


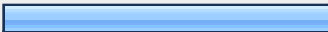
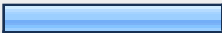
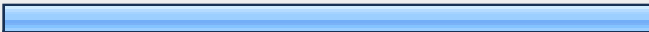
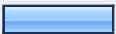
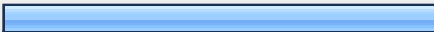
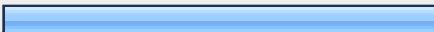
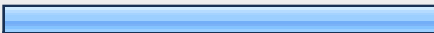
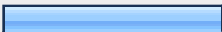
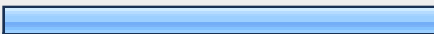
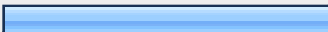
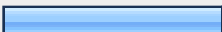
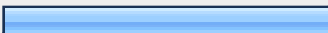
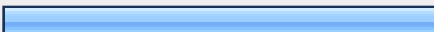
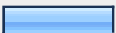
OFRC Partner Survey

1. How long have you been a partnering organization of the OFRC?			
		Response Percent	Response Count
Less than 1 year		0.0%	0
1 to 2 years		16.7%	1
3 to 4 years		50.0%	3
5 to 6 years		0.0%	0
7 to 9 years		0.0%	0
10+ years		33.3%	2
		<i>answered question</i>	6
		<i>skipped question</i>	0

2. Please estimate your organization's weekly visits, number of families, and phone calls.

	Response Average	Response Total	Response Count
On average, how many people physically visit your organization? (count families, clients, vendors, board/committee, consultants, etc) per week?	8.33	50	6
On average, how many different families receive services from your organization at the OFRC per week?	8.83	53	6
How many children age birth to 5 and not in Kindergarten do you serve per week?	168.50	1,011	6
How many families do you serve that are affiliated with the military (active duty, guard, reserves, retired, or dependent military)per week?	54.17	325	6
On average, how many phone calls per week does your organization receive?	49.17	295	6
	<i>answered question</i>		6
	<i>skipped question</i>		0

3. What geographic area do you serve? (choose all that applies)

		Response Percent	Response Count
Bladen		50.0%	3
Columbus		33.3%	2
Cumberland		100.0%	6
Duplin		16.7%	1
Harnett		66.7%	4
Hoke		66.7%	4
Lee		66.7%	4
Montgomery		33.3%	2
Moore		66.7%	4
Richmond		50.0%	3
Robeson		33.3%	2
Sampson		50.0%	3
Scotland		66.7%	4
Other (please specify)		16.7%	1
Entire State		0.0%	0
If you selected other, please specify:			1
answered question			6
skipped question			0


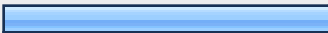
4. How often does your organization use the following shared services within the Omni Family Resource Center

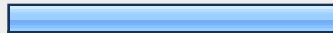
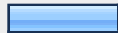
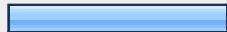
	Daily	Weekly	Monthly	Not required	Response Count
Audio-Visual Equipment	0.0% (0)	0.0% (0)	33.3% (2)	66.7% (4)	6
Centralized phone system	16.7% (1)	0.0% (0)	0.0% (0)	83.3% (5)	6
Children's Play Room	0.0% (0)	20.0% (1)	0.0% (0)	80.0% (4)	5
Computer lab	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (6)	6
Lending Library	0.0% (0)	0.0% (0)	40.0% (2)	60.0% (3)	5
Large conference room (50 or more)	0.0% (0)	0.0% (0)	20.0% (1)	80.0% (4)	5
Small conference room (25 or less)	0.0% (0)	16.7% (1)	33.3% (2)	50.0% (3)	6
Shared copier & fax	16.7% (1)	0.0% (0)	0.0% (0)	83.3% (5)	6
	<i>answered question</i>				6
	<i>skipped question</i>				0

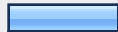

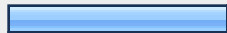
5. Please rate the following shared services provided by the Omni Family Resource Facility						
	Excellent	Good	Fair	Poor	Don't use	Response Count
Audio-Visual Equipment	0.0% (0)	20.0% (1)	0.0% (0)	0.0% (0)	80.0% (4)	5
Centralized phone system	0.0% (0)	16.7% (1)	0.0% (0)	0.0% (0)	83.3% (5)	6
Children's Play Room	16.7% (1)	16.7% (1)	0.0% (0)	0.0% (0)	66.7% (4)	6
Computer lab	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (6)	6
Lending Library	16.7% (1)	33.3% (2)	0.0% (0)	0.0% (0)	50.0% (3)	6
Large conference room (50 or more)	33.3% (2)	0.0% (0)	0.0% (0)	0.0% (0)	66.7% (4)	6
Small conference room (25 or less)	33.3% (2)	16.7% (1)	0.0% (0)	0.0% (0)	50.0% (3)	6
Onsite mailboxes	16.7% (1)	50.0% (3)	16.7% (1)	0.0% (0)	16.7% (1)	6
Shared copier & fax	16.7% (1)	0.0% (0)	0.0% (0)	0.0% (0)	83.3% (5)	6
In order to improve, please provide comments on any areas rated fair or poor						2
<i>answered question</i>						6
<i>skipped question</i>						0

6. Please rate the following aspects within the OFRC:						
	Not Applicable	Excellent	Good	Fair	Poor	Response Count
Access to Public Transportation	16.7% (1)	33.3% (2)	50.0% (3)	0.0% (0)	0.0% (0)	6
Building Maintenance	0.0% (0)	33.3% (2)	66.7% (4)	0.0% (0)	0.0% (0)	6
Clear Signage and Directions	0.0% (0)	0.0% (0)	100.0% (6)	0.0% (0)	0.0% (0)	6
Heating/Ventilation	0.0% (0)	0.0% (0)	50.0% (3)	16.7% (1)	33.3% (2)	6
Lease Terms	0.0% (0)	50.0% (3)	33.3% (2)	16.7% (1)	0.0% (0)	6
Location	0.0% (0)	50.0% (3)	33.3% (2)	16.7% (1)	0.0% (0)	6
On-Site Meeting Facilities	16.7% (1)	33.3% (2)	33.3% (2)	16.7% (1)	0.0% (0)	6
Safety and Security	0.0% (0)	16.7% (1)	66.7% (4)	16.7% (1)	0.0% (0)	6
Variety of Partnering Organizations	0.0% (0)	50.0% (3)	33.3% (2)	16.7% (1)	0.0% (0)	6
Availability of Parking	0.0% (0)	50.0% (3)	33.3% (2)	16.7% (1)	0.0% (0)	6
Cleanliness of Building	0.0% (0)	50.0% (3)	50.0% (3)	0.0% (0)	0.0% (0)	6
In order to improve, please provide comments on any areas rated fair or poor						2
answered question						6
skipped question						0

7. Please rate the following aspects:						
	Not Applicable	Excellent	Good	Fair	Poor	Response Count
Timeliness of information from PFC Staff	0.0% (0)	66.7% (4)	33.3% (2)	0.0% (0)	0.0% (0)	6
Relevance of information from PFC Staff	0.0% (0)	66.7% (4)	33.3% (2)	0.0% (0)	0.0% (0)	6
Frequency of information from PFC Staff	0.0% (0)	66.7% (4)	33.3% (2)	0.0% (0)	0.0% (0)	6
Quality of information from PFC Staff	0.0% (0)	66.7% (4)	33.3% (2)	0.0% (0)	0.0% (0)	6
	<i>answered question</i>					6
	<i>skipped question</i>					0

8. Considering the overall value of the shared services you paid for, was it:			
		Response Percent	Response Count
An exceptional value, worth more than you paid for it		50.0%	3
A good value, worth about what you paid for it		50.0%	3
A poor value, worth less than you paid for it		0.0%	0
Not sure		0.0%	0
	<i>answered question</i>		6
	<i>skipped question</i>		0

9. Have shared services and infrastructure positively impacted your organization's ability to fulfill its mission?			
		Response Percent	Response Count
Yes		50.0%	3
No		16.7%	1
Not sure		33.3%	2
		answered question	6
		skipped question	0

10. Has there been an increase in the number of clients you serve since you have been a partnering organization of the OFRC?			
		Response Percent	Response Count
Yes		16.7%	1
No		50.0%	3
Not sure		33.3%	2
		answered question	6
		skipped question	0

11. Rate the extent of your involvement with each of the following service providers/organizations during the past 12 months.					
	No working relationship (little or no contact)	Cooperation (exchange info and referrals)	Coordination (work together)	Collaboration (share resources and formal agreements)	Response Count
Autism Society of Cumberland County (Special Needs)	40.0% (2)	60.0% (3)	0.0% (0)	0.0% (0)	5
Autism Society of North Carolina Special Needs)	40.0% (2)	40.0% (2)	0.0% (0)	20.0% (1)	5
Care Management Services (Special Needs)	50.0% (3)	33.3% (2)	0.0% (0)	16.7% (1)	6
Children's Home Society (Adoption & Foster Care)	100.0% (5)	0.0% (0)	0.0% (0)	0.0% (0)	5
Cumberland County Public Library & Information Center (Family Literacy)	33.3% (2)	50.0% (3)	16.7% (1)	0.0% (0)	6
Easter Seals United Cerebral Palsy of North Carolina (Special Needs)	33.3% (2)	66.7% (4)	0.0% (0)	0.0% (0)	6
Legacy Realty (Residential, Land, and Commercial Sales)	100.0% (6)	0.0% (0)	0.0% (0)	0.0% (0)	6
The Hunnicutt Corporation (Early Care and Education)	66.7% (4)	33.3% (2)	0.0% (0)	0.0% (0)	6
Partnership for Children of Cumberland County (includes the OFRC Staff, Child Care Resource and Referral, and the Lending Library)	0.0% (0)	33.3% (2)	16.7% (1)	50.0% (3)	6
Pediatric Services of America (Pediatric Home Care)	100.0% (5)	0.0% (0)	0.0% (0)	0.0% (0)	5
Sustainable Sandhills North Carolina (Environmental Advocacy)	80.0% (4)	20.0% (1)	0.0% (0)	0.0% (0)	5
	answered question				6
	skipped question				0

12. Please rate your satisfaction regarding the conference rooms in the following areas:					
	High Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	Response Count
Booking availability	75.0% (3)	0.0% (0)	25.0% (1)	0.0% (0)	4
Capacity of conference room	75.0% (3)	25.0% (1)	0.0% (0)	0.0% (0)	4
Conference room technology	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	4
Helpfulness of OFRC staff	75.0% (3)	25.0% (1)	0.0% (0)	0.0% (0)	4
Response time of room confirmation	75.0% (3)	0.0% (0)	25.0% (1)	0.0% (0)	4
Overall satisfaction with OFRC conference facility	75.0% (3)	25.0% (1)	0.0% (0)	0.0% (0)	4
Please explain any area with a Not Satisfied					2
<i>answered question</i>					4
<i>skipped question</i>					2

13. Please rate OFRC staff customer service:					
	Excellent	Good	Fair	Poor	Response Count
Quality of Service	66.7% (4)	16.7% (1)	16.7% (1)	0.0% (0)	6
Support from OFRC Staff	66.7% (4)	16.7% (1)	16.7% (1)	0.0% (0)	6
Overall Customer Service	66.7% (4)	16.7% (1)	16.7% (1)	0.0% (0)	6
Overall Satisfaction with Services	66.7% (4)	16.7% (1)	16.7% (1)	0.0% (0)	6
Timeliness of service	66.7% (4)	16.7% (1)	16.7% (1)	0.0% (0)	6
In order to improve, please provide comments on any areas rated fair or poor					1
<i>answered question</i>					6
<i>skipped question</i>					0

14. Name two things OFRC does very well:		Response Count
		5
	<i>answered question</i>	5
	<i>skipped question</i>	1

15. Name two things OFRC could improve:		Response Count
		4
	<i>answered question</i>	4
	<i>skipped question</i>	2