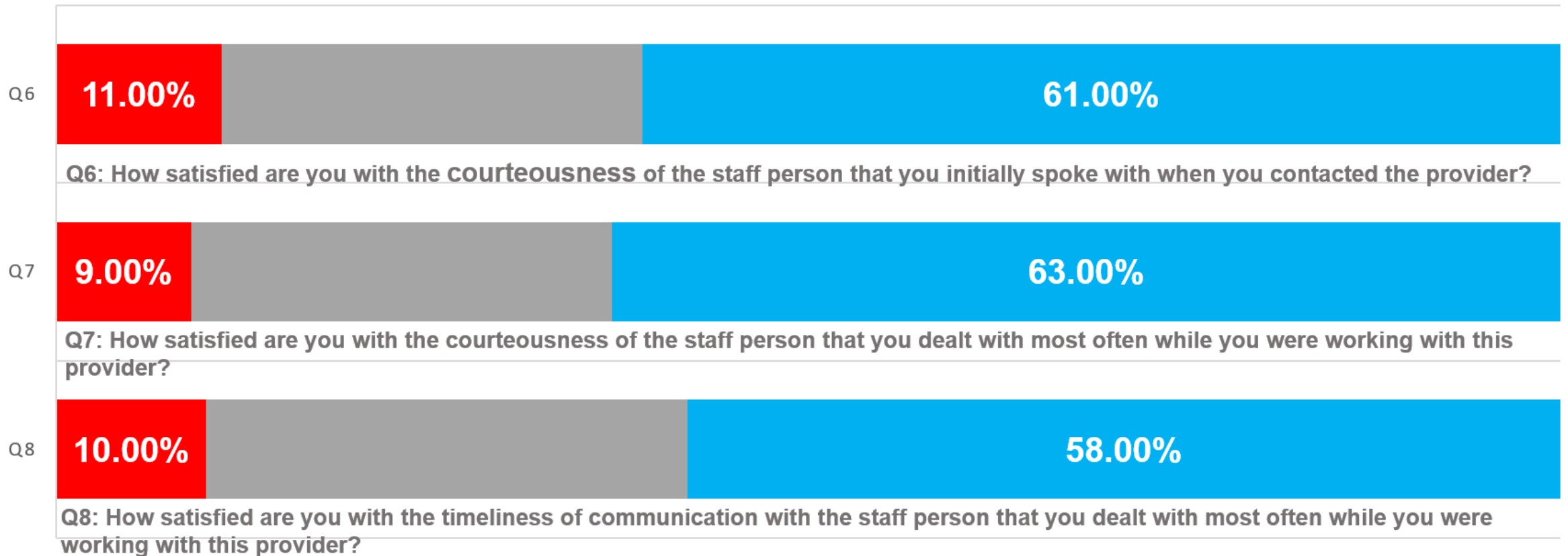
Overall Satisfaction

- 73.89% of Veterans rated the quality of services **above average or excellent**
- 85.67% of Veterans rated the quality of services **average or better**

Survey Results: Satisfaction with Services Provided by SSVF Staff – FY 23

PERCENT OF TOTAL

■ Very Dissatisfied ■ Dissatisfied ■ Not Satisfied or Dissatisfied ■ Satisfied ■ Very Satisfied



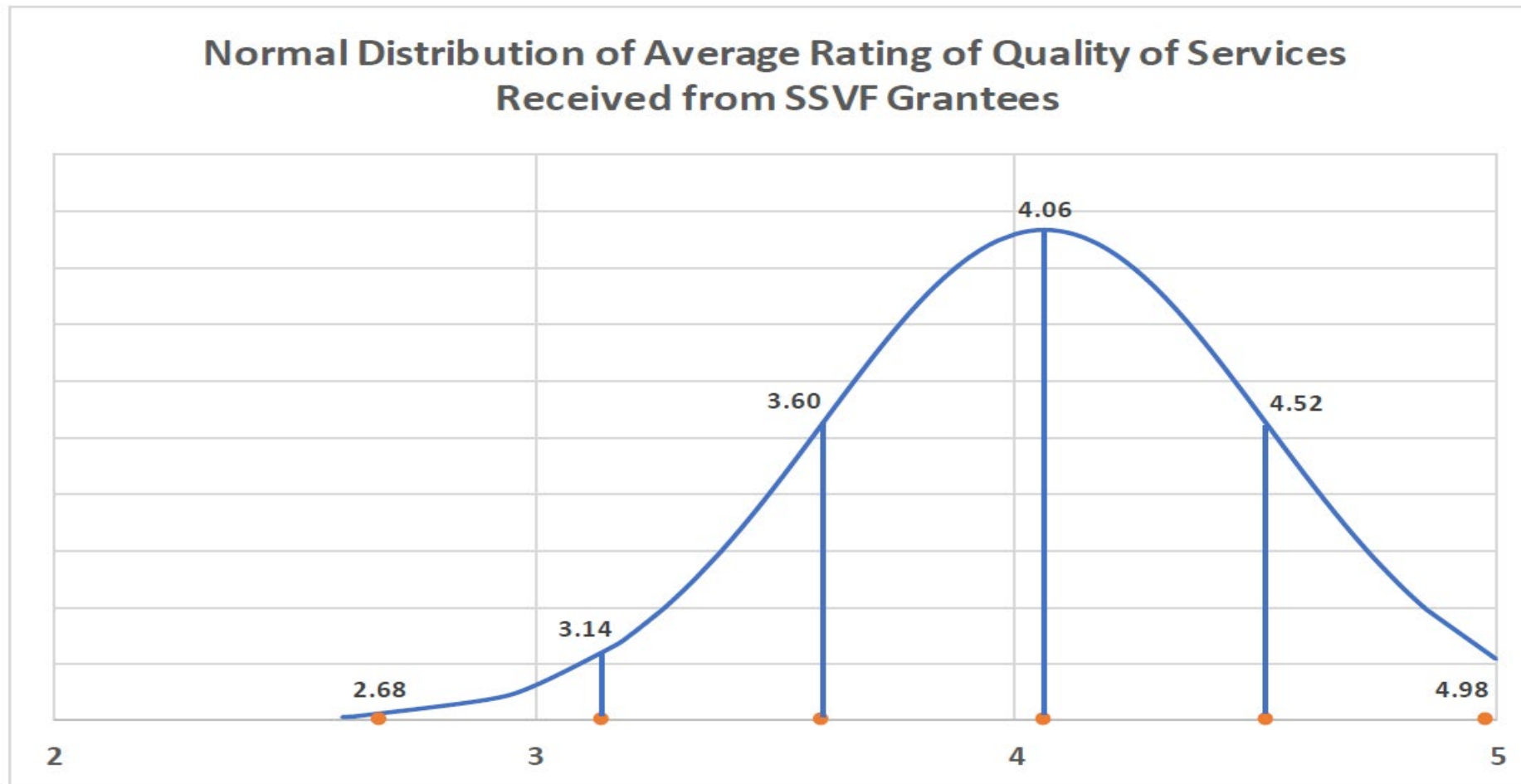


Satisfaction Ratings

- 78.20% of respondents are satisfied or very satisfied with the courteousness of communication with the staff person they dealt with most often
- 75.21% of respondents are satisfied or very satisfied with the timeliness of communication with the staff person they dealt with most often



SATISFACTION SURVEY KEY FINDINGS



**Distribution and Standard Deviation calculated from average satisfaction scores per Grantee, of Grantees that had at least 5 surveys completed*



Quality of Services

- All 15 services received above average or excellent scores at least 50% of the time when the “I did not receive assistance” option is removed.
- Quality of assistance with legal benefits received the lowest satisfaction score with 53.28% of respondents rating it as above average or excellent.
- The highest number of recipients of assistance with childcare benefits rated that service as extremely poor with 9.12%.



Open Ended Questions

- 3,950 survey participants provided open-ended feedback
- 68% (2860) expressed that at least one aspect of their experience was positive
- 8% (425) expressed only negative sentiments about SSVF services
- 19% (986) offered suggestions to improve the SSVF program



"From my initial intake through right now, the SSVF team made me feel welcome, independent and capable. Within a couple weeks I was living in a nice home and was employed. I could not have achieved this without them being there for me. I'm very grateful for the services they provide and the dignified way they offer that service. They are professionals of the most capable and caring variety."



Look for trends in your data

- Response rate less than 18%?
- 75% or more satisfied with the quality of services, the courteousness of staff, and the timeliness of actions?
- What percentage of Vets report not being involved in the development of their individualized housing stability plans?
- Do comments reflect overall satisfaction, or do they highlight areas to focus on improvements?
- Other data reflect significantly below national averages?
- Do I need to complete a Corrective Action Plan?



Ways to increase registrations and responses

- Ensure staff buy in – regularly message the importance of the survey agencywide
- Share ways to talk about the survey to Veterans
 - It's completely confidential, even from agency leadership
 - It will drive future SSVF services and processes
 - If you create a formal review & improvement process, share what that is
 - It's a way to celebrate providers for a job well done or highlight areas a provider may need to address
 - Consider a handout highlighting benefits of taking the survey as part of your written packet/paperwork to Veteran participants



Ways to increase registrations and responses (cont.)

- Create as part of your exit procedures a checklist ensuring all grantees are registered
 - Printout of registration in file
 - Consider a second reviewer (supervisor) of exit paperwork to ensure registration occurred
- Focus on ways to promote survey completions
 - Create a quiet, confidential space at your agency
 - Or bring a laptop to the Veteran
 - Build in time to allow survey completion
 - Consider offering food, water, snacks (not paid for by SSVF 😊)



Consider formalizing a survey review and improvement process

- Form a Review Committee to regularly assess trends in your reports
 - Consider diverse blend of leadership, frontline, and Veteran members
 - Create ways to recognize staff for jobs well done
 - Formalize improvement process for service gaps and areas of concern
 - Re-evaluate effectiveness of changes made in future meetings
 - Add this process within your agency's written Policies/Procedures



Survey Engagement and Veteran Satisfaction Best Practices



VA Survey Engagement and Participation

Tracy Hoodless, FL SSVF Program Manager, 90Works
Akunna Bryant, GA SSVF Program Manager, 90Works
Rocky Harrison, President of Operations, 90Works



Choose **VA**

VA



U.S. Department
of Veterans Affairs 28

ABOUT THE PRESENTERS

- **Tracy Hoodless:** After graduating from UWF with her bachelor's degree in 2012, Tracy started her social services career working with families and children through a non-profit sector. Tracy has worked in many capacities over the last 12 years, from home-visiting case manager to homeless shelter site manager. Tracy has been a program manager for SSVF since 2021. When she is not serving her community, she enjoys watching classic 80's movies with her family or relaxing at the beach.
- **Akunna Bryant:** After graduating from VSU with a bachelor's in psychology, Akunna started her career in the education field teaching young minds. Later, she served her community by supervising vulnerable populations and helping to prevent recidivism. Akunna started at 90Works in the SSVF Program in 2017. She has served in multiple SSVF roles and brings expertise in quality assurance and training to the team. In her spare time, Akunna enjoys spending time with her family and being creative by practicing her hand at interior design.
- **Rocky Harrison:** Prior to 90Works, Rocky worked with the vulnerable incarcerated population. Rocky began his career at 90Works in 2017 as an SSVF Case Manager. After working in several roles and capacities, Rocky has settled into his current position as President of Operations. Since then, 90Works applied and was awarded additional programs such as SSG Fox SPGP and GPD-TIP. Additionally, Rocky serves on multiple boards throughout the community. In 2023, Rocky received an *Outstanding Partnership Award* from the National Coalition for Homeless Veterans. Lastly, and worth mentioning, Rocky enjoys hiking in the great outdoors while listening to his favorite Dolly Parton album on repeat.

Customer Focused Individualized Service Planning

90Works is a non-profit organization that currently serves Northwest Florida/South Alabama (11 Counties) and South Georgia (52 Counties)

- Served 920 Veteran Families in FY23
- Focus on Veteran's Basic Needs
 - Housing, Income, Transportation, Health, Safety, and Support
- Case Manager and Veteran Determine Scope of Care for Each Basic Need
 - Scoring 1-5
 - 1 in Crisis, 2 Vulnerable, 3 Safe, 4 Stable, 5 Thriving
- Service Delivery: Create an Individualized Service Plan (ISP) for Initial 90 Days
 - Goals: All Basic Needs 3 or Above at 90 Days
 - Update Goals and Achievements Often
 - Goals Achieved: Maintain and Strengthen

Veteran Choice

Ensuring that veterans have the ability to choose is crucial for delivering excellent service, as it recognizes and caters to the distinct needs and experiences of each individual.

- **Recognize Individuality:**
 - Acknowledge the diverse needs and experiences of veterans.
- **Accommodate Preferences:**
 - Allow veterans to choose housing based on preferences.
 - Consider factors such as healthcare, employment, and family needs.
- **Consider Accessibility**
 - Accommodate veterans with disabilities in housing options.
- **Cultural Sensitivity:**
 - Recognize preferences for communities with understanding.
- **Empower Veterans:**
 - Grant the power of choice for personal empowerment.
 - Allow veterans to make decisions based on their unique circumstances.

Survey Tracking /Follow up

- Create an Excel Spreadsheet:

- Open a new Excel spreadsheet and designate columns for essential information.

- Survey Status:

Use columns to track the enrollment and completion status of each veteran. You can use dropdown menus or specific codes (e.g., "Enrolled," "Not Enrolled," "Completed," "Not Completed").

- Follow-Up Deadline:

Create a column for the follow-up deadline, indicating when the supervisor should follow up with the veteran regarding survey completion.

- Periodic Meetings:

Schedule periodic meetings or check-ins with supervisors to discuss progress, address any issues, and provide additional support if needed.

Veteran Survey Participation

- **Establish Trust:**
 - Assurance of confidentiality to build trust.
 - Consistently deliver on commitment.
 - Demonstrate reliability and follow through.
 - Foster inclusivity for Veterans to share thoughts and experiences.
- **Highlight Survey Impact:**
 - Share how results benefit all participants.
 - Input can drive policy changes, gaps in services, need for programs.
 - Communicate how data is used for program betterment.
 - Foster inclusivity for Veterans to share thoughts and experiences.
- **Provide Assistance:**
 - Offer support for survey completion challenges.
 - Assistance and accessibility.
- **Express Gratitude:**
 - Sincere gratitude for time and participation.
 - Thankful reminders and messages.

Team Education & Engagement

- **One-Team Approach:**
 - Veterans receive multiple points-of-contact on the team.
 - Case conferencing and peer review.
 - Use the "buddy system"
- **Familiarize Team with Survey Questions:**
 - Review survey questions with team.
 - Keep it positive! "Feedback is good"
- **Registering Veteran for Survey:**
 - Case Managers register Veterans within 30days of program exit and send identification number.
 - Supervisors confirm registration and follow-up contact with Veteran.
 - Customer Survey Tracker
- **Welcomed Feedback:**
 - Encourage team that all feedback is important.
 - Promote open communication.
 - Listen for common trends good or bad.

Team Education & Engagement

- Team Quarterly Review of Survey Results:
 - Areas of Improvement
 - Excellence
 - What is working and what is not?
 - Quarterly Goal Setting
- Celebrating Kudo's:
 - Incentives (donated gift cards, admin time-off, team recognition, etc.)
 - Inspire and share success.

CUSTOMER SATISFACTION
BEST PRACTICES
CORNERSTONE MISSION –
SOUTH DAKOTA



SURVEY – VETERAN'S VOICE

The survey gives each veteran an opportunity for their voice to be heard.

This is a time for them to be able to reflect and then respond with what they felt was beneficial during their enrollment, share specific ideas to improve the program that will impact the veterans who later seek out services from the SSVF program, and address any needs that went unmet that would have been helpful to them.

- ▶ Ask “What is your plan?”
- ▶ Work together, not on behalf of.



EMPOWER THE INDIVIDUAL

SET EXPECTATIONS

What SSVF
can and
can't do

What a case
manager can
and can't do

Tell the Truth

SOUTH DAKOTA TEAM PRESENTERS

- ▶ **Teena Conrad** - (Program Coordinator)

- ▶ Has spent the last 12 years working for Cornerstone Rescue Mission as the SSVF Program Coordinator. Covering the entire state of SD which includes 66 counties and 9 Tribal reservations. With her length of service to SSVF, she has seen lots of changes and learned go with the flow. We are honored to be asked to present regarding our customer service.

tconrad@cornerstonemission.org

- ▶ **Jade Ronk** – (Case Manager)

- ▶ Jade Ronk is passionate about serving her fellow veterans as she is a service-connected disabled veteran (USAF) who volunteers her time in various spaces in her state and is a VA appointed caregiver to one of her family members. For over ten years in the SSVF program, she has contributed to helping veterans in a variety of capacities navigate the dynamics and challenges that surround homelessness throughout South Dakota.

jronk@cornerstonemission.org

- ▶ **Jack Smith** – (Case Manager)

- ▶ is a 10-year Case Manager with SSVF. He has worked with SSVF since the grant went statewide in 2013. He is responsible for 20 counties in Northeastern South Dakota and assists with the Sioux Falls urban area.

jsmith@cornerstonemission.org



How do I know if I have to complete a CAP?

- Review the end of year report and focus on the scores on the cover page.
- Review the Response Rate data and if at or below 11.3% then submit a CAP to increase the survey completion rates.
- Review the Satisfaction Score data and if at or below 3.6 then submit a CAP to improve veteran satisfaction.
- Do not submit a CAP if the scores are above the rates identified above.



- CAP Requirements

- Complete a CAP for each under performing area (Response Rate or Satisfaction Score)
- Provide action steps, activities and anticipated timeline to address each area
- Upload the CAP to UDPass by January 30, 2024. An activity/requirement will be published the week of January 15, 2024. If you have any questions or concerns, please reach out to your RC.



CORRECTIVE ACTION PLAN

Corrective Action Plan							
1.	<table border="1"><tr><td>Response Rate Data</td><td>Use the response data on the cover page and if at or below the rate of 11.3% then submit an action plan to increase the survey completion rates. If above 11.3% then a CAP is not required.</td></tr><tr><td>Action Steps:</td><td></td></tr><tr><td>Date Complete / Anticipated Date of</td><td></td></tr></table>	Response Rate Data	Use the response data on the cover page and if at or below the rate of 11.3% then submit an action plan to increase the survey completion rates. If above 11.3% then a CAP is not required.	Action Steps:		Date Complete / Anticipated Date of	
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Action Steps:							
Date Complete / Anticipated Date of							



CORRECTIVE ACTION PLAN

	Satisfaction Score	Review the Grantee Satisfaction score on the cover page of your report. If the Grantee Satisfaction score is at or below 3.6 then submit an action plan addressing at least 3 areas of the report to improve performance. Focus the areas of the action plan on the data that is below the national average. If the grantee score is above 3.6 then a CAP is not required.
2.	Action Steps:	
	Date Complete / Anticipated Date of Completion:	



RESOURCES

- Your SSVF Regional Coordinator
- [FY 24 Veteran Satisfaction Survey Registration Process and Survey Update](#)
- Veteran Satisfaction Survey Updates & SQUARES (grantee Best Practice) May 2022
[SQUARES and Q2 Survey.pdf \(va.gov\)](#)
- Survey 1st Quarter Review and Grantee Best Practice March 2022
[Participant Satisfaction Survey March2022.pdf \(va.gov\)](#)



QUESTIONS?

Contact: Team Aptive

E-mail (best): vassvf@forsmarshgroup.com

Phone: 888-669-6752

Mon-Fri: 9:00 am – 9:00 pm (Eastern)

Sat-Sun: 10:00 am - 6:00 pm (Eastern)



Q & A



Q & A

Additional questions may be sent to the SSVF Program Office at ssvf@va.gov.

Project specific questions should be sent to your Regional Coordinator.





**Thank you for all you do to help
Veterans and their families!**