

Complex Behavior Collaborative (CBC) Services Survey Instructions

To help the State of Alaska plan for future services, providers, families, and participants are asked to provide feedback on CBC Consultant Services. Surveys are distributed by the consultant to those agencies and individuals receiving services through the CBC. There are three different tools to do this, each serving a separate function:

- Quality – Overall quality of CBC services and processes
- Outcome – Outcomes after CBC services (Pre-/Post- evaluation)
- Training – Change in behavior-based approaches (Pre-/Post- evaluation)

These surveys are designed for team members, family, agency staff and others who have worked with the CBC Consultant and CBC client for at least 2 months. (Use the date in which you received the referral for services for making that decision). In completing the form, particular attention should be paid to the scales used on the second pages of each tool. Be sure to add the CBC Participant Number to each individual evaluation tool prior to its distribution. Past experience has been that respondents have either omitted the number or at times entered the wrong one.

Consultants provide two reports to the State:

- 1) A mid fiscal year report spanning July 1 through December 31 of the State fiscal year and
- 2) A State fiscal yearend report spanning July 1 through June 30 of the SFY

Beginning in FY15, the CBC Consultants will be using the following timeline to distribute the surveys to team members and others receiving training or services through the CBC:

- Quality Satisfaction Survey (Survey to be distributed and collected within 30 days prior to the end of the reporting period.)
 - December 1- December 31 (for the midyear report)
 - June 1- June 30 (for the State fiscal yearend report)
 - At CBC services close-out
- Outcome Satisfaction Survey (Survey to be distributed and collected within 30 days prior to the end of the reporting period.)
 - December 1 – December 31 (for the midyear report)
 - June 1 – June 30 (for the State fiscal yearend report)
 - At CBC services close-out
- Training Satisfaction Survey
 - One formal survey per team following training of the team (additional surveys may be given if additional trainings are provided)
 - After each agency wide training

Survey results are to be aggregated and reported to the State in the designated reporting format. The midyear report will be submitted by January 31 and the fiscal yearend report will be submitted by August 31.

If you have questions about this survey or information generated from it, please contact Eric Talbert at (907) 269-3626 or eric.talbert@alaska.gov.