



MARICOPA FAMILY
SUPPORT ALLIANCE

Annual Member Survey Report

- Maricopa Family Support Alliance
- All Member Meeting
- November 8th, 2019
- Emily Mead
- Steering Committee Member

Why is the annual member survey is important?

We need ongoing data to know...

1. How can the MFSA better serve the membership?
2. How can the MFSA better achieve its goals?
3. What else can/should the MFSA be doing?



About the member survey:

1. Third iteration of the annual member survey
2. Carried out by the Institute for Sustainable Communities and Piper Trust.

	2017	2018	2019
Data Collection Period	Dec 2016 – Feb 2017	Dec 2017 – Feb 2018	May 2019 – Aug 2019
Total Respondents	70	75	85
Response Rate	66%	57%	65%



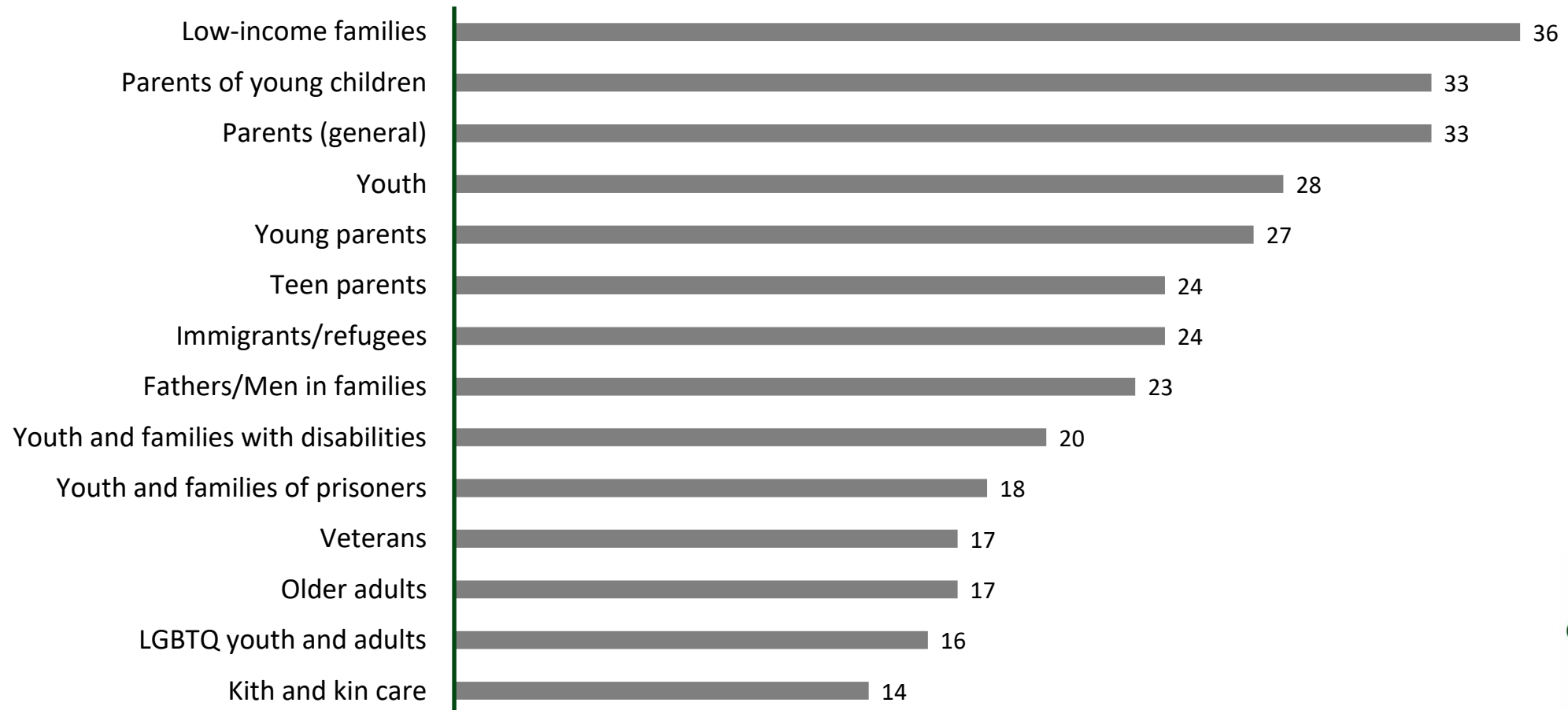
This year, the survey intended to answer three evaluation questions:

1. Who are the current member organizations and what type of work are they doing in the community?
2. How do member organizations engage with the MFSA?
3. How well is the MFSA doing making progress on its goals?

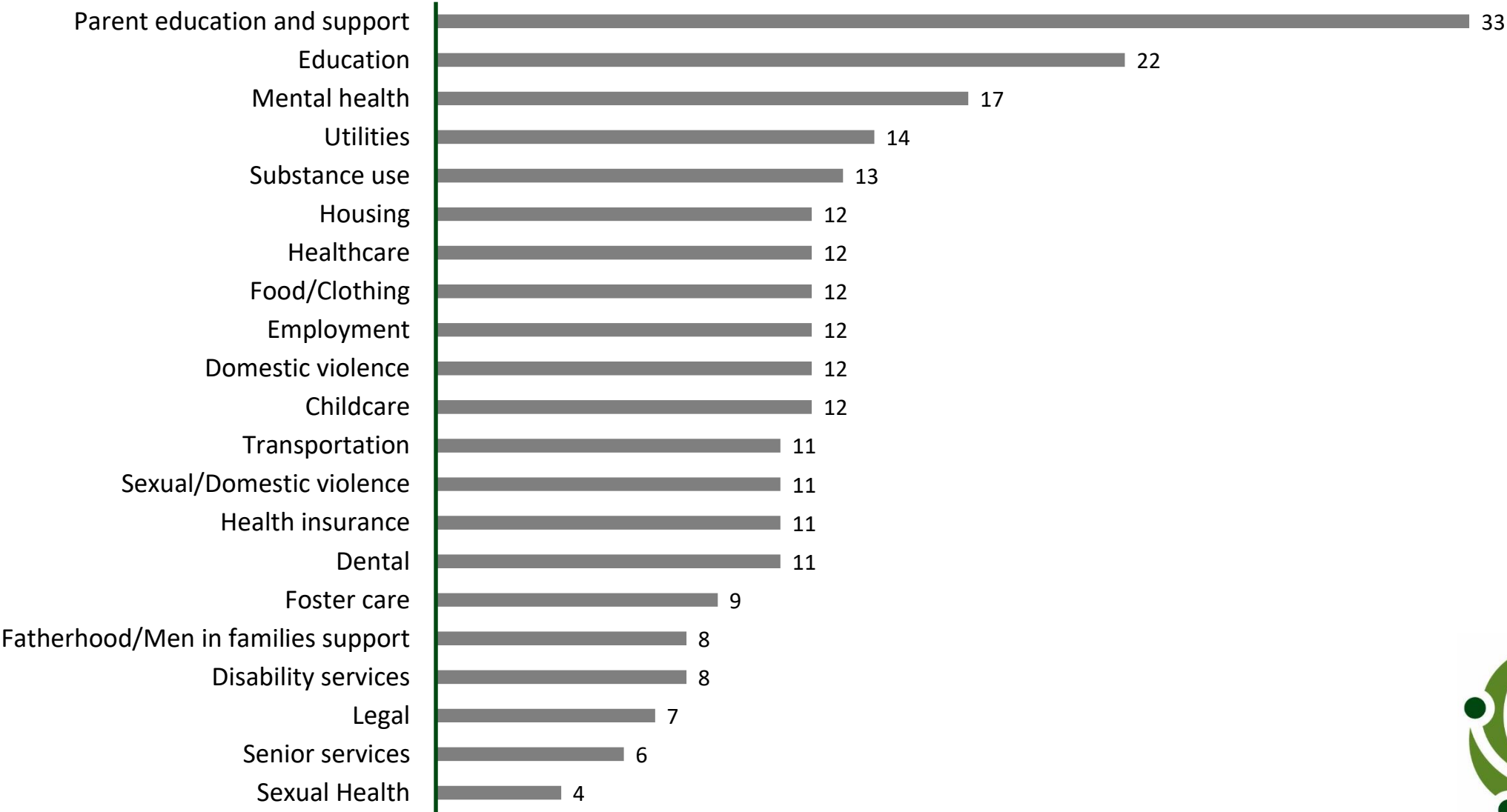


Who are the current member organizations?

There are a lot of common populations served by member organizations. Most serve low-income families, parents, and specifically parents of young children (n = 43).



Most member organizations offer parent education and support, and education services more generally (n = 45).



How do member organizations engage with the MFSA?

Most member organizations engage with the MFSA in one of three ways: meetings, referrals, and advocacy.



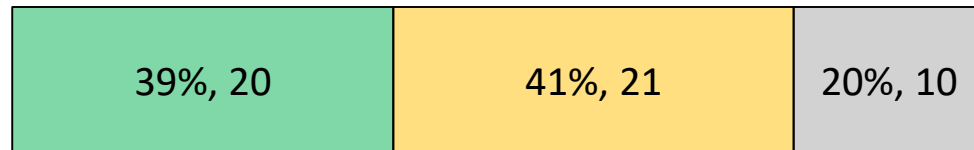
How well is the MFSA doing making progress on its goals?

Current goals:

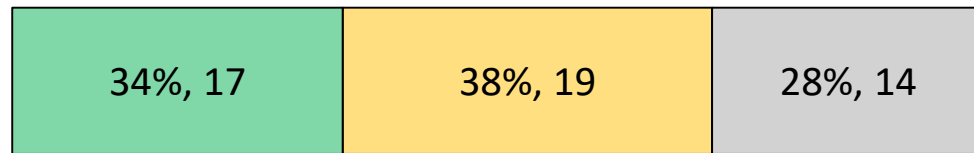
1. To improve access to family support services through collaboration and connections
2. To increase knowledge about family support services and build capacity among family support agencies
3. To enhance the quality and impact of family support services



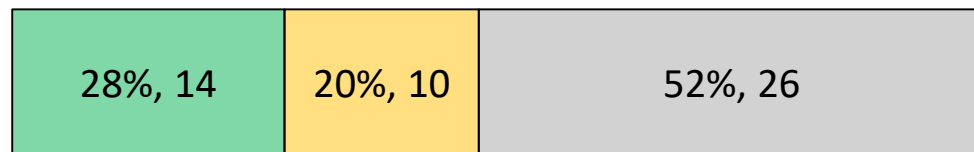
How would you rank MFSA's goals in terms of importance?



To improve access to family support services through collaboration and connections



To increase knowledge about family support services and build capacity among family support agencies

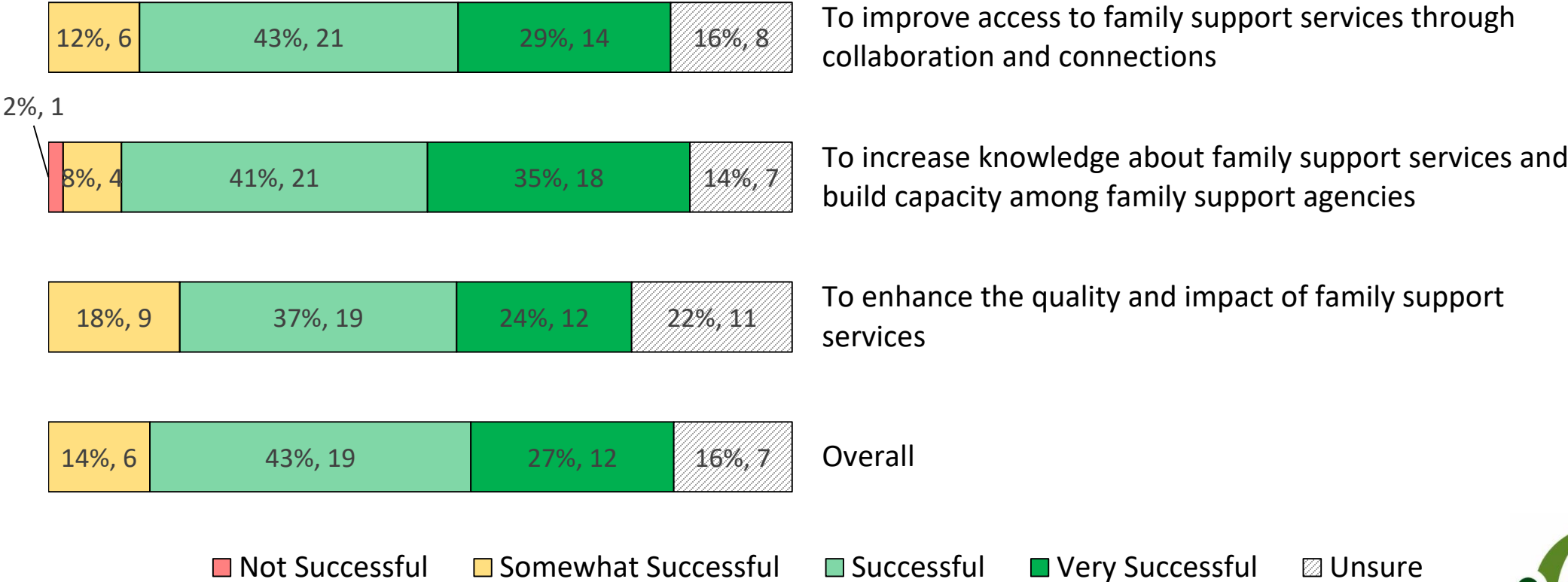


To enhance the quality and impact of family support services

■ Most Important ■ 2nd Most Important ■ 3rd Most Important



To what extent do you think MFSA has been successful at reaching each of its goals?



Goals #1: To improve access to family support services through collaboration and connections

We sought to measure the extent to which MFSA members were connected and collaborating with each other over time. To do this, we built a *social network* questionnaire into the annual member survey.

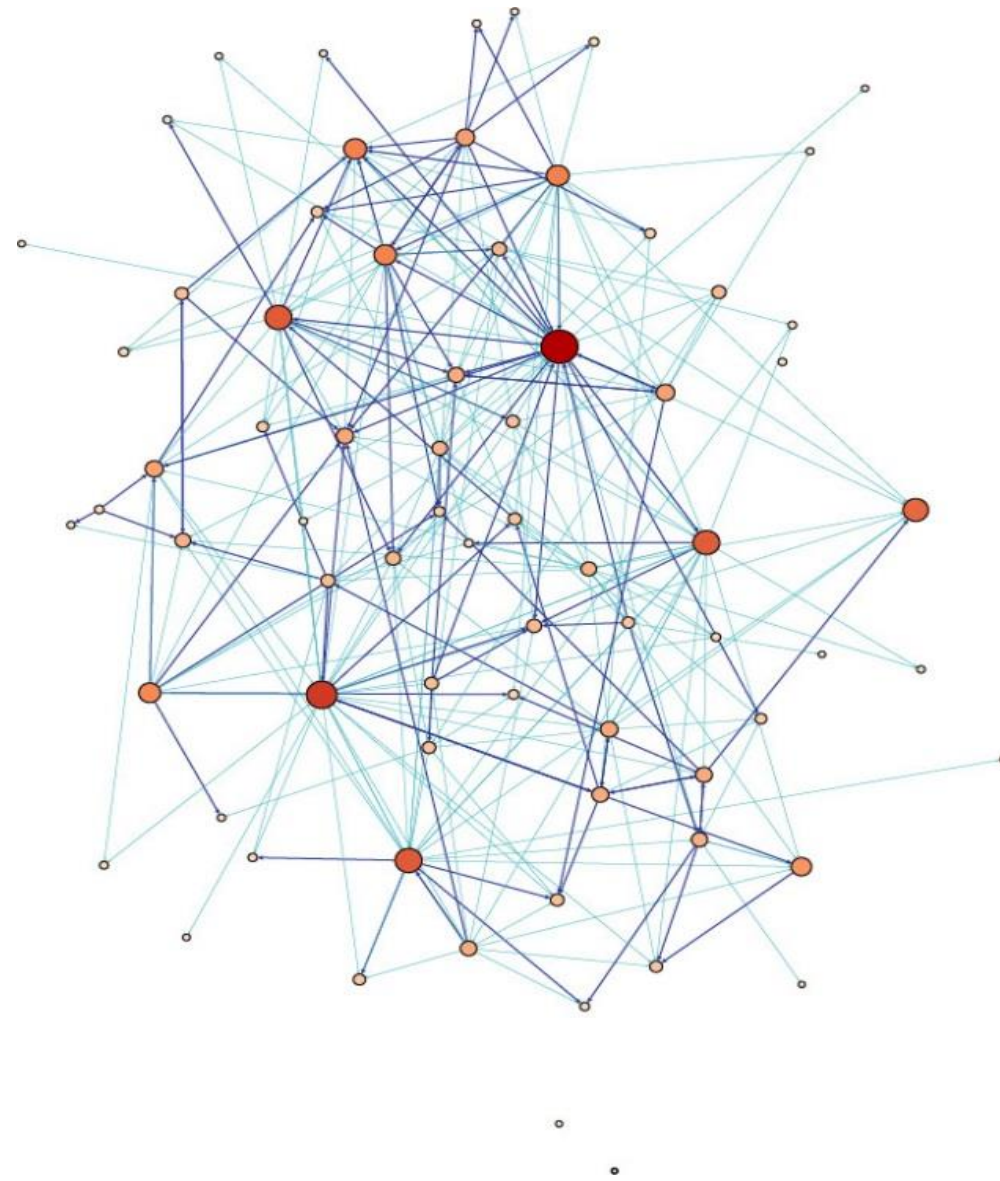
1. Select all the MFSA member organizations with which you have a current, collaborative relationship with beyond attending MFSA meetings together.
2. Indicate what level of collaborative relationship you have with these member organizations



Types of collaborative relationships:

1. Cooperative (low)	Exchanging information, attending meetings together, and offering resources to partners
2. Coordinated (moderate)	Intentionally enhancing each other's capacity for the mutual benefit of programs
3. Integrated (high)	Working closely together on specific unified goals through a project or program

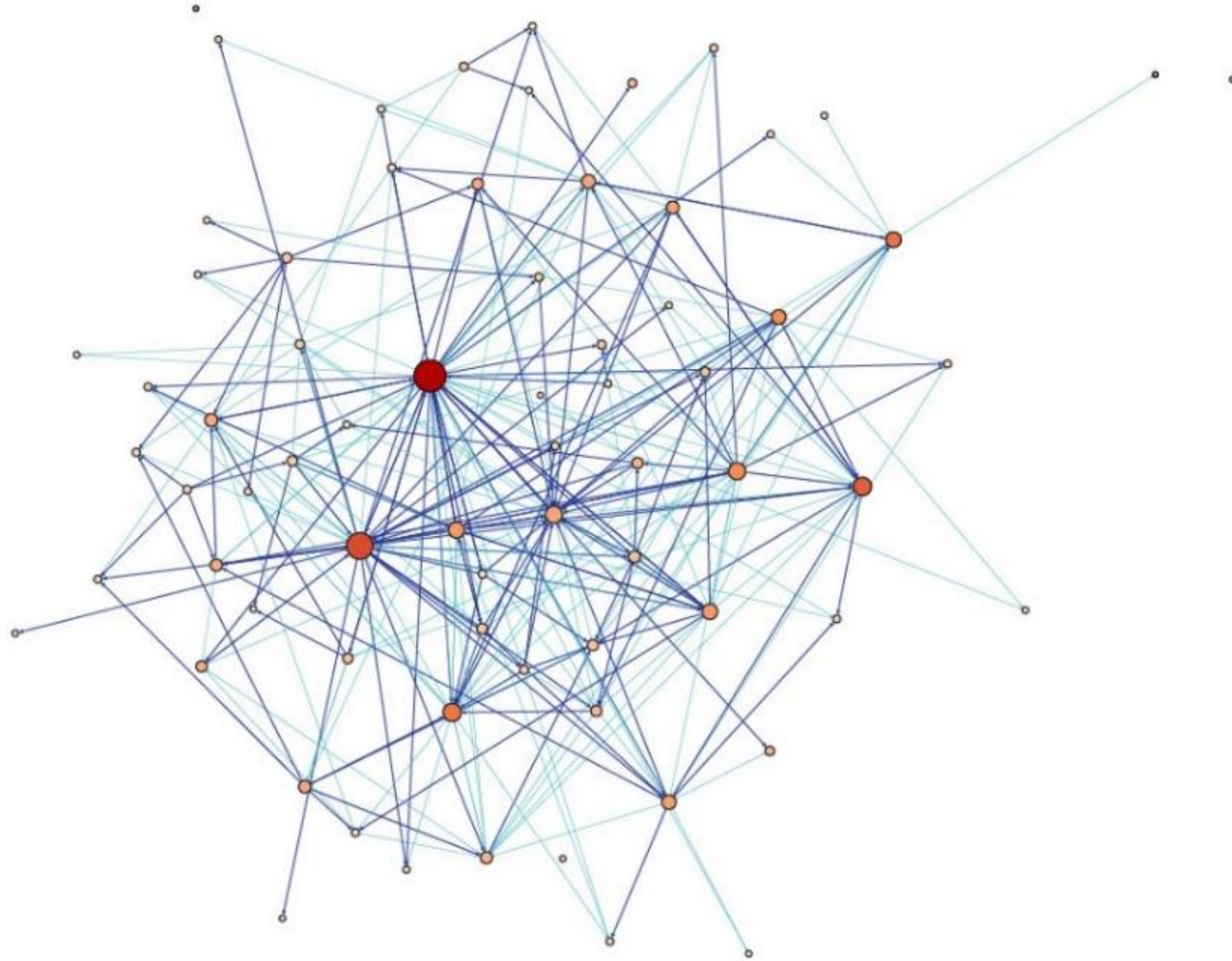




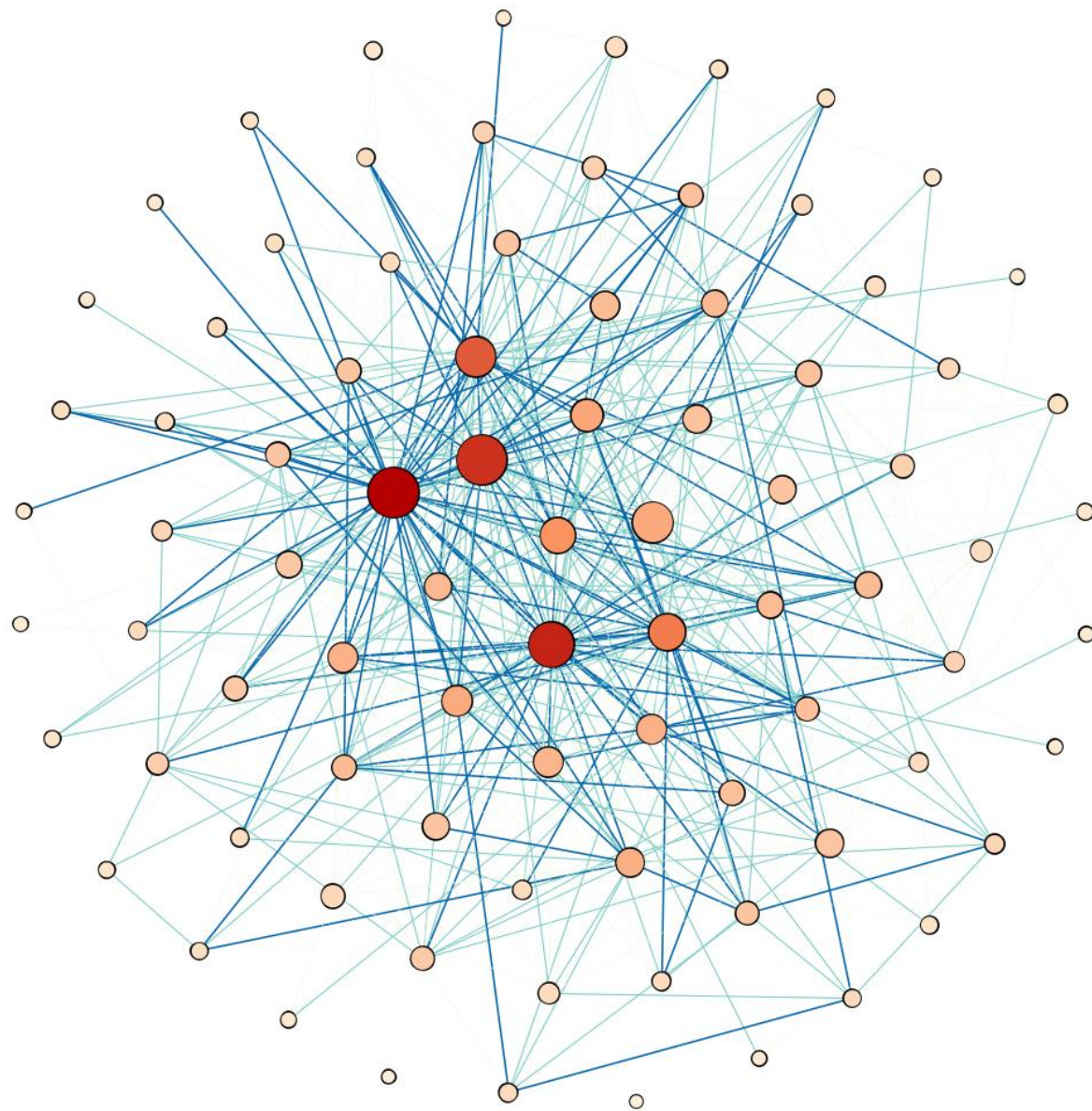
2017



2018



2019



The numbers behind the graphics:

Metric	2017	2018	2019
Total # of organizations in the network (nodes)	75	76	84
Total # of relationships between organizations (edges)	477	556	565
Diameter: The maximal distance (# of connections) between organizations	5	5	4
Average Path Length: The average distance (# of connections) between organizations	2.208	2.089	1.9624
Density: The extent the network is "complete" (ratio of edges/possible edges)	0.086	0.098	0.162

Key takeaways:

1. The collaborative network is growing year-to-year
2. It is becoming easier for organizations in the network to connect and collaborate with others in the network
3. There are more organizations playing the role of a “core” – an organization with a high number of relationships with the ability to connect others.

Table Discussions. Knowing what we know now, how do we continue to move forward?

MFSA GOALS:

1. To improve access to family support services through collaboration and connections
2. To increase knowledge about family support services and build capacity among family support agencies
3. To enhance the quality and impact of family support services

