

## Orange County Survey Examples/Tools

### 1. Orange County **IHSS Advisory Committee Consumer** Survey

The Orange County IHSS Advisory Committee is responsible for reviewing, providing ongoing advice and recommendations regarding in-home supportive services to the County Board of Supervisors. Its responsibilities include staying informed and educated on IHSS issues. The Orange County IHSS Advisory Committee participates in outreach and educational activities and, with Governing Board approval, engages in advocacy activities related to IHSS consumer and provider issues.

<https://surveymonkey.com/s/IHSSAdvisoryCommitteeConsumerSurvey>

### 2. Orange County IHSS Public Authority **Consumer** Satisfaction Survey

We would like to know how satisfied you are with the quality of services you receive from the Orange County IHSS Public Authority *Registry*. Your feedback is important. Participation in this survey is anonymous and will not affect your services. Thank you for your participation.

<https://surveymonkey.com/s/IHSSConsumerSatisfactionSurvey>

### 3. Orange County IHSS Public Authority **Provider** Satisfaction Survey

We would like to know how satisfied you are with the quality of services you receive from the Orange County IHSS Public Authority Registry. Your feedback is important to us. Participation in this survey is anonymous. Thank you for your participation.

<https://surveymonkey.com/s/IHSSProviderSatisfactionSurvey>

- a. Precision Polling is a company that I hope to use for making inbound calls (when a CSR asks a Consumer if they'd complete a survey, they dial a specific number, enter a code and connect the consumer. The consumer then completes the survey). There's a .10cent charge per call and a \$3 per month charge for a designated line.

Precision Polling

Contact: [support@precisionpolling.com](mailto:support@precisionpolling.com)

A dial-in poll costs \$0.10 per five minutes of connection time for each call that comes in. The \$3.00 per month cost of requisitioning a direct poll phone number would be on top of the per-call rate. You'd load up a balance onto your account and the costs would be deducted from the balance as each call came in.

You can choose whether to set a phone number you requisition up to renew monthly or to cancel at the end of the month. Note that if you set the phone number up to cancel, that same number may not be available later. You'd want to keep renewing the number on a monthly basis as long as you wanted the poll to remain open with that same number that could be forwarded to by reps.

As for the responses, within the account you'll see the aggregate data for all the responses you've received. You can further filter by "completed" or "partial" responses if you want to look at only those that made it to the end of the poll. In addition to the summary view of all responses, you're also able to export the data that comes in into a spreadsheet so that you can see each individual response and do any further analyses outside of the tool.

In order to play around with the output of data, I'd recommend creating an example dial-in poll and calling it a few times as a test. We provide \$2.00 of credit on the account when you sign up, so you could use this to do up to 20 test calls. You could then look at the results to see how it looks on the analysis end of things.

- b. PhoneTree 866-234-2943 [support@phonetree.com](mailto:support@phonetree.com) (This is the system we purchased in 2007 for around \$379. We use this system with a separate computer for all outbound calls to Providers and Consumers. We download phone numbers of Consumers and Providers (2 separate files) and the system dials the numbers and leaves a recorded message. We can see which numbers are non-working numbers. We can record calls in any language and send them to Consumers/Providers in that language.

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