CONTINUOUS QUALITY IMPROVEMENT SURVEY

West Virginia Family Resource Networks
Region 4 Report

Community Partnerships
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To foster a culture of continuous quality improvement, the West Virginia Department of Health and Human Resources (DHHR), Bureau for Children and Families, Division of Children and Adult Services adopted the Continuous Quality Improvement (CQI) Survey to assist the West Virginia Family Resource Networks (FRNs) in determining the areas for improvement.

FRNs receive planning and coordination grants from DHHR, and the two entities work together to strengthen communities statewide. During State Fiscal Year (SFY) 2012, DHHR program staff met with staff of the FRNs to review a quality improvement survey, take comments, and revise the survey for distribution. FRNs distribute this survey electronically or by paper to community stakeholders. Using SelectSurvey.Net software, responses are recorded electronically or manually entered when completed paper surveys are received. The following charts provide data from statewide community stakeholders on the performance of the Region 4 FRNs during SFY 2020.

1. Which answer best describes your role in your FRN?

![Role in the FRN Chart]

- Family Member, 23
- Community Member, 50
- Agency Representative, 67
- Community Organization, 43
- Business Organization, 4
- Government Organization, 59
- Youth, 4
- Foundation/Grantor, 3

1. Which answer best describes your role in your FRN?
2. The FRNs involve families to identify needs.

![Chart: Involve families to identify needs.](chart1.png)

- Agree: 93%
- Neutral: 3%
- Disagree: 1%
- Don't Know/Not Applicable: 3%

3. The FRNs help organize and mobilize groups that advocate for local, state, and federal policy changes that will promote better services for families.

![Chart: Organize and mobilize groups that advocate for local, state and federal policy changes that will promote better services for families.](chart2.png)

- Agree: 90%
- Neutral: 7%
- Disagree: 2%
- Don't Know/Not Applicable: 1%
4. The FRNs coordinate with local, public and private service providers to assess gaps in services and design plans to address those gaps.

Coordinate with local, public and private service providers to assess gaps in services and design plans to address those gaps.

5. The FRNs adapt to the changing needs of the community.
6. The FRNs provide information or presentations on activities, events, and services within the community.

7. The FRNs consistently update resources and referral information on education, healthcare, domestic violence, substance abuse, child welfare, mental health, immigration, childcare, housing, legal/financial, food/clothing and child safety and well-being.
8. The FRNs encourage and develop effective strategies to partner with families.

9. Communities demonstrate their support of the FRNs by providing resources such as financial support and in-kind donations.
10. The FRNs work to ensure that community partnerships are culturally representative of the community and inclusive of the range of resources.

Work to ensure that community partnerships are culturally representative of the community and inclusive of the range of resources.

<table>
<thead>
<tr>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Don't Know/Not Applicable</th>
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<tbody>
<tr>
<td>87%</td>
<td>6%</td>
<td>1%</td>
<td>6%</td>
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11. The 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.

Participate in community-building activities such as health and resource fairs, cultural celebrations, school events, town hall meetings and community advocacy/self-advocacy activities.

<table>
<thead>
<tr>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Don't Know/Not Applicable</th>
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<tbody>
<tr>
<td>92%</td>
<td>3%</td>
<td>2%</td>
<td>3%</td>
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</table>
12. The FRNs encourage community partnerships with public and private agencies and participate in collaborative planning bodies.

Encourage community partnerships with public and private agencies and participate in collaborative planning bodies.

- Agree: 95%
- Neutral: 1%
- Disagree: 2%
- Don't Know/Not Applicable: 2%

13. The FRNs adapt to economic and social trends.

Adapt to economic and social trends.

- Agree: 90%
- Neutral: 4%
- Disagree: 2%
- Don't Know/Not Applicable: 4%
14. How would you rate the FRNs overall?

![Bar chart showing the distribution of answers to the question: How would you rate the FRNs overall?]

16. How long have you been involved with your FRN?

![Bar chart showing the distribution of years of involvement with the FRN.]

- **Effective**: 217 responses
- **Neutral**: 14 responses
- **Ineffective**: 4 responses
- **Don't Know/Not Applicable**: 1 response

- **< 1 Year**: 30 responses
- **1-3 Years**: 70 responses
- **3-5 Years**: 40 responses
- **5+ Years**: 50 responses
236 people from Region 4 completed the FRN survey. The following information shows the percentage of respondents and their answers:

- 93% of the people surveyed agreed that the FRNs involve families to identify needs.
- 90% of the people surveyed agreed that the FRNs advocate for local, state and federal policy changes that will promote better services for families.
- 95% of the people surveyed agreed that the FRNs coordinate with local, public and private service providers to assess gaps in services and design plans to address those gaps.
- 95% of the people surveyed agreed the FRNs adapt to the changing needs of families and the community.
- 95% of the people surveyed agreed the FRNs provide information or presentations on activities, events, and services within the community.
- 90% of the people surveyed agree the FRNs encourage and develop effective strategies to partner with family representatives.
- 78% of the people surveyed agree the FRNs demonstrate their support by providing resources such as financial support and in-kind donations.
- 87% of the people surveyed agree the FRNs work to ensure that community partnerships are culturally representative of the community and inclusive of the range of resources.
- 92% of the people surveyed agree the 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.
- 95% of the people surveyed agree the FRNs encourage community partnerships with public and private agencies and participate in collaborative planning bodies.
- 90% of the people surveyed agree the FRNs adapt to economic and social trends.
- 92% of the people surveyed agree the FRNs are effective overall.
- 68 people taking the survey have been involved with the FRN between 1 and 3 years, with 48 involved between 3 and 5 years, and 92 who have been involved 5 years or more.