

Instructions for participant surveys

The state Family Treatment Court (FTC) team has developed several example participant surveys to help local teams learn more about participant experiences while in the FTC program. Each example survey is accompanied by instructions for use below.

General Instructions

1. All survey information collected should be kept *confidential*, which means no one but the collector of the survey information should know who completed the survey. The team should not be able to tell who completed the survey by the answers given. When possible, the survey information should be kept *anonymous*, which means there is no identifying information on the survey. Even the person holding on the survey data will not know who completed the surveys.
2. Survey data should be collected electronically whenever possible. Some recommendations for electronic data collections systems are: Google forms, Microsoft Forms, Survey Monkey, Qualtrics, Alchemer, etc. This is not an all-inclusive list of options, just some we know about. If surveys cannot be completed electronically, then paper surveys should be completed and then transferred into an electronic tracking system for review.
3. When you introduce a survey to participants, set a timeline for how long you want to collect data. At the end of that timeline, set a meeting for the team to review the data. Always include a time to review the data and set goals for improvement when administering a survey. You should never collect data just for the sake of having data.
4. Introduce one survey topic at a time. Participants may feel overwhelmed answering surveys, given how much information they share with the team already. We do not want to continue to overwhelm by asking too many questions at one time.
5. Answers to the surveys *should never be used to impact the participant's case*.
6. When data collection is complete:
 - a. Review the general patterns for questions that have Strongly Disagree to Strongly Agree answers. A bar chart is a good way to review these answers.
 - b. Review all open-ended written responses for a question together. Determine if there are similar responses (themes).

Below, are instructions for specific survey examples:

1. Overall FTC Experience Survey

For teams that aren't sure where to start, this a great way to garner feedback from participants. There are eight questions in this survey that are designed to be asked when a participant is *leaving the program*.

The answers to these questions will help the team understand what participants view as the most helpful part of the program and the least helpful part of the program.

Remember, negative feedback should never be used to impact the participant in the future. These questions are designed to help teams understand how participants view the program.

Results from this survey can guide goal-setting for the team in these areas: a) general services provided for the participant; b) interactions with participants by the team; c) how to encourage

Instructions for participant surveys

potential participants to join the program; d) changes participants would like to see in the program.

A template has been created in Microsoft Forms that allows this survey to be administered electronically, and can be copied by clicking the link below. *Please note, you may need to create a Microsoft account before accessing the survey. See the attached document “Microsoft Forms Signup-Overview” (also available at <https://www.wacita.org/template-surveys/>) for instructions on how to complete this.*

Overall experiences in FTC survey:

<https://forms.office.com/Pages/ShareFormPage.aspx?id=DQSIkWdsW0yxEjajBLZtrQAAAAAAAAAAAAANAAdAUJ1NUMDdHQ0xXNU1OTlo1TVpZQkJTUUtRmK9DSy4u&sharetoken=T2OEu52IO8hf1g3JBzLK>

2. Case Management and Services Utilization Survey

This survey is for teams wanting to learn feedback about the services participants receive during FTC. There are 5 questions, each with a follow up open-ended feedback section. This survey is recommended to be administered *during any phase change or exit from the program.*

Results from this survey can guide goal-setting in these areas: a) case planning; b) parenting services offered; c) services offered for trauma; d) team interactions with participants.

A template has been created in Microsoft Forms that allows this survey to be administered electronically, and can be copied by clicking the link below. *Please note, you may need to create a Microsoft account before accessing the survey. See the attached document “Microsoft Forms Signup-Overview” (also available at <https://www.wacita.org/template-surveys/>) for instructions on how to complete this.*

Case Management & Services Utilization survey:

<https://forms.office.com/Pages/ShareFormPage.aspx?id=DQSIkWdsW0yxEjajBLZtrQAAAAAAAAAAAAANAAdAUJ1NURetWTE4xSTISNTIYREVEVEMzc2WDMxRkFCNC4u&sharetoken=tgtbdyRoPM6acFBdwATM>

3. Incentives & Sanctions Survey

This survey is for teams wanting to learn more about participant views of the incentives and sanctions that are offered/administered. There are eight questions, along with some follow up open-ended feedback sections, that are designed to be asked *during any phase change or exit from the program.*

Results from the survey can guide goal-setting in these areas: a) incentives offered; b) sanctions administered; c) participant engagement with court responses.

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Incentives and Sanctions survey:

<https://forms.office.com/Pages/ShareFormPage.aspx?id=DQSIkWdsW0yxEjajBLZtrQAAAAAAAAAAAAANAAdAUJ1NUODJDNU8yQ05WVEVBSEZJNzY3SkJGUkc2Mi4u&sharetoken=liD8GAAqhGc9ZZi5kbvO>

4. Recovery Capital Survey

This survey is for teams wanting to understand how participant recovery capital is developing. There are 11 questions designed to be *asked multiple times during the FTC program and when a participant exits the program*. This survey was developed and validated by researchers in 2017 to be a brief recovery capital assessment compared to the longer assessments available (usually about 50 questions).

Results from this survey will indicate if a participant has established a strong recovery capital network. Researchers recommend scores of at least 47 (when you add up the values of each answer).

Results from this survey can guide goal-setting for the team in these areas: a) encouragement of recovery capital in specific areas; b) housing options for participants; c) supportive engagement with participants; d) general support for participant recovery.

A template has been created in Microsoft Forms that allows this survey to be administered electronically, and can be copied by clicking the link below. *Please note, you may need to create a Microsoft account before accessing the survey. See the attached document “Microsoft Forms Signup-Overview” (also available at <https://www.wacita.org/template-surveys/>) for instructions on how to complete this.*

Recovery Capital survey:

<https://forms.office.com/Pages/ShareFormPage.aspx?id=DQSIkWdsW0yxEjajBLZtrQAAAAAAAAAAAAANAAdAUJ1NUM1FBOvplSU5TS1owOUNXR0JTNVBLMFhZUS4u&sharetoken=liD8GAAqhGc9ZZi5kbvO>