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| **Frequently Asked Questions (FAQ)** |

**Can we email families or are we only reaching out to them by phone?**

That depends on organization. If you’re communicating via email with families already, you can reach out to them via email. If you can’t reach people via email, you may have to turn to the phone.

**When do we follow up with families?**

There are guidelines in our script about where to follow up with families - we recommend not calling more frequently than between 3 days so families don’t feel like we’re harassing them. Just make sure you track your contacts or attempts to contact in the family tracker.

**When are the surveys due?**

The first 10 surveys are due by May 31 and the rest are due June 30th.

**Where and why are the letters next to the surveyor comment blue boxes?**

If you are taking notes on a separate sheet of paper, please write down the corresponding letter to the comment box before taking notes. The letters will help us match your notes to the corresponding part of the survey.

**If I know the families but don’t have a personal relationship with them, how do I mark that on the program information page?**

If you know the family and have met them before, you can mark yes. This might be more relevant for families who haven’t ever met their interviewer.

**What about the parents we have in parenting groups - how do we mark how long they’ve been involved with us?**

Please mark from the beginning of when they started working with your organization - so in your case, the earliest start date of their first parenting group.

**If someone feels offended or is upset about a question…even though we’re saying that this is a King County survey, they’re going to attach it to our organization. How do we mitigate that?**

Create a space for them to share their feelings, noting again that this is coming from King County and that feedback will help improve the survey. Also, thank the family for their feedback and participation as it is a sign that they have built a relationship of trust with you. Their participation is going to the county to help improve this survey.

**What about ‘family’ and how people perceive family - are we talking immediate family? Extended family?**

The definition of “family” is truly however the survey participant chooses to define it.

**How do we tell people they have to do this over Zoom with video, if they’re insistent about doing over phone?**

I would say that it’s really important to have the beginning with video face to face, but if folks have to turn it off then they can. Also, you can emphasize that we’re trying to make this easily replicable and consistent - so as similar to in-person as possible. Zoom with video allows you all to share your screen with the survey which would not be possible over the phone.

**When you say we have to turn the tracker in after 8 families, do you mean 8 families reached out to or surveyed?**

Every 8 families surveyed. So, you may have reached out to more than 8 families total and that will be reflected in the tracker.

**If we get to end of May and for whatever reason we don’t have that many, what do we do?**

Araceli will be checking in with you once a week to see how things are going. If we see that we may have to make modifications, she will be doing that proactively.

**What is the ultimate goal/total number of everyone that you want surveyed overall with the whole group?**

300 families (30 per key community)

**What if the family says that they don’t want to respond - do we leave totally blank, or ask them why they don’t want to respond?**

It depends on the family’s reaction - if they seem really upset and not like they want to share, you can just let it be. But if you think they’d be open to explaining, you could ask them and put it in the notes for the question. There’s also one more question at the end that asks if they felt uncomfortable answering any question - you could revisit then.

**Do clients have to sign a sign-in sheet when they get the gift card?**

No, you just have to track which cards are going to who in the tracker with the gift card number and the date the card was given, mailed, or left at the office for pick up.

**On the last page, do we fill it out after we finish with the family?**

Yes you would fill out the surveyor questions by yourself after you said goodbye to the family.

**Will we have the option to do this electronically?**

Yes. The form is a fillable PDF, so you can just type in the information.

**One client said they were worried and feeling ‘irresponsible’ about some of their answers reflecting negatively on them - how will clients react?**

Yes, some families may react this way to some questions. That’s important feedback for us to know, so please note that in the comment boxes and your notes!

**How do we know who to reach out to first?**

We’ll send you a list with the list of initial families and alternate families if those do not work out - if we need more families, we’ll follow up with you later with more information.

**When you mark “time completed”, do you include the time you spent completing the last page?**

Yes - because ideally you’re filling this out all at once. If for some reason you have to stop and fill out the last page later, mark the time that you finished with the participant.

**How many questions can participants skip?**

They can skip any questions they’re unclear with or want to skip. It’s helpful to know why they’re skipping it - but they can skip any question.

**For the list you send - if a family says no we just call the rest on the list?**

Yes, we’re sending you more families than you’ll need to survey, so you will just note who says no and keep calling.

**The families that we will be surveying - they are part of our organization, right, unless we get additional families?**

Yes - and you won’t get those families from other organizations unless your list is very small.

**Are you going to send the families all at once, or in chunks of ten?**

We’re going to send you a larger list (more than 10 families) with extra families just in case - then we’ll send you even more as needed.

**What would happen if you send me the list and a lot of people decline to take the survey?**

Then we would send you more families from your organization, until you run out of people from your list - then we may have to go to another organization.