



## Distributing and Collecting Family Surveys



Remember to use the [Family Survey Script](#) when administering the survey!

### How should I administer the survey?

#### **In person at the facility**

The majority of facilities who piloted the family survey agree that administering the survey in-person at the facility is the best method. The person administering the survey understands and believes in PbS and can explain the need for family feedback. It takes between 10–15 minutes to complete the survey.

#### **In person at the family's home**

Bringing the survey to the family at their home allows them more time than when picking up or visiting their child. It requires the person delivering the survey to understand the PbS survey process and participation benefits and may require additional training for that person.

#### **By phone**

Surveying by phone allows for flexibility scheduling the survey and assures the responses are collected. The person conducting the survey should explain the confidentiality and security processes to protect the family's identity and answers.

#### **By mail**

Many facilities found it difficult to get responses back by mail. Among the facilities who piloted the family survey, mail was the least recommended method.

### Who should administer the family survey?

The best results came when survey administrator already had a relationship with the family. Some of the most common people to administer the family survey among the pilot participants were counselors, the PbS site coordinator, aftercare workers, youth care workers and youth advocates.

### How can I get families to participate?

- ◆ Let the families know their feedback is valuable;
- ◆ Describe the short time it takes to complete; and
- ◆ Assure the families their answers will have no impact on their child's legal case, care and treatment.



#### **Important tips:**

- ◆ In person is the best method!
- ◆ Identify a family member appropriate for the survey before administering.



#### **Use the PbS Kiosk to ease and increase surveying:**

Take advantage of technology such as PbS kiosks to make taking surveys easier for families.