

## CHILDREN’S TRUST PROVIDER SURVEY



The Florida International University Metropolitan Center conducted a survey of current service providers funded by The Children’s Trust. The survey was primarily administered over mail and online. The Metropolitan Center also made follow-up phone calls, both as a reminder to the providers to complete the survey, and to give them the option to provide responses over the phone. The agencies surveyed provide different social services to Miami-Dade County residents through Children’s Trust initiatives ranging from parenting

courses, early childhood development, support to mothers, violence prevention and Quality Counts daycares.

The survey instrument was designed by The Children’s Trust with assistance from the Metropolitan Center. It included questions which covered different aspects of the providers’ experience in working with the Trust, including policies and procedures; electronic data systems; communication, assistance and support, as well as general impressions of the Trust. Measures of satisfaction were developed around the following categories: general impressions of the Children’s Trust (including overall satisfaction with the Children’s Trust, its impact on the County and their respective agency, etc.), policies and procedures (contracting, on-site monitoring, fiscal contract performance reviews and explanations to questions), electronic data systems (website and online training calendar, the helpfulness of the IT Helpdesk, and performance measurement and budget software) and communication and support (Trust listening to comments provided by providers, consistency of information received and the level of comfort in approaching the Children’s Trust if a problem arises). The survey also asked respondents to provide open-ended comments to capture their impressions about what the Children’s Trust does correctly and what areas need improvement.

The survey ran from October 2012 to November 2012. Deliverables for the project included a preliminary draft report, a final report, and a PowerPoint presentation.

**Overall Satisfaction with The Children’s Trust**

