

To the Town Clerk: K. Dunai

From: Rob Michalman, Chairman, Social Services Commission

Special meeting of the Suffield Social Services Commission

January 28, 2016

Present: Rob Michalman, Bob Brooks, Faith Roeblen, Maryellen Tunsky,

Absent: Ruth Clark, Sharon Kozcacka, Marcia Dufore

Topic: Town-wide service needs survey

The meeting was called to order at 8:35am

The group continued the discussion and planning for the impending survey. The survey is not only a periodic requirement of the Social Service Commission, but needed to gain insight as to the community's needs, and level of satisfaction with current service breadth and quality.

The commission plans to design a relatively simple, but highly informative survey that will ask questions of each household in town to gain information about Senior Services (Senior Center and Minibus transportation), Youth Services, and general social service assistance (as provided by the Emergency Aid Association). The survey will ask a series of questions that will aim to gauge satisfaction with both the quality and quantity of services currently offered in each of the 3 main categories. Further, the survey will ask for input as to any gaps in existing services, and any improvements that may be desired or necessary.

The commission will communicate with the Directors of each of the departments (Senior Services, Youth Services, and EAA) to request that they submit a series of questions that they believe will provide the information they need to ensure service quality and quantity are sufficient. They will also be asked to submit the questions they offer in a format that they feel will be most appealing to their primary population (e.g. Likert scale, multiple choice, true/false, etc.). The deadline for these questions will be close of business February 5, 2016.

Maryellen will communicate with the school Superintendent to ascertain their interest in gaining information about Youth Service needs, as well as their experiences with a recent survey that the school system conducted.

Bob will research the feasibility of creating an electronic survey using a service like SurveyMonkey.com or similar to provide additional convenience in responding as well as to potentially limit the costs associated with postage. Bob will also contact staff at the Suffield Observer to determine the feasibility of distributing the survey as part of their monthly circulation (e.g. cost, print in paper or insert whole survey, etc.).

Rob will collect the questions provided by the Department Heads, and compile them into a draft version of the survey, which will be reviewed and edited at the next special meeting. Rob will also contact FS Mack to see if any previously used surveys were available for review and consideration. Rob will also contact FS Mack to discuss the associated costs of conducting this town-wide survey. Costs will include printing, envelopes, and postage minimally, and may also include the cost of membership to utilize an electronic survey platform. Our hope is that we will be able to get a preliminary request for funds into the FS office while the town budget is still being considered, so as to not delay the survey until the next fiscal year.

No voting took place.

The meeting was adjourned at 9:30am