



2017 SMP/SHIP National Conference

JULY 10–13, 2017 AUSTIN, TX

**ACL SHIP and SMP
Beneficiary Satisfaction Surveys**

Introduction and Orientation
Presented by CG Strategy

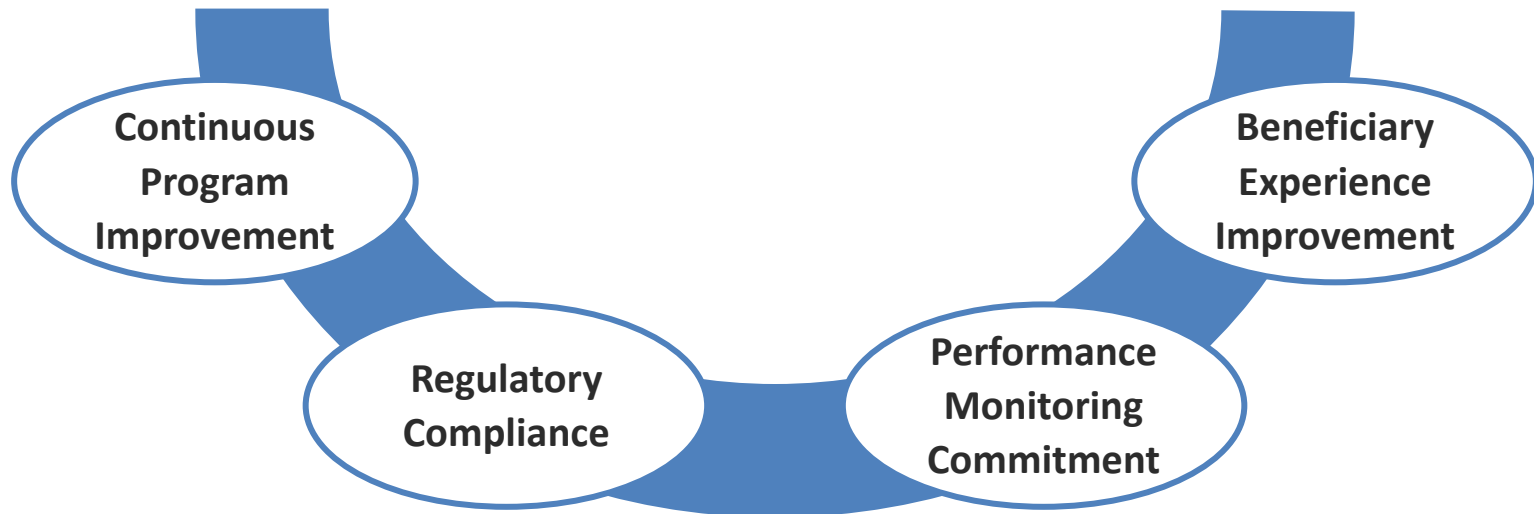
What You'll Learn

1. What is a beneficiary satisfaction survey?
2. Why are SMP and SHIP each conducting one?
3. Who will participate in the surveys?
4. What is the timeline for the surveys and how will they be administered?
5. What does the survey mean for me?
6. What are the next steps?

Overview



Beneficiary Satisfaction Surveys



SHIP & SMP Survey Participation



FEATURES

- Counseling

Survey Focus

- Presentations (outreach)

- Couselees

Survey Participants

- Presentation Attendees

- Phone bank

Survey Method

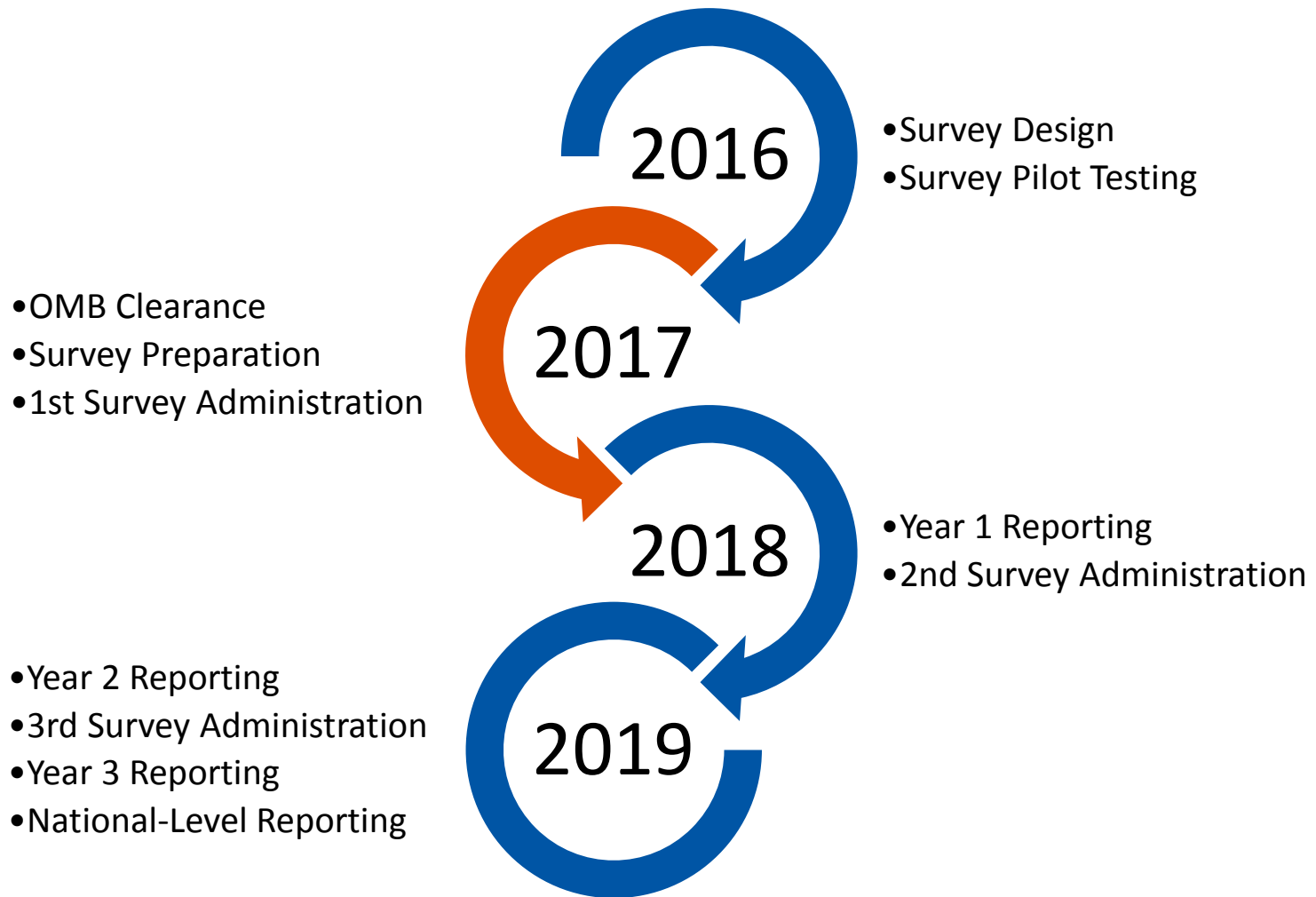
- Voluntary comment cards

- Anonymous
- Representative
- National Conclusions
- State/Territory Conclusions
- Statistically Valid

Key Features

- Anonymous
- Representative
- National Conclusions
- State/Territory Conclusions
- Statistically Valid

High-level Timeline



Detailed Timeline



FEATURES

<ul style="list-style-type: none"> • Three years 	<h3>Total Duration</h3>	<ul style="list-style-type: none"> • Three years
<ul style="list-style-type: none"> • Two administration periods per year <ol style="list-style-type: none"> 1. One week in Spring/Summer 2. One week in Open Enrollment Period 	<h3>Annual Activity</h3>	<ul style="list-style-type: none"> • One ongoing administration period, up to six months per year
<ul style="list-style-type: none"> • 18 States/Territories per year • Each State/Territory participates once over three-year survey period 	<h3>State/Territory Participation</h3>	<ul style="list-style-type: none"> • 17-18 States/Territories per year • Each State/Territory participates once over three-year survey period
<ul style="list-style-type: none"> • Beneficiaries surveyed once 	<h3>Beneficiary Participation</h3>	<ul style="list-style-type: none"> • Beneficiaries surveyed once

Impact and Assistance



FEATURES

- SHIP training webinars
- Respondent sampling
- Results analysis and reporting

Support Provided

- SMP training webinars
- Survey administration job aids
- Event/response monitoring
- Results analysis and reporting

- Enter NPR data requirements:
 - ✓ First name
 - ✓ Last name
 - ✓ Phone number

State Involvement (Needs/Expectations)

- Coordinate event selection
- Administer comment card survey

- National Report
- State Reports

Outputs

- National Report
- State Reports

Next Steps

1. Monitor email for additional information, including Year 1 announcements and training invitations.
2. For states/territories not participating in Year 1:
 - a) Feel free to attend upcoming SMP/SHIP survey training events
 - b) Please refrain from using survey materials until your state/territory is invited to participate
 - c) Using materials in advance can bias future results at national and state/territory level