

Title: 4.5.1 Consumer Surveys

Prepared By: Community Alliance

Reviewed By: Governing Council

Approved By: Governing Council

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Purpose:

The purpose of the policy is to outline the process for administering and reviewing consumer surveys as part of the annual CoC project renewal process. This process will outline the roles and responsibilities of the Collaborative Applicant, recipients and subrecipients of CoC funding, and the MSCHC Consortium in the administration of consumer surveys. The purpose of this process is to ensure agencies are best helping the clients they serve, identify any potential issues or concerns at a project and agency level, and measure CoC-wide consumer satisfaction.

Scope:

This policy applies to agencies that receive CoC funding for program operation in Memphis/Shelby County, TN.

Policy:

With assistance from the CoC Planning Committee, the CoC Lead Agency will develop and review the consumer survey annually. The final survey will be presented at a CoC Planning Committee meeting and be available for download from the CoC Lead Agency website. A copy of the current consumer survey is also included in the appendix to this Charter.

Agencies should administer consumer surveys at a project level throughout the program year, including to clients who are exiting the project. As part of the annual Rank and Review and project scoring process, the consumer surveys will be used in two project scores: average of survey scores, and rate of surveys returned compared with clients served in the past year.

Clients cannot be required to complete the survey, and surveys should be completed anonymously. However, clients may be incentivized to return surveys. Surveys may be completed electronically if provided by the agency to clients in this format. An electronic format for agencies to use is available from the CoC Lead Agency by request. Agency staff may help clients complete the survey if requested by the client, but they should indicate that they assisted and provide their name in the designated part of the survey form.

Surveys must be completed and returned to the CoC Lead Agency by the deadline identified during the annual Rank and Review process. The deadline and process timeline will be posted on the CoC Lead Agency website and communicated to all renewal agencies by email. Failure to return surveys on time will be noted by the CoC Lead Agency and reported to the Rank and Review Committee.

The CoC Lead Agency will summarize surveys received and send reports of average scores and written comments by project to each agency. Agencies are encouraged to utilize the scores and comments received to continuously improve project performance.