

FY23 Family Connections Baltimore

Satisfaction Survey Results



“Family Connections was the best. They helped me through my hardest times”

About Family Connections Baltimore:

Family Connections Baltimore is a community-based family centered program, engaging in a variety of service interventions, research activities, and teaching and learning collaboratives, including initiatives that inform policy development related to the negative effects of disinvestment and structural segregation in Baltimore City.

About the Survey:

In partnership Family Connections Baltimore, we created a 5-question satisfaction survey to gain insight of the impact that Family Connections made on their participants during services. We received feedback from 27 participants which represents 26% of the families served in FY23.

100% of respondents were **happy with the supports and referrals** from Family Connections Baltimore.

All respondents reported that Family Connections Baltimore made a **positive impact** on their family’s stability. All 27

Small Positive Impact 4%

Large Positive Impact 96%

What participants had to say regarding services...

40% of respondents wished that the **program was longer**. One participant expressed “I wish it lasted longer. I don’t like losing people.”



The remaining respondents reported that ‘**Nothing**’ would make the program better as one mentioned that: “*Nothing needs to change. I love them! Been like this for years.*”

In addition to praise of support, some participants **gave the following suggestions...**



“I would like more family activities and opportunities to give back to the community (like community clean ups, feeding the homeless, activities for kids)”

“The program was great. If the state could work with this program, it could be a lot more done and less stressful for families. The program itself is great.”



Learn more about Family Connections Baltimore [here](#).