**Purpose**

* collect feedback regarding the HFO Central Administration Office, identifying areas of strength and areas needing improvement; including the five functional areas of administration, evaluation, policies, technical assistance, quality assurance and training
* uncover additional innovative ideas to strengthen the Healthy Families Oregon multi-site system
* feedback collected will inform the 2018-2023 Strategic Plan and goals

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Hello Healthy Families Staff! Thank you for taking the time to answer these questions. Your feedback is extremely valuable to us, and will inform the goals we set for the Central Admin Strategic Plan for 2018-2023.

1. Please check your staff position. (If you have more than one role, check both).

Home Visitor\_\_\_

Screener\_\_\_\_

Supervisor\_\_\_\_

Program Manager\_\_\_

Other\_\_\_\_\_

1. How knowledgeable do you consider yourself to be about Healthy Families Oregon Central Administration’s role and responsibilities to lead and oversee a multi-site system? Check the answer that best fits.

Not sure what you are talking about\_\_\_\_

I somewhat understand the role of Central Administration\_\_\_

I feel I understand the role of Central Administration adequately\_\_\_\_

I feel I understand the role of Central Administration adequately, but I would like to learn more\_\_\_\_

I feel very confident I understand the role of Central Administration \_\_\_\_

1. Do you consider yourself knowledgeable about the roles of the HFO Central Administration staff and contractors, and know who to contact for your questions/concerns?

No\_\_\_

Somewhat\_\_\_

Yes\_\_\_

Comments\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. The mission statement for HFO is: *Healthy Families Oregon, following the Healthy Families America model and the Best Practice Standards, promotes and supports positive parenting and healthy growth and development for all Oregon families expecting or parenting newborns that need and accept extra support”.*

Does this statement describe the HFO program well? Circle the best answer below.

1. Yes 2. Not especially well 3. No

What words or ideas do you suggest to make it even better?

1. How can HFO Central Administration better support you in the annual budgeting process?
2. In what ways can HFO Central Administration improve the monthly or quarterly process for reporting program outcomes?
3. In what ways can HFO Central Administration improve the monthly or quarterly process for expense reporting?
4. How can HFO Central Administration improve in assuring equity in services for the diverse cultures and perspectives of Healthy Families Oregon programs and families?
5. What suggestions do you have for improving the HFO web page?
6. Does the HFO Annual Status Report provide you with useful information to assess program results?

Please explain.

1. What, if any, other family outcomes do you feel should be tracked and measured?
2. What, if any, outcome data is *not* useful to your program?
3. Do you feel that you can adequately participate in planning and giving feedback for the HFO evaluation?
4. What other suggestions do you have for strengthening the HFO evaluation process?
5. Do you feel you receive information about new or changing statewide HFO policies in a clear and timely manner? Yes Sometimes No

What suggestions do you have for how HFO Central Administration can improve in this area?

1. Do you feel you have adequate opportunities to provide feedback about HFO statewide policies?

Yes No

1. What other suggestions do you have for improving HFO policy development or accountability to HFO statewide policies?
2. Do you feel you receive enough technical assistance and quality assurance support from the HFO Central Admin office? If not, would you prefer more or less? In what areas?

*See 2016 TA/QA surveys for additional data.*

1. How can HFO Central Administration strengthen its training system for providers?

*See 2016 Training surveys for additional data.*

1. Do you receive enough training and technical assistance on the safety and sentinel standards?
2. In what ways can HFO Central Administration support the retention and satisfaction of your staff?
3. How can HFO strengthen opportunities for shared learning and networking amongst provider?
4. What other improvements would you like to see in the HFO Central Administration’s work?
5. What areas of strength do you see in HFO Central Administration’s work?
6. Do you feel that HFO Central Administration is committed to supporting HFO providers? Yes No Sort of

Comments\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

26. What innovative practices has your HFO program implemented that you would like to see implemented statewide?