

February 24, 2020

Partnership for Strong Families' network of four Resource Centers (Library Partnership Resource Center, 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, our annual survey is provided to 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 75 Resource Center (RC) Partners. Please note, some partners had multiple representatives included based upon their involvement with the sites. There were 74 partner respondents who completed this survey and respondents were 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 and potential improvement were identified:

Strengths:

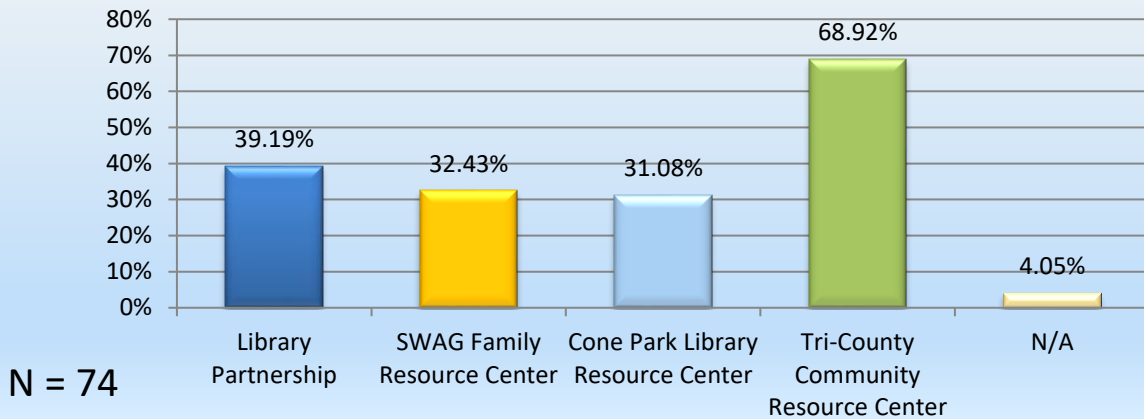
- Positive working relationships with partner agencies
- Quality service provision
- Overall performance and professionalism of Resource Center Staff
- Communication and information sharing
- Response to COVID-19 pandemic

Areas for Improvement:

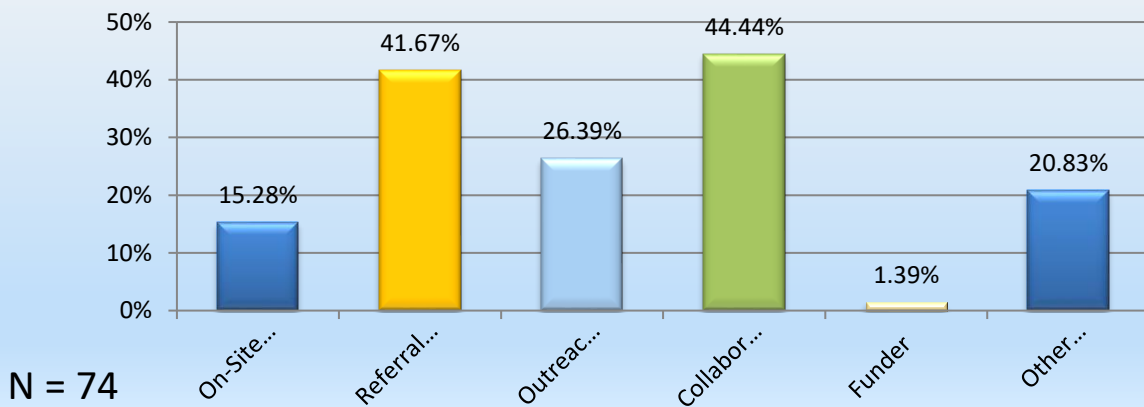
- Ensuring RCs provide a safe and inclusive environment for all who may need assistance
- Using virtual platforms to help fill service and/or communication gaps created by the pandemic
- Further developing relationship with the school system; modifying service provision to meet changing needs of students and parents

Demographics

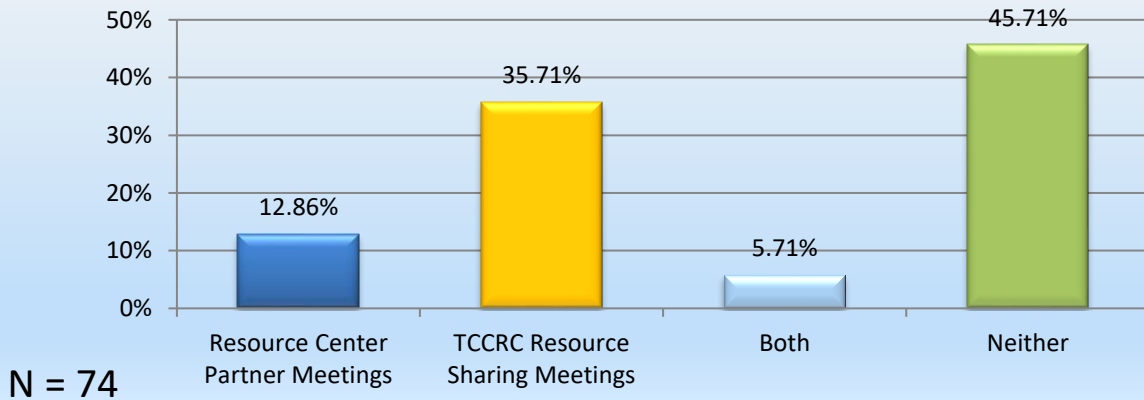
**Q1: Which of our Resource Centers do you work with?
(Please check all that apply)**



**Q2: What is your involvement with the Resource Center(s)?
(Please check all that apply)**

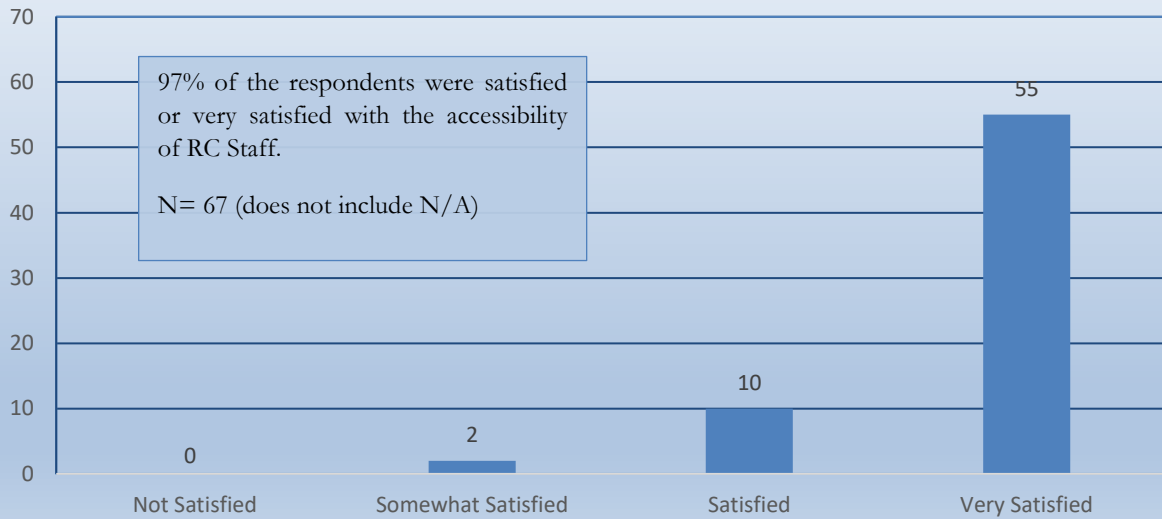


**Q3: Do you regularly attend the Resource Center Partner Meetings
(Gainesville) and/or the TCCRC Resource Sharing Meetings (Chiefland)?**

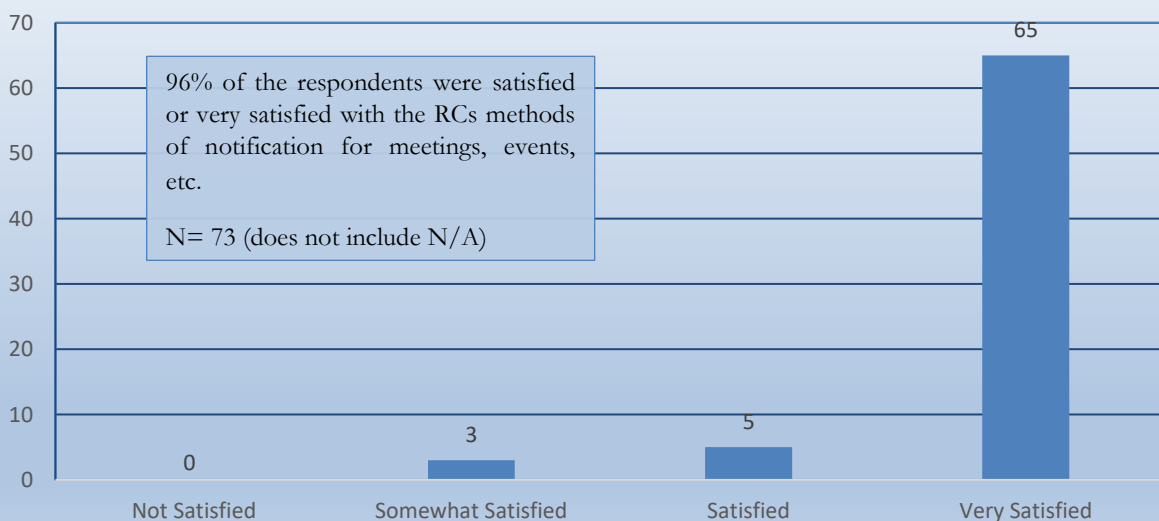


Survey Results

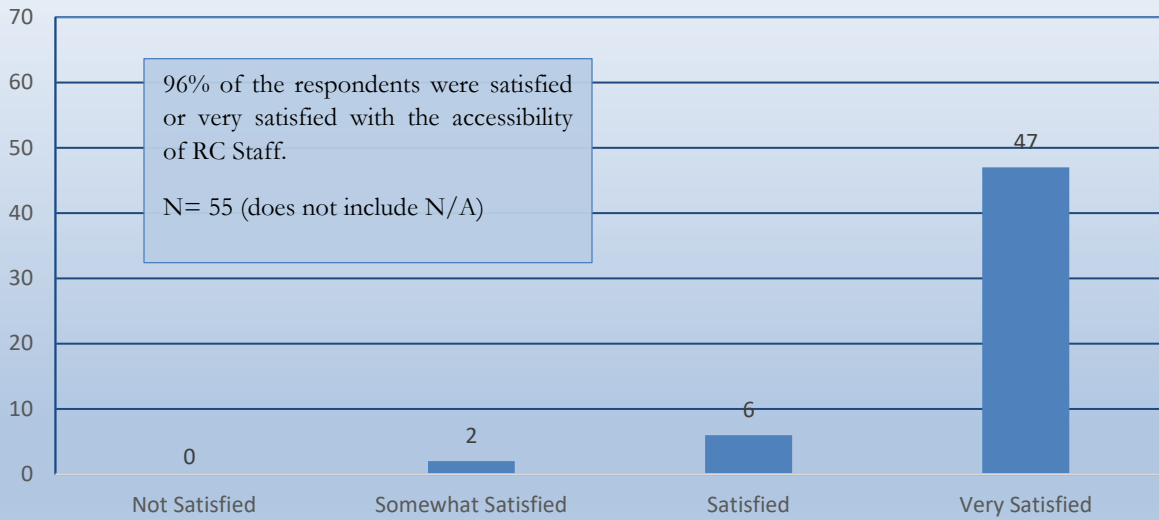
Q4A: How satisfied have you been with the accessibility of Resource Center staff when making inquiries regarding services, programs, room scheduling, etc.?



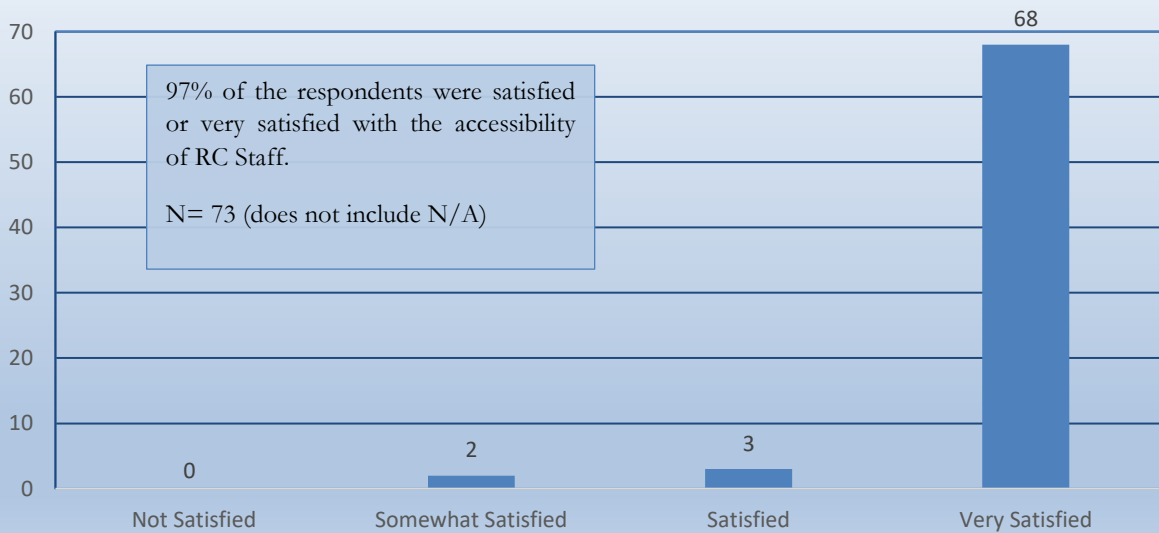
Q4B: How satisfied have you been with the Resource Centers' methods of notifying you about community updates, Resource Center programs/services, events and meetings?



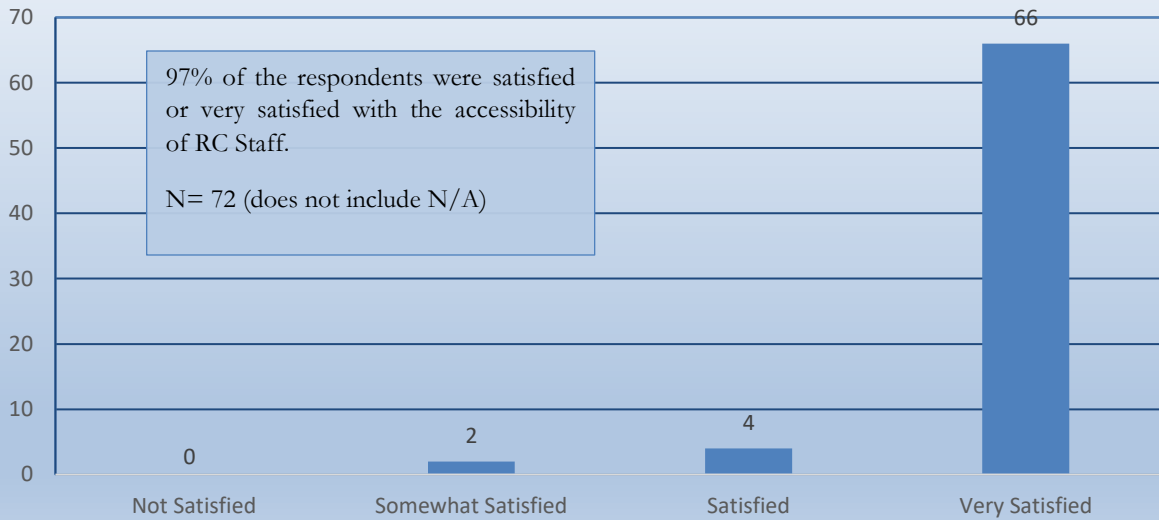
Q4C: How satisfied have you been with the Resource Centers' ability to resolve problems quickly and efficiently?



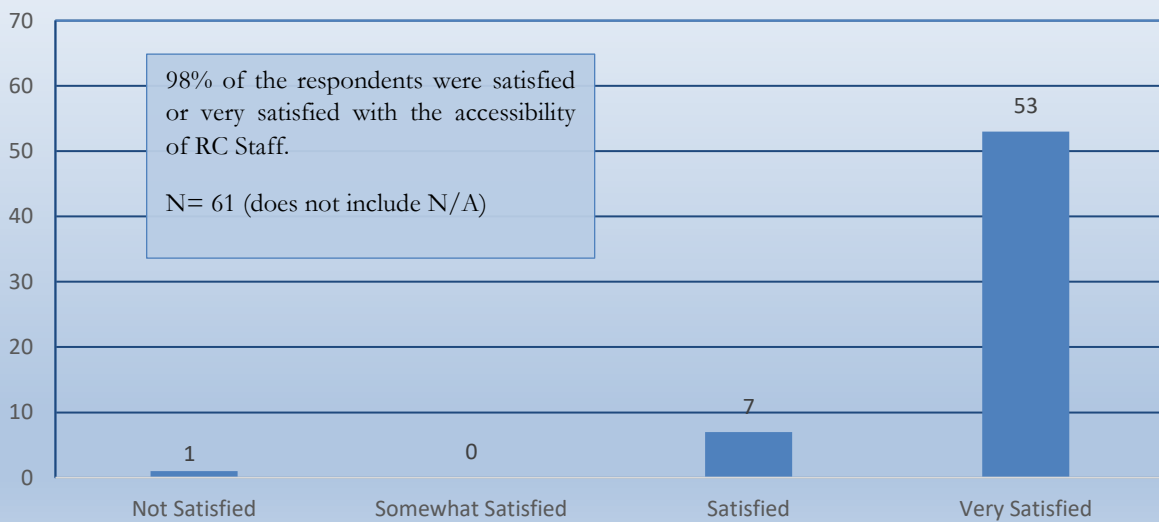
Q4D: How satisfied are you with the Resource Centers' level of professionalism?



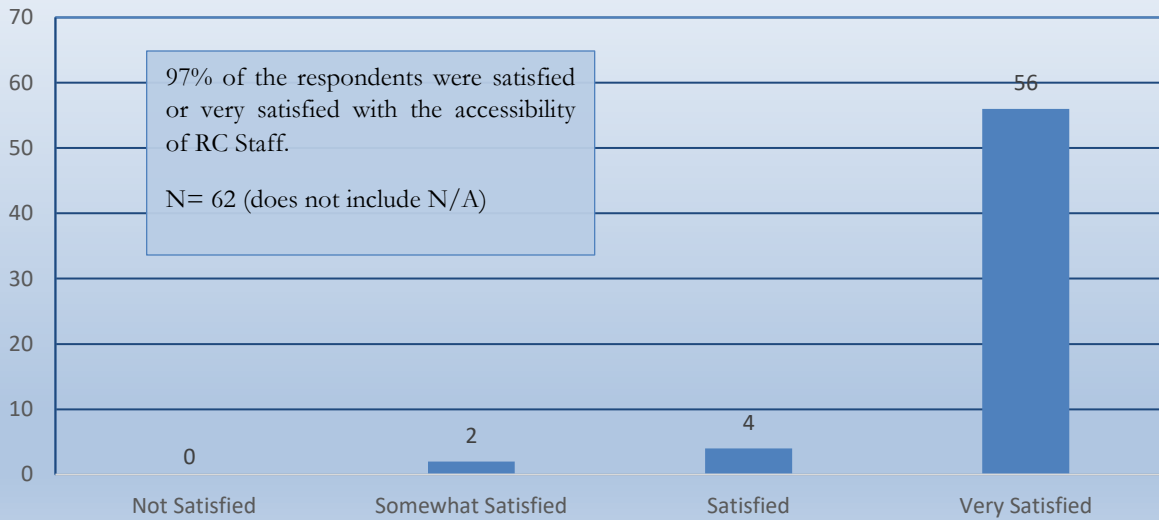
Q4E: How satisfied have you been with the Resource Centers' overall performance?



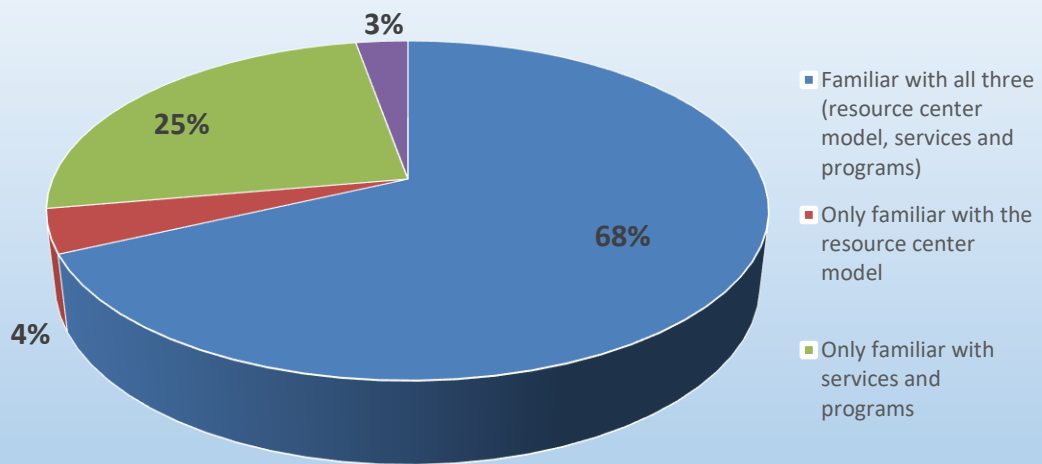
Q4F: Typically, how satisfied are your clients with the Resource Centers' services, programs, interactions, etc.?



Q4G: How satisfied have you been with the Resource Centers' response to meeting patron needs during the pandemic?

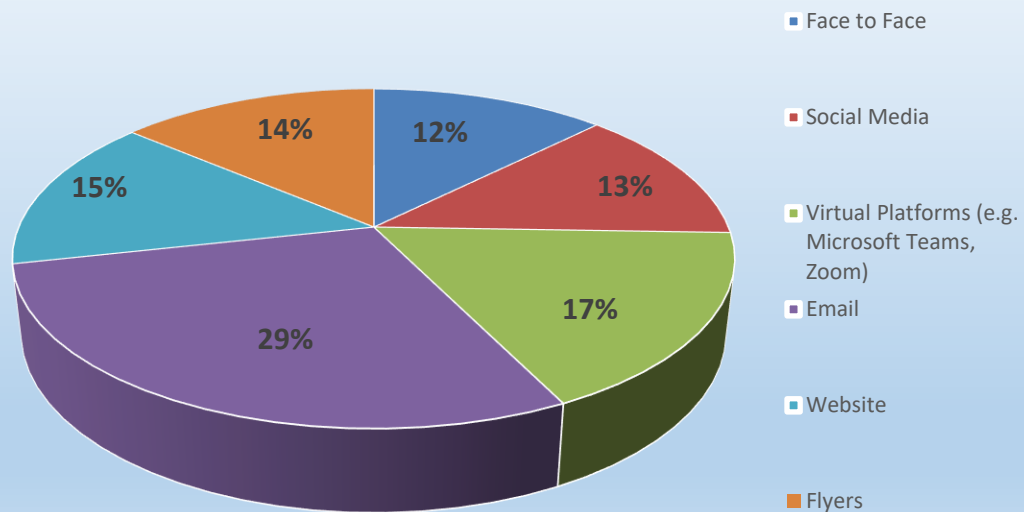


Q5: How aware are you of our Resource Center model, services and programs?



N = 72

**Q6: Which methods of communication do you feel are best for you to learn about our services and programs?
(Please check all that apply)**



N = 74

Q7: Do you have any suggestions for how the Resource Centers may improve our interactions and involvement with partners and/or the community? (summary of results, please note, site specific recommendations were shared with the managers)

- More timely distribution of the monthly calendars; on-line access to the calendars
- Be more openly welcoming of the lgbt+ community
- Personal assistance for the elderly when using computers (currently only offer computer use)
- Virtual guest speaker series (lunch and learns)
- More outreach within the schools
- A concise virtual flyer with services we can distribute to clients.
- Make sure referrals are complete and accurate to help ensure timely service delivery

Q8: Do you feel there are any significant service gaps at any or all of our Resource Center locations? (summary of results)

- Open additional sites for other, historically underserved communities
- Referrals to the Pride Community Center for further referrals/services/support groups where appropriate
- Homelessness assistance

Q9: Do you have any suggestions for new Resource Center partnerships and/or programs to meet on-going community needs during the pandemic?

- Focus on education
- Referrals to Torchlighters Re-Entry Support Group
- Lots of families hurting financially, maybe outreaches to school counselors, church groups to help people access benefits online?

- Continue getting information out about services offered by others that might be of assistance.
- Continue to be available virtually and via phone! More Zoom sessions

Q9: Additional Comments. (summary):

- I'm glad to hear you are opening in Lake City!
- Keep up the great job. Your work is making a meaningful difference
- I'm so glad we have the Resource Centers in the communities where I work and live
- Thank you for the services you provide to the Gainesville/Alachua County communities!
- I am thankful this outreach program is in our community.
- Excellent working relationship
- Keep up the excellent work to help families
- Staff have been very professional. They are focused on providing quality services to the communities that they serve.
- May need a better messaging system to ensure patrons who leave a message get a response' especially relevant during pandemic.
- No suggestions, things are well organized
- No, they are doing an awesome service for our communities
- Communications with the RCs has been great

FY 2019-2020 Action Plan

1. Actively promote an environment (e.g., physical location, written materials, signage, interactions) that supports race equity, diversity and inclusion by and for all staff, volunteers, partner agencies and patrons regardless of race, religion, socio-economic status, family structure, sexual orientation, and/or other factors.
2. Reach out to partners at least bi-annually to discuss relevant topics for specialized trainings and/or RC Partner Meeting discussions.
3. Host at least one training to include RC staff and interested partner agencies in 2021. Encourage partner agencies to host similar trainings related to their own expertise. – this was a prior year goal that was put on hold due to the pandemic.