

Positive Impact Family Satisfaction

46 Families completed the MFCC Positive Impact Family Satisfaction Survey in 2018.

Of the respondents **96%** reported a positive impact on their lives because of the services/supports provided to them by MFCC.

How Well Did We Do?

Survey Question	Average Score
I received the help that was right for me	4.67
I received the help I needed	4.72
The Staff treated me with respect	4.91
The services/supports I received made a difference	4.72
I would recommend the services/supports to a friend	4.83
Overall Average Satisfaction Ratings of Families (based on above survey results)	4.77

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. For each question, families could respond “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)

Is Anyone Better Off?

Survey Question	Before	Today	Overall Change
I have relationships with people who provide me with support when I need it.	3.62	4.58	0.96
I know where to go in the community when I need help	3.58	4.60	1.02
I feel strong and confident as a parent	3.91	4.60	0.69
I feel able to handle stressful events	3.89	4.42	0.53
When I am worried about my child, I have someone to talk to	4.02	4.78	0.76
Usually, my child expresses his/her feelings appropriately	4.09	4.58	0.49

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. The data in this chart is reflective of 6 questions and the average score per question. For each question, families could respond “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 the overall change.