

June 6, 2017

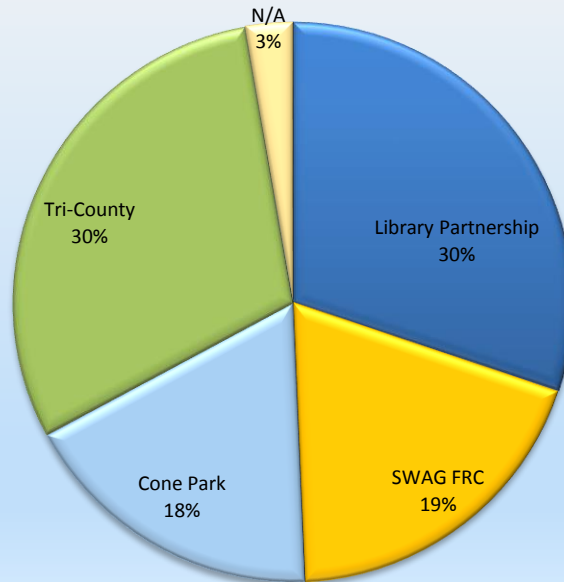
Partnership for Strong Families' network of four resource centers (Library Partnership, SWAG Family Resource Center, Cone Park Library Resource Center and Tri-county Community Resource Center) operate with the goal of providing local community members with a non-stigmatizing place to seek needed services and supports. In an effort towards on-going improvement, this survey was provided to our community partners with hopes of gaining valuable information needed to improve our collaborations with partner agencies and to provide the most meaningful services and supports to our patrons.

Summary of Results

- Surveys were provided to representatives from each of our estimated 50 Resource Center Partners. There were 88 partner respondents who completed this survey and respondents appeared to be representative of all four of our sites.
- Results were reviewed based upon the number of “positive” (Satisfied, Very Satisfied) vs. “negative” (Not Satisfied) responses. Responses of “Somewhat Satisfied” while not negative in nature were also considered as areas of potential improvement, as this response would indicate less than complete satisfaction.
- Using responses to the survey questions along with patterns evident in the short answer responses/comments, the following areas of strength were identified:
 - Overall performance and professionalism of Resource Center Staff
 - Dedication and enthusiasm of Resource Center Staff
 - Ability to successfully resolve issues
 - Meeting patron needs
- If more than 10% of responses to a question were “negative” they would have been considered as an area of potential improvement. All questions in this survey resulted in having a “positive” response rate of 95% or higher. As a result, our areas of improvement include information from the short answer responses/comments that provided us with ideas for consideration and potential change.
 - Share information about programs and events as early as possible to allow for optimum notification and community outreach.
 - Ensure information about meetings, events, schedule changes and other notifications are being received by all needed parties.

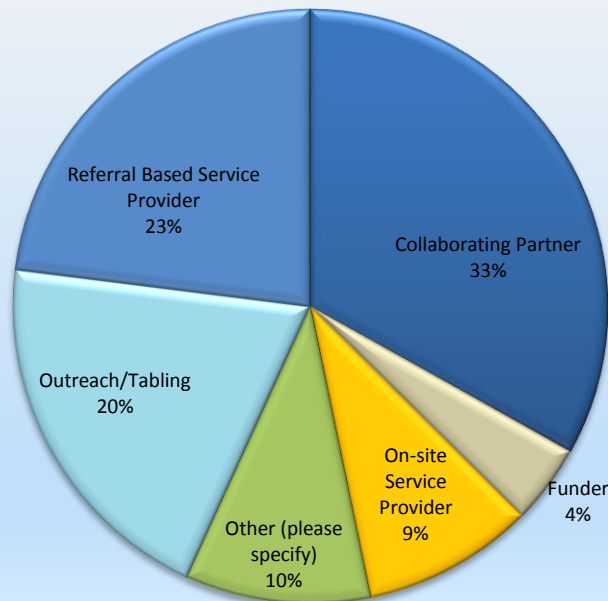
Demographics

**Q1: Which of our Resource Centers do you work with directly?
(Multiple responses allowed)**



N = 88

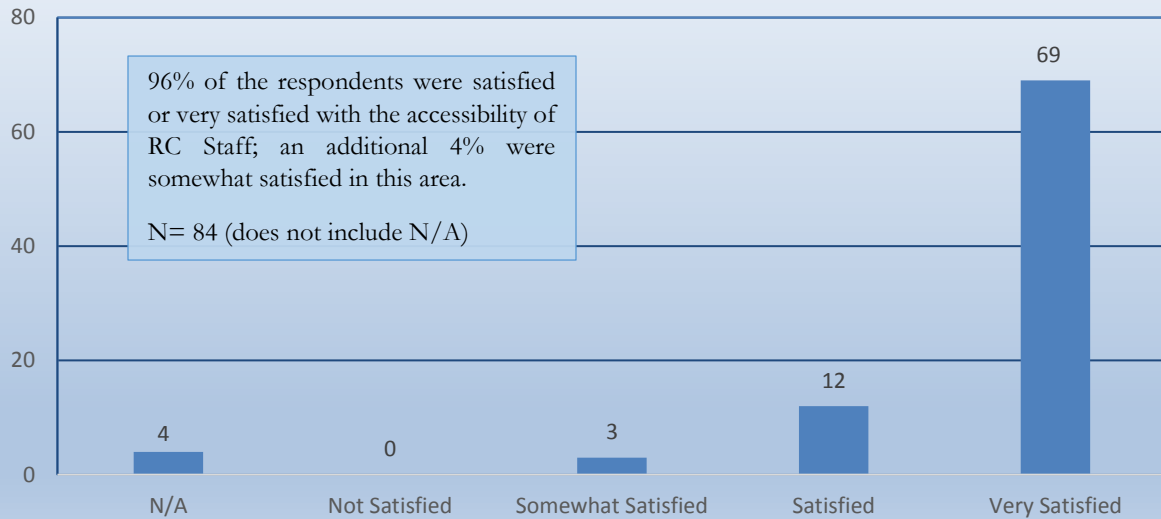
**Q2: What is your involvement with the Resource Center(s)?
(Multiple Responses Allowed)**



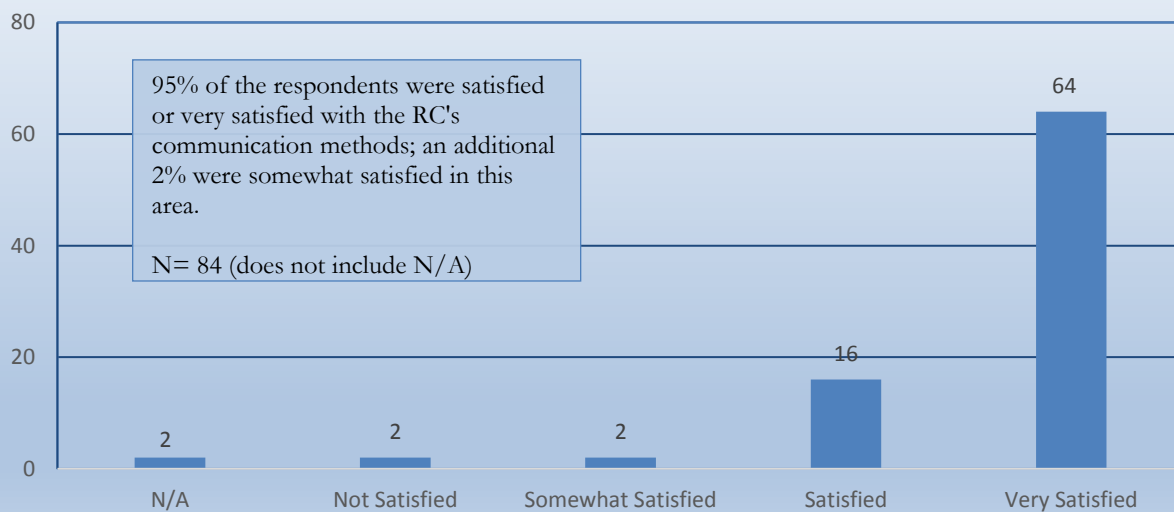
N = 88

Survey Results

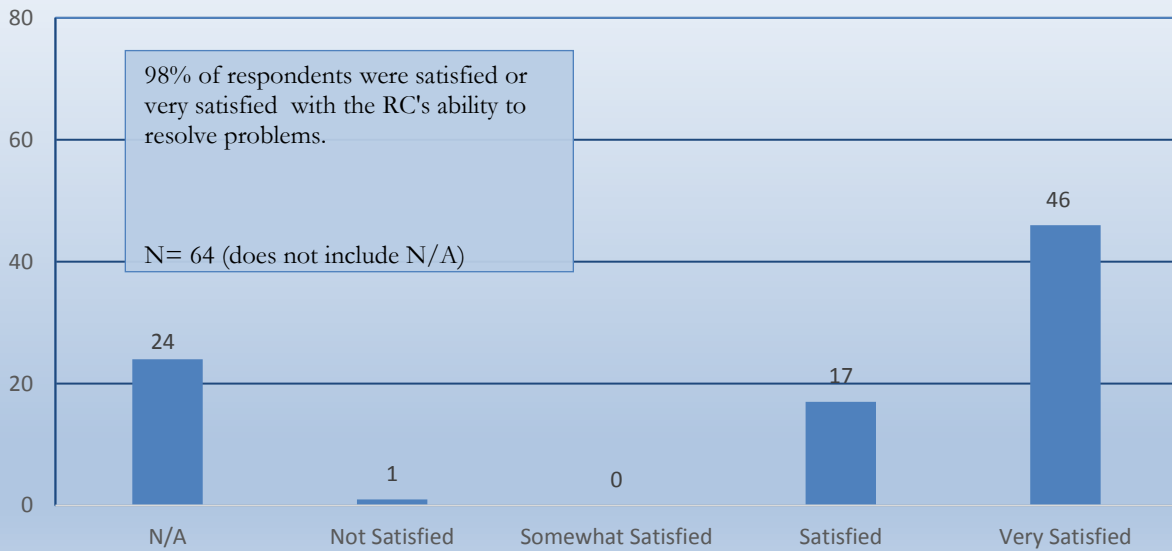
Q3A: How satisfied have you been with the accessibility of Resource Center staff when making inquiries regarding services, programs, room scheduling, etc.?



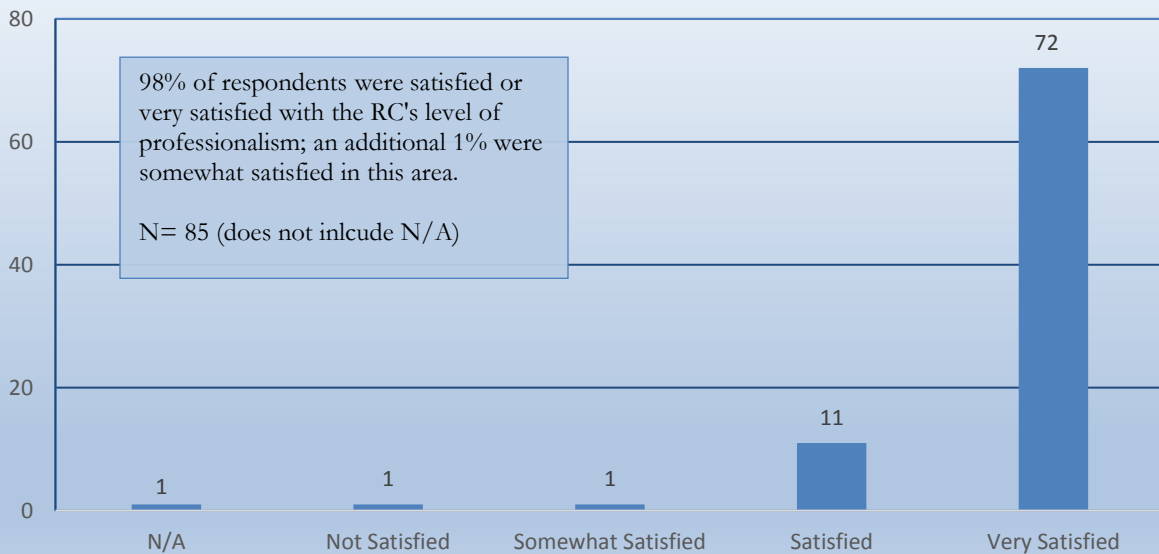
Q3B: How satisfied have you been with Resource Centers' methods of notifying you about community updates, Resource Center programs/services, events and meetings?



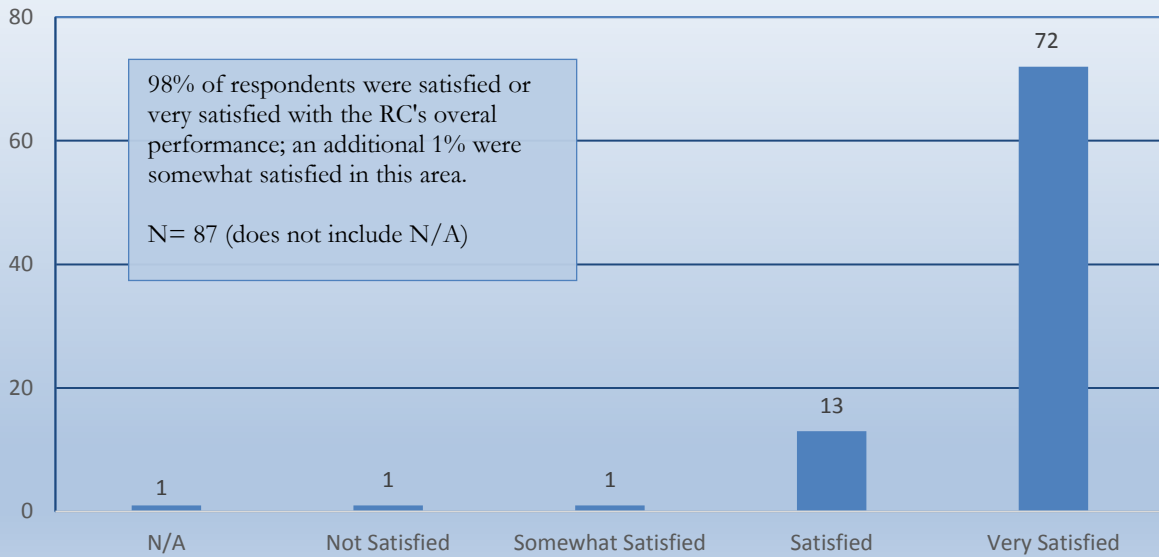
Q3C: How satisfied have you been with the Resource Centers' ability to resolve problems quickly and efficiently?



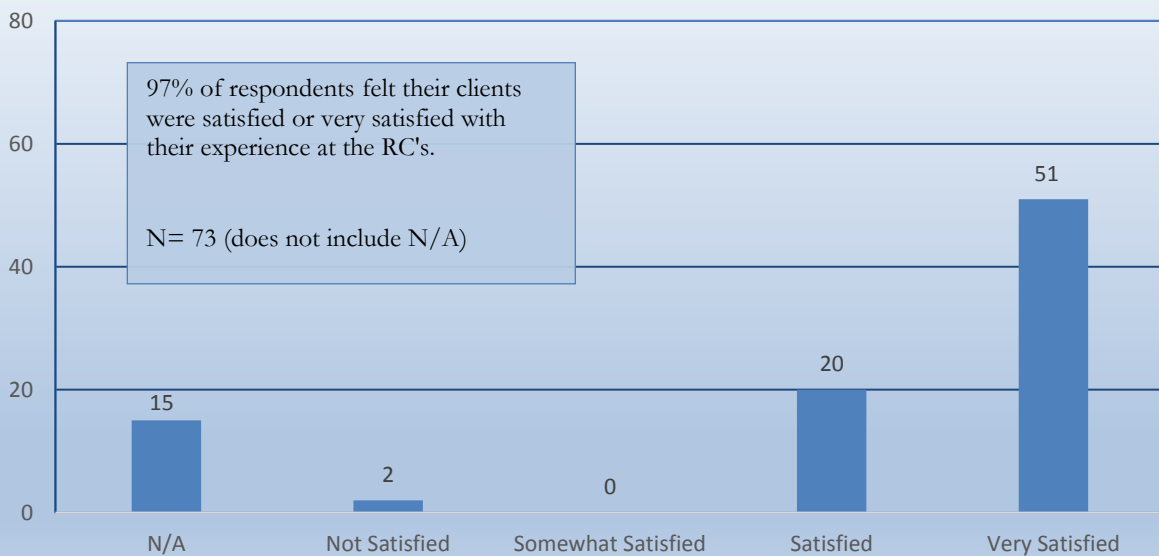
Q3D: How satisfied are you with the Resource Centers' level of professionalism?



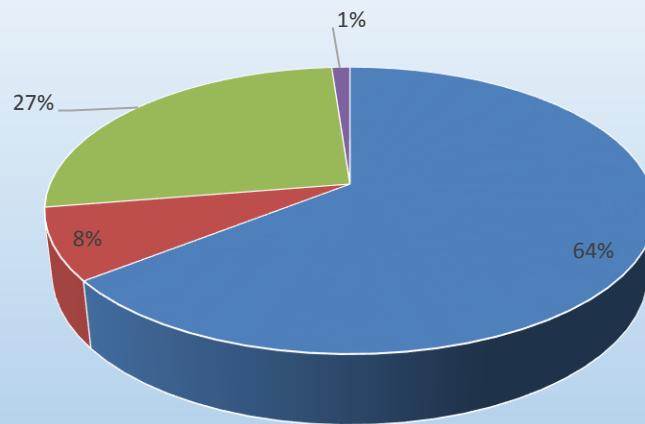
Q3E: How satisfied have you been with the Resource Centers' overall performance?



Q3F: Typically, how satisfied are your clients with the Resource Centers' services, programs, interactions, etc.?



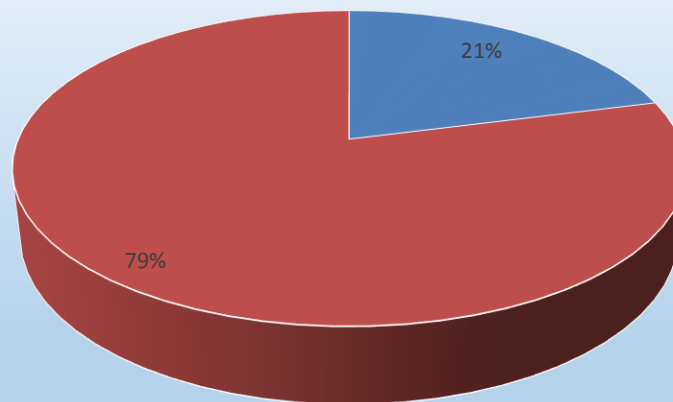
Q4: How aware are you of our resource center model, services and supports?



- Familiar with all three (resource center model, services and programs)
- Only familiar with the resource center model
- Only familiar with services and programs
- Not familiar with any (resource center model, services and programs)

N= 87

Q5: Do you attend the Quarterly Resource Center Meetings in Gainesville?



- Yes
- No

N= 81

Q6: What do you like about the Resource Center Quarterly Meetings? (summary of short answer responses; N= 14)

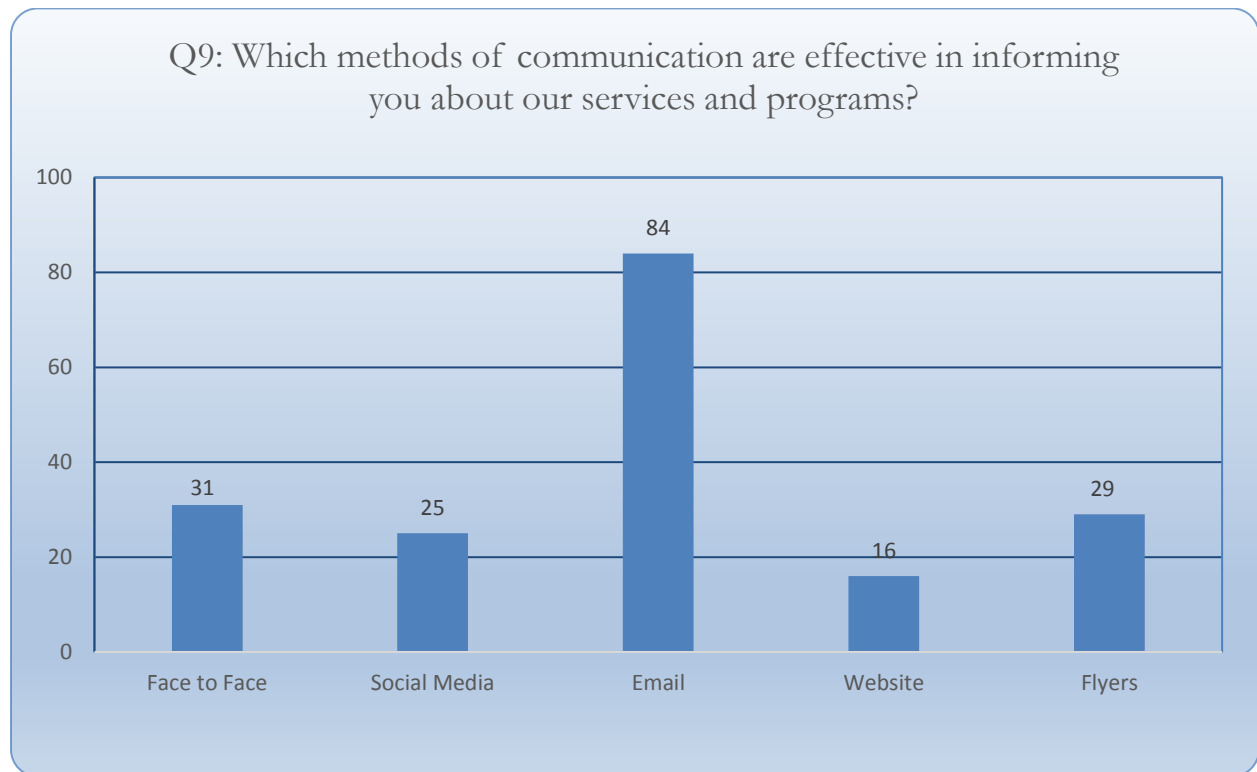
- Networking (most frequent response)
- Learning about new services and programs
- Collaborating for the best possible outcome for our children and families
- Agencies coming together and updating on upcoming events
- Presence of various community organizations

Q7: Do you have any suggestions for improving the content or structure of the Quarterly Meetings? (summary of short answer responses; N= 12)

- Ability to call in and hear the discussion when attendance is not possible.
- All other responses indicated the current format is successful

Q8: Please share any barriers to your attendance at the Quarterly Meetings? (summary of short answer responses; N=46)

- Scheduling conflicts/full schedule
- Unaware of meetings
- Location of meetings (Gainesville)



General Feedback

Q10: Additional Comments (summary of responses)

Strengths:

- Outstanding all around services provided
- Concept of “one stop” for supports and services is useful
- Would benefit from additional, consistent staff/volunteers
- Great job with limited funds
- Staff go above and beyond to be helpful

Area for potential improvement:

- Might benefit from stronger outreach program and publicity related to services and supports – realize this may mean more staff
- Share information about programs and events as early as possible to allow for optimum notification and community outreach (including possible transportation assistance)

FY 2017-2018 Action Plan

1. Update email distribution lists to help ensure information about meetings, events, schedule changes and other notifications are being received by all needed parties, both in Alachua and Tri-County areas.
2. Increase volunteer recruitment efforts to help ease issues related to workload and allow Resource Center Staff more flexibility to focus on areas such as outreach, program development, etc.