



# A Best Practice Guide for Achieving NYTD Survey Success

***The “win” occurs not when we  
find a treasure map;  
the “win” occurs after we  
acquire the treasure.***

# Overview and Purpose

*You may have put a great deal of effort into locating former foster youth. You may have only one chance. Are you adequately prepared to get a completed survey?*

*This mini-presentation is intended for county staff and volunteers who are administering the National Youth In Transition Database (NYTD) follow-up surveys to young adults at ages 19 or 21. It is not a training. The information is based on Federal and State findings.*

*The purpose of this mini-presentation is to assist county agencies in achieving NYTD survey rate success and, ultimately, answering the question:*

How are our former foster youth faring?

## Learning Objectives:

- County-assigned NYTD staff will be able to collect outcome information to demonstrate the effectiveness of IL Services and outcomes of former foster youth at ages 19 and 21.
- Counties will understand various ways to administer the NYTD follow up survey.

# Methods of Survey Administration

- **There are four methods to administer the NYTD survey:**
  - Online – [www.GetNYTD.org](http://www.GetNYTD.org);
  - Paper (mailing or face-to-face);
  - Telephone; or
  - A combination of all three

# Online Survey

Young adults may securely login to [www.GetNYTD.org](http://www.GetNYTD.org) with a passcode provided by the agency.

## Strengths

- Easy to use.
- Convenient for staff and young adults.

## Risks

- Risk of young adult not accessing and taking the survey as they may:
  - forget;
  - lose survey web address;  
or
  - just not get to the survey.

# Paper Survey

**Young adults may complete a paper copy of the survey printed by the agency. It may be beneficial to have young adults complete the survey at that time if feasible.**

## Strengths

- Completed survey.
- Easy to use.
- Includes the young adult info/passcode when printed from [www.GetNYTD.org](http://www.GetNYTD.org) .
- Convenient for staff and young adults.
- Allows young adult opportunity to ask questions.

## Risks

- If young adult leaves with survey:
  - Requires young adult to mail the completed survey if not administered with staff.
  - May appear overwhelming or lengthy.
  - They may forget;
  - They may lose survey web address; or
  - Just not get to the survey.

# ▶ Telephone Survey (may be most effective)

**Young adults may complete the survey over the telephone.**

## **Strengths**

- Most effective and can provide immediate participation.
- Easy administration, personal and friendly.
- Convenient for young adults.

## **Risks**

- May feel lengthy.
- Young adults may not feel comfortable sharing personal information over the phone.



# Mixed Survey

**Young adults may complete a portion of the survey over the telephone and be referred to [GetNYTD.org](http://GetNYTD.org) for full survey completion.**

## Strengths

- Optimal method because:
  - it provides immediate participation.
  - Survey administrator has some youth responses in the event young adult doesn't follow through with completion.
- Engaging, personal and friendly.
- Convenient for young adults.
- Refer to online survey if time doesn't allow full telephone survey.

## Risks

- May feel lengthy.
- Young adult may respond to only the telephone portion of survey but not finish the online survey.

## ▶ Please keep in mind...

- It is important to educate young adults about NYTD when they participate in the 17 year old Baseline Survey.
- An answer to one outcome question constitutes a valid survey.
- Continuously engage youth
  - Maintain accurate contact information
  - Youth surveyed at age 19 will be surveyed again at age 21.

# Recommended Process

- Locate the youth.
- Contact the youth.
- Introduce yourself and state your purpose for calling.
- Engage the youth in the survey.
- Ask the 5 suggested questions (next slide.)
- Ask the youth if they would like to continue the survey online or over the phone.
- Caseworker completes the paper copy of the survey based solely on the youth's responses. (Even when only one question is answered)
- Send the survey responses to the NYTD help desk
  - Note: If the youth completes the full survey online, it will override any information submitted by the county.

# Suggested Survey Questions

In an effort to establish consistency in the responses received, it is recommended that the following questions are asked. These questions are directly from the PA getNYTD survey:

Question 3. Currently are you employed full-time?, (if not, Question 4. Currently are you employed part-time?)

Question 15. What is the highest educational degree or certification that you have received?

Question 16. Currently are you enrolled in and attending high school, GED classes, post-high school vocational training or college?

Question 20. Currently is there at least one adult in your life, other than your caseworker, to whom you can go for advice or emotional support?

Question 23. In the past two years, have you been homeless at any time?

## ▶ For NYTD Support/Questions

- For additional information about [www.getNYTD.org](http://www.getNYTD.org) please contact the NYTD help desk at (800) 436-4105.
- Mail all paper surveys to (retain a copy):  
Hornby Zeller Associates Inc.  
373 Broadway  
South Portland, Maine 04106
- Make certain the young adult's name is added to the survey and include your contact information