



Friends For Life: Phone Friend's Program

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Our Partner Organization:



- Friends for Life (FFL):
Aims to improve the quality of life for seniors and people with disabilities.
- Phone Friends Program:
Social support to elders and people with disabilities via calls with a “Phone Friend”.



Our Project: Evaluate the effectiveness of the Phone Friends Program

1. Developed Surveys
 - a. Assessed pairings between Phone Friends and Clients
 - b. Assessed loneliness
 - c. Provided space for feedback
2. Evaluated Survey
 - a. Conducted initial round of surveys
3. Ensure Future Usability of Surveys
 - a. Instructions
 - b. Ease of analysis and generating reports



Group Project Goals

Goal

- Assess if the Phone Friend's Program is successful in **forming connections between volunteers and clients** and helping clients with **food security and mental health**.

Surveys

- **Two separate surveys:** one for the client and one for the volunteer.
 - Evaluate whether the Phone Friend's Program is working to build connections, combat isolation, and identify the needs of clients in the community.
- The client survey will be conducted **on the phone** by a staff member at Friends For Life. The volunteer survey will be conducted **through the website**. Both surveys will be on **Google Form**.

Modifications to Goals

Modifications:

- Spanish survey
- Added UCLA loneliness scale
- Google Form
 - Spreadsheet
 - Easy to navigate for individualized responses



Surveys

- English Volunteer Survey
- English Client/Elder Survey
- Spanish Volunteer Survey
- Spanish Client/Elder Survey





Phone Friends Volunteer Survey

Thank you for volunteering with the Friends for Life: Phone Friend Program!

(not shared) [Switch account](#)

* Required

Your Name *

Your answer

Phone Number *

Your answer

Please fill out a survey for EACH Phone Friend client that you volunteer with!

Name of the client that you call: *

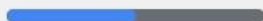
Your answer

How long have you been talking to your client? *

- Less than a month
- About a month
- A few months
- Less than a year
- About a year
- More than a year
- A few years

Please fill out a survey for EACH Phone Friend client that you volunteer with!

Next



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Clear form

Volunteer Questions Page

How accurate are the following statements to how you feel? (On a scale of 1=Very False to 5=Very True)

I look forward to my phone conversations with my client. *

1 2 3 4 5
Very False Very True

I feel like I have a close relationship with my client. *

1 2 3 4 5
Very False Very True

I feel like I am supporting my client. *

1 2 3 4 5
Very False Very True

This process is exactly what I expected when joining the program. *

1 2 3 4 5
Very False Very True

I feel supported by the staff at FFL. *

1 2 3 4 5
Very False Very True

The following questions relate to your observations about your client:

Have you sensed a change in your client's feelings of loneliness since talking with them? *

- Improved: They seem less lonely
- Stayed the same: They seem about the same
- Worsened: They seem more lonely

Are there any concerns you have about your client's safety or health that has come up through your conversations with them?

Your answer

Back

Submit

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Clear form

Client Question Page

This process is exactly what I expected when joining the program. *

	1	2	3	4	5	
Very False	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very True

I rarely feel that I lack companionship.

	1	2	3	4	5	
Very False	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very True

I feel like I can open up to my Phone Friend. *

	1	2	3	4	5	
Very False	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very True

I rarely feel left out.

	1	2	3	4	5	
Very False	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very True

I feel like my Phone Friend cares about me. *

	1	2	3	4	5	
Very False	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very True

I rarely feel isolated from others.

	1	2	3	4	5	
Very False	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very True

My phone friend has connected me with resources and other programs provided by Friends for Life.

	1	2	3	4	5	
Very False	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very True

Do you have any health/safety concerns you would like to bring up?

Your answer

[Back](#)

[Submit](#)

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[Clear form](#)

¿Qué tan precisas son las siguientes afirmaciones sobre cómo se siente? (1=muy imprecisa a 5=muy precisa)

Espero mis conversaciones telefónicas con mi cliente. *

	1	2	3	4	5	
Muy imprecisa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Muy precisa

Siento que tengo una relación cercana con mi cliente. *

	1	2	3	4	5	
Muy imprecisa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Muy precisa

Siento que apoyo a mi cliente. *

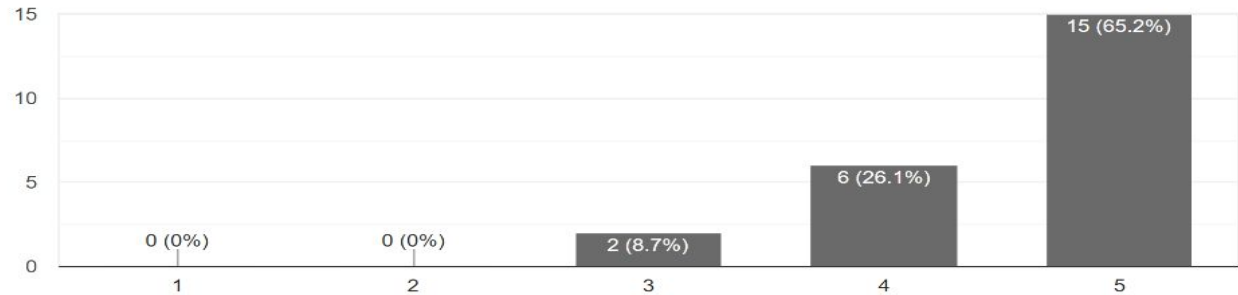
	1	2	3	4	5	
Muy imprecisa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Muy precisa

El proceso es exactamente lo que pensaba cuando comenzaba el programa. *

Analysis

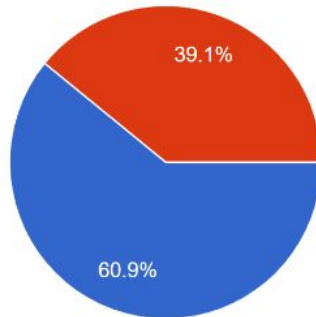
I feel like I am supporting my client.

23 responses



Have you sensed a change in your client's feelings of loneliness since talking with them?

23 responses



- Improved: They seem less lonely
- Stayed the same: They seem about the same
- Worsened: They seem more lonely

	A	B	C	D	E	F	G
1						For the statements, the goal is for the score to be	
2	Timestamp	Your Name	Phone Number	Name of the client that you call:	How long have you been talking to your client?	I look forward to my phone conversations with my client.	I feel like I have a close relationship with my client.
3	11/29/2021 18:38:52				More than a year	5	5
4	11/29/2021 18:44:07				More than a year	5	5
5	11/29/2021 18:47:49				More than a year	5	5
6	11/29/2021 18:50:29				More than a year	5	5
7	11/29/2021 18:54:46				Less than a year	5	5
8	11/29/2021 18:58:59				Less than a year	5	5
9	11/29/2021 19:03:40				About a month	5	5
10	11/29/2021 20:22:49				Aproximadamente un año	3	4
11	11/29/2021 20:25:21				Less than a year	4	4
12	11/29/2021 20:27:09				More than a year	5	5
13	11/29/2021 20:29:02				More than a year	2	3
14	12/1/2021 16:37:08				More than a year	4	5
15	12/2/2021 14:31:03				More than a year	5	5
16	12/2/2021 14:32:48				More than a year	5	4
17	12/2/2021 14:36:06				More than a year	5	5
18	12/2/2021 14:38:16				More than a year	5	5
19	12/2/2021 14:41:22				About a year	5	3
20	12/2/2021 14:44:15				About a year	5	3
21	12/3/2021 0:42:43				A few years	5	5
22	12/3/2021 0:44:28				A few years	5	5
23	12/4/2021 17:37:10				More than a year	5	5
24	12/4/2021 17:38:10				More than a year	5	5



Instruction Sheet

Google Forms Instructions and Guidelines

Links for editing and analyzing surveys

English Volunteer Survey:

https://docs.google.com/forms/d/1-yVr_ss-1wKg86X9rDormnlZtf5dLN2Zlkssb4Qx

English Client/Elder Survey:

<https://docs.google.com/forms/d/1v0i3272yvdu0i2rEj3mDaWfua50cDtXSvkNaSXI>

Spanish Volunteer Survey:

<https://docs.google.com/forms/d/1EdD69PHPDfzcedd8hcscZ9LjgBZ-LmviHnohzlRI>

Spanish Client/Elder Survey:

<https://docs.google.com/forms/d/1T7cjLYw6WV-MMU13u6VIRpmgjgAxwQ5JuY3>

Links to send for people to fill out the surveys

English Volunteer Survey:

<https://forms.gle/iBSGk5mh1b8CjWSa7>

English Client/Elder Survey:

<https://forms.gle/DcendsCXfXxrHta86>

Spanish Volunteer Survey:

<https://forms.gle/TxQqvbdMVtYgoBhM9>

Spanish Client/Elder Survey:

<https://forms.gle/cMbHQqHXNYUXANbi7>

Questions Tab

Here, you will be able to:

- Add/remove questions
 - You are also able to edit question types (short answer, multiple choice), and if they are required or not
- Add/remove images and videos
- Add/remove sections and descriptions

Responses Tab

This will likely be the most used and relevant tab, with 3 extra subsections.



*Link to open the responses in excel sheet form

Under the **Summary** section, you will be able to:

- View the names and phone numbers of who responded
- View charts and graphs that summarize the responses

Under the **Question** section, you will be able to:

- View the responses for each individual question



- Select the circled tab under each question answer type to view who answered that way
- By clicking on the specific response (Ex. Response 3), you will be taken to that specific individual's response to the entire survey.

Under the **Individual** section, you will be able to:

- Cycle through each response to the survey to discover who sent it in.

*For example, the **Question** section will let you know that "2 responses" chose a "4" for a certain question. Opening "2 responses" tab will tell you which response gave that answer, but not the identification of who gave that response. The **Individual** section will allow you to then identify who sent the response in.

Settings Tab

Here, you will be able to:

- Edit the presentation of the survey
- Edit the response collection of the survey

UCLA Loneliness Scale Citation (Note: Scoring was modified to fit FFL Survey)

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2394670/pdf/nihms47842.pdf>

Instructions for Conducting the Client/Elder Survey:

As some of the clients have limited access or expertise to fill out the online survey, the client survey should be conducted over the phone by a volunteer or staff member who is not their Phone Friend to ensure honest answers.

1.) Open the Client/Elder Survey in the language best suited for the client:

English: <https://forms.gle/DcendsCXfXxrHta86>

Spanish: <https://forms.gle/cMbHQqHXNYUXANbi7>

2.) Before you call, fill out the survey with the client's name and phone number. If you know the name of the Phone Friend that calls them, fill that out as well.

3.) When you begin the call, share that you are a FFL volunteer and confirm you are speaking with the right person.

4.) Ask them the questions over the phone and fill in their responses on the form.

5.) If the client has any other notes, or if you have anything that you want to note, add that to the open-ended question at the end of the survey.

Questions?



Thank you!