

Attachment B7

Healthy Start Program Survey Frequently Asked Questions (FAQs)

HRSA's Healthy Start Evaluation and Capacity Building Support Project

October 2022

HEALTHY START PROGRAM SURVEY FREQUENTLY ASKED QUESTIONS (FAQs)

1. Why are you conducting this survey?

This survey is part of a comprehensive, national Healthy Start evaluation. The survey is designed to collect information on your experiences with your Healthy Start program. This information will help HRSA's Maternal and Child Health Bureau (MCHB) to identify best practices for dissemination and replication of program activities, and assist in determining, on a national level, needs for technical assistance to improve your Healthy Start program performance, set future priorities, and contribute to the overall strategic planning activities of MCHB.

2. What questions will you ask in the survey?

The survey will ask questions about the participants in your program, the services that your Healthy Start program provides, your Community Action Network, father/partner involvement, and health equity. A copy of the survey is attached. We suggest that you review the survey prior to going online to complete it.

3. Will I need to involve my Healthy Start staff in the completion of the survey?

You may want to consult your staff in the completion of certain sections or in answering specific questions. The following staff may be helpful in completing questions in the following sections:

- Case Manager(s) - Section I: Program Infrastructure, Capacity, and Staff and Section III: Healthy Start Services
- CAN Coordinator - Section IV: Community Action Network (CAN) and Other Collaborations
- Fatherhood Case Coordinator - Section V: Father/Partner Involvement
- Evaluator or Data Analyst – Section VI: Data Collection, Quality Improvement and Performance Monitoring

4. Will I need to retrieve information from my Healthy Start systems and records to answer some of the questions?

Yes, we expect that you will need to retrieve information from your Healthy Start systems and records to answer some of the questions. You, will need to retrieve the following information from your Healthy Start systems:

- Caseload and participant numbers (questions 3, 16)
- Numbers and descriptions of CAN members and activities (questions 19, 20, 27, 28)

5. How long will it take to complete the survey?

The survey should take approximately 30 minutes to complete after you have consulted with your staff, and retrieved information from your Healthy Start systems and records.

6. After I start the survey, can I stop the survey and finish it at another time?

Yes. You will need to click on the “Save & Exit” button to save your responses before you stop the survey. If you do not click on “Save & Exit,” you will lose any responses that you did not already save. You can return to the survey later using the link we provided to you to finish the survey.

7. Will the survey time out if I am not actively working on filling it out?

Yes. The survey will time out if you are inactive for more than 20 minutes. Please be sure to click on “Save & Stay,” so you do not lose your responses. If the survey times out, you can return to the survey using the link we provided to you to finish the survey.

8. Who should I contact if I have questions about this survey?

Please contact the Westat Study Support Team at 1-800-xxx-number or email us at HSEvalSupport@westat.com if you have any questions.