

Partnership for Strong Families' network of 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 and Help Me Grow Alachua Programs, 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 62 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 positive reputation, including leadership and program quality
- Wide range of resources and effectiveness as a one-stop access point
- Responsive, accessible, and professional staff who meet families where they are
- Effective communication and coordination with stakeholders and partners
- Improved outreach and increased community awareness of services

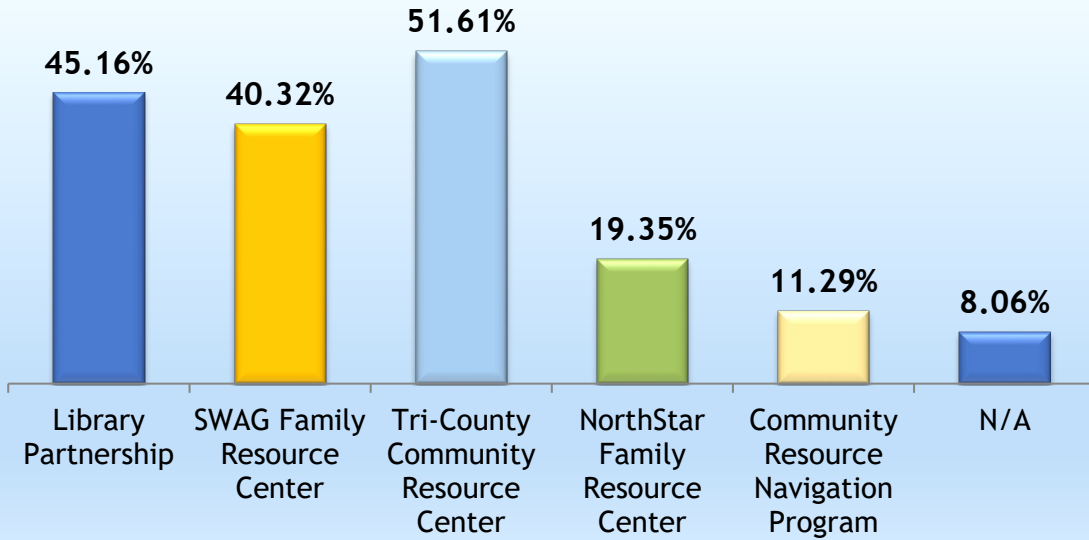
Areas for Potential Improvement:

- Targeted programming for specific populations, including youth, and fathers
- Opportunity to increase vocational training and workforce development supports
- Improved access to technology and digital literacy
- Possible expansion of geographic reach and services into additional communities

Demographics

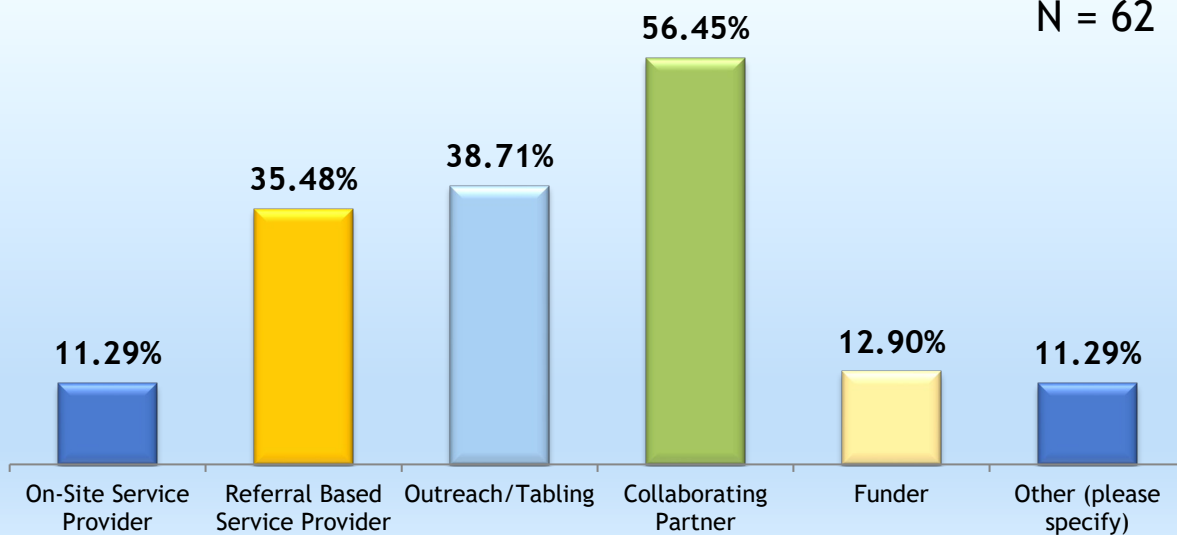
Q1: Which of our Family Resource Centers do you work with? (Please check all that apply)

N = 62



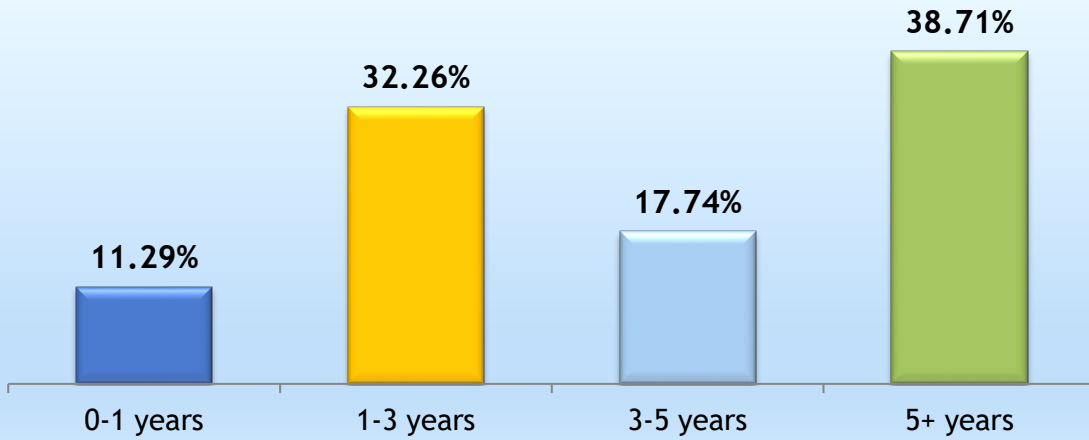
Q2: What is your involvement with the Family Resource Center(s) and/or our Community Resource Navigation Program? (Please check all that apply)

N = 62



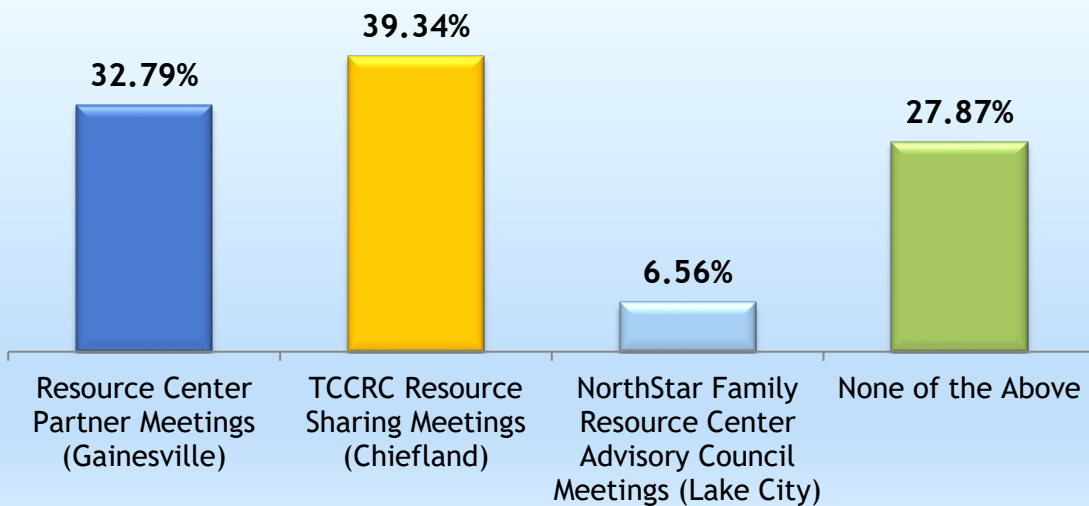
Q3: How long have you worked with PSF's Family Resource Centers and/or our Community Resource Navigation Program (in any capacity)?

N = 62



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

N = 61

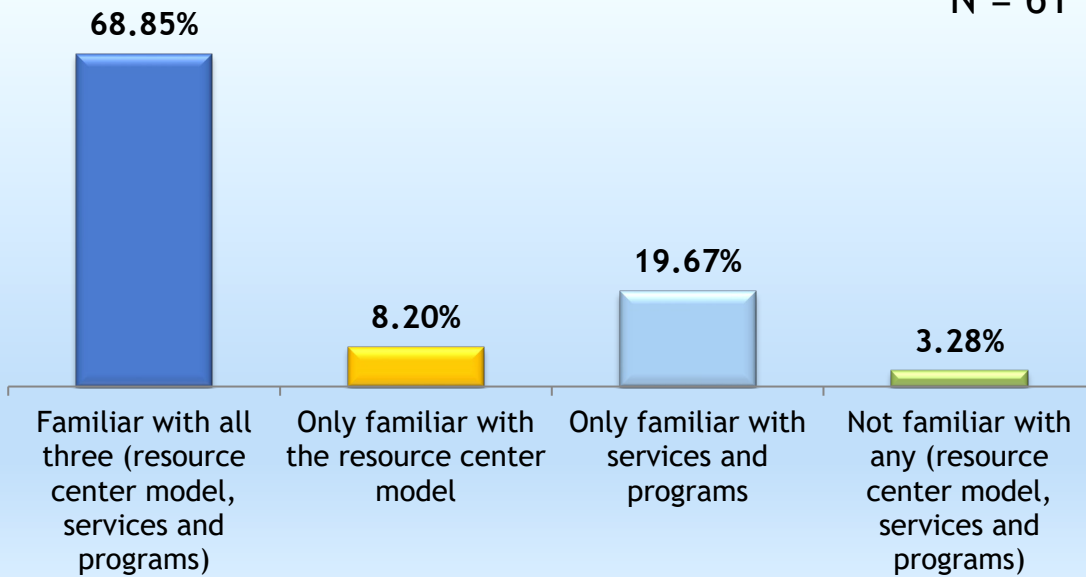


Survey Results

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.?	62	0	1	10	47	98%
methods of notifying you about community updates, programs/ services, events and meetings?	62	0	0	9	52	100%
ability to resolve problems quickly and efficiently?	62	0	0	11	41	100%
level of professionalism?	62	0	0	9	51	100%
overall performance?	62	0	1	10	48	98%
services, programs, interactions, etc.?	62	0	0	12	40	100%
efforts to promote an inclusive environment for all community members and partner agencies?	62	0	1	10	48	98%

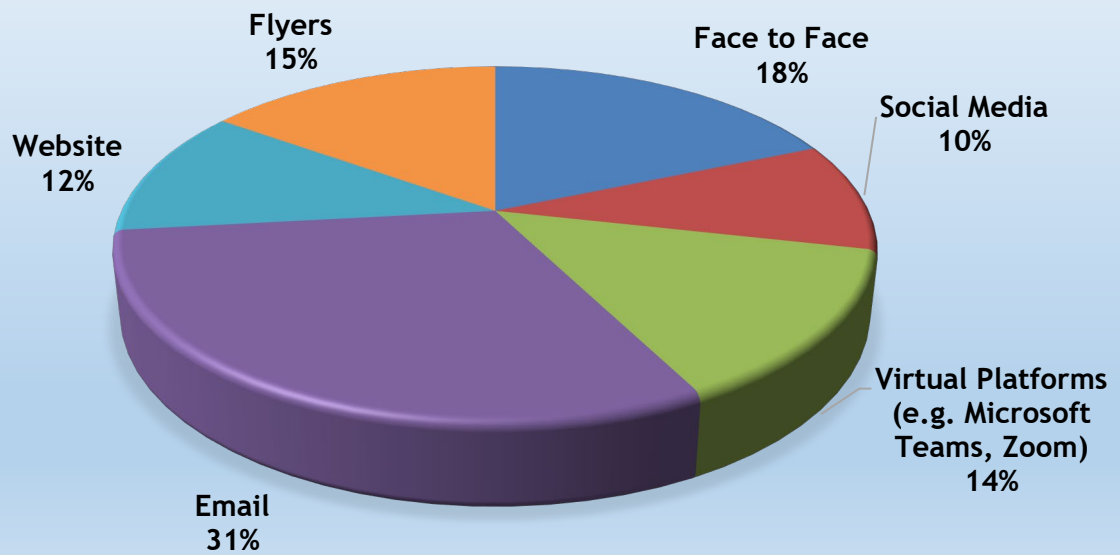
Q6: How aware are you of our Resource Center model, services and programs?

N = 61



**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 = 62



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?

- Strengthen collaborative relationships by increasing network meetings where providers can connect and build partnerships, while also engaging with new organizations.
- Develop and deliver presentations for community providers and funders that highlight the rigor involved in supporting families.
- Expand into additional cities.
- Expand programming to better serve youth during the school year and summer and support older adults in using computers to access healthcare and other essential services.

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?

- Additional support for housing, transportation, and community services is needed, especially in Levy County and East Gainesville.
- Addressing limited availability, including Friday closures, could improve access for families.
- There is also a need for vocational training opportunities, such as CNA programs or caregiver training to help individuals build skills while supporting their family members financially.
- Increased father involvement programming is also a key area for growth.

Note: No significant service gaps were identified by 69% 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?

- The FRC Network is recognized for its strong knowledge of community resources and its ability to provide diverse programming, function as a one-stop access point, respond promptly, and connect clients to needed services, including youth and individuals with specialized and accessibility needs.
- Staff are accessible, meet families where they are, and provide consistent, professional support while helping them navigate systems and community resources.
- The network maintains an active presence in the community through strong partnerships with churches, businesses, and individuals. These collaborations strengthen service delivery and ensure coordination across partners.
- Stakeholders are kept well-informed, supporting strong coordination and collaboration across partners and helping ensure that services and programming are accessible to all groups.
- Outreach and dissemination efforts have improved, resulting in increased awareness among families and better identification and connection to available resources and upcoming programs.

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)?

- Health and mental health resources are available, including the UF Mobile Outreach Clinic.
- Efforts also support vulnerable families facing food insecurity, immigration-related challenges, and elderly individuals in nursing homes through awareness, care, and volunteering.
- Additional support, including summer programming, transportation to afterschool sites and other general transportation needs, and access to technology services.
- Connecting with the Sheriff's Boys Ranch.

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
- Love the Reentry Programming
- Because we serve 23 counties, it is requested that meetings continue to be available online, as limited access may hinder collaboration with the community.
- Continue to build support and programming for children and older adults, including compiling a list of commonly requested needs among the elderly population, such as transportation, meals, and home repairs.

2026 Action Plan

1. Develop and implement a plan to increase public awareness of our FRC Network, including regular updates to the Resource Center section of the agency's website.
2. Continue to seek ways to meet the needs of underserved populations, while at the same time maintaining our focus on improving outcomes for children and families.
3. Share prevention-focused training opportunities with our partners.
4. Further disseminate information pertaining to our recent positive FRC evaluation findings, conducted as part of a 5-year federal grant ending in 2025.