



Strategic Planning

FUNDED AGENCY SURVEY REPORT



March 28, 2012

Submitted By:



Introduction

In March of 2012, First 5 Fresno County (F5FC) grantees were asked to complete an anonymous online survey in order to provide information to the commission that would be helpful in developing the strategic plan. The goal of the 2012 anonymous online survey was to identify:

- Top priorities for F5FC and its partners to achieve over the next 5 years
- Community audiences that need more attention, as well as gaps in services
- Noteworthy accomplishments that F5FC has already achieved

Survey Process

Currently funded F5FC grantees were asked to complete an online anonymous survey developed by the strategic planning consultant team. The survey was accessed through a web-based link and this link was emailed out on multiple occasions by commission staff.

Survey Participants

A diverse body of grantees completed the online survey. The 86 participants ranged from directors (n=21), managers (n=19), fiscal staff (n=5), direct service staff working with families (n=19), direct service staff working with providers (n=6), and a variety of other staff (n=16).

The main program focus of the staff completing the survey included:

- Family Strengthening (57%)
- Early Care and Education (26.7%)
- Health (8.1%)
- Special Needs (2.3%)
- Systems Change (4.7%)

Survey Findings

First 5 Fresno County Noteworthy Accomplishments

In the 2012 report, respondents were asked to share what they felt the most noteworthy accomplishments of F5FC. The most cited responses include:

- Excellent leadership/staff
- Successful AB99 Lawsuit
- The Sustainability Project
- Improved quality of services to children and families

Comments about excellent First 5 leadership were prevalent throughout the survey.



First 5 Fresno is a leader in the state when it comes to increasing the level of quality programs, indentifying and serving the most at-risk populations, and truly being a leader in the fight for our children - Grantee

Family Needs & Gaps in Services

The survey responses to questions regarding emerging needs, existing gaps in service, and important factors affecting the health and development of young children and their families were diverse, with certain reoccurring themes found throughout.

Other than insufficient resources, frequently identified responses regarding emerging need or a gaps in services were:

- Mental health
- Culturally and linguistically appropriate services
- Transportation and professional services offered in rural areas

Mental health treatment for parents. When parents and child have mental health issues, we need to treat the family as a whole as well as treating them individually... the cost of [medical expenses] can put [treatment] out of reach – Grantee

Rural areas need more professional service - Grantee

Most Important Issues Facing Fresno County Children 0-5

Responses identifying important issues affecting Fresno County children 0-5 and their families emphasized the following areas:

- Low levels of parent education and child development knowledge
- Poverty / unemployment
- Unhealthy home and community environments (safety, mental health, nutrition)

*Parents do not have a baseline understanding of what is normal development and also how their life decisions/circumstances affect their children.
- Grantee*

Future Focus of First 5 Fresno County

The most important accomplishments for F5FC to achieve over the next 5 years, commonly cited by participants included *continuing to be a visible leader for children and their families.*

The most frequent responses about the future focus of F5FC include:

- Continue to be a visible leader for kids in Fresno County
- Increase collaborative efforts with a focus on true systems change
- Look and families holistically and provide quality services



Systems change – get to a point where all services and institutions have a children’s agenda- to focus their work on improving the well being of children and their families - Grantee

Work with a diverse community to join tackling the same problems faced by families with young children, work together to bring other resources besides First 5 funding - Grantee

When asked what F5FC could do to support grantee success beyond funding, roughly **43% of respondents reported they would benefit most from continued/more free training sessions**. Numerous respondents mentioned how much they had already profited from training sessions held by F5FC in the past 5 years.

Program Sustainability

Respondents were asked to what degree their program would be able to sustain services without F5FC funds. The majority of respondents made it clear that the F5FC funding is crucial to their existence.

When comparing this question to the 2007 survey, grantees are now increasingly dependent upon F5FC to sustain program services.

2012 Responses

- Not Sustainable: 59.3%
- Somewhat Sustainable: 23.3%
- Mostly Sustainable: 8.1%
- Completely Sustainable: 5.8%

2007 Responses

- Not Sustainable: 38.2%
- Somewhat Sustainable: 30.3%
- Mostly Sustainable: 7.9%
- Completely Sustainable: 4.0%

There was no clear pattern of program traits that made the program more or less likely to be deemed as sustainable. For example, they were not mostly of one focus area such as health but rather distributed among focus areas.



Experiences with First 5 Fresno County Staff

Although the 2007 experiences with staff were largely positive, there was a significant increase in excellent ratings in 2012 for each of the assessed components.

Program Improvement Technical Assistance

Rating	2007	2012
<i>Excellent</i>	27.3%	64.8%
<i>Good</i>	29.1%	22.5%
<i>Average</i>	12.7%	7.0%
<i>Needs Improvement</i>	12.7%	1.4%
<i>No Experience</i>	18.2%	4.2%

Contract Negotiation

Rating	2007	2012
<i>Excellent</i>	32.7%	57.7%
<i>Good</i>	27.3%	31.0%
<i>Average</i>	12.7%	5.6%
<i>Needs Improvement</i>	5.5%	1.4%
<i>No Experience</i>	21.8%	4.2%

Contractual Technical Assistance

Rating	2007	2012
<i>Excellent</i>	34.5%	64.8%
<i>Good</i>	25.5%	26.8%
<i>Average</i>	12.7%	5.6%
<i>Needs Improvement</i>	10.9%	0.0%
<i>No Experience</i>	16.4%	2.8%

Annual Contract Review Visits

Rating	2007	2012
<i>Excellent</i>	30.9%	57.7%
<i>Good</i>	27.3%	29.6%
<i>Average</i>	16.4%	4.2%
<i>Needs Improvement</i>	10.9%	0.0%
<i>No Experience</i>	14.5%	8.5%



Evaluation Planning

Rating	2007	2012
<i>Excellent</i>	20.0%	35.2%
<i>Good</i>	29.1%	40.8%
<i>Average</i>	18.2%	5.6%
<i>Needs Improvement</i>	10.9%	7.0%
<i>No Experience</i>	21.8%	11.3%

Evaluation Feedback

Rating	2007	2012
<i>Excellent</i>	23.6%	39.4%
<i>Good</i>	21.8%	32.4%
<i>Average</i>	21.8%	9.9%
<i>Needs Improvement</i>	9.1%	2.8%
<i>No Experience</i>	23.6%	15.5%

Using the Persimmony Database

Rating	2007	2012
<i>Excellent</i>	25.5%	35.2%
<i>Good</i>	29.1%	38.0%
<i>Average</i>	7.3%	16.9%
<i>Needs Improvement</i>	10.9%	1.4%
<i>No Experience</i>	27.3%	8.5%

Fiscal Department

Rating	2007	2012
<i>Excellent</i>	25.5%	42.3%
<i>Good</i>	23.6%	32.4%
<i>Average</i>	16.4%	4.2%
<i>Needs Improvement</i>	3.6%	2.8%
<i>No Experience</i>	30.9%	18.3%



Communication Planning/Outreach

*wording of question was changed in 2012

Rating	2007	2012
<i>Excellent</i>	32.7%	50.7%
<i>Good</i>	23.6%	32.4%
<i>Average</i>	14.5%	8.5%
<i>Needs Improvement</i>	14.5%	0.0%
<i>No Experience</i>	14.5%	8.5%

Office Support Staff

Rating	2007	2012
<i>Excellent</i>	41.8%	70.4%
<i>Good</i>	29.1%	23.9%
<i>Average</i>	9.1%	4.2%
<i>Needs Improvement</i>	3.6%	0.0%
<i>No Experience</i>	16.4%	1.4%

Training Opportunities

Rating	2007	2012
<i>Excellent</i>	25.5%	50.7%
<i>Good</i>	34.5%	32.4%
<i>Average</i>	16.4%	11.3%
<i>Needs Improvement</i>	18.2%	2.8%
<i>No Experience</i>	5.5%	2.8%

First 5 is the greatest asset in developing and improving the local system of service for young children! – Grantee

First 5 has been a tremendous support for our program – Grantee

Kendra Rogers has shown great courage in securing that the funds from the tobacco initiative remain where they were originally intended – Grantee

First 5 staff responsiveness to questions/issues/problems is excellent. Ease of working with program officers is excellent. – Grantee



I take great pride I knowing that I am part of a program supported in many ways not just financially by an organization and staff such as First 5. Goal oriented, professional, and caring are only a few words to describe them. Most of all it is their commitment and caring, and willingness to assist in any way possible that ranks them at the top of any other comparable organization for me. - Grantee

