Annual Member Survey Report
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.

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Respondents</strong></td>
<td>70</td>
<td>75</td>
<td>85</td>
</tr>
<tr>
<td><strong>Response Rate</strong></td>
<td>66%</td>
<td>57%</td>
<td>65%</td>
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</table>
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 ($n = 43$).

<table>
<thead>
<tr>
<th>Population</th>
<th>Served by Members</th>
</tr>
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<tbody>
<tr>
<td>Low-income families</td>
<td>36</td>
</tr>
<tr>
<td>Parents of young children</td>
<td>33</td>
</tr>
<tr>
<td>Parents (general)</td>
<td>33</td>
</tr>
<tr>
<td>Youth</td>
<td>28</td>
</tr>
<tr>
<td>Young parents</td>
<td>27</td>
</tr>
<tr>
<td>Teen parents</td>
<td>24</td>
</tr>
<tr>
<td>Immigrants/refugees</td>
<td>24</td>
</tr>
<tr>
<td>Fathers/Men in families</td>
<td>23</td>
</tr>
<tr>
<td>Youth and families with disabilities</td>
<td>20</td>
</tr>
<tr>
<td>Youth and families of prisoners</td>
<td>18</td>
</tr>
<tr>
<td>Veterans</td>
<td>17</td>
</tr>
<tr>
<td>Older adults</td>
<td>17</td>
</tr>
<tr>
<td>LGBTQ youth and adults</td>
<td>16</td>
</tr>
<tr>
<td>Kith and kin care</td>
<td>14</td>
</tr>
</tbody>
</table>
Most member organizations offer parent education and support, and education services more generally (n = 45).

- Parent education and support: 33
- Education: 22
- Mental health: 17
- Utilities: 14
- Substance use: 13
- Housing: 12
- Healthcare: 12
- Food/Clothing: 12
- Employment: 12
- Domestic violence: 12
- Childcare: 12
- Transportation: 11
- Sexual/Domestic violence: 11
- Health insurance: 11
- Dental: 11
- Foster care: 9
- Fatherhood/Men in families support: 8
- Disability services: 8
- Legal: 7
- Senior services: 6
- Sexual Health: 4
How do member organizations engage with the MFSA?

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

- **Engagement at meetings**: 42
- **Provide/Receive referrals**: 21
- **Advocacy**: 13
- **Facilitation leadership (e.g., participation on a subcommittee)**: 8
- **Training and/or professional development**: 6
- **Data resources (e.g., data sets, data collection, analysis, etc.)**: 4
- **Volunteers for MFSA initiatives**: 4
- **In-kind resources (e.g., meeting space)**: 2
- **Paid staff for MFSA initiatives**: 1
- **Funding**: 0
- **Funding for family support organizations**: 1
- **Resource/Services information for the public**: 1
- **Listen4Good**: 1
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?

1. To improve access to family support services through collaboration and connections
   - Most Important: 39%, 20
   - 2nd Most Important: 41%, 21
   - 3rd Most Important: 20%, 10

2. To increase knowledge about family support services and build capacity among family support agencies
   - Most Important: 34%, 17
   - 2nd Most Important: 38%, 19
   - 3rd Most Important: 28%, 14

3. To enhance the quality and impact of family support services
   - Most Important: 28%, 14
   - 2nd Most Important: 20%, 10
   - 3rd Most Important: 52%, 26
To what extent do you think MFSA has been successful at reaching each of its goals?

1. To improve access to family support services through collaboration and connections
   - Not Successful: 2% (1)
   - Somewhat Successful: 43% (21)
   - Successful: 29% (14)
   - Very Successful: 16% (8)
   - Unsure: 12% (6)

2. To increase knowledge about family support services and build capacity among family support agencies
   - Not Successful: 3% (4)
   - Somewhat Successful: 41% (21)
   - Successful: 35% (18)
   - Very Successful: 14% (7)
   - Unsure: 8% (4)

3. To enhance the quality and impact of family support services
   - Not Successful: 18% (9)
   - Somewhat Successful: 37% (19)
   - Successful: 24% (12)
   - Very Successful: 22% (11)
   - Unsure: 14% (7)

4. Overall
   - Not Successful: 14% (6)
   - Somewhat Successful: 43% (19)
   - Successful: 27% (12)
   - Very Successful: 16% (7)
   - Unsure: 14% (7)
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:

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>1. Cooperative (low)</td>
<td>Exchanging information, attending meetings together, and offering resources to partners</td>
</tr>
<tr>
<td>2. Coordinated (moderate)</td>
<td>Intentionally enhancing each other's capacity for the mutual benefit of programs</td>
</tr>
<tr>
<td>3. Integrated (high)</td>
<td>Working closely together on specific unified goals through a project or program</td>
</tr>
</tbody>
</table>
The numbers behind the graphics:

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

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