

# West Virginia Family Resource Networks 2014 CQI Survey Results

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## Purpose of the Survey:

In a response to Results Based Accountability and to foster a culture of Continuous Quality Improvement (CQI), the Department of Health and Human Resources, Bureau for Children and Families, Division of Children and Adult Services began conversations with Family Resource Networks (FRNs) in late 2011. In an effort to assist and meet the desires of the FRNs to be accountable with data rather than anecdotal stories, the Bureau adapted the community collaboration portion of the 2012 Peer Review<sup>1</sup> in CBCAP process that Family Resource Centers currently undergo. For more information on the CQI process, please visit <http://friendsnrc.org/continuous-quality-improvement>.

Because the FRNs are provided with planning and coordination grants from the WVDHHR, community collaboration should be a key cornerstone of every FRN. This can be universally measured across all FRNs regardless of the way they function or the diversity of outcomes they are working toward. During FY'12, DHHR program staff met with the FRNs to review the instrument, take comments, and revise the instrument for distribution. WVDHHR developed a process where FRNs submitted their list of community networks. The survey was distributed electronically or by paper to a list of community stakeholders the FRN provided. Using SurveyNet software, responses were recorded electronically or entered when the paper survey was returned to the WVDHHR. The following is a report based on the responses received from the West Virginia Family Resource Networks for fiscal year 2014.

The WV FRNs had 797 surveys completed. Below are the questions and responses from the survey.



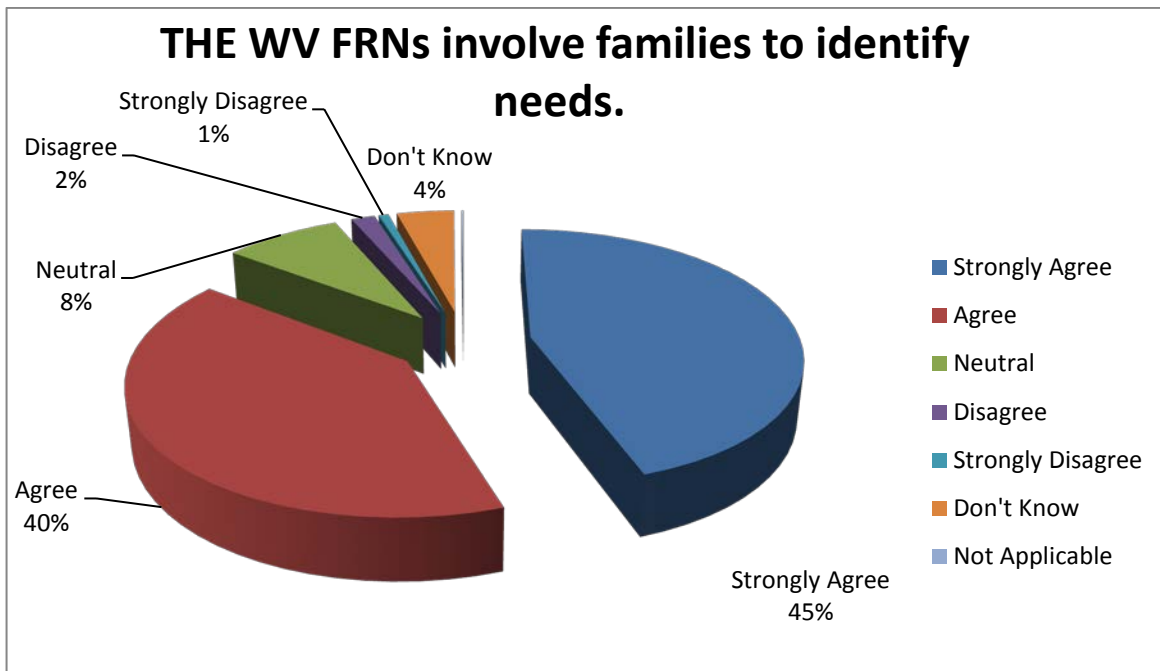
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<sup>1</sup> <http://friendsnrc.org/peer-review>

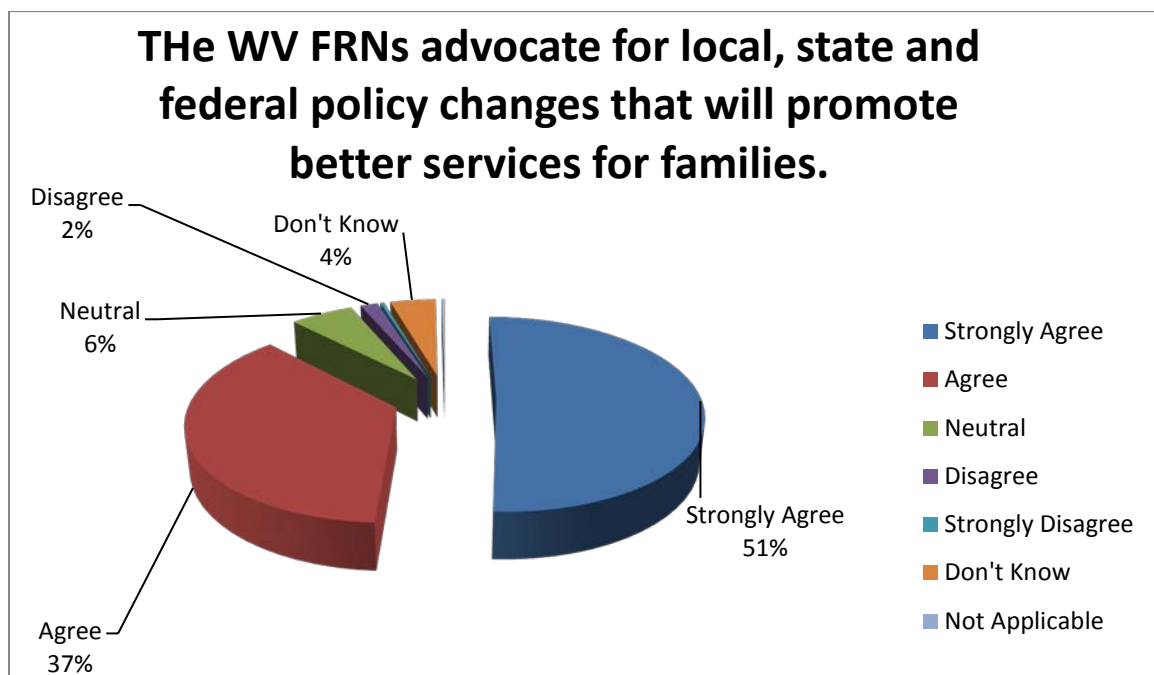
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1. The WV FRNs involve families to identify needs.

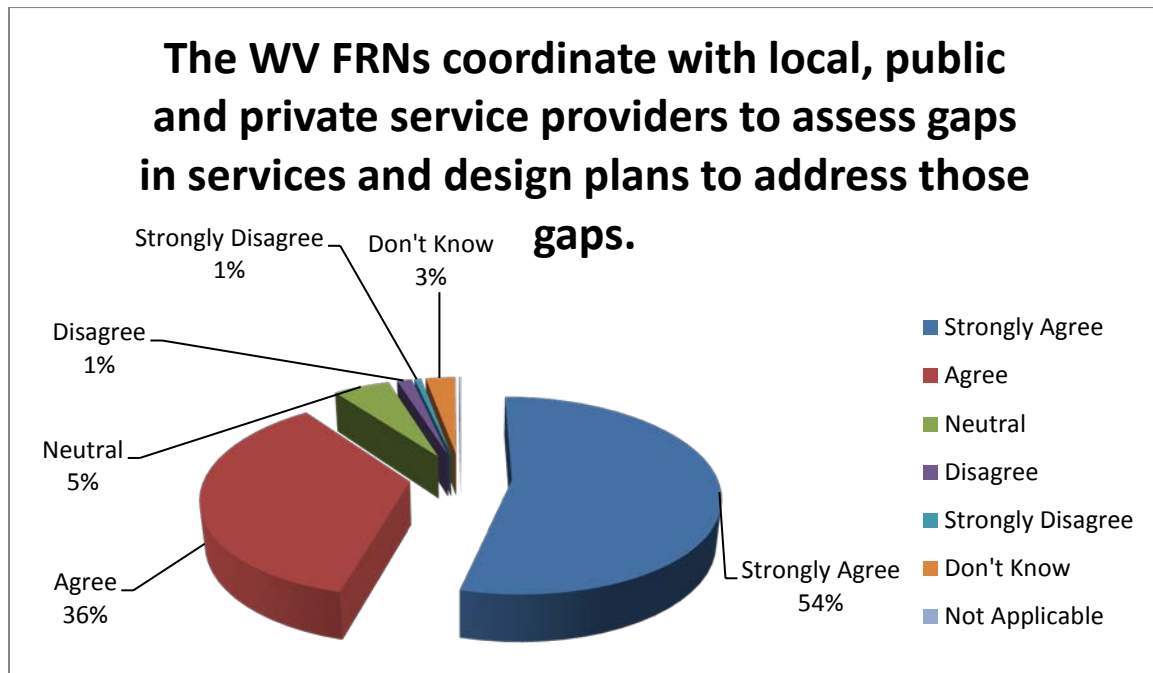


2. The WV FRNs advocate for local, state and federal policy changes that will promote better services for families.

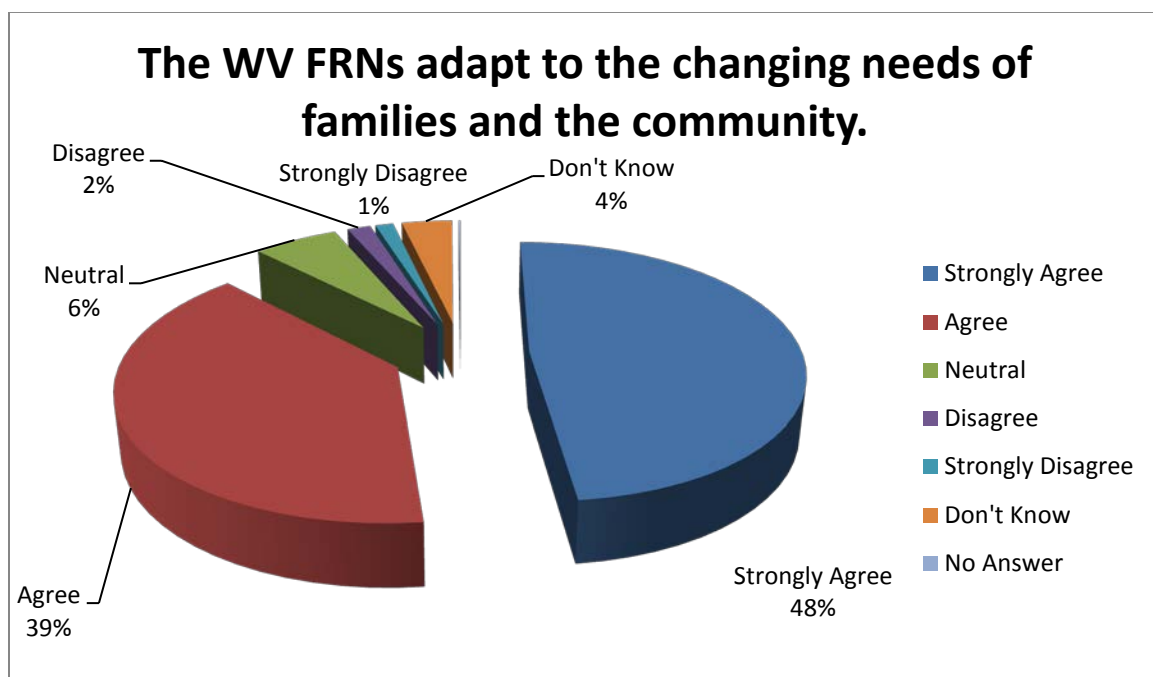


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3. The WV FRNs coordinate with local, public and private service providers to assess gaps in services and design plans to address those gaps.

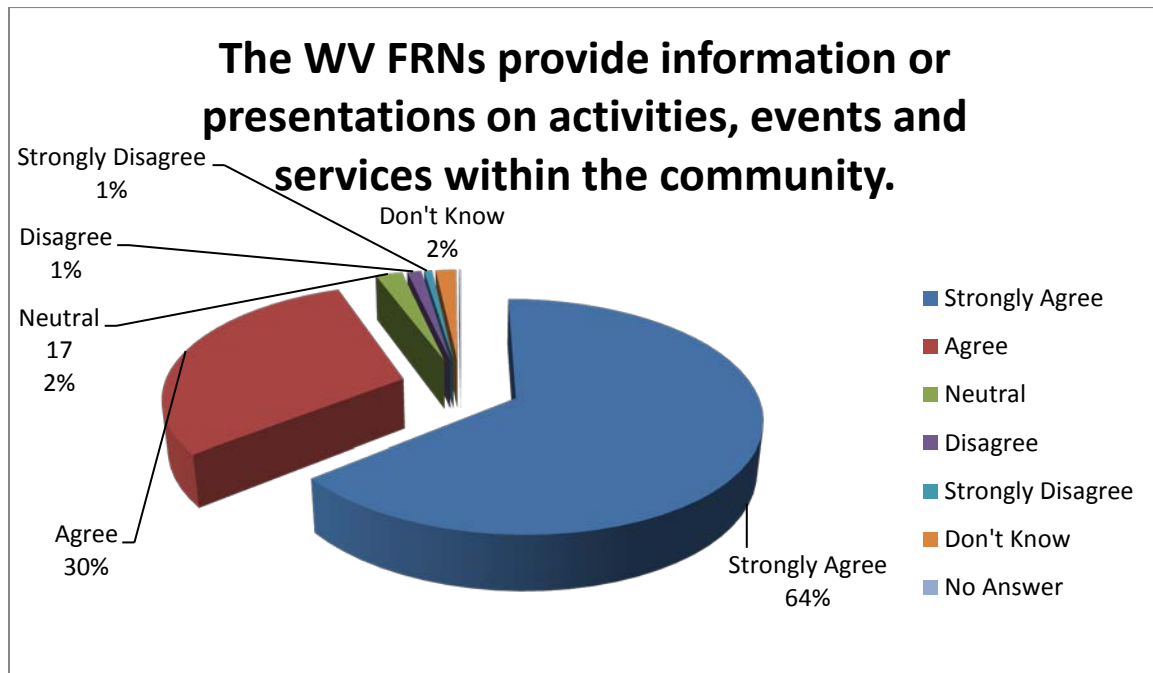


- 4) The WV FRNs adapt to the changing needs of families and the community.

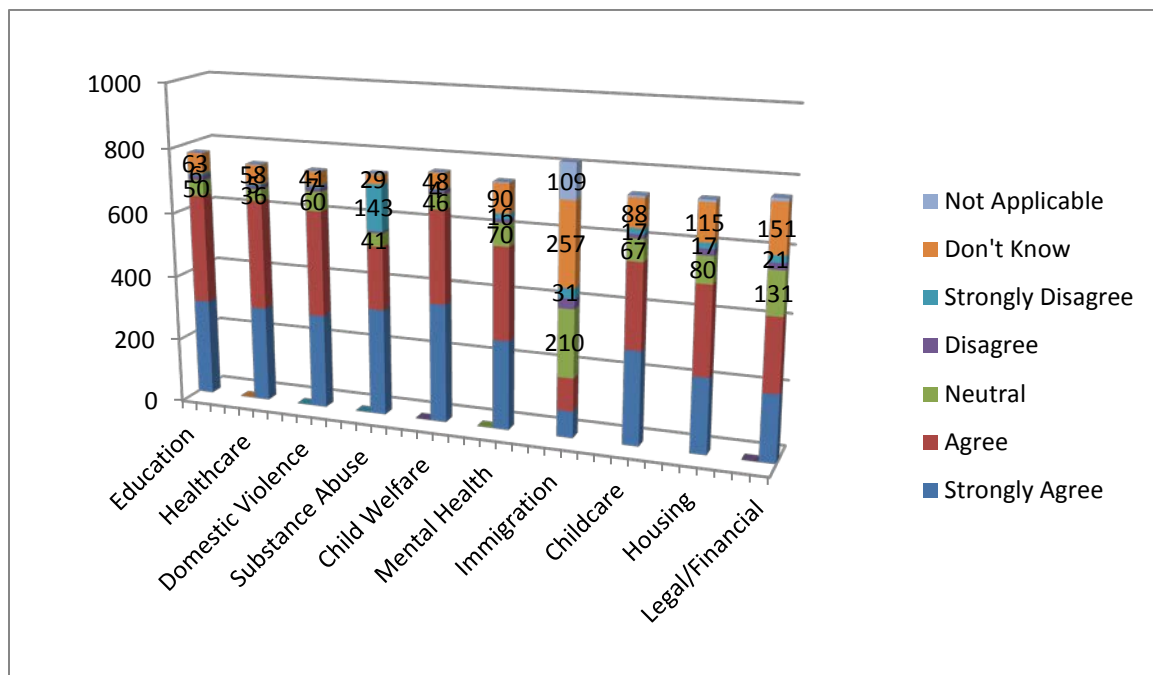


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5) The WV FRNs provide information or presentations on activities, events and services within the community.



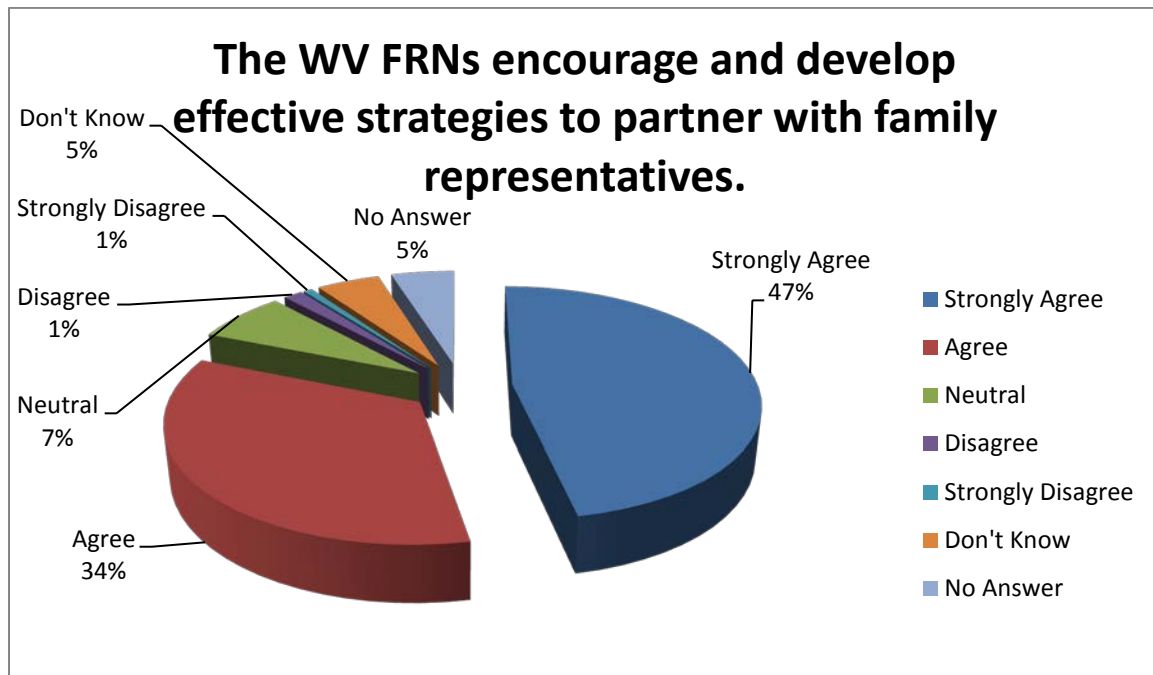
6. The WV FRNs consistently updates resources and referral information on the following:



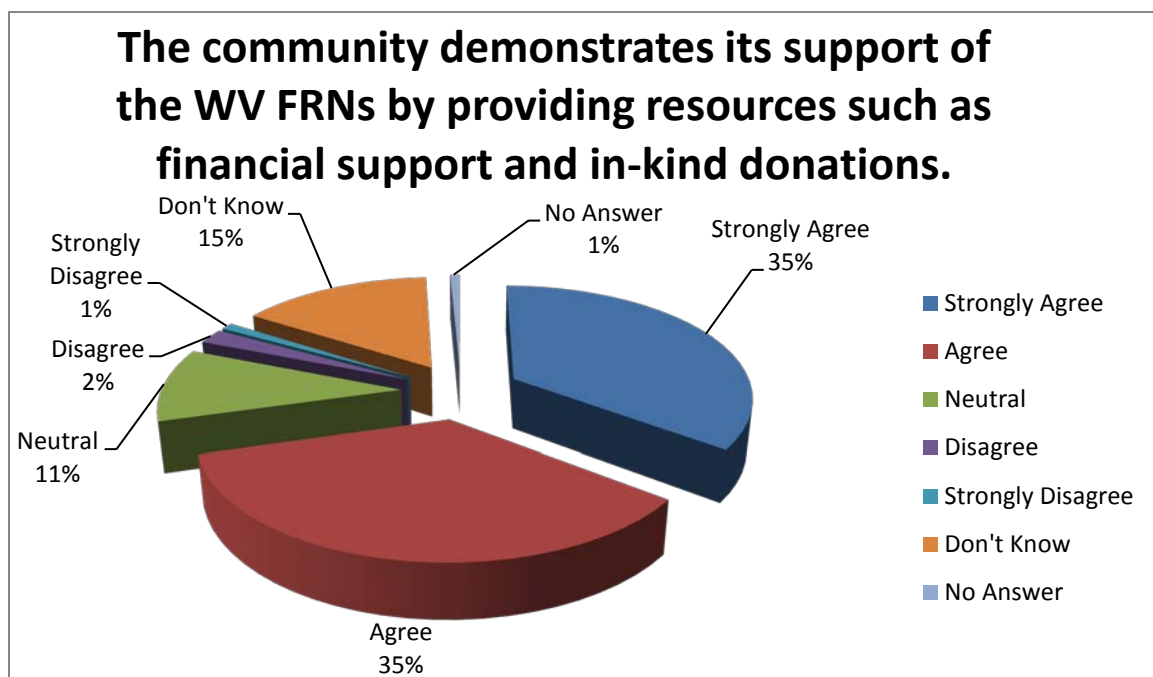
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7. The WV FRNs encourage and develop effective strategies to partner with family representatives.



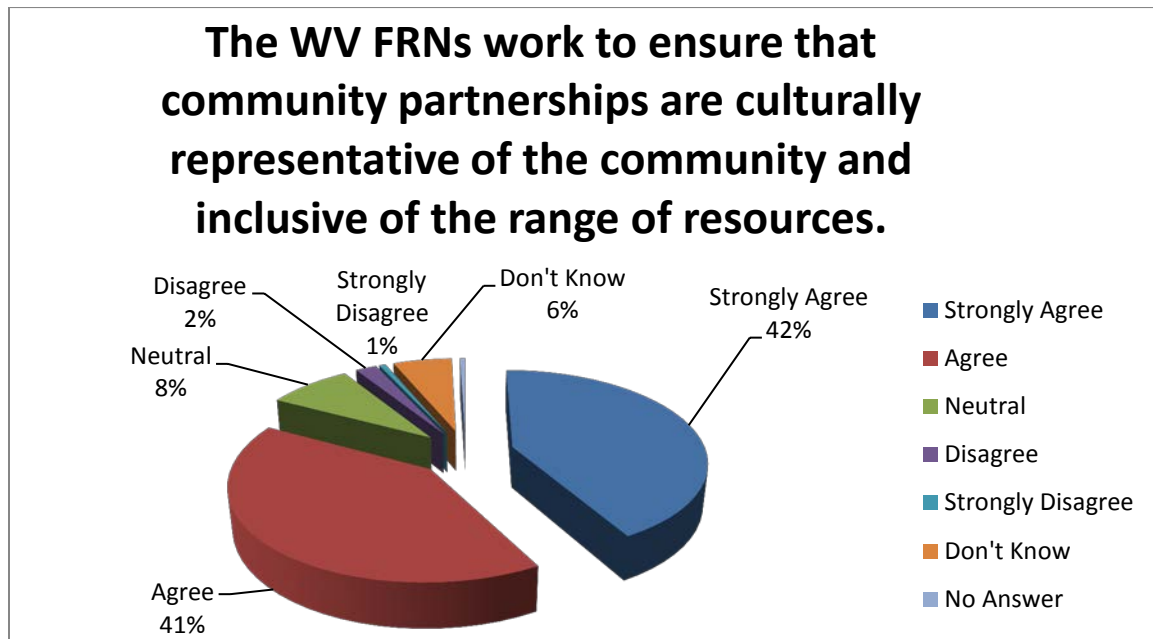
8. The Community demonstrates its support of the WV FRNs by providing resources such as financial support and in-kind donations.



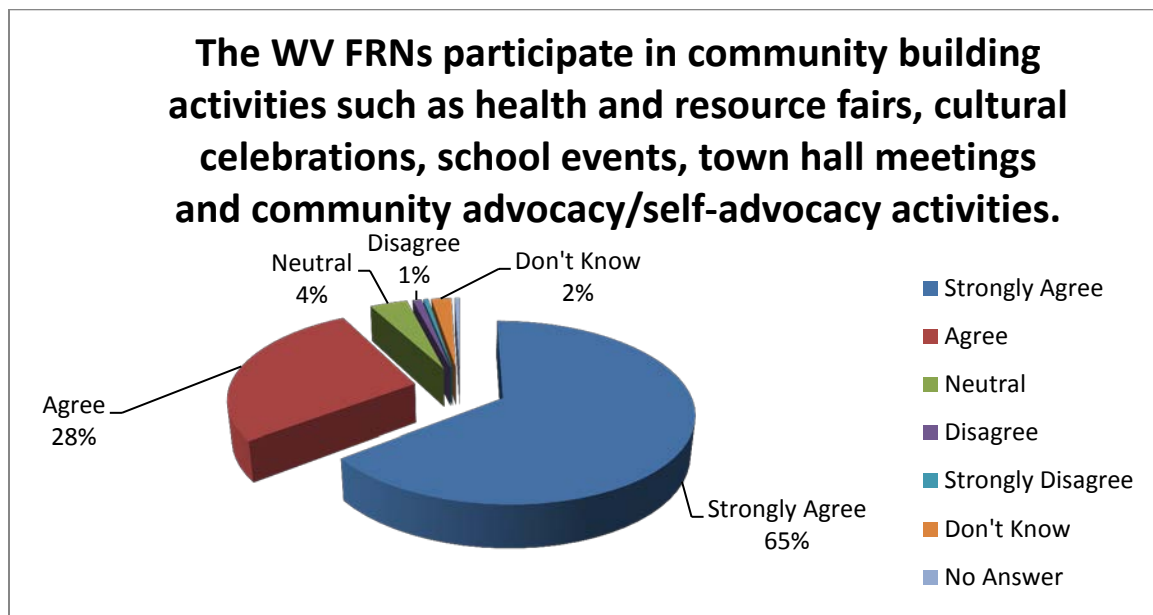
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9. The WV FRNs work to ensure that community partnerships are culturally representative of the community and inclusive of the range of resources.



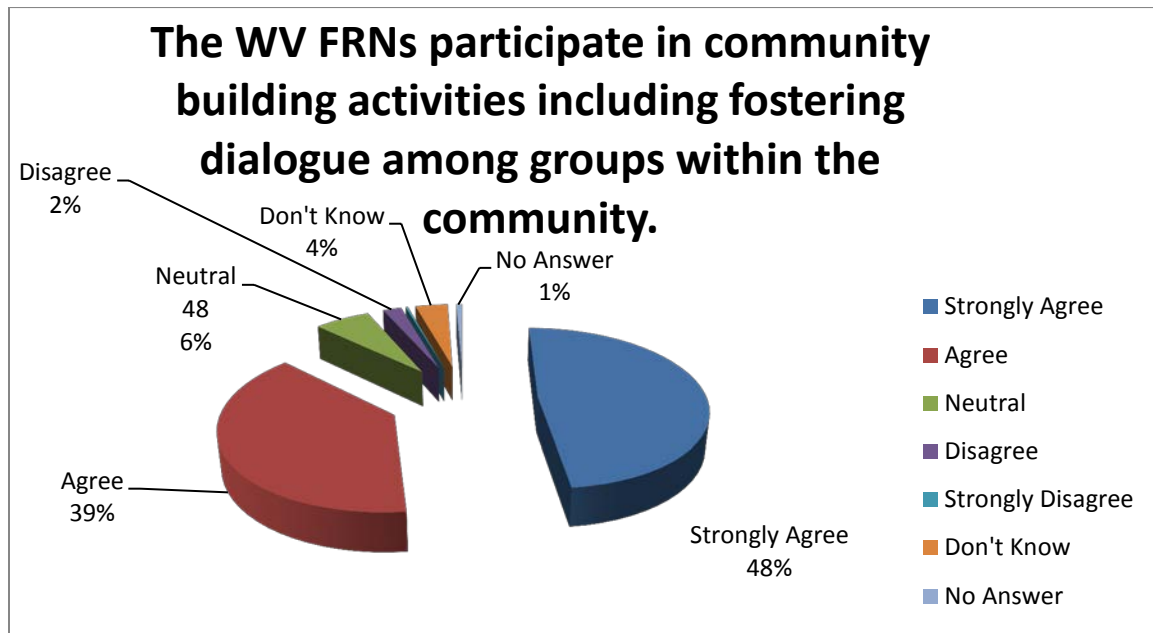
10. The WV FRNs participate in community-building activities such as health and resource fairs, cultural celebrations, school events, town hall meetings and community advocacy/self-advocacy activities.



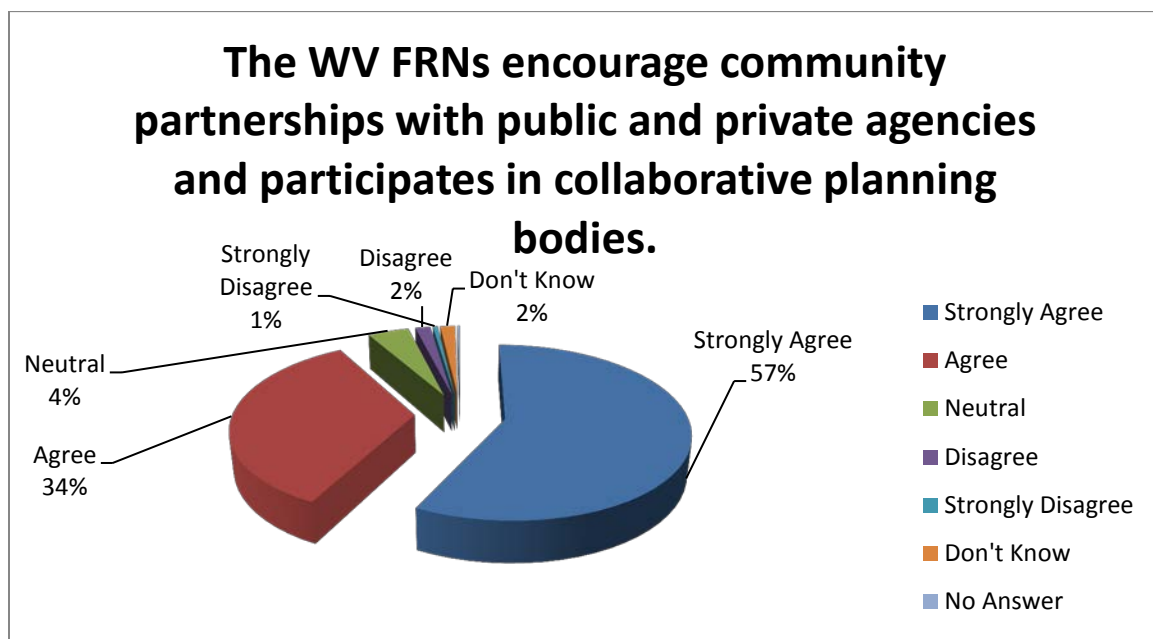
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11. The WV FRNs participate in community building activities including fostering dialogue among groups within the community.



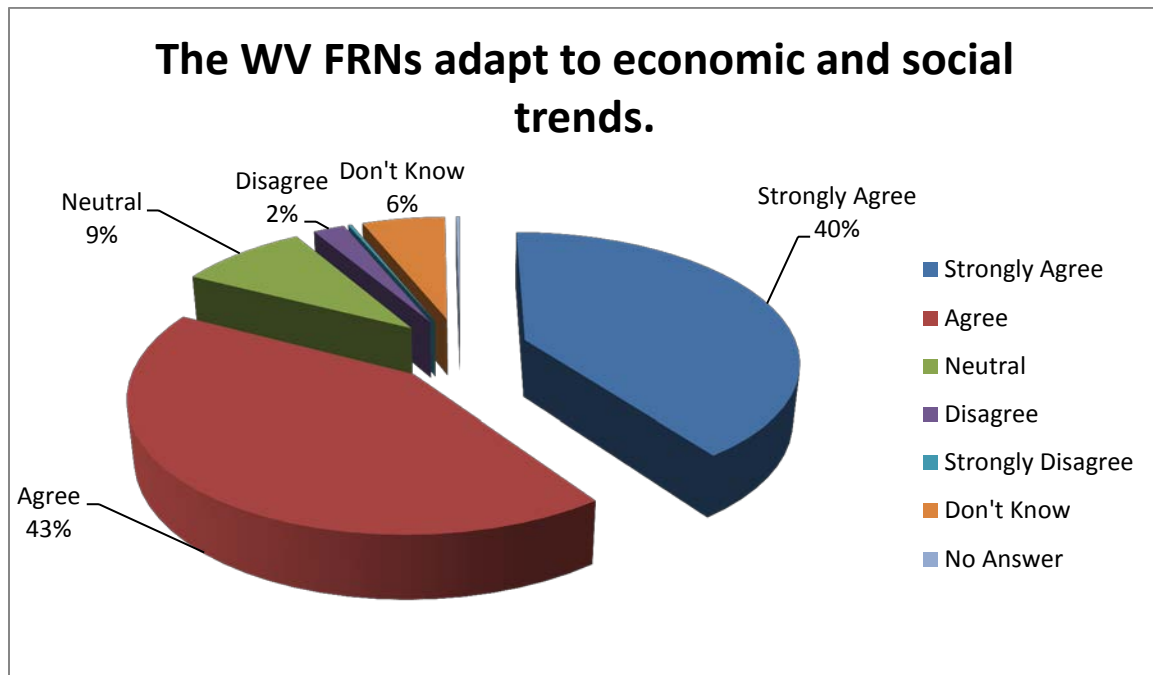
12. The WV FRNs encourage community partnerships with public and private agencies and participates in collaborative planning bodies.



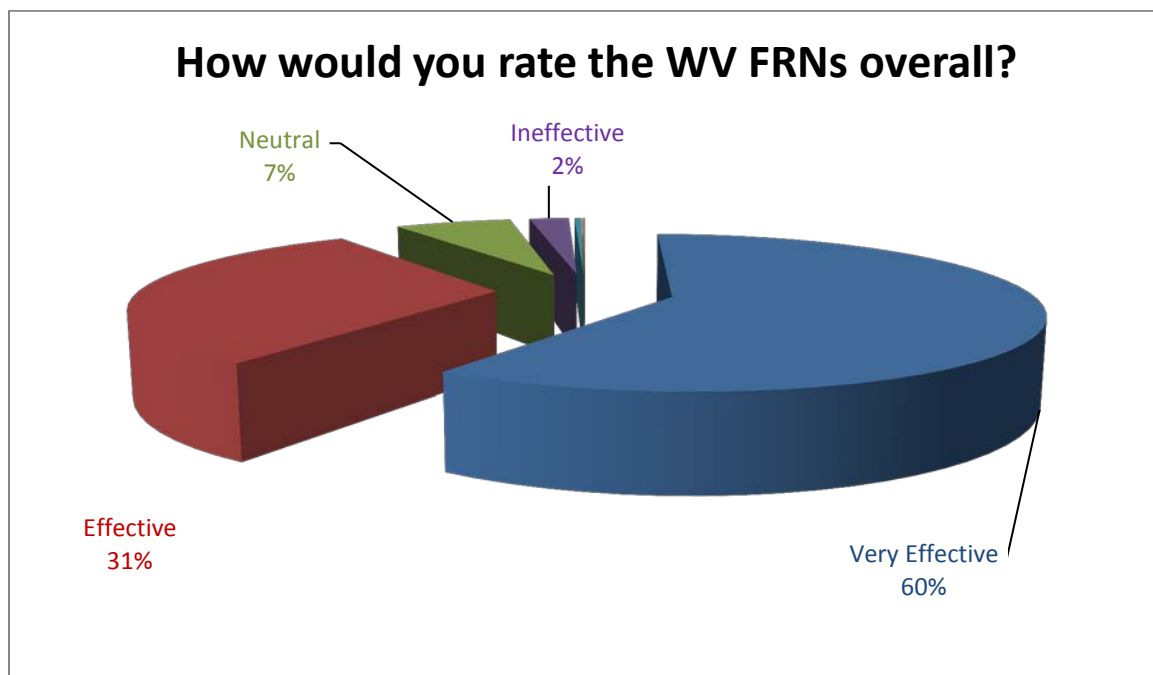
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13. The WV FRNs adapt to economic and social trends.



14. How would you rate West Virginia Family Resource Networks overall?

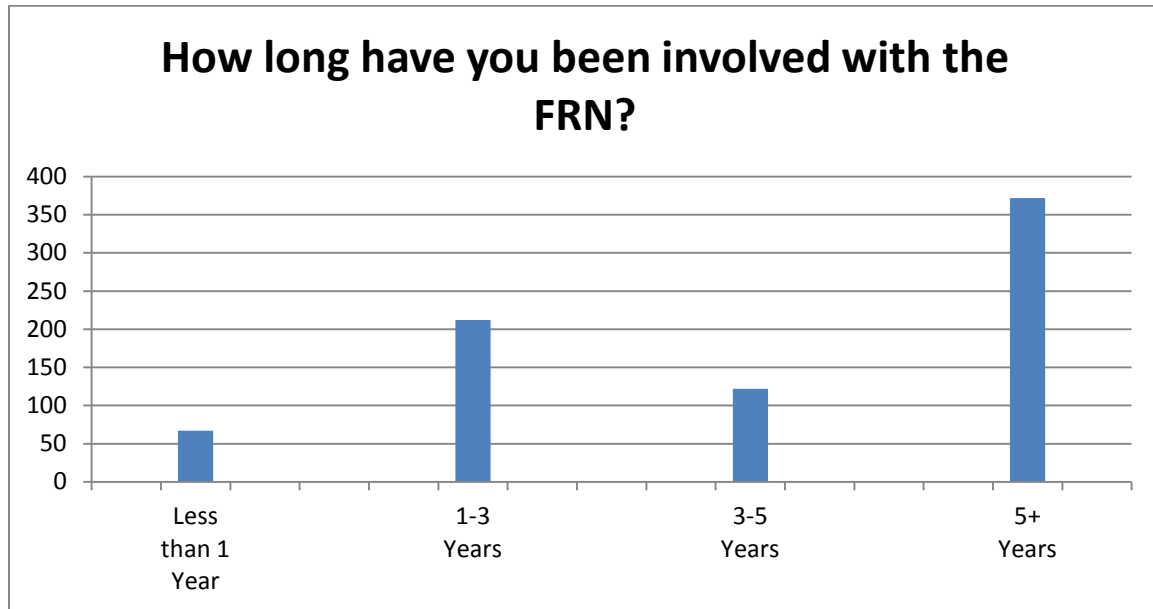




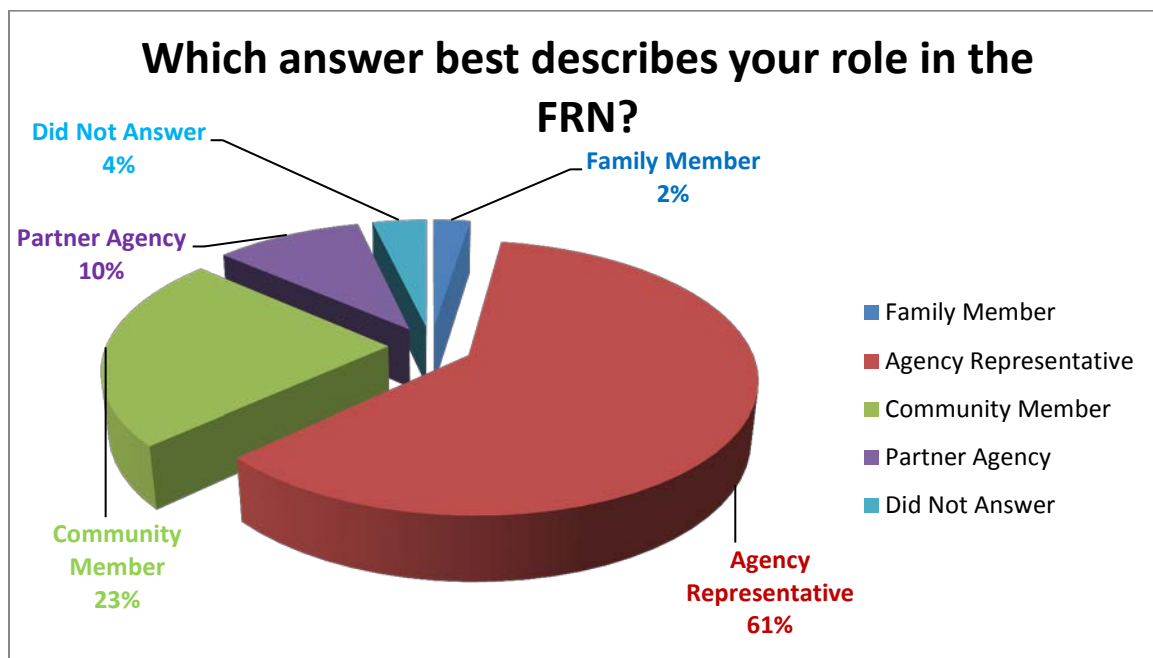
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15. How long have you been involved with the WV FRNs?



16-17. Which answer best describes your role in the WV Family Resource Network?



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85% of the survey takers agreed that the WV FRNs involve families to identify needs.

88% of the survey takers agreed that the WV FRNs advocate for local, state and federal policy changes that will promote better services for families.

90% of the survey takers agreed that the WV FRNs coordinate with local, public and private service providers to assess gaps in services and design plans to address those gaps.

87% of the survey takers agreed that the WV FRNs adapt to the changing needs of the families and the community.

94% of the survey takers agreed that the WV FRNs provide information or presentations on activities, events and services within the community.

81% of the survey takers agreed that the community demonstrates its support of the WV FRNs by providing resources such as financial support and in-kind donations.

83% of the survey takers agreed that the WV FRNs work to ensure that community partnerships are culturally representative of the community and inclusive of the range of resources.

93% of the survey takers agreed the WV FRNs participate in community building activities such as health and resource fairs, cultural celebrations, school events, town hall meetings and community advocacy/self-advocacy activities.

87% of the survey takers agreed the WV FRNs participate in community building activities including fostering dialogue among groups within the community.

91% of the survey takers agreed the WV FRNs encourage community partnerships with public and private agencies and participates in collaborative planning.

83% of the survey takers agreed that the WV FRNs adapt to economic and social trends.

91% of the survey takers agreed that the WV FRNs were effective.

61% of the survey takers were Agency Providers, 23% were Community Members, 10% were Partner Agencies and 2% were Family Members. 4% did not answer.

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## Recommendations:

Consider your family involvement. §49-6C-2 requires the FRN to have non-providers, which include family representatives and other members who are not employees of publicly funded agencies, as the majority of the members of the governing body, and having family representatives as the majority of the non-providers. Be creative in making sure the family voice is represented in the assessment of the FRN.

Review the results of this report with your executive board as well as your larger network and community. Transparency and feedback will only improve participation in the survey in the future. To avoid data fatigue, review only one or two questions at a time. Do the results correspond with your expectations? As you consider these results, think about ways you want to use them. Are there one or two areas the FRN can improve upon or celebrate success? CQI is about the celebration as well as improvement!