



**PARTNER**CPRM  
A Community Partner Relationship Manager

## Service Provider Network Survey Template

This document lists the PARTNER “SERVICE PROVIDER NETWORK” survey. That is, the questions are specific to service provider networks. You can use this document as a template to review questions and make edits, before working on the online version of the survey. The wording here is suggested wording based on past surveys that the PARTNER team has developed on a variety of projects. We encourage you to modify it for your own community/cultural contexts.

**NOTE: This survey is ONLY approved for use within the PARTNER CPRM platform. It is not available for use in other platforms or survey tools. If you are interested in adopting or licensing the use of this survey instrument, please contact us at [hello@visiblenetworklabs.com](mailto:hello@visiblenetworklabs.com)**

**How should you use this survey template?** The entire survey is modifiable, although in some limited ways. You can use this template (in Word) to draft up your own language and customize question changes. If you follow the structure of this template, you will be able to fit changes into the online survey.

**Any questions? Contact us at [hello@visiblenetworklabs.com](mailto:hello@visiblenetworklabs.com)**

**THIS TEXT IS THE DEFAULT CONSENT AND INSTRUCTIONS THAT IS AUTO-FILLED INTO THE PARTNER SURVEY. IT IS ALL MODIFIABLE.**

**Consent:**

By starting the survey, you are agreeing to participate. Your participation is voluntary, and you can stop at any time. There are no known risks to participate in this survey. If you have questions about your participation in the survey, please reply to the email invitation you received, or contact the PARTNER team at [partnertool@visiblenetworklabs.com](mailto:partnertool@visiblenetworklabs.com).

**Instructions:**

Thank you for taking this survey. To begin, you will be asked to answer a few questions about your own organization. You will then be asked to answer questions about other organizations.

Answer all questions from the perspective of your organization, rather than yourself as an individual. Feel free to check with others in your organization for more information.

At any time, you can save the responses and continue the survey later. When complete, you can review your responses and modify them, if required.

Q#	Question Text	Question Response Options	Notes on how question can be modified in the PARTNER system
1	<b>Your organization should be listed below. If it is not, please return to the original email you received inviting you to take this survey, and click on the link included.</b>		<b>This question is not modified, rather it is based on the respondent list</b>

2	In a few words, describe your organization's mission as it relates to serving your target population.		This can be modified to any question where you elicit a short answer, short open-ended response, for example, "what is your organization's mission?" or "what is your motivation for joining?"
3	How many people does your agency serve each month? (round to the nearest 10, 25, 45, 75, 100)		This can be modified to any question where you elicit a numerical value as a response, such as "how long have you worked as a service provider?"
4	Please indicate what <u>SERVICES YOUR AGENCY PROVIDES</u> . (choose as many as apply)	<ol style="list-style-type: none"> <li>1. Adult daycare</li> <li>2. Assistance with food</li> <li>3. Assistance with meal preparation</li> <li>4. Assistance with medication</li> <li>5. Assistance with transportation</li> <li>6. Assisted living with specialized care units</li> <li>7. Caregiver education &amp; support</li> <li>8. Caregiver education, i.e. administering medications, nursing tasks, activities of daily living</li> <li>9. Financial planning</li> <li>10. Home Visitation</li> <li>11. Household chores and errands</li> <li>12. Legal planning</li> <li>13. Respite care/vouchers</li> <li>14. Support groups</li> <li>15. Telephone Helpline</li> <li>16. Other</li> </ol>	<p>The wording of this question can be modified to be customized to this network (this question is linked to Q5). Usually this is a question asking about what member orgs can or can potentially contribute to the network.</p> <p>The response options listed here are from our default survey, but you can modify these to match resources/activities that you hope the organizations will bring to the network.</p>

5	<b>What is your agency's <u>MOST COMMON SERVICE PROVIDED?</u></b> <b>(Select one.)</b>	<b>Same responses picked in #4.</b>	
6	<b>Please select the outcomes that the network has most successfully achieved.</b>	<ol style="list-style-type: none"> <li>1. <b>Community support for those dealing with mental health issues</b></li> <li>2. <b>Developed effective strategies to support quality, availability, and access to services</b></li> <li>3. <b>Improved communication between organizations</b></li> <li>4. <b>Improved resource sharing for organizations</b></li> <li>5. <b>Improved/increased capacity among service providers</b></li> <li>6. <b>Improved/increased project coordination among service providers</b></li> <li>7. <b>Improved/increased relationships between service providers</b></li> <li>8. <b>Improving access to services</b></li> <li>9. <b>Increased knowledge sharing for organizations</b></li> <li>10. <b>Increased referrals to community programs among cross-domain partners</b></li> <li>11. <b>Increased use of best practices among service providers</b></li> <li>12. <b>More coordinated approach to address the needs of community across service providers</b></li> <li>13. <b>New sources of data</b></li> <li>14. <b>Policy, law and/or regulation</b></li> <li>15. <b>Shared advocacy or policy work among service providers</b></li> </ol>	<p><b>You can customize the wording of this question (this question is linked to Q7). Usually this is a question asking about outcomes achieved or potential outcomes to achieve.</b></p> <p><b>The response options can be edited, but will be the same for both Q 6 and Q 7.</b></p>
7	<b>Which is this network's most important outcome?</b>	<b>Same response list as #6</b>	<b>Whatever responses someone chooses in Q 6 will populate as possible responses for Q7.</b>

8	Collectively, how successful have all agencies in the network been at providing services in the community?	<ol style="list-style-type: none"> <li>1. Not Successful</li> <li>2. Somewhat Successful</li> <li>3. Successful</li> <li>4. Very Successful</li> <li>5. Completely Successful</li> </ol>	<p>This can be modified to any question where you elicit a single choice response.</p> <p>If this is a new network, you can find another question to ask here if you do not think this fits.</p> <p>You could ask what their potential role in the network could be or what level of involvement they could contribute.</p>
9	<p>In the last 2-3 years, which services have been the most successfully provided in the community by the network of agencies that provide them? Pick all that apply.</p>	<ol style="list-style-type: none"> <li>1. Adult daycare</li> <li>2. Assistance with food</li> <li>3. Assistance with meal preparation</li> <li>4. Assistance with medication</li> <li>5. Assistance with transportation</li> <li>6. Assisted living with specialized care units</li> <li>7. Caregiver education &amp; support</li> <li>8. Caregiver education, i.e. administering medications, nursing tasks, activities of daily living</li> <li>9. Financial planning</li> <li>10. Home Visitation</li> <li>11. Household chores and errands</li> <li>12. Legal planning</li> <li>13. Respite care/vouchers</li> <li>14. Support groups</li> <li>15. Telephone Helpline</li> <li>16. Other</li> </ol>	<p>This can be modified to any question where you elicit a multiple choice response.</p>
10	From the list, select <u>organizations/programs/</u>		Question can be modified but list of organizations to choose from

	<p><b><u>departments with which you have an established relationship (either formal or informal). In subsequent questions you will be asked about your relationships with these <u>organizations/programs/departments</u> in the context of the service provider network.</u></b></p>		<p><b>will be based on the respondent list uploaded.</b></p>
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**The next set, questions 11-18 are relational questions, meaning that the respondent will answer each question about the organizations they selected in Q10.**

**Q11-12: Below are the relational questions, however there are several options for the content of these questions. At the end of this table are other options to choose from (in blue text), but all can be modified. In total, we recommend only choosing a total of 3 relational questions (q11, q12, and the 3<sup>rd</sup> option will become Q19).**

**Questions 13-18 are also relational, but instead of assessing the content and type of relationship between two partners, they assess the quality in terms of Value and Trust. Questions 13-15 are three measures of Value and questions 16-18 are three measures of Trust. The wording of Q13-18 can be slightly modified for your network, but the context cannot change. These are trademark PARTNER questions and usually yield the most useful data.**

<p><b>11</b></p>	<p><b>What kind of activities does your relationship with this partner entail (relational pick all)?</b></p>	<ol style="list-style-type: none"> <li><b>1. Advocacy/Awareness</b></li> <li><b>2. Attend Conferences/Trainings</b></li> <li><b>1. Client Referrals</b></li> <li><b>3. Collect/store data</b></li> <li><b>4. Conduct research</b></li> <li><b>5. Develop guidelines</b></li> <li><b>6. Develop standards</b></li> <li><b>7. Develop tools</b></li> <li><b>8. Fund research</b></li> <li><b>9. Intellectual Exchange</b></li> <li><b>10. Legal/Regulation Change</b></li> <li><b>11. New Technologies</b></li> <li><b>12. Provide Educational programs</b></li> </ol>	<p><b>You can modify the language/wording of the question and response options.</b></p> <p><b>However, the nature of this question has to be “relational” (something they are answering about their relationship with each partner they selected). See other examples at the end of this table.</b></p>
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		<b>13. Provide training</b> <b>14. Service Delivery</b> <b>2. Technical Assistance</b>	
12	<p>What kinds of activities does your relationship with this <u>organization/program/department</u> entail [note: the responses increase in level of collaboration] [relational choose one]?</p>	<ol style="list-style-type: none"> <li>1. None</li> <li>2. <b>Cooperative Activities:</b> involves exchanging information, attending meetings together, and offering resources to partners (Example: Informs other programs of RFA release)</li> <li>3. <b>Coordinated Activities:</b> Include cooperative activities in addition to intentional efforts to enhance each other's capacity for the mutual benefit of programs. (Example: Separate granting programs utilizing shared administrative processes and forms for application review and selection.)</li> <li>4. <b>Integrated Activities:</b> In addition to cooperative and coordinated activities, this is the act of using commonalities to create a unified center of knowledge and programming that supports work in related content areas. (Example: Developing and utilizing shared priorities for funding effective prevention strategies. Funding pools may be combined.)</li> </ol>	<p>You can modify the language/wording of the question and response options.</p> <p>However, the nature of this question has to be “relational” (something they are answering about their relationship with each partner they selected). See other examples at the end of this table.</p>
13	<p>To what extent does this <u>organization/program/department</u> have power and influence to impact the overall mission of the service provider network?  *Power/Influence: The organization/program/department holds a prominent position in the community by being powerful, having influence,</p>	<ol style="list-style-type: none"> <li>1. Not at all</li> <li>2. A small amount</li> <li>3. A fair amount</li> <li>4. A great deal</li> </ol>	<p>Questions 13-18 are based on validated scales to measure perceived value and trust among partners, so they generally need to remain as is, although we can customize for your network. You can modify the language of the definition and what this term means to your group. Please do not modify the response options</p>

	success as a change agent, and showing leadership.		as it is linked to the analysis tool/ calculations.
14	<p>What is this organization/<u>program/department's</u> level of involvement in the service provider network?</p> <p>*Level of Involvement: The organization/<u>program/department</u> is strongly committed and active in the partnership and gets things done.</p>	<ol style="list-style-type: none"> <li>1. Not at all</li> <li>2. A small amount</li> <li>3. A fair amount</li> <li>4. A great deal</li> </ol>	
15	<p>To what extent does this organization/<u>program/department/s</u> contribute resources to the service provider network?</p> <p>*Contributing Resources: The organization/<u>program/department</u> brings resources to the partnership like funding, information, or other resources.</p>	<ol style="list-style-type: none"> <li>1. Not at all</li> <li>2. A small amount</li> <li>3. A fair amount</li> <li>4. A great deal</li> </ol>	
16	<p>How reliable is the organization/<u>program/department</u>?</p> <p>*Reliable: This organization/<u>program/department</u> is reliable in terms of following through on commitments.</p>	<ol style="list-style-type: none"> <li>1. Not at all</li> <li>2. A small amount</li> <li>3. A fair amount</li> <li>4. A great deal</li> </ol>	



17	<p>To what extent does the <u>organization/program/department</u> share a mission with the service provider network's mission and goals?</p> <p><b>*Mission Congruence:</b> this organization/program/department shares a common vision of the end goal of what working together should accomplish.</p>		
18	<p>How open to discussion is the <u>organization/program/department</u>?</p> <p><b>*Open to Discussion:</b> this organization/program/department is willing to engage in frank, open and civil discussion (especially when disagreement exists). The organization/program/department is willing to consider a variety of viewpoints and talk together (rather than at each other). You are able to communicate with this organization/program/department in an open, trusting manner.</p>	<ol style="list-style-type: none"> <li>1. Not at all</li> <li>2. A small amount</li> <li>3. A fair amount</li> <li>4. A great deal</li> </ol>	

19	This partnership has [pick all]:	<ol style="list-style-type: none"> <li>1. Has been informative only (we only exchange information, knowledge about resources, etc.)</li> <li>2. Improved my organization's capacity</li> <li>3. Led to an exchange of resources</li> <li>4. Led to improved services or supports</li> <li>5. Led to new or strengthened connections with other partners</li> <li>6. Led to new program development</li> <li>7. Led to sharing of best practices</li> <li>8. Not led to any outcomes</li> </ol>	You can add any type of question here and after this point in the survey. If you added a 3 <sup>rd</sup> relational question, you would do so here followed by any other question(s) you would like to ask.
<b>SURVEY END</b>			
<b>OPTIONAL ADDITIONAL QUESTIONS YOU WILL NEED TO ADD TO THE SURVEY TRANSFERRED TO YOUR ACCOUNT.</b>			
20	In order to inform the service provider network's future community engagements, can you suggest any other organizations in the system that were not included in the list of partners included in this survey?	Open-ended	
21	How do you determine your service area? (choose all that apply).	<ol style="list-style-type: none"> <li>1. By zip code?</li> <li>2. By neighborhood?</li> <li>3. By county?</li> <li>4. By city</li> <li>5. Other</li> </ol>	
22	In a few sentences, can you describe where and to whom you provide services? Be as detailed as possible (neighborhoods, types of facilities, zip codes, etc.)	Open Ended	

23	What is your agency most lacking in terms of support to provide services?	Open Ended	
24	Please describe your involvement in the service provider network, if any. (Choose one)	<ol style="list-style-type: none"> <li>1. No Active Involvement</li> <li>2. Minimal Involvement</li> <li>3. Occasional Involvement</li> <li>4. Consistent Involvement</li> <li>5. Proactive Involvement and Leadership</li> </ol>	
25	Which of the following factors have FACILITATED your organization's ENGAGEMENT in the service provider network? (Choose as many as apply)	<ol style="list-style-type: none"> <li>1. Diverse and multi-disciplinary network membership (including the makeup of organizations including their size, type, and racial/ethnic makeup)</li> <li>2. Funding</li> <li>3. History of collaboration/sharing among network members</li> <li>4. In person meetings and institutes</li> <li>5. Meeting regularly</li> <li>6. Opportunities for technical assistance</li> <li>7. Peer learning/sharing among network members</li> <li>8. Sharing resources amount network members</li> <li>9. Strong sense of trust among network members</li> <li>10. Strong/well-connected network leadership (e.g., able to resolve conflicts)</li> <li>11. The network is responsive to needs of members (e.g., timely, helpful, provides resources)</li> <li>12. Other</li> <li>13. Not sure</li> </ol>	
26	What are the greatest CHALLENGES your organization FACES in your participation in the service provider network? (Choose all that apply)	<ol style="list-style-type: none"> <li>1. Bureaucracy within the system</li> <li>2. Capacity for advocacy work</li> <li>3. Communication within the network</li> <li>4. Competing priorities of partners</li> <li>5. Different perspectives of partners</li> </ol>	

		<ul style="list-style-type: none"> <li>6. Difficulty in bringing stakeholders together (time, geographic barriers, etc.)</li> <li>7. Effective leadership to move things forward</li> <li>8. Funding</li> <li>9. Getting the right partners to the table</li> <li>10. Lack of mission congruence among partners</li> <li>11. Lack of political will within the system</li> <li>12. Lack of previous relationships between sectors/agencies</li> <li>13. Lack of resources to coordinate across stakeholder groups</li> <li>14. Leadership transition/turnover</li> <li>15. Messaging/communications strategies</li> <li>16. Staff turnover</li> <li>17. Other</li> <li>18. There are no challenges to participating in the network</li> </ul>	
27	<p>From your perspective, what resources are critical to achieve long-term sustainability of the service provider network?</p> <p>Who or what is ultimately needed to advocate for and sustain this model?</p>	Open-ended	
28	Do you have any additional comments or feedback about the service provider network?	Open-ended	