



Prevention Services Survey Implementation Plan July 2018

Local Law 17 of 2018 requires the New York City Administration for Children's Services (ACS) to survey families receiving prevention services regarding their experiences with the ACS-contracted prevention services providers from whom they received services during the preceding calendar year, and to share the findings.

The survey must include questions regarding the following:

- Interactions with caseworkers;
- The type of services received;
- The quality of services received;
- Suggestions for how services may be improved; and
- An opportunity to provide ACS any additional information the family wishes to share.

Pursuant to the requirements of Local Law 17 of 2018 the following outlines ACS' plan for implementation of the survey, with anticipated timeframes by each phase of implementation.

Phase One: Determine Dissemination Methods (June 2018 – September 2018)

This phase will include:

1. Determining a feasible and accessible method for conducting the survey with families, which may be administered online or through a mobile application.
2. Determining how survey results will be collected for analysis.
3. Convening a survey workgroup, which may include representatives from ACS, provider agencies, families and advocate organizations.

Phase Two: Survey Development (October 2018 – December 2018)

This phase will include:

1. Finalizing survey questions and design.
2. Developing a communication plan for provider agencies and families.
3. Determine dissemination plan and/or platform for survey.
4. Translating finalized survey questions.

Phase Three: Pilot/test survey (January – March 2019)

This phase will include:

1. Piloting survey with sample of families and provider agencies to identify any issues or concerns.
2. Validating data collection processes for survey responses.

Phase Four: Survey Distribution (April – June 2019)

This phase will include:

1. Distributing the survey to families.
2. Collecting and aggregating survey responses.

Phase Five: Analysis and Reporting (July – December 2019)

This phase will include:

1. Reconciliation and validation of survey response data.
2. Analysis of survey responses.
3. Drafting, reviewing and finalizing survey findings report.
4. Submitting report to City Council.
5. Posting finalized report on ACS' website.