

# Region II FRN 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 community network of the Region II FRNs for fiscal year 2014.

The Region II FRNs had 134 surveys completed. Below are the questions and responses from the survey.



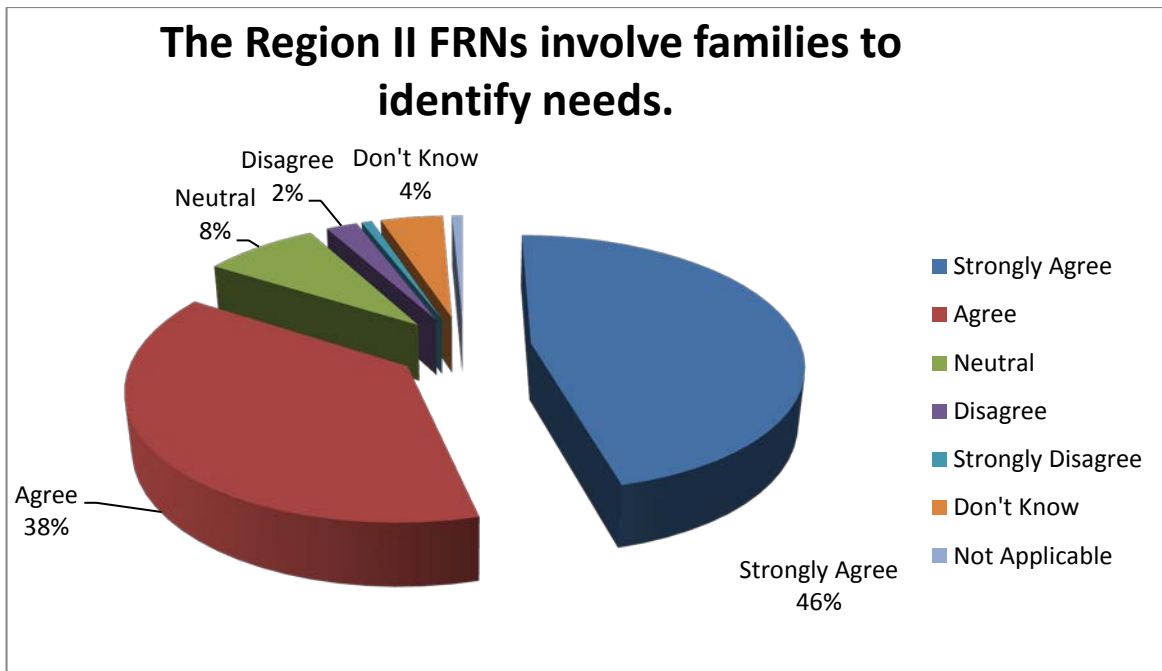
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<sup>1</sup> <http://friendsnrc.org/peer-review>

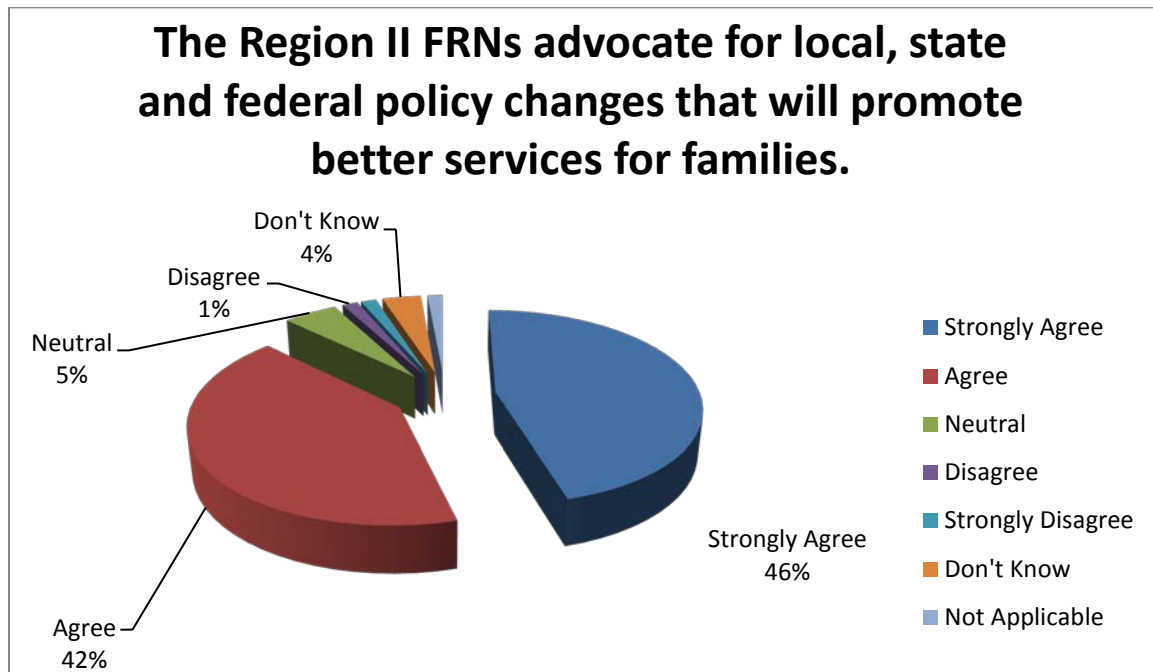
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1. The Region II FRNs involve families to identify needs.



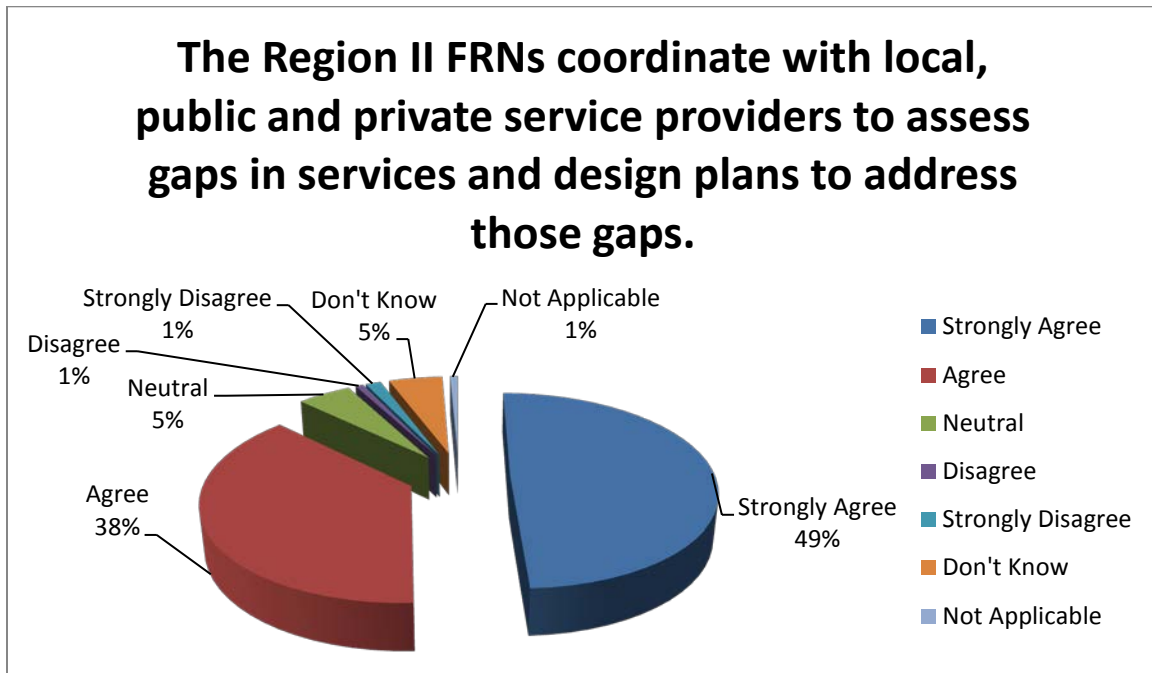
2. The Region II FRNs advocate for local, state and federal policy changes that will promote better services for families.



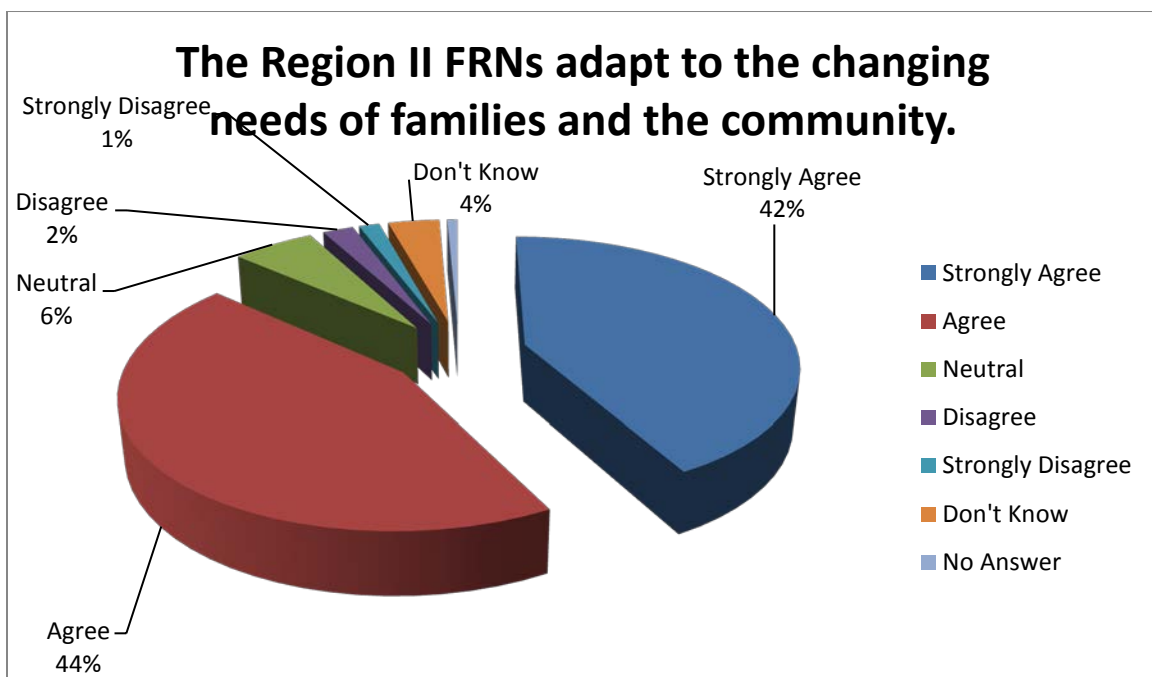
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3. The Region II FRNs coordinate with local, public and private service providers to assess gaps in services and design plans to address those gaps.

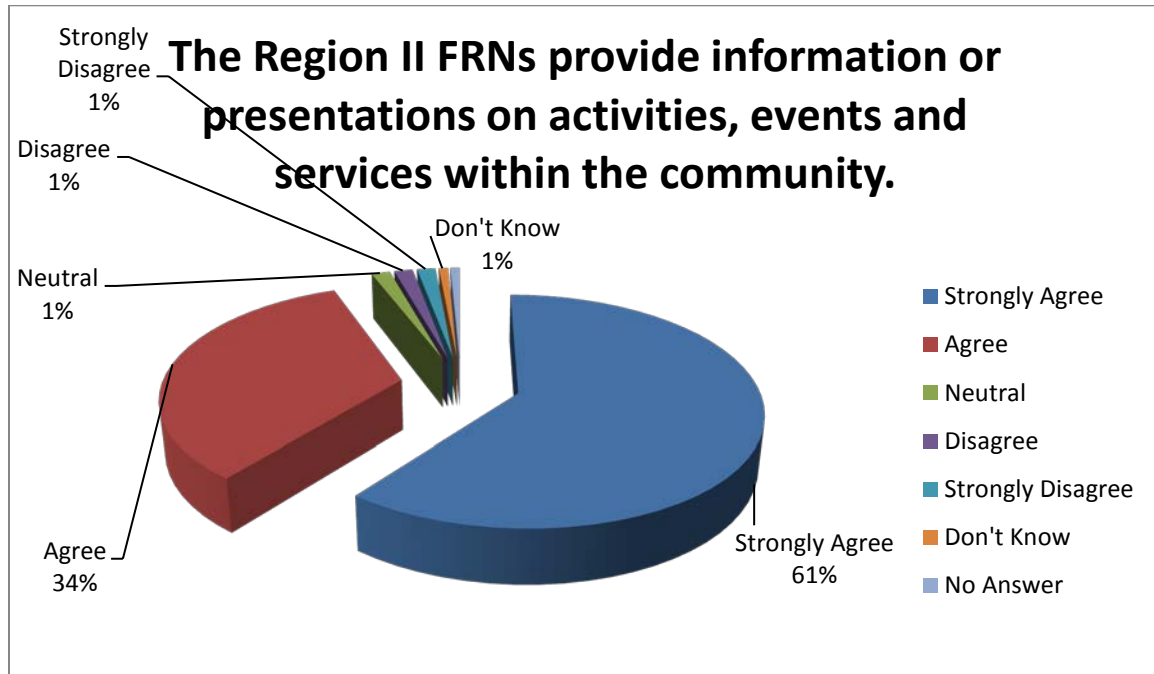


- 4) The Region II FRNs adapt to the changing needs of families and the community.

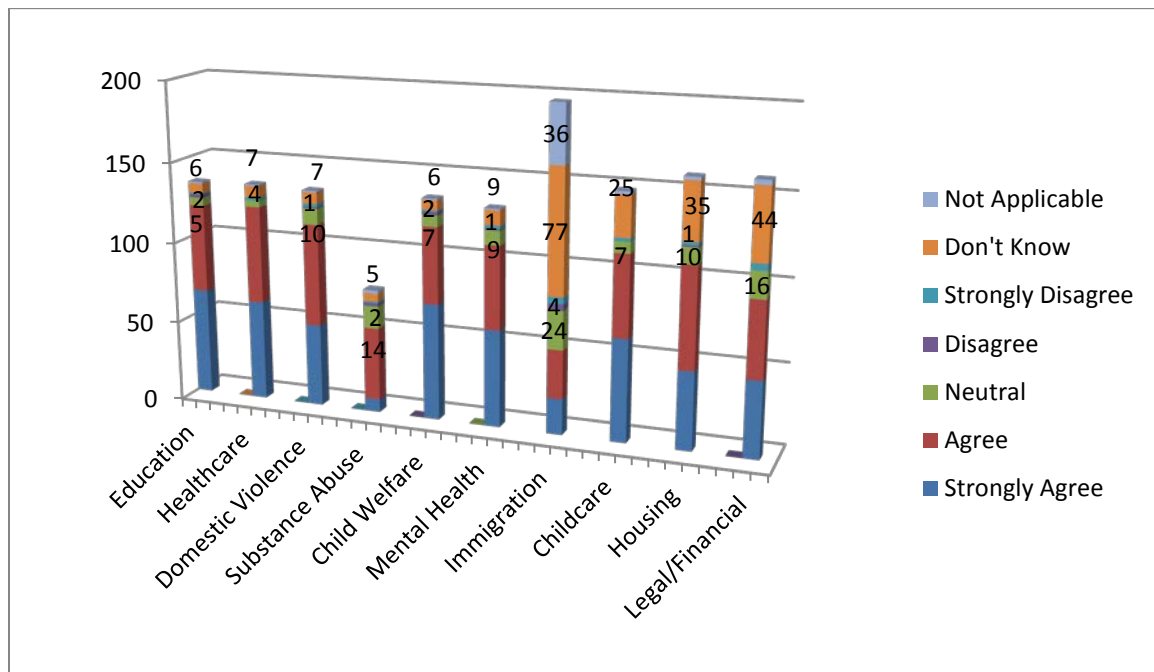


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5) The Region II FRNs provide information or presentations on activities, events and services within the community.



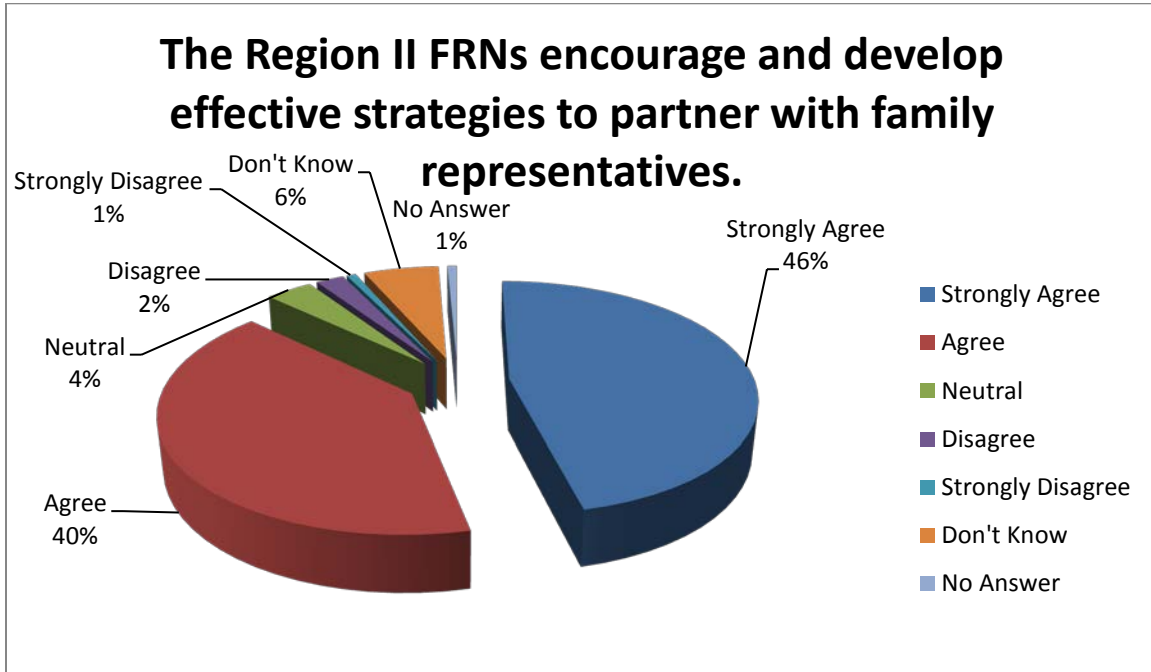
6. The Region II FRNs consistently update resources and referral information on the following:



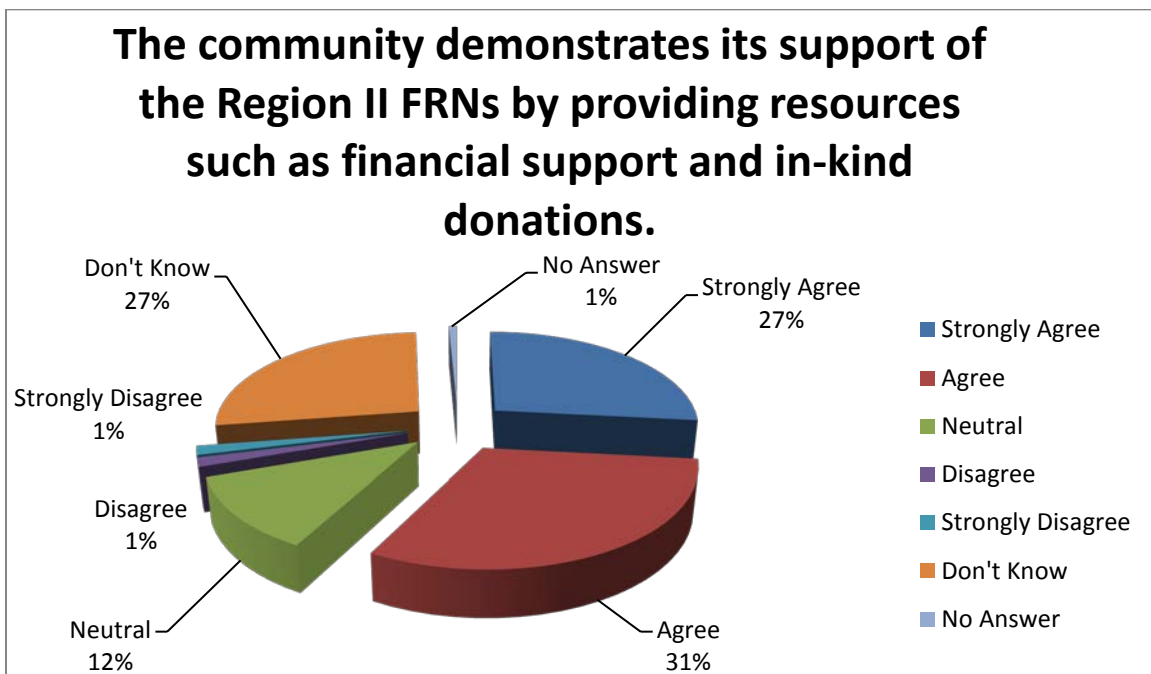
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7. The Region II FRNs encourage and develop effective strategies to partner with family representatives.

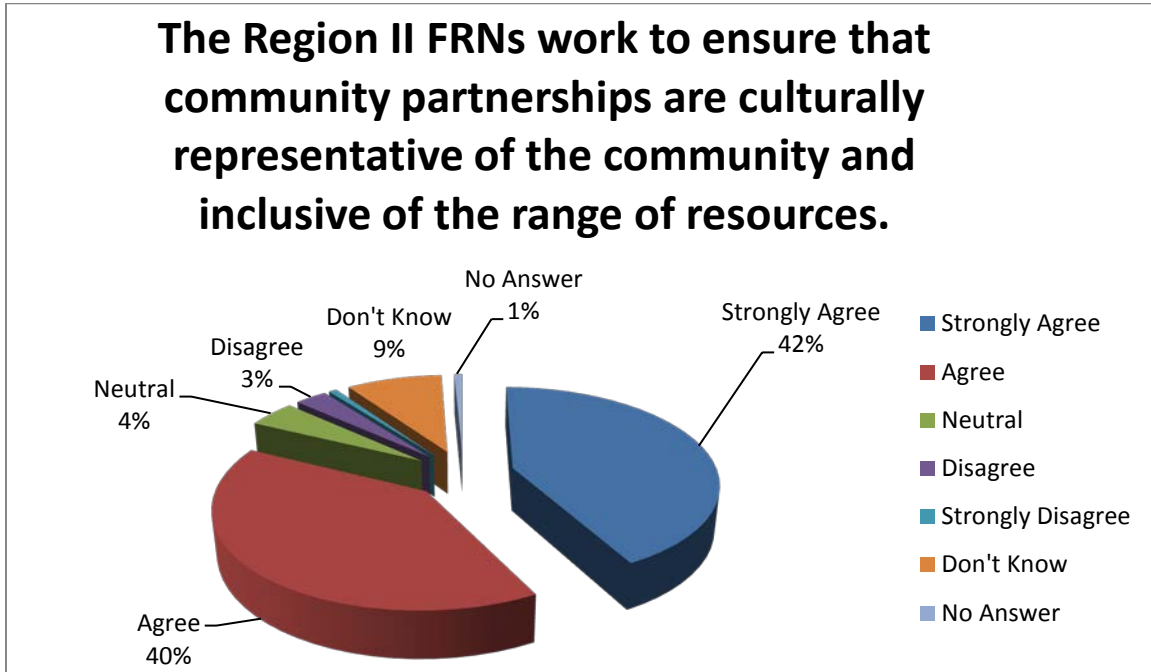


8. The Community demonstrates its support of Region II FRNs by providing resources such as financial support and in-kind donations.

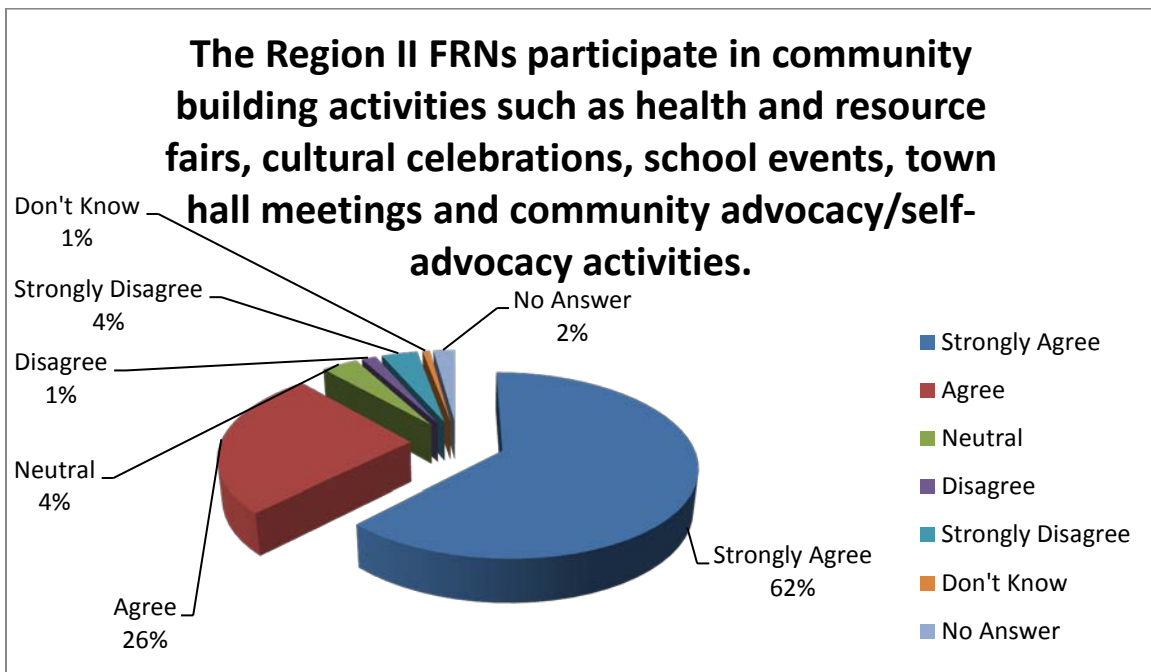


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9. The Region II FRNs work to ensure that community partnerships are culturally representative of the community and inclusive of the range of resources.



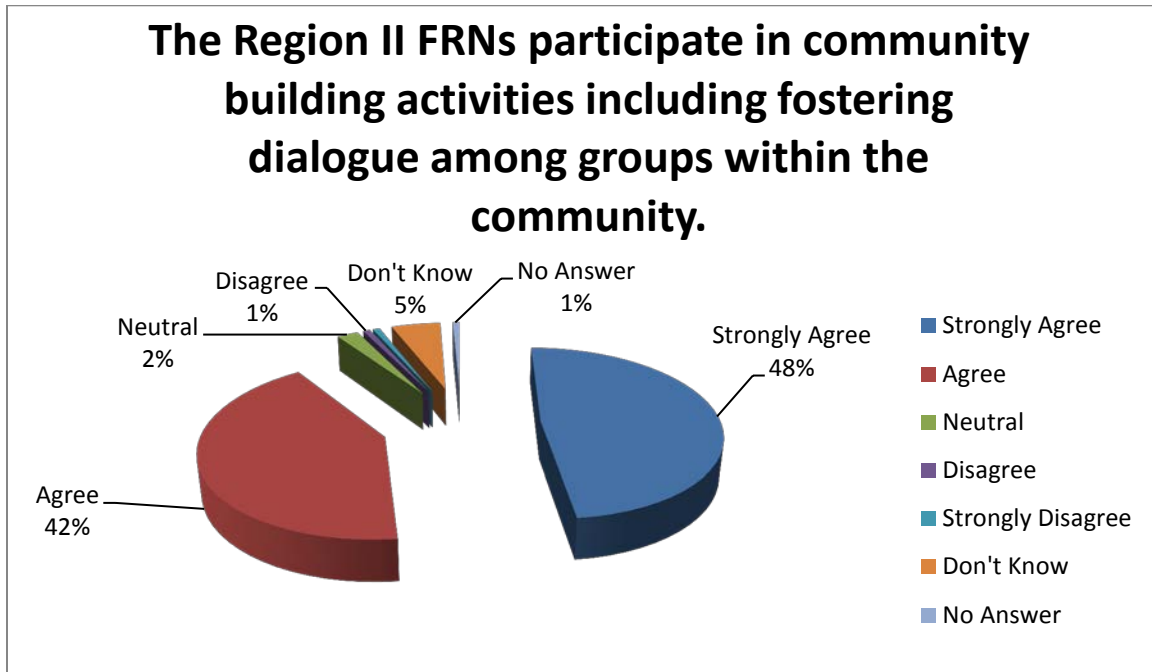
10. The Region II FRNs participate in community-building activities such as health and resource fairs, cultural celebrations, school events, town hall meetings and community advocacy/self-advocacy activities.



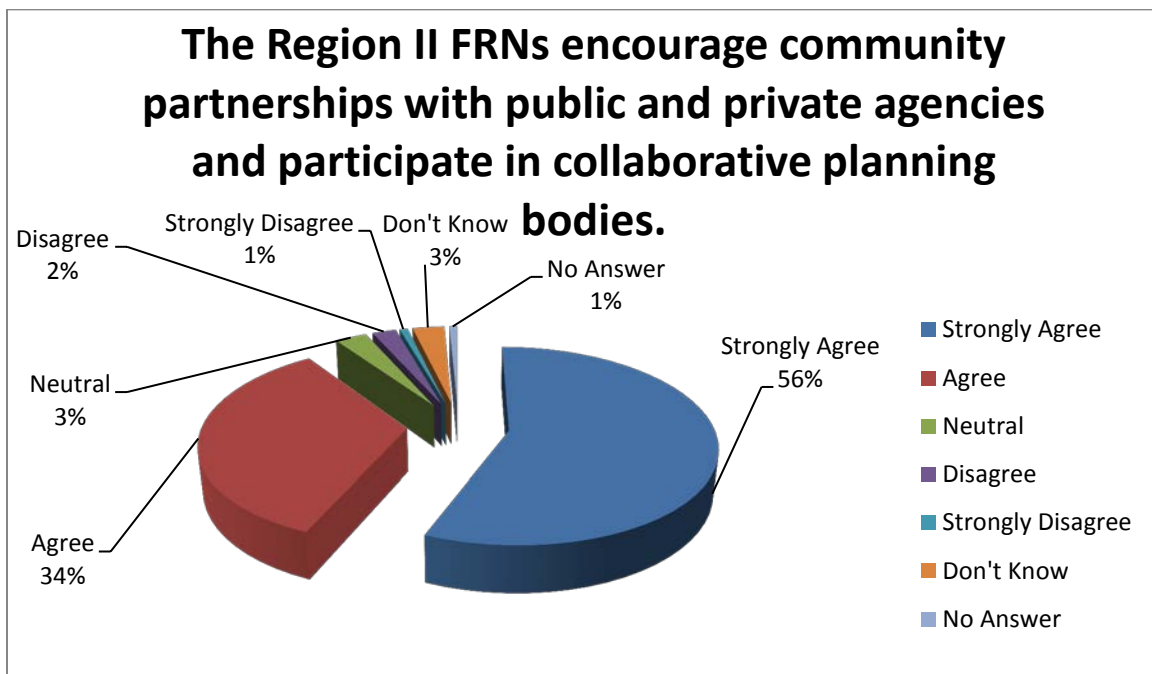
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11. The Region II FRNs Participate in community building activities including fostering dialogue among groups within the community.

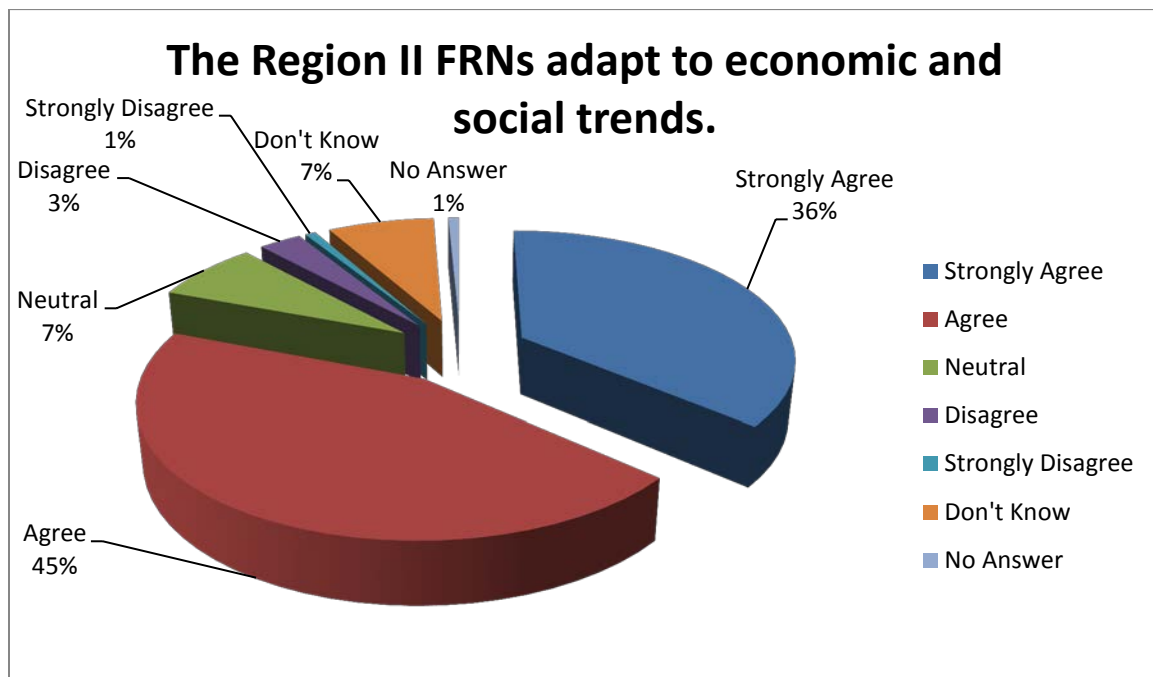


12. The Region II FRNs encourage community partnerships with public and private agencies and participate in collaborative planning bodies.

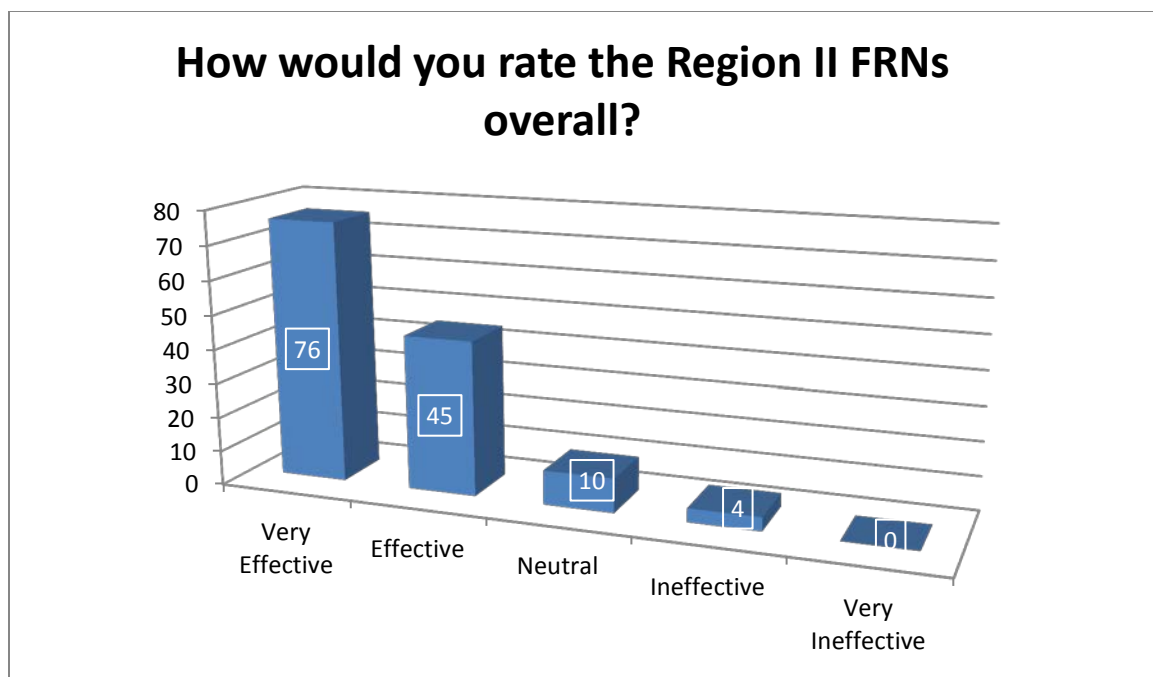


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13. The Region II FRNs adapt to economic and social trends.



14. How would you rate the Region II FRNs overall?

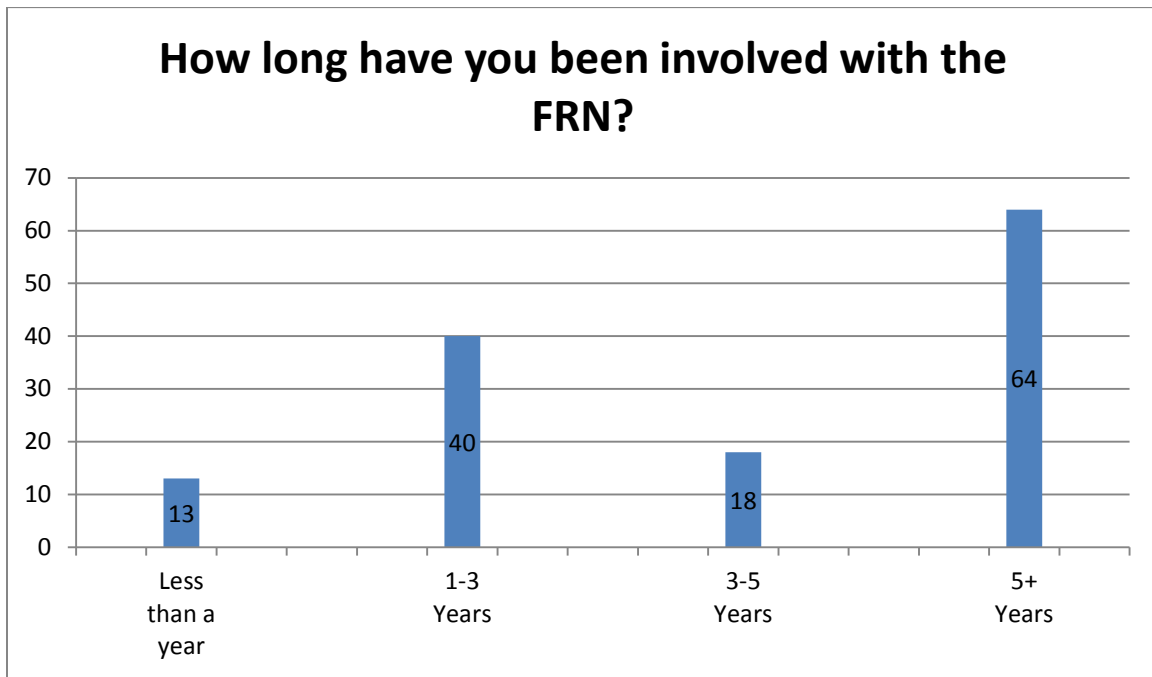




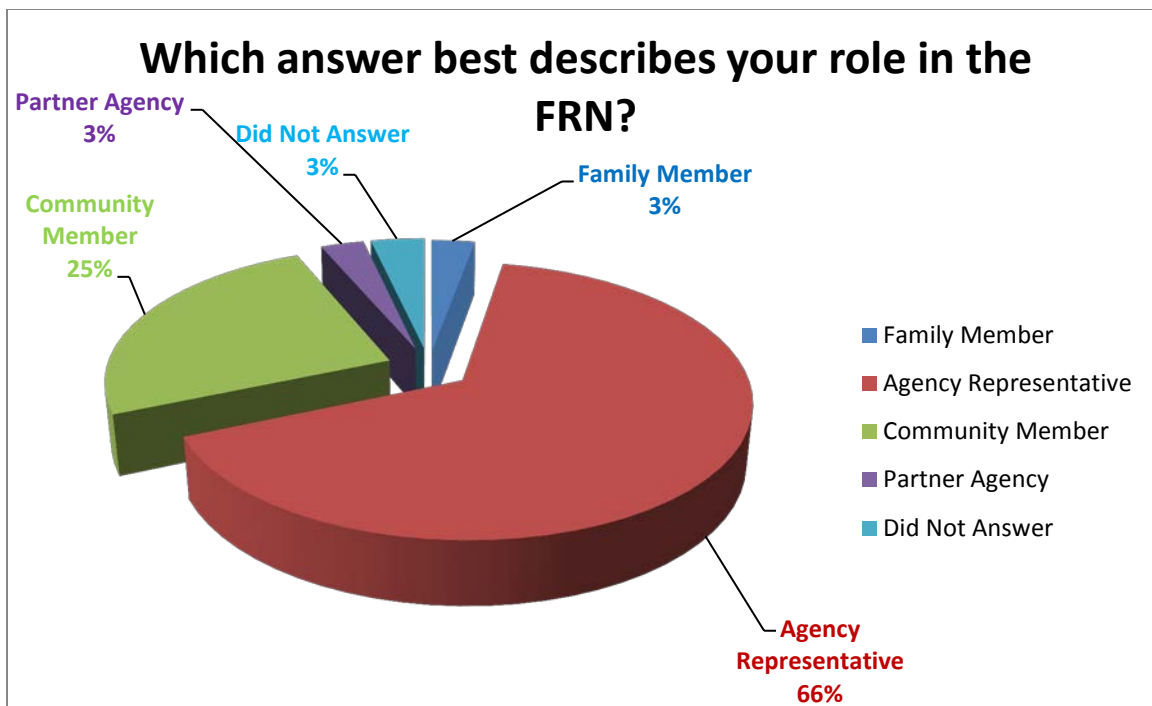
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15. How long have you been involved with the FRN?

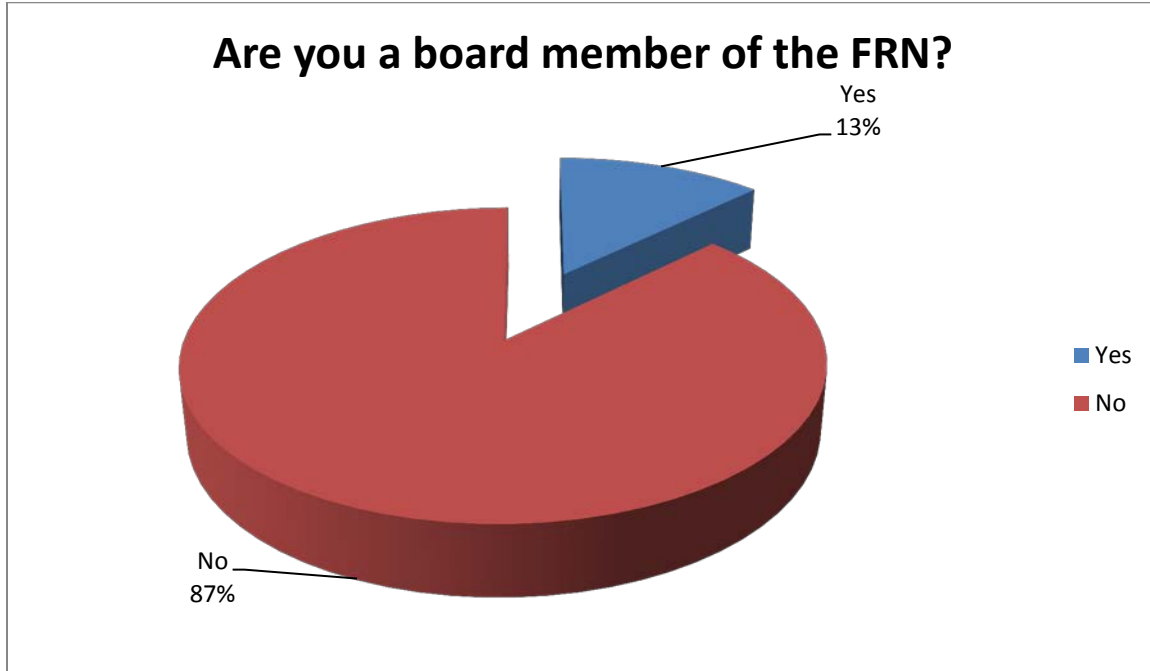


16-17. which answer best describes your role in the FRN?



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## Recommendations:

FRNs were asked to consider their 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. FRNs were asked to be creative in making sure the family voice is represented in the assessment of the FRN.

FRNs are asked to review the results of their individual reports with their executive board as well as their larger network and community. Transparency and feedback will only improve participation in the survey in the future. To avoid data fatigue, FRNs were asked to review only one or two questions at a time. Do the results correspond with their expectations? As they consider these results, we want them to 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!