

# UCP OREGON 2019 CUSTOMER SURVEY

## WE WANT TO HEAR FROM YOU!



## FREQUENTLY ASKED QUESTIONS

(last updated 9/18/19)

### **Why is this survey being done and what will happen with the results?**

This is the first time UCP Oregon has surveyed all our customers. We want to know what you think about our work today, and the work we will do in the future. The results of this survey will be analyzed and used for creating the agency's Annual Plan.

### **Who should complete the survey?**

Anyone who receives current services from UCP can fill out a survey. The family members of people receiving surveys may also complete surveys on their own behalf, as we care about their opinion of our services too.

### **Do I have to complete the survey? What happens if I don't?**

No one is required to complete the survey. Also, please note that whether or not you choose to complete the survey--and any answers you provide--will not directly impact your UCP services.

### **Is the survey anonymous?**

Yes. Only you (and anyone who helps you complete the survey) will know your answers. For tracking purposes, UCP staff may ask you if you have completed the survey, but they won't ask you what you said. If you enter the the Amazon gift card drawing, you'll be required to submit an email address, but it won't be tied to your answers.

### **Who do I contact with questions?**

Your UCP Personal Agent, Job Coach, Coordinator, or other staff person can answer general questions about the survey. You can also email questions to [CSurvey@ucporegon.org](mailto:CSurvey@ucporegon.org) or call the Survey Project Manager, Jennifer Gwin, at 503-777-4166 ext. 450. Please note that Jen's email and voicemail messages will be checked and responded to weekly.

## **Where can I find a link to the online survey?**

The survey is available online in English here: <https://www.surveymonkey.com/r/UCPofOR>. Online (and paper) Spanish versions are coming soon; see below for more info.

## **How do I get a paper copy of the survey?**

Request a paper by calling Jennifer Gwin at 503-777-4166 ext. 450 or emailing [CSurvey@ucporegon.org](mailto:CSurvey@ucporegon.org). Please note that Jen's email and voicemail messages will be checked and responded to weekly.

## **Where do I turn in a completed paper survey?**

Completed paper surveys can be mailed or dropped off at the UCP Office: 305 NE 102<sup>nd</sup> Avenue, Suite 100, Portland OR 97220. UCP Office hours are generally Monday-Friday, 8:30am-4:30pm.

## **I get more than one service from UCP. Should I complete more than one survey?**

No. Complete one survey for all the services you receive from UCP.

## **Is this the same as the survey I filled out for UCP Connections in the past?**

No. This is a survey of all UCP customers and families.

## **What if I need the survey translated into another language?**

Paper and online Spanish versions will be available soon. Please email [CSurvey@ucporegon.org](mailto:CSurvey@ucporegon.org) to be notified when they are launched. Need the survey translated into a language other than Spanish? Please email [CSurvey@ucporegon.org](mailto:CSurvey@ucporegon.org) to make a request.

## **I need help to complete the survey, but I don't want my UCP staff to know how I answer questions about them. Can I have someone else help me do the survey?**

Yes. You can have anyone you are comfortable with help you answer the questions. If you need help and don't have anyone to assist you, you can ask UCP staff to help you. Or if you want it to be private from your staff, UCP will help find someone who isn't your staff to help you complete the survey—email [CSurvey@ucporegon.org](mailto:CSurvey@ucporegon.org) or call Jennifer Gwin at 503-777-4166 ext. 450 to schedule a survey support assistant. Please note that email and voicemail messages will be checked and responded to weekly.

## **Can I complete the survey on someone's behalf?**

Yes. You may assist someone to complete the survey. If you need to reword a question for the person answering to understand, keep the question as close to the same meaning as possible.

## **I'm a family member of someone who receives services. Can I fill out a survey on my own behalf—e.g. with my own opinions about UCP?**

Yes! We want to hear from you, too!