



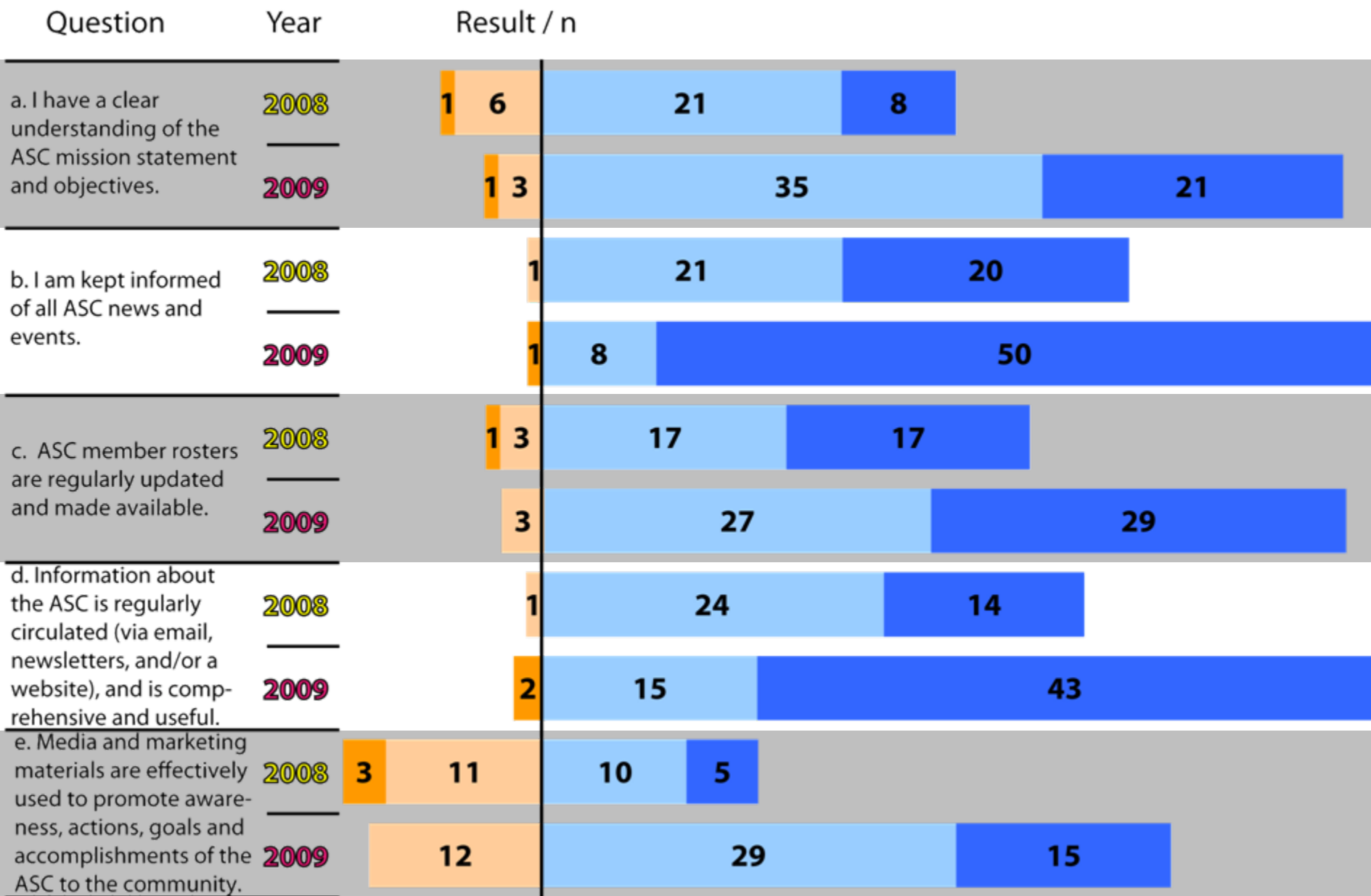
Survey Results

July 2009

Survey Methodology

- Questions adapted from several tools that very broadly assess collaborative performance in six areas:
 - Communication
 - Leadership
 - Implementation
 - Governance
 - Participation
 - Support
- About 40 questions, plus comments, and other information
- Survey administered mid-June, 2009
- Response rate:
 - Approximately 200 ASC members invited to take survey (Total 90 active in past year)
 - 60 started / 56 completed
- Notes to keep in mind while reviewing the results:
 - Survey added a few questions on top of those asked in 2008
 - Removed “Neutral” response category, added “Not applicable”
 - More members completed survey in 2009 than in 2008

Communication



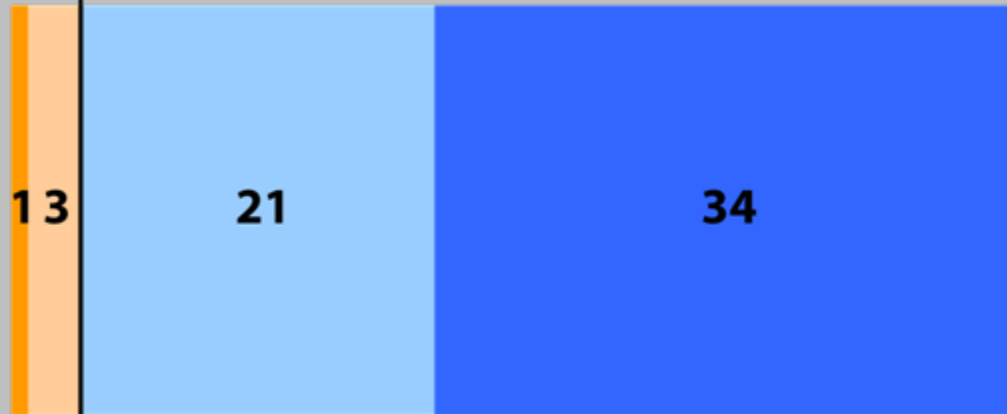
Strongly disagree
 Somewhat disagree
 Somewhat agree
 Strongly agree

Communication (2009)

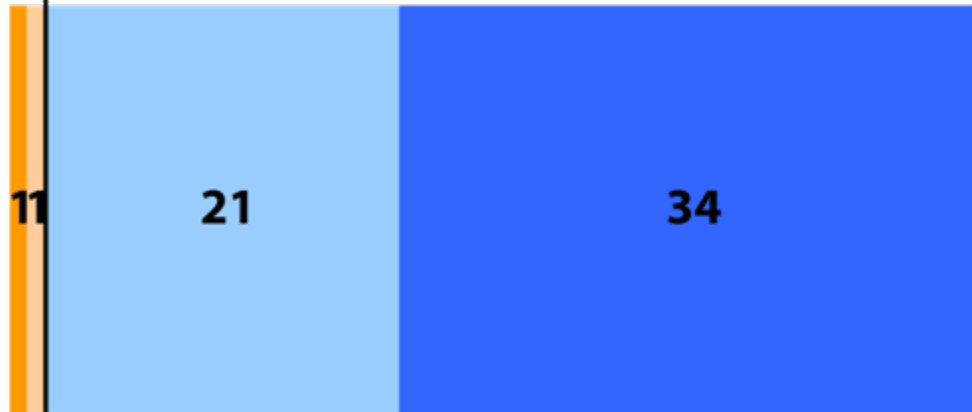
Question





Result / n

f. The ASC Newsletter is attractive and accessible.



g. The ASC website is attractive and accessible.

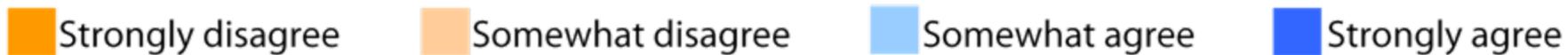
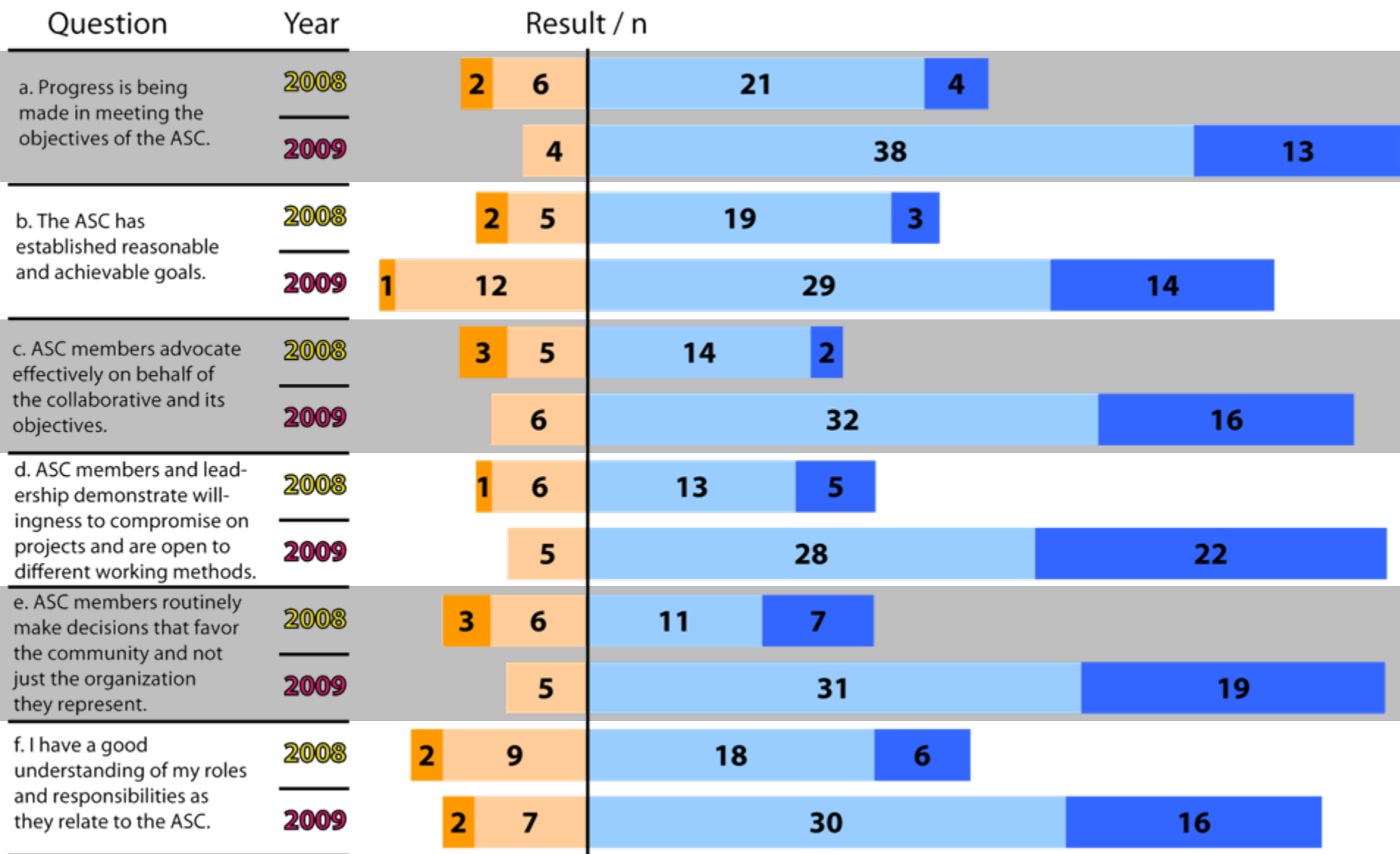


 Strongly disagree  Somewhat disagree  Somewhat agree  Strongly agree

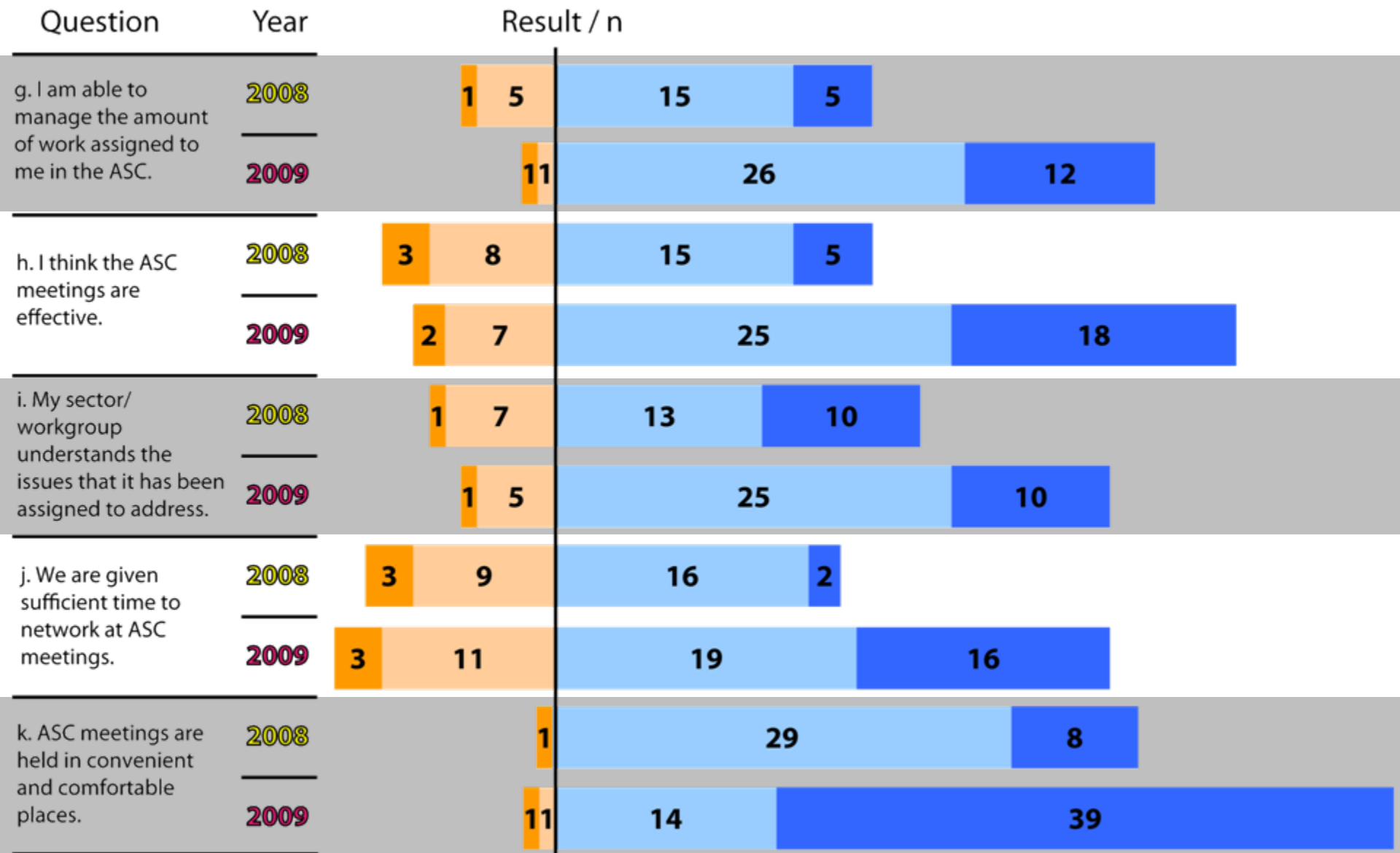
Communication Feedback

- Growth has occurred with the new logo and branding.
- *There's an ASC website?*

Implementation (Page 1)



Implementation (Page 2)

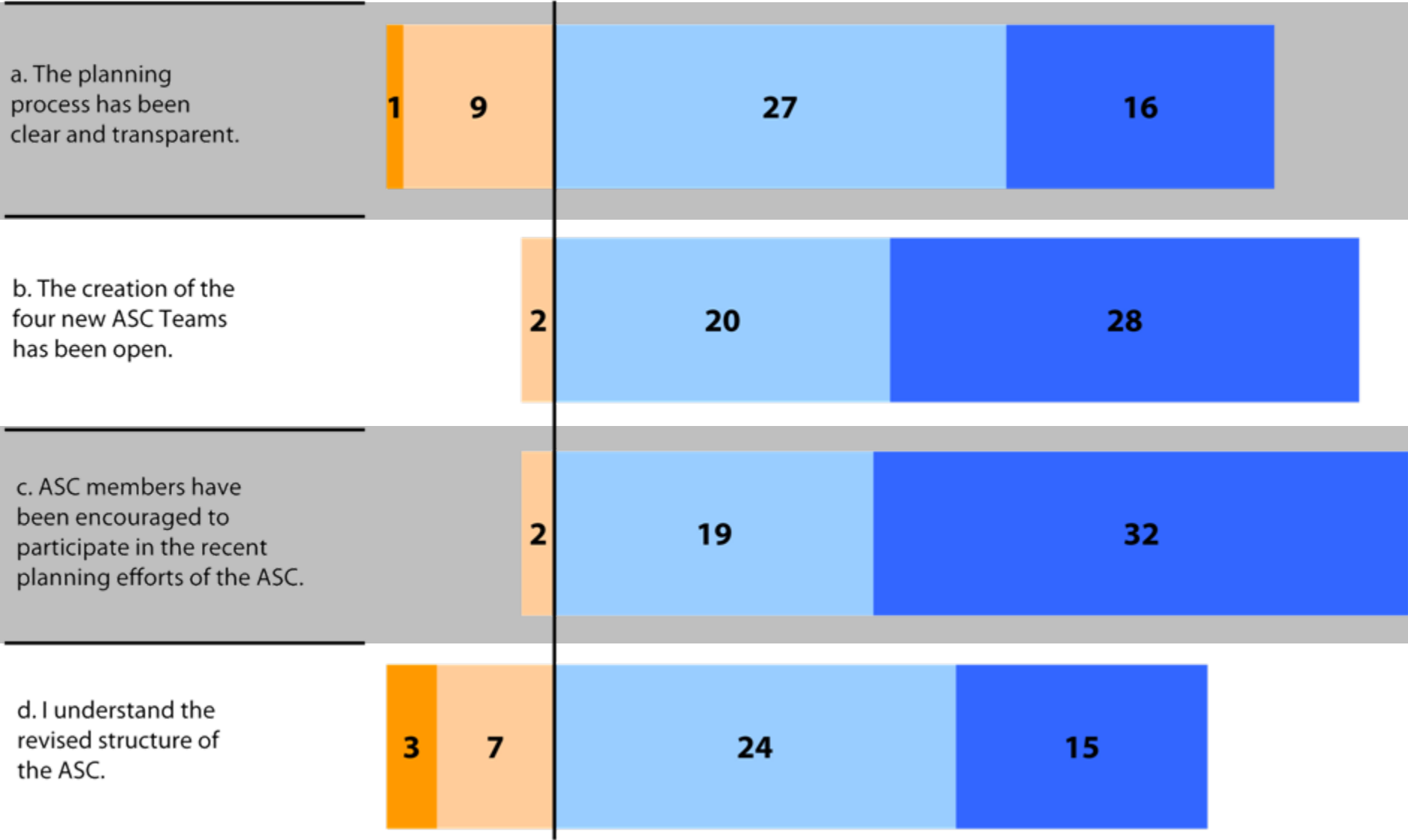



Strongly disagree
 Somewhat disagree
 Somewhat agree
 Strongly agree


Implementation (2009)


Question

Result / n



 Strongly disagree

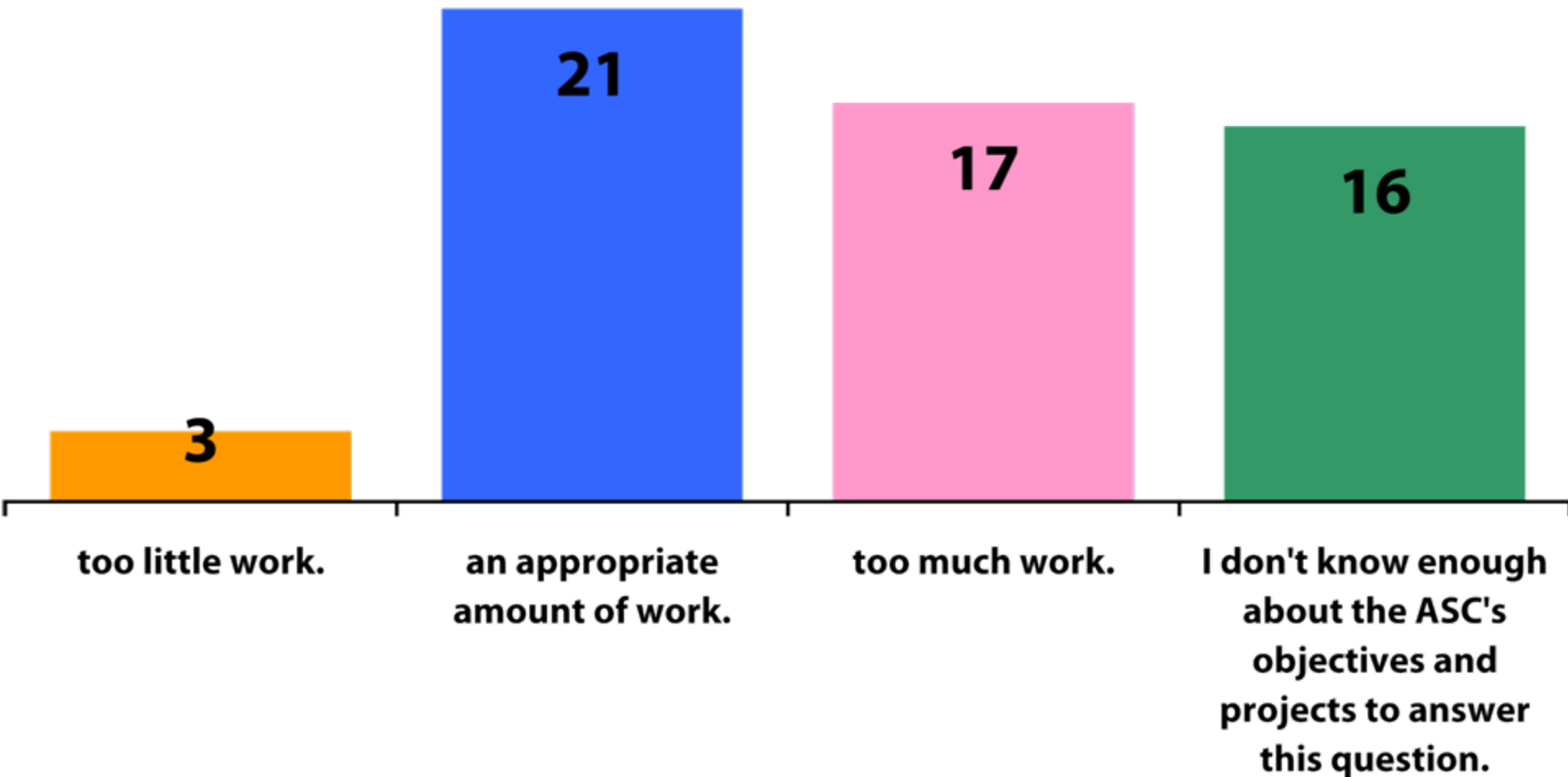
 Somewhat disagree

 Somewhat agree

 Strongly agree

Implementation(2009)

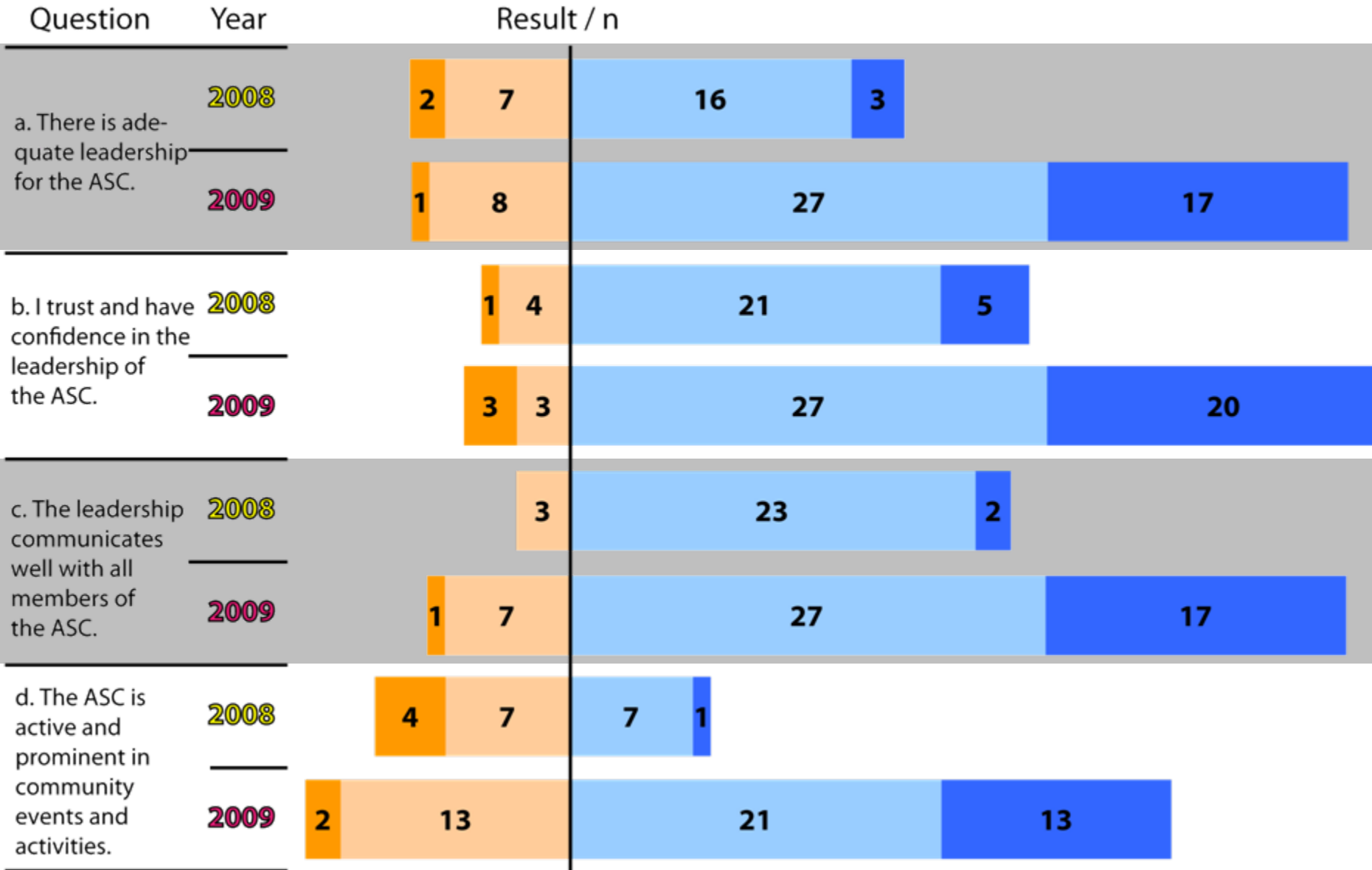
Knowing the ASC's current workplan, I think that the ASC is trying to do...



Implementation Feedback

- “The work that ACS is doing is important to Santa Clara County residents and the aging population. If we don't take a position to do something now, who will and when? ASC is part of that solution.”
- One concern that some members come to meetings with an agenda and no plans for cooperation.
- Meetings should include more OR less networking time.
- For some, impact of ASC workplan to expand or enhance services for older adults remains unclear.

Leadership



Strongly disagree
 Somewhat disagree
 Somewhat agree
 Strongly agree

Leadership (2009)


Question

Result / n

The Executive Committee provides effective leadership and guidance to drive the work of the ASC.



 Strongly disagree

 Somewhat disagree

 Somewhat agree

 Strongly agree

Leadership Feedback

- For workplans to succeed ASC members must step up to the plate and lead.

Governance

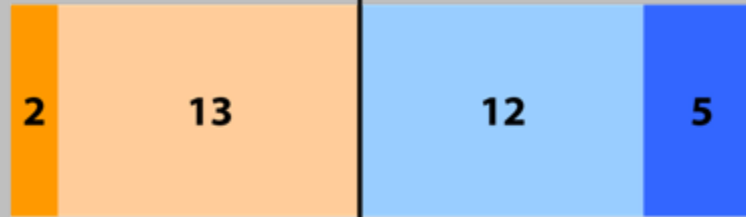
Question

Year

Result / n

a. There is a clear process for making decisions within the ASC.

2008



2009



b. The ASC is able to adapt to changing conditions, including changes in membership, a changing political climate, or change in leadership.

2008



2009



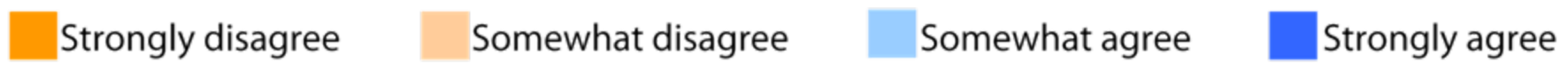
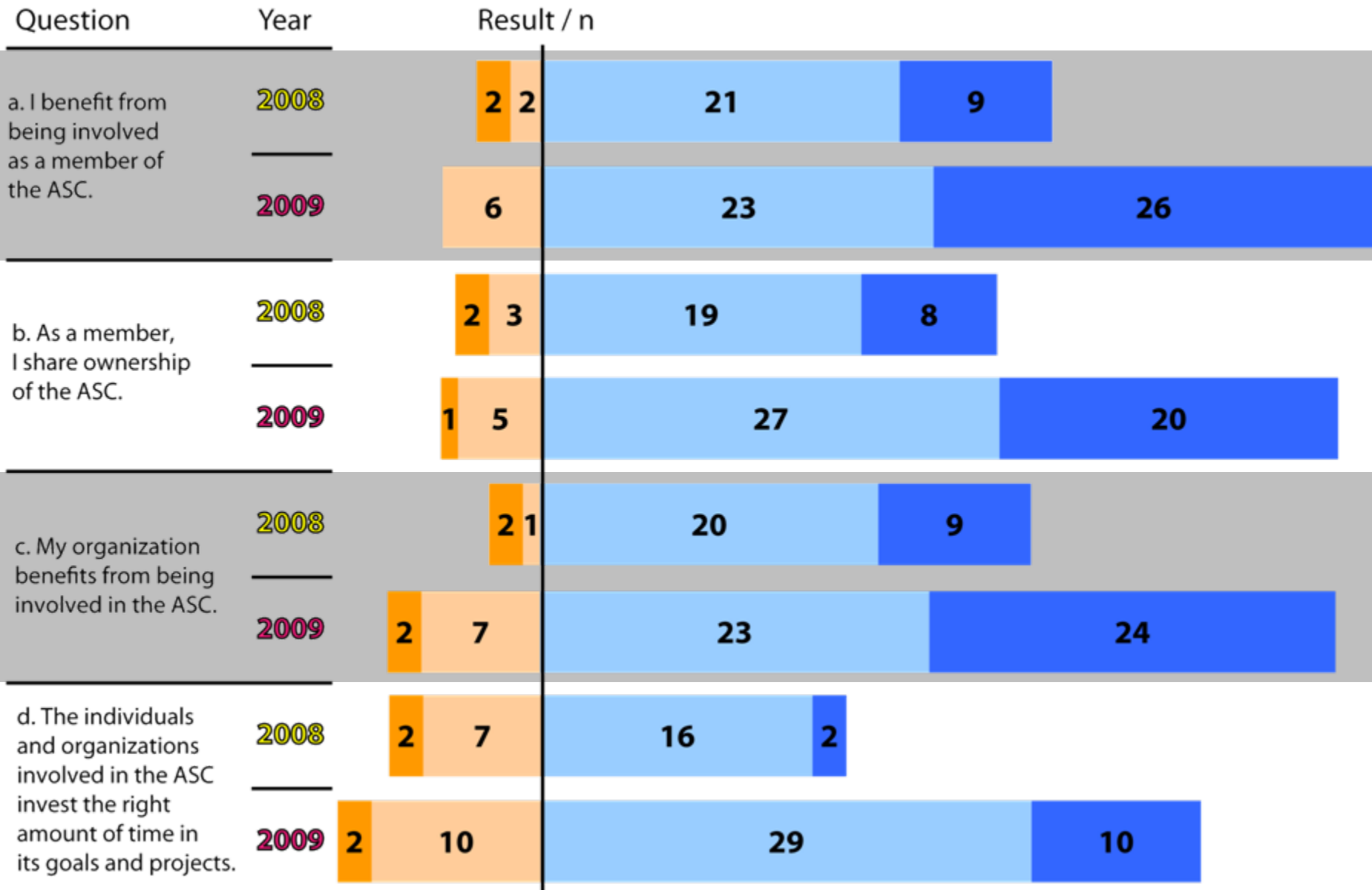
Strongly disagree

Somewhat disagree

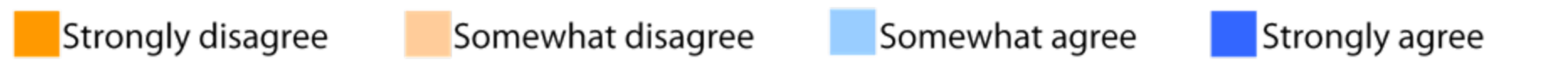
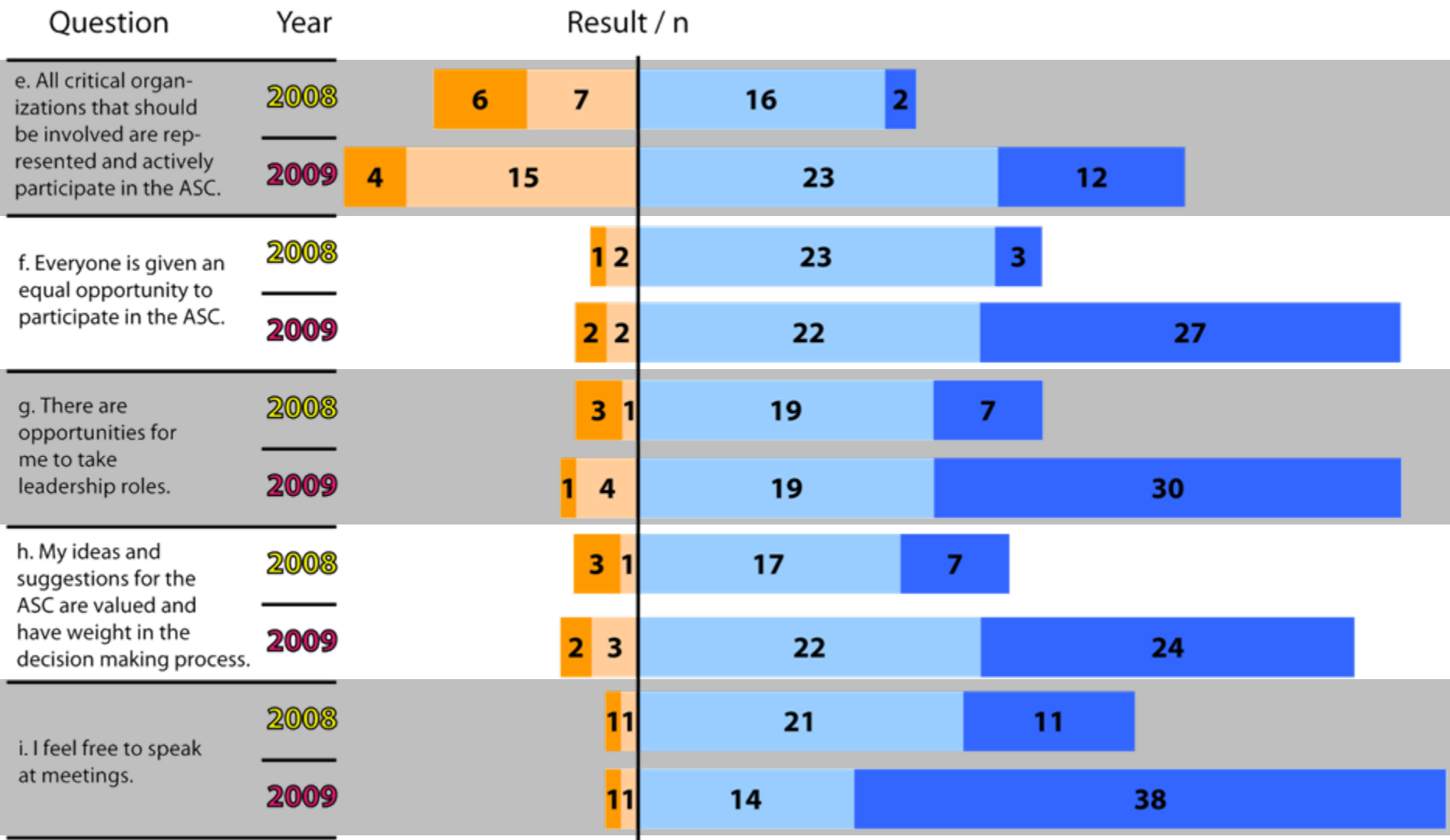
Somewhat agree

Strongly agree

Participation (Page 1)



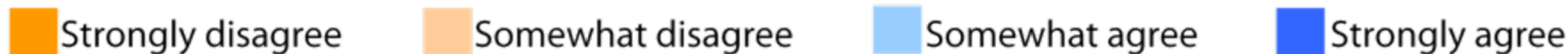
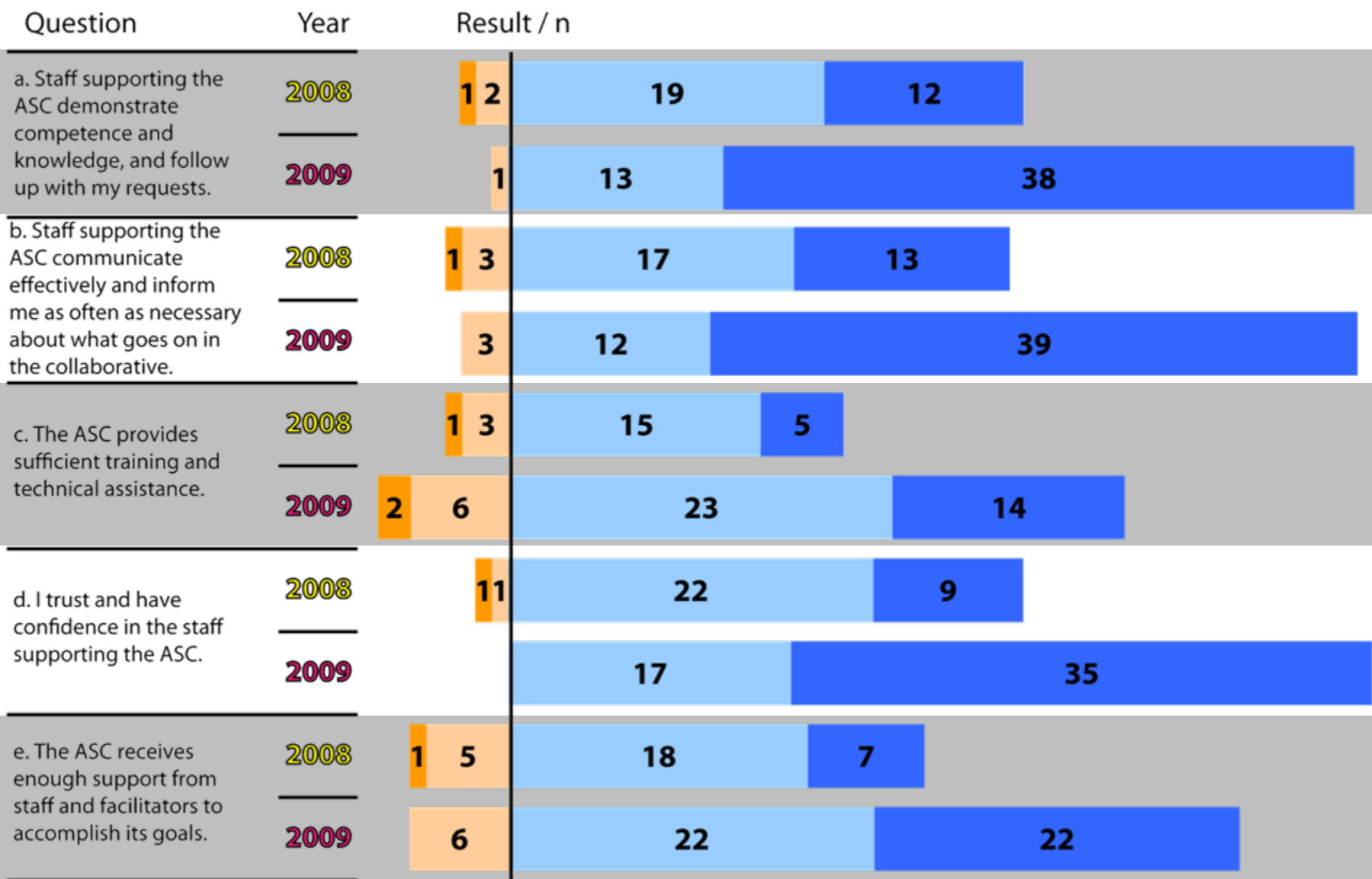
Participation (Page 2)



Participation Feedback

- The Executive Committee does not reflect demographics of the aging population or county.
- Wishes for more time to be involved.
- Need for better representation among some organizations and nonprofits.

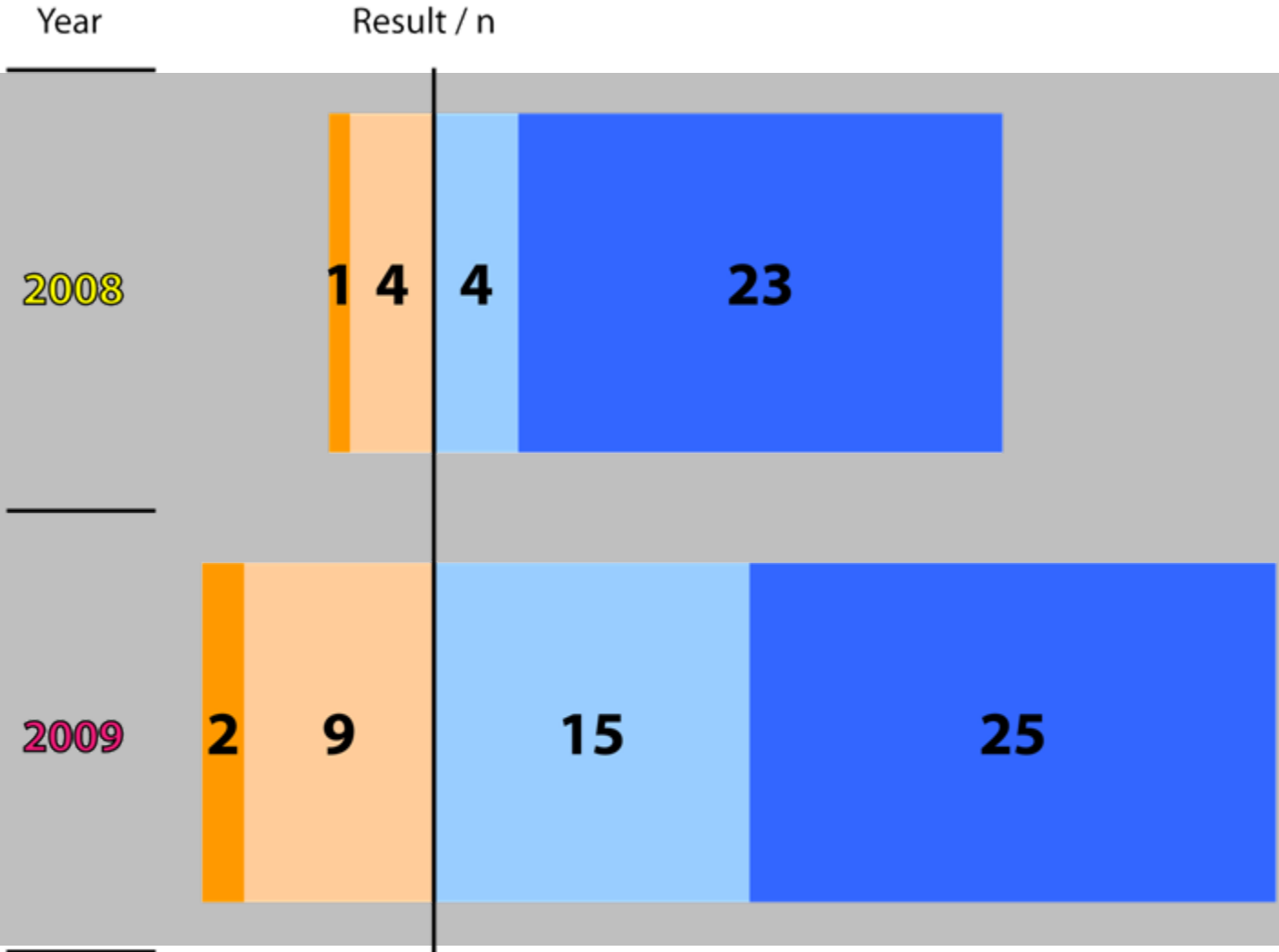
Support



Support Feedback

- Positive comments all around.

Attendance



I do not attend any meetings.



I only recently started to attend ASC meetings.



I used to attend meetings, but have since stopped.



I try to attend all ASC meetings.

Attendance Feedback

- Attendance is difficult for some, need to consider NOT meeting the second Wednesday of every other month.
- Workgroups meet too frequently and take too much time for some members.

In Sum

- Generally positive growth and feedback from ASC members.
- Better understanding of who leads the ASC.
- Better understanding of the role of the various Teams but concern that ASC members need to do more to lead.
- Some concern that the ASC may be trying to do *too* much according to the workplans.
- Survey participants indicated the ASC needs a bigger presence in the community, and yet more representation from certain agencies.