

Partnership for Strong Families' network of four Family Resource Centers (Library Partnership Resource Center, SWAG Family Resource Center, Tri-county Community Resource Center, and NorthStar Family Resource Center), along with the Community Resource Navigation Program, operates to provide local community members with a non-stigmatizing place to seek needed services and supports. In an effort toward ongoing improvement, our annual survey is provided to community partners with the hope of gaining valuable information needed to improve our collaborations with partner agencies and to provide the most meaningful services and support to our patrons.

Summary of Results

- Surveys were provided to representatives from each of our estimated 100 Family Resource Center (FRC) Partners. Please note, that some partners had multiple representatives included based upon their involvement with the sites. The 65 partner respondents who completed this survey were representative of all our sites.
- Results were reviewed based on 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:

- Overall performance and professionalism of Resource Center Network staff
- Communication and methods of sharing information
- Quality services and programs
- Reaching communities with limited access to resources

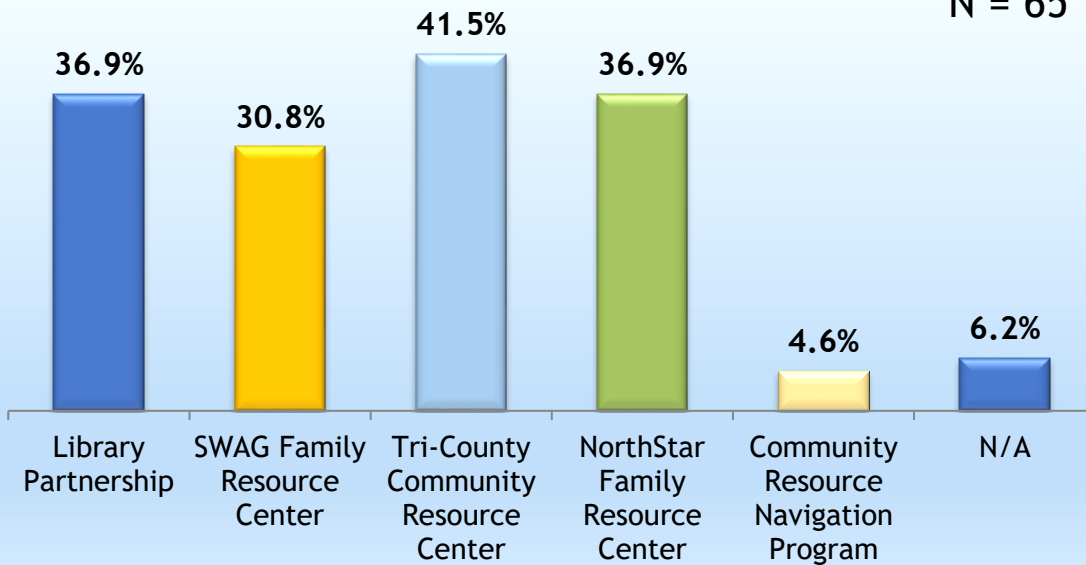
Areas for Potential Improvement:

- Explore and implement strategies to increase our capacity to effectively serve special populations, such as those with disabilities and/or language barriers.
- Continue to offer trainings and/or roundtable discussions with our partners, across FRC sits, related to shared-interest topics such as the protective factors, child development, and mental health supports for children/youth.
- Increased promotion of the FRC Network through social media, presentations, etc.

Demographics

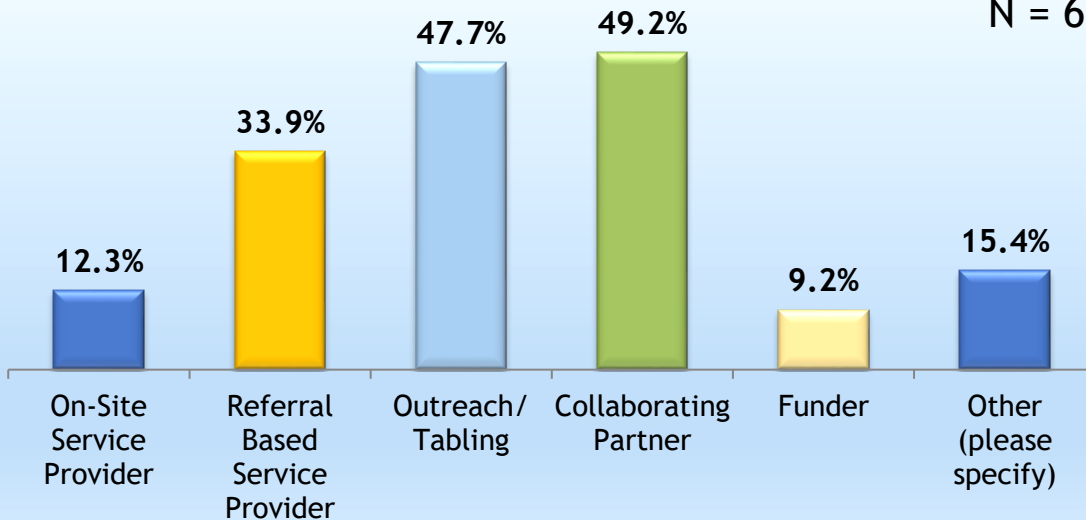
Q1: Which of our Family Resource Centers do you work with? (Please check all that apply)

N = 65



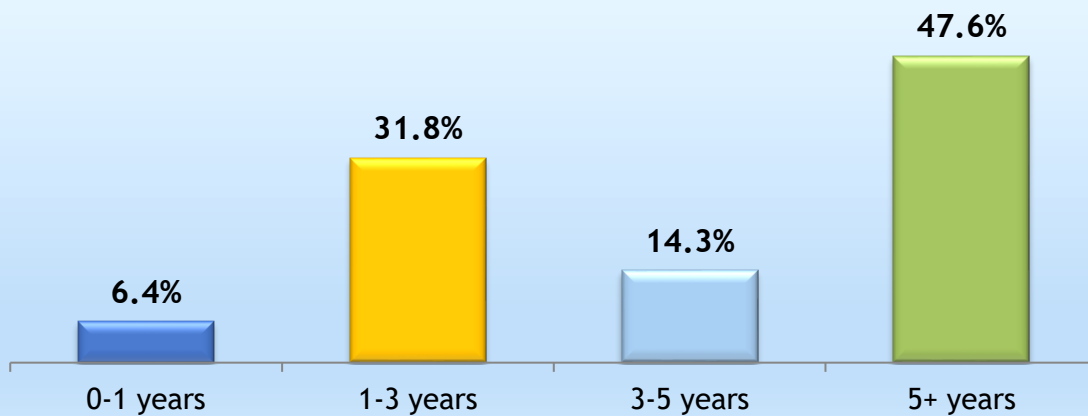
Q2: What is your involvement with the Family Resource Center(s) and/or our Community Resource Navigation Program? (Please check all that apply)

N = 65



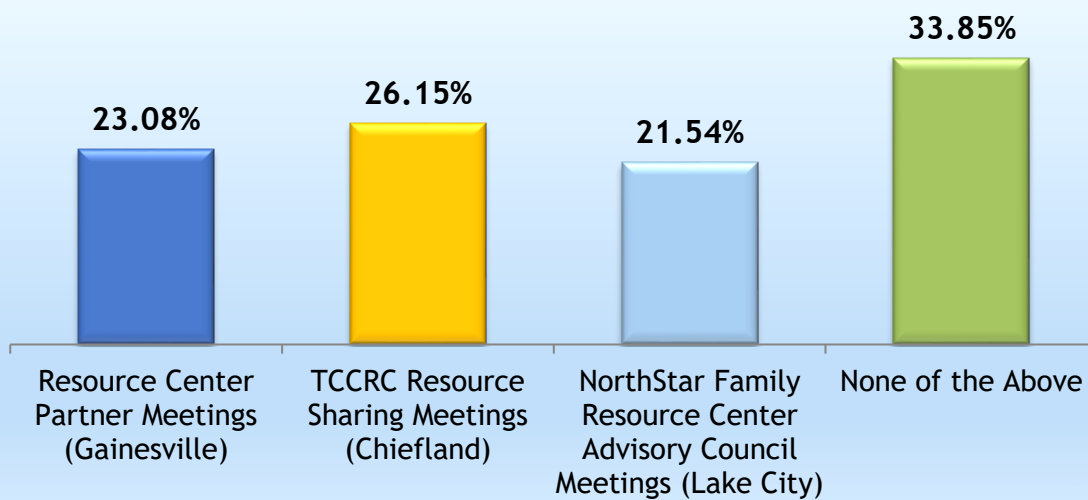
Q3: How long have you worked with PSF's Family Resource Centers and/or our Community Resource Navigation Program (in any capacity)?

N = 63



Q4: Do you regularly attend any of the below Family Resource Center meetings? (Please check all that apply)

N = 65



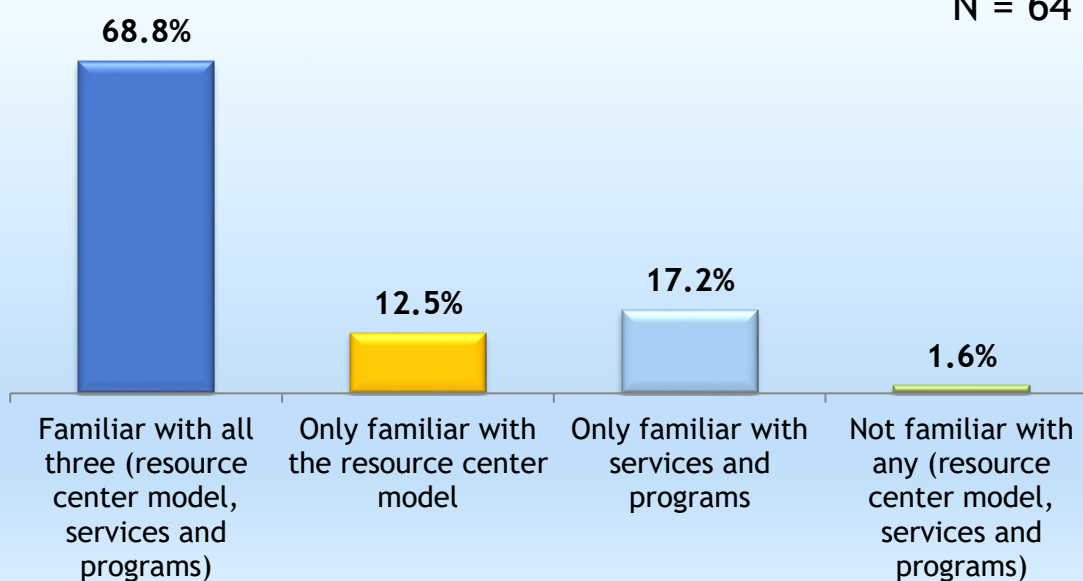
Survey Results

Q5: How satisfied are you with the Resource Centers'/Community Resource Navigator's...

	Total answers	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	% Satisfied or Very Satisfied
staff when making inquiries regarding services, programs, room scheduling, etc.?	61	1	3	10	47	93%
methods of notifying you about community updates, programs/ services, events and meetings?	61	1	2	10	48	95%
ability to resolve problems quickly and efficiently?	52	1	3	10	38	92%
level of professionalism?	61	1	1	8	51	97%
overall performance?	61	1	2	9	49	95%
services, programs, interactions, etc.?	52	1	3	10	38	92%
efforts to promote an inclusive environment for all community members and partner agencies?	60	1	3	10	46	93%

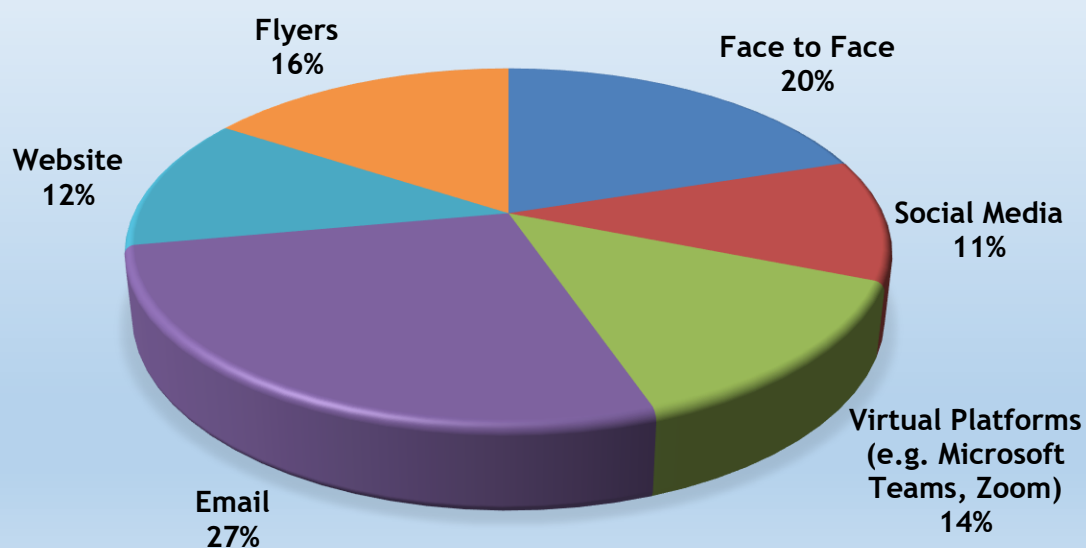
Q6: How aware are you of our Resource Center model, services and programs?

N = 64



**Q7: Which methods of communication do you feel are best for you to learn about our services and programs?
(Please check all that apply)**

N = 65



Questions 8-12 required written responses which are summarized below.

Q8: Do you have any suggestions for how the Family Resource Centers, including the Community Resource Navigation Program, may improve our interactions and involvement with partners and/or the community?

- Increase promotion through social media, emails, ads, commercials, and flyers
- Continue to support patrons by providing resources and promoting long-term recovery
- Ensure that language access is consistently available
- Support partners by creating orientation meetings, hosting regular workshops, and offering networking opportunities

Q9: Do you feel there are any significant service gaps at any or all of our Family Resource Center locations, including those served by our Community Resource Navigation Program?

- While not a significant gap, there are ongoing opportunities to improve language access and support for individuals with special needs
- Transportation services
- Continue making sure we help patrons to navigate systems and don't just provide them with a list.
- Public awareness of the FRC Network and the services provided to the local community
- More staff and longer hours to better serve the community

Note: No significant service gaps were identified by 71% of respondents

Q10: What do you feel the Family Resource Centers, including the Community Resource Navigation Program, are doing well to positively impact the communities they serve?

- Connecting families to needed resources, opportunities, and programming quickly and effectively with compassion
- Hands-on support, free advice, and service navigation, including responses to community needs such as opioid and hurricane recovery
- Community engagement and effective communication, including information dissemination, promotion of services, and active listening for patrons and providers
- A variety of programming, including child services, job placement, and classes, all offered free to the community
- Services designed to meet the changing needs of the communities served

Q11: As we plan for our 2024 Quarterly Partner/Resource Sharing Meetings, what topics would you like to see highlighted (e.g., protective factors framework, child development, diversity/inclusion, community collaborations)?

- Programming for single fathers, children's psychosocial educational groups, housing acquisition, legal rights, literacy, and financial literacy
- Supports for mental health, disaster assistance, and transportation

- Education on data showing successes, as well as applications and guidelines for ACCESS and AHCA
- Resource fairs and inviting community partners to speak and educate

Q12: Additional Comments.

- Kudos to a well-run organization with great leadership, staffed by professionals who have a strong grasp of local resources and are consistently helpful
- Thanks for all you do and for the opportunity to share my input
- I love this program and what it is doing for the community
- It would be amazing if you could expand some of the great services you are already providing
- We have enjoyed this partnership and look forward to continued partnerships in the future

2025 Action Plan

1. Develop and implement a plan to increase public awareness of our FRC Network, including updating the Resource Center section of the agency's website.
2. Create opportunities to celebrate and acknowledge our staff and partners.
3. Share prevention-focused training opportunities with our partners on a minimum of a quarterly basis.
4. Disseminate information pertaining to our recent positive FRC evaluation findings, conducted as part of a 5-year federal grant ending in 2025.