

Positive Impact Family Satisfaction Data¹

62 Families completed the MFCC Positive Impact Family Satisfaction Survey. Of the respondents, 95% reported a positive impact on their lives because of the services/supports provided to them by MFCC.

Survey Question	Average Score
1. I received the help that was right for me	4.65
2. I received the help I needed	4.63
3. The Staff treated me with respect	4.92
4. The Services/Supports I received made a difference	4.74
5. I would recommend the services/supports to a friend	4.81
Overall Average Satisfaction Ratings of Families (based on above survey results)	4.75

Protective Factors Data²

62 Families completed the MFCC Protective Factors Survey. Of the respondents, 81% reported an increase in their protective factors since receiving services/supports at MFCC.

Survey Question	Before	Today	Overall Change
I have relationships with people who provide me with support when I need it	3.50	4.55	1.05
I know where to go in the community when I need help.	3.38	4.52	1.14
I feel strong and confident as a parent	3.58	4.47	0.89
I feel able to handle stressful events	3.30	4.28	0.98
When I am worried about my child, I have someone to talk with	3.45	4.72	1.27
Usually, my child expresses his/her feelings appropriately	3.40	4.22	0.82

¹ Data was collected by paper survey to families receiving parent & child services at MFCC. The data was analyzed by Parent Child Centers and the VT Child Development Division. This data is looking at the 5 questions and the average score per question. Each question families could answer "I strongly agree" (5 points), "I agree" (4 points), "I'm not sure" (3 points), "I disagree" (2 points), and "I strongly disagree" (1 point)

² Data was collected by paper survey to families receiving parent & child services at MFCC. The data was analyzed by the Parent Child Centers and the VT Child Development Division. This data is looking at 6 questions and the average score per question. Each question families could answer "Always" (5 points), "Mostly" (4 points), "Sometimes" (3 points), "Rarely" (2 points), and "Never" (1 point). Individual surveys were analyzed, and the difference in increase or decrease was calculated, then those scores were averaged for each survey.