Q1 How often do you go to the Healthy Families New York Website?

Answered: 216   Skipped: 2
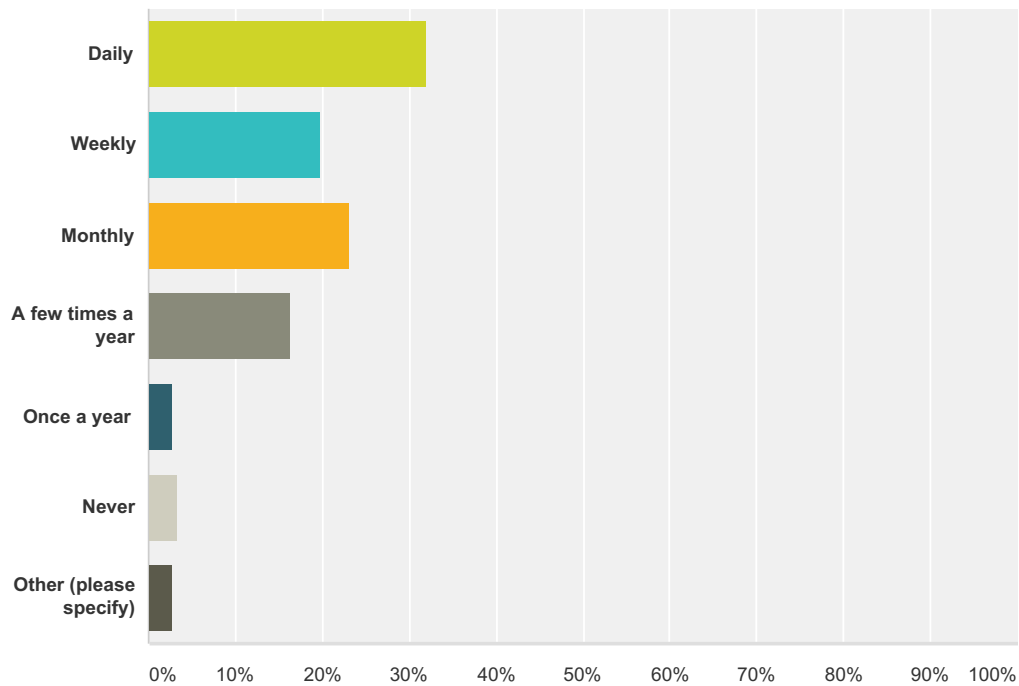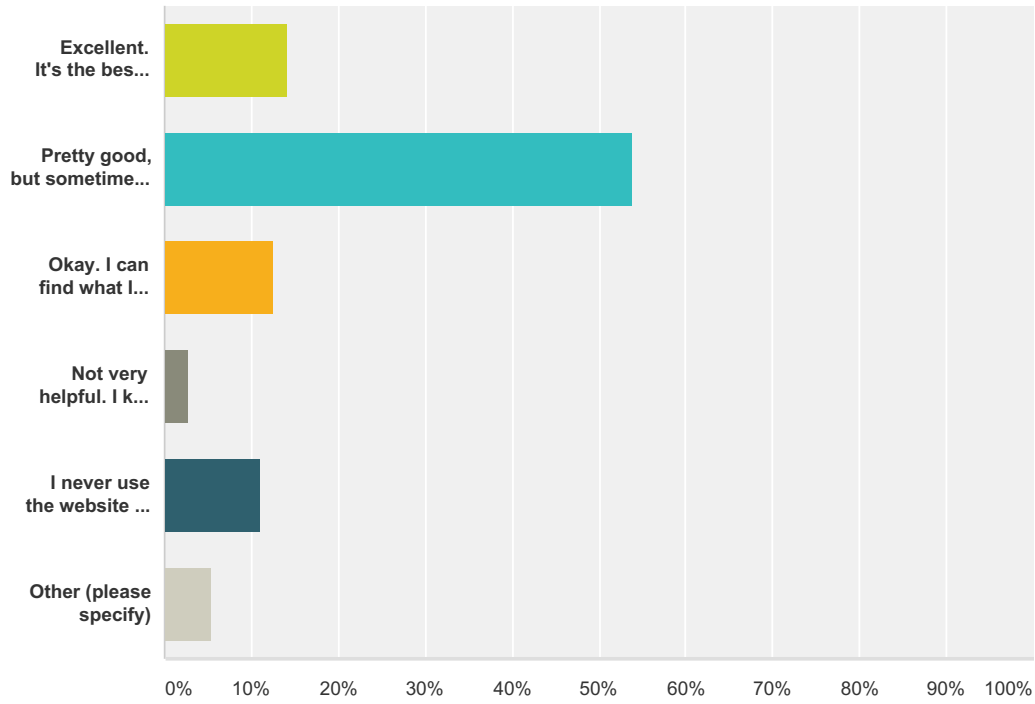

Answer Choices	Responses	
Daily	**31.94%**	69
Weekly	**19.91%**	43
Monthly	**23.15%**	50
A few times a year	**16.20%**	35
Once a year	**2.78%**	6
Never	**3.24%**	7
Other (please specify)	**2.78%**	6
Total		**216**

#	Other (please specify)	Date
1	Not sure about the frequency, but I know I can go to it when necessary.	6/23/2017 3:04 PM
2	Maybe every two weeks	6/19/2017 1:38 PM
3	Three times per week	5/31/2017 1:30 PM
4	quarterly	5/31/2017 11:20 AM
5	I rarely go to the "public" website but use MIS weekly	5/25/2017 11:34 AM
6	3-4 times a week	5/25/2017 8:47 AM

Q2 What statement describes how you feel about the Healthy Families New York website?

Answered: 217   Skipped: 1

Answer Choices	Responses	
Excellent. It's the best resource I have:	**14.29%**	31
Pretty good, but sometimes I cannot find everything I need:	**53.92%**	117
Okay. I can find what I need about half the time:	**12.44%**	27
Not very helpful. I know there is useful information there but it takes too much time to find it:	**2.76%**	6
I never use the website as a resource:	**11.06%**	24
Other (please specify)	**5.53%**	12
Total		**217**

| #	Other (please specify)	Date
1	Most of the time it gives me what I need or am looking for.	6/23/2017 3:04 PM
2	Its a huge improvement however - the staff portion of it continues to be under development and therefore under-utilized. Once final, a training/webinar should be offered for all staff showing how to utilize this portion as the big resources that it is.	6/21/2017 2:43 PM
3	I haven't gotten used to the new format.	6/21/2017 8:45 AM
4	I find what I need.	6/13/2017 1:38 PM
5	I like the site but I don't use it for my role as a data mgr.	6/12/2017 10:17 AM
6	I have not had the time to familiarize myself with the website enough to use the resources available.	6/8/2017 8:55 AM

7	It is great, but there just needs more work to be done to be able to fully use for all resources.	5/31/2017 2:13 PM
8	can be a useful tool	5/31/2017 11:20 AM
9	Prety Good, mainly use it to find other Healthy Families Site to Refer Participant who are not within the target area/zip code we cover.	5/31/2017 11:15 AM
10	I am not a computer person so for me it is very good, excellent but I do need help once in a while finding what I want. However change is very hard for me! Please leave it the way it is.	5/30/2017 8:37 AM
11	N/A	5/30/2017 8:28 AM
12	I use it occassionally as a resource and encourage others to utilize the website.	5/25/2017 12:01 PM

Q3 What information/tools or forms should be readily available on the Healthy Families New York website? (select any and all answers that apply)

Answered: 210   Skipped: 8
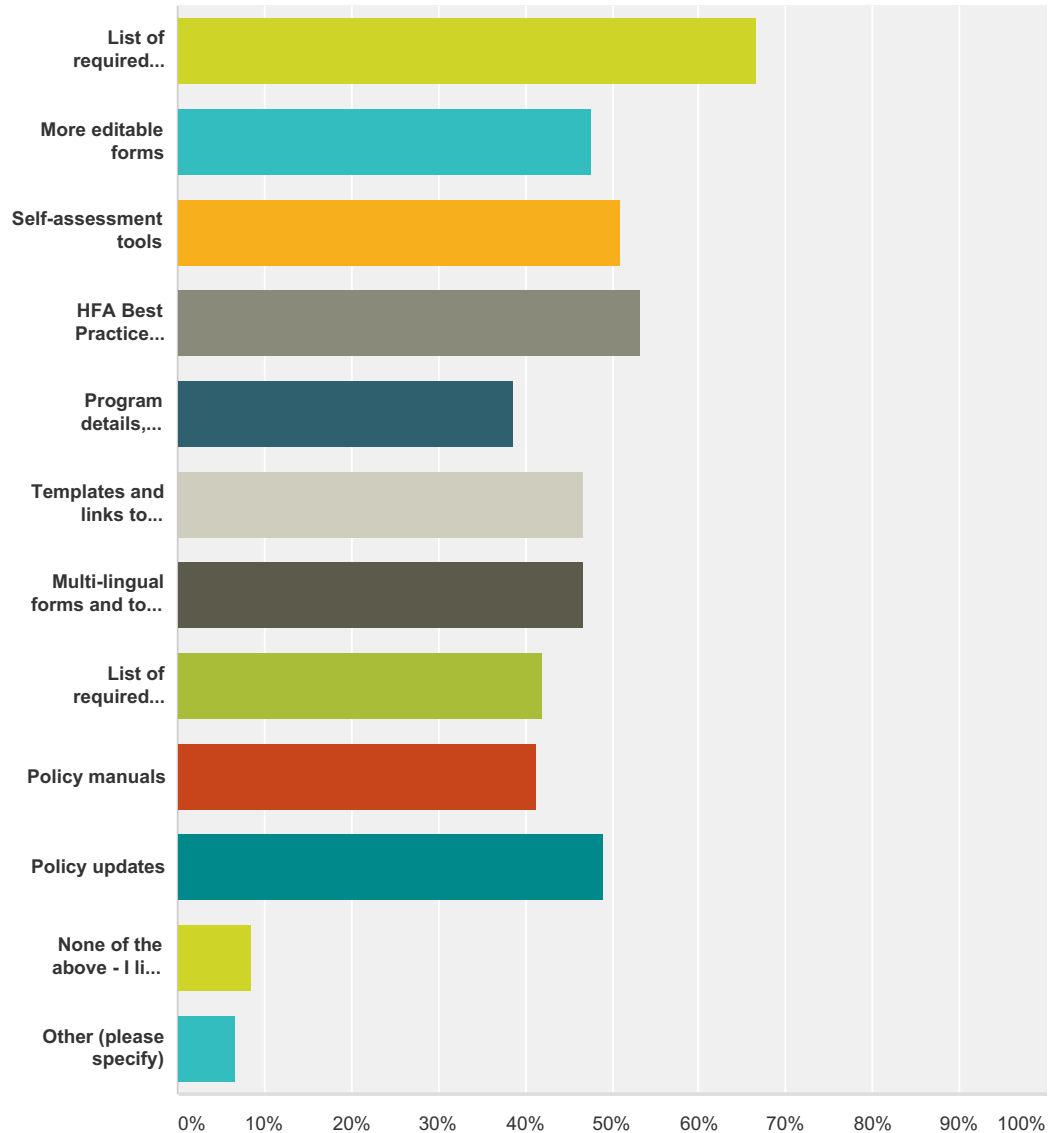
Answer Choices	Responses	
List of required trainings	**66.67%**	140
More editable forms	**47.62%**	100
Self-assessment tools	**50.95%**	107
HFA Best Practice Standards	**53.33%**	112
Program details, statistics, agendas	**38.57%**	81
Templates and links to templates	**46.67%**	98

Multi-lingual forms and tools (Spanish, Chinese, etc.)	**46.67%**	98
List of required reports	**41.90%**	88
Policy manuals	**41.43%**	87
Policy updates	**49.05%**	103
None of the above - I like the website as it is	**8.57%**	18
Other (please specify)	**6.67%**	14
Total Respondents: 210		

#	Other (please specify)	Date
1	Links to cheat sheets	6/21/2017 8:45 AM
2	the above checked boxes should be available behind the scenes and not to the general public. Additionally, I would like to see a CA calendar where events and meetings can be posted.	6/19/2017 12:15 PM
3	My role is as a data manager	6/12/2017 10:17 AM
4	Should be able to enter information in forms at any time.	6/5/2017 8:08 AM
5	List of MIS reports that support supervision of FAW/FSW staff.	5/31/2017 2:02 PM
6	Items from the site to share directly on our own website, Facebook, etc.	5/31/2017 1:09 PM
7	Ability to Translate the site to other languages.	5/31/2017 11:15 AM
8	Standardized Quality Assurance forms (for documenting observations)	5/30/2017 1:29 PM
9	don't have a comment	5/30/2017 8:28 AM
10	worker training records	5/29/2017 12:31 PM
11	The more information the better so it's one stop shopping as long as it's categorized depending on who is looking at it. (i.e. specific sections for PM only, FAW specific info, etc.)	5/25/2017 1:35 PM
12	Not sure since I have not yet used it other than for MIS input	5/25/2017 11:34 AM
13	webinars, recorded phone calls	5/25/2017 9:43 AM
14	A video of a typical home visit to use in staff recruitment and/or in program overview presentations	5/25/2017 9:39 AM

Q4 Do you feel that role-specific pages on the Healthy Families New York staff specific site would be beneficial to users?
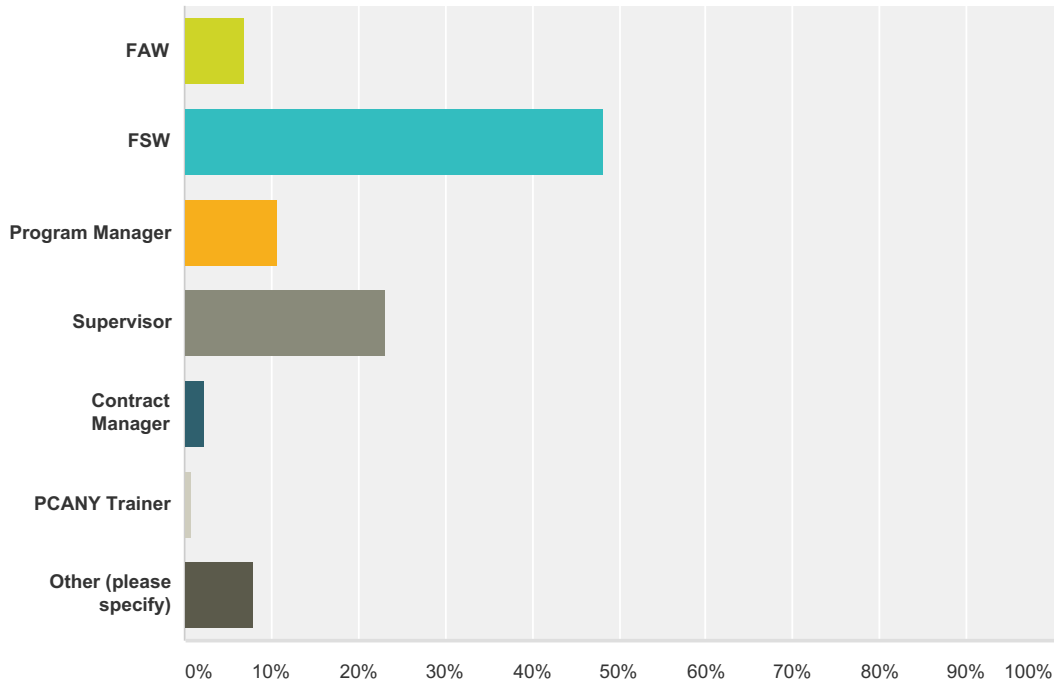
Answered: 215   Skipped: 3
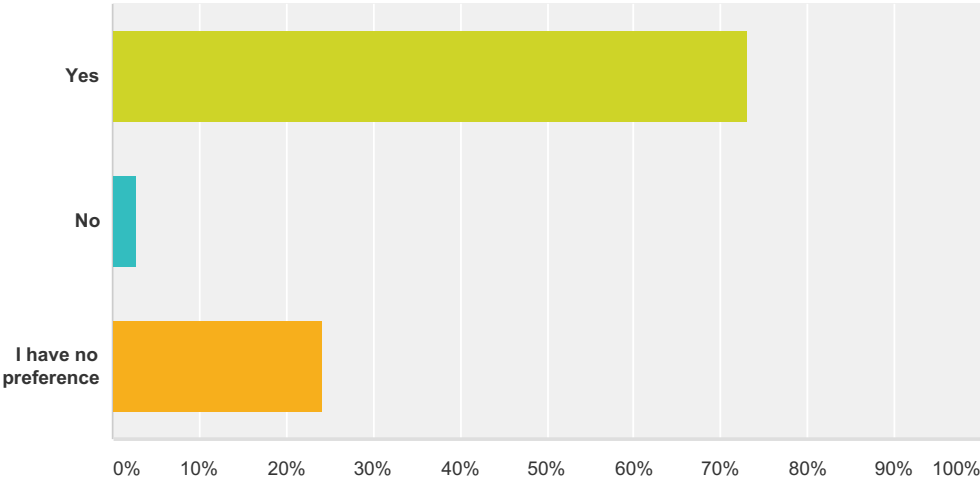
Answer Choices	Responses	
Yes	**73.02%**	157
No	**2.79%**	6
I have no preference	**24.19%**	52
Total		**215**

Q5 Recognizing that you may function in multiple roles, which choice below best describes how you spend the majority of your work day?

Answered: 216   Skipped: 2

Answer Choices	Responses	
FAW	**6.94%**	15
FSW	**48.15%**	104
Program Manager	**10.65%**	23
Supervisor	**23.15%**	50
Contract Manager	**2.31%**	5
PCANY Trainer	**0.93%**	2
Other (please specify)	**7.87%**	17
Total		**216**

#	Other (please specify)	Date
1	VP	6/20/2017 1:41 PM
2	na	6/19/2017 1:58 PM
3	Program Administration	6/19/2017 12:15 PM
4	Primarily data entry for FAW & FSW roles but also QA to PM.	6/12/2017 10:17 AM
5	Maternal Infant Health Nurse	6/8/2017 1:52 PM
6	I am a FSW but for only 1/4 of my day.	6/8/2017 8:55 AM

7	Data Entry	6/5/2017 8:08 AM
8	Adminstrative Operations Manager	6/2/2017 11:28 AM
9	ED of HFNY program	5/31/2017 1:13 PM
10	data manager	5/31/2017 12:44 PM
11	home office	5/31/2017 11:20 AM
12	central intake administrative assistant	5/25/2017 4:20 PM
13	Data Manager	5/25/2017 11:16 AM
14	Data Entry Operator	5/25/2017 10:05 AM
15	data entry	5/25/2017 8:43 AM
16	and Quality Assurance provider	5/24/2017 7:56 PM
17	Research and evaluation	5/24/2017 5:29 PM

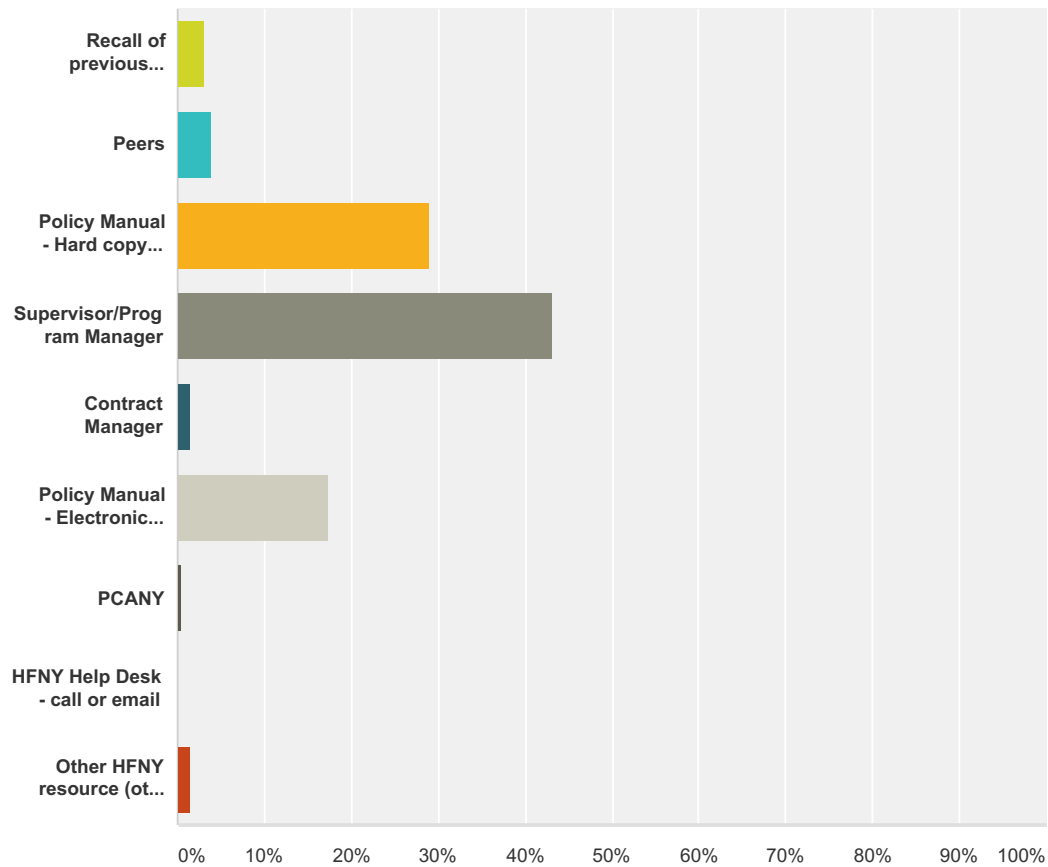## Q6 Does your program use a hard copy (paper) of the state-wide policy manual?

Answered: 217   Skipped: 1
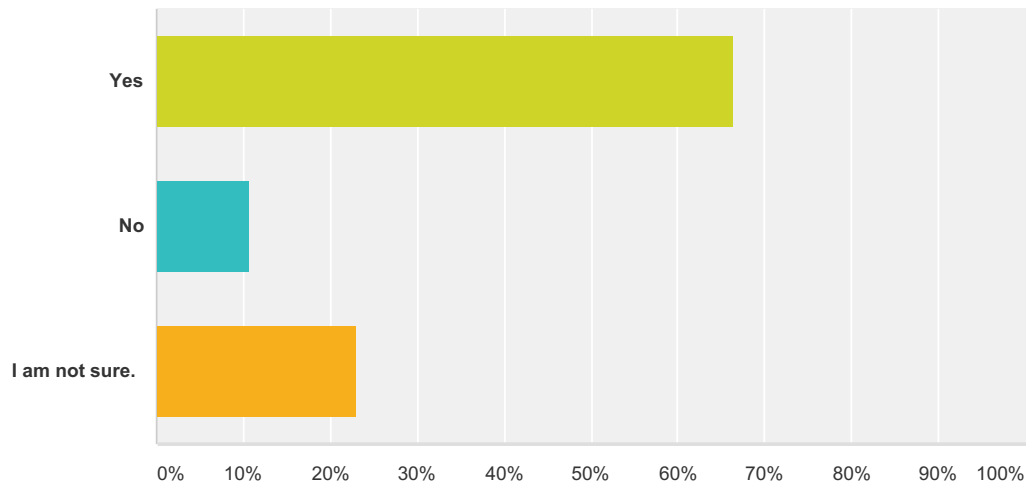
Answer Choices	Responses	
Yes	**66.36%**	144
No	**10.60%**	23
I am not sure.	**23.04%**	50
Total		**217**

Q7 Where is the first place you search for policy information?

Answered: 197   Skipped: 21

Answer Choices	Responses	
Recall of previous experience	**3.05%**	6
Peers	**4.06%**	8
Policy Manual - Hard copy (paper)	**28.93%**	57
Supervisor/Program Manager	**43.15%**	85
Contract Manager	**1.52%**	3
Policy Manual - Electronic (online)	**17.26%**	34
PCANY	**0.51%**	1
HFNY Help Desk - call or email	**0.00%**	0
Other HFNY resource (other than Help Desk) (please specify)	**1.52%**	3
Total		**197**

#	Other HFNY resource (other than Help Desk) (please specify)	Date
1	electronic copy saved to my desktop	6/19/2017 1:41 PM

| 2 | I print it from the website and then keep a paper copy. | 6/13/2017 1:42 PM |
| 3 | I | 6/13/2017 1:38 PM |

Q8 If your initial search does not provide the policy information you need, to what resource do you turn?

Answered: 198   Skipped: 20
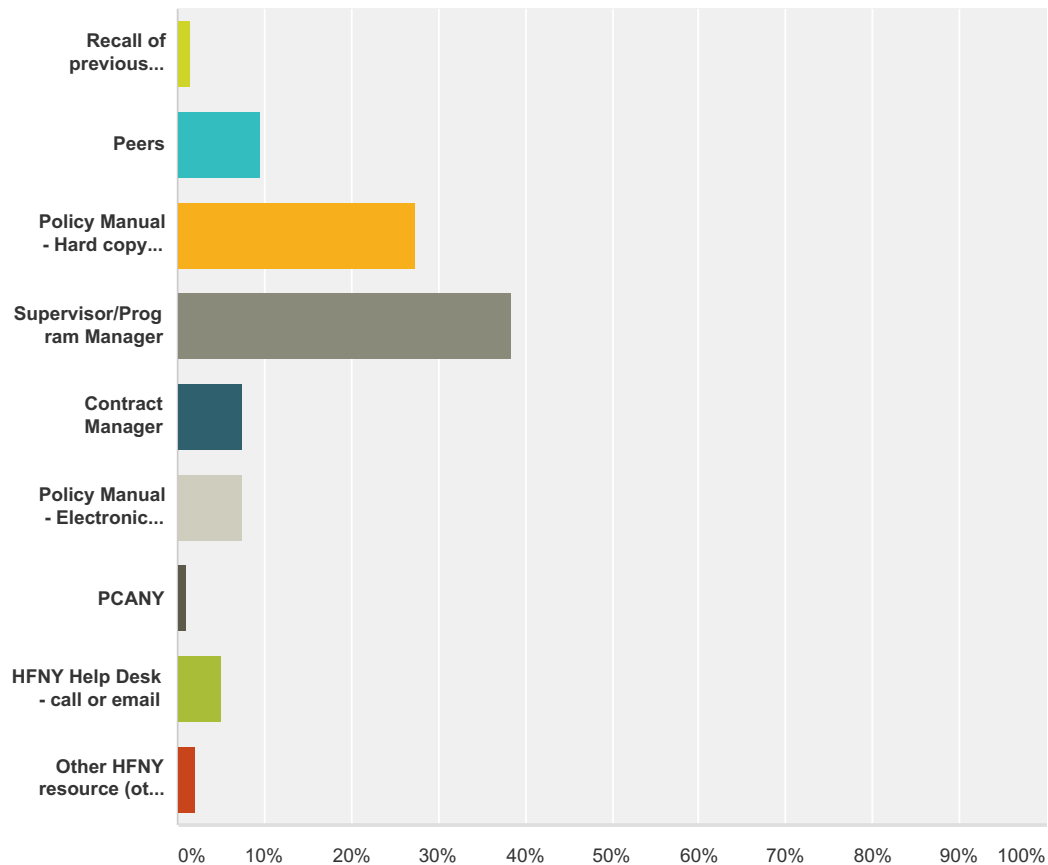
Answer Choices	Responses	
Recall of previous experience	1.52%	3
Peers	9.60%	19
Policy Manual - Hard copy (paper)	27.27%	54
Supervisor/Program Manager	38.38%	76
Contract Manager	7.58%	15
Policy Manual - Electronic (online)	7.58%	15
PCANY	1.01%	2
HFNY Help Desk - call or email	5.05%	10
Other HFNY resource (other than Help Desk) (please specify)	2.02%	4
Total		**198**

#	Other HFNY resource (other than Help Desk) (please specify)	Date
1	Program Manager List Server/Peers	6/21/2017 5:01 PM

2	electronic copy saved to my desktop	6/19/2017 1:41 PM
3	n/a	6/5/2017 9:24 AM
4	HFA BPS	5/24/2017 7:57 PM

Q9 When researching policy issues/questions, which of the following is the most difficult to locate?

Answered: 175   Skipped: 43
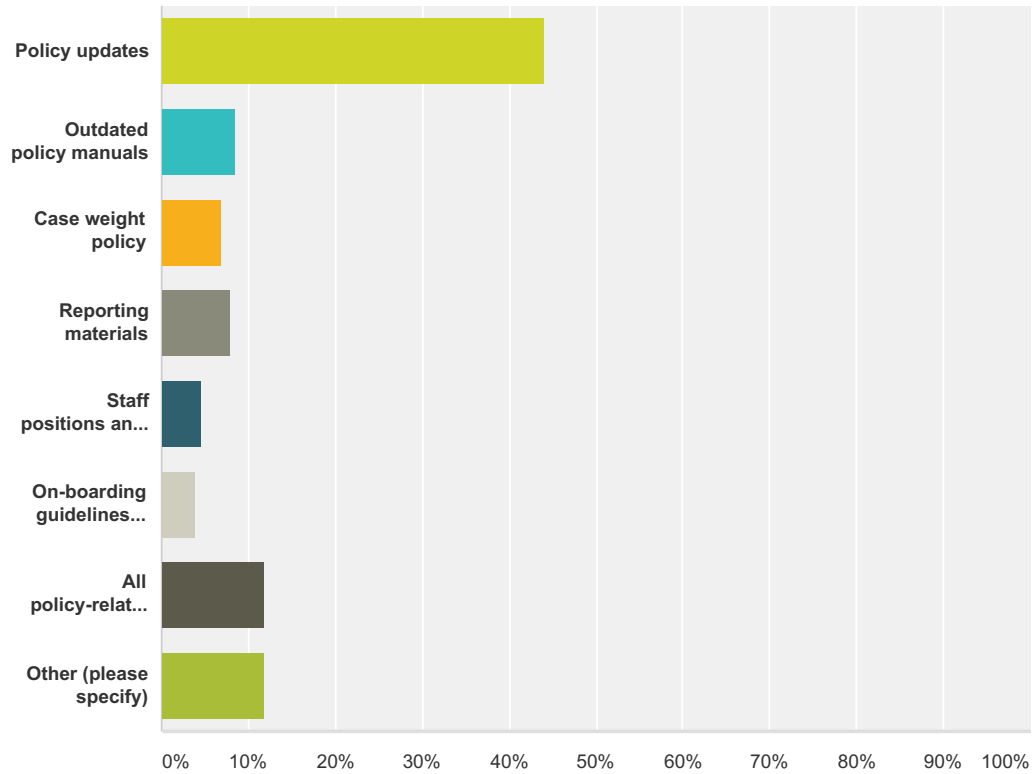
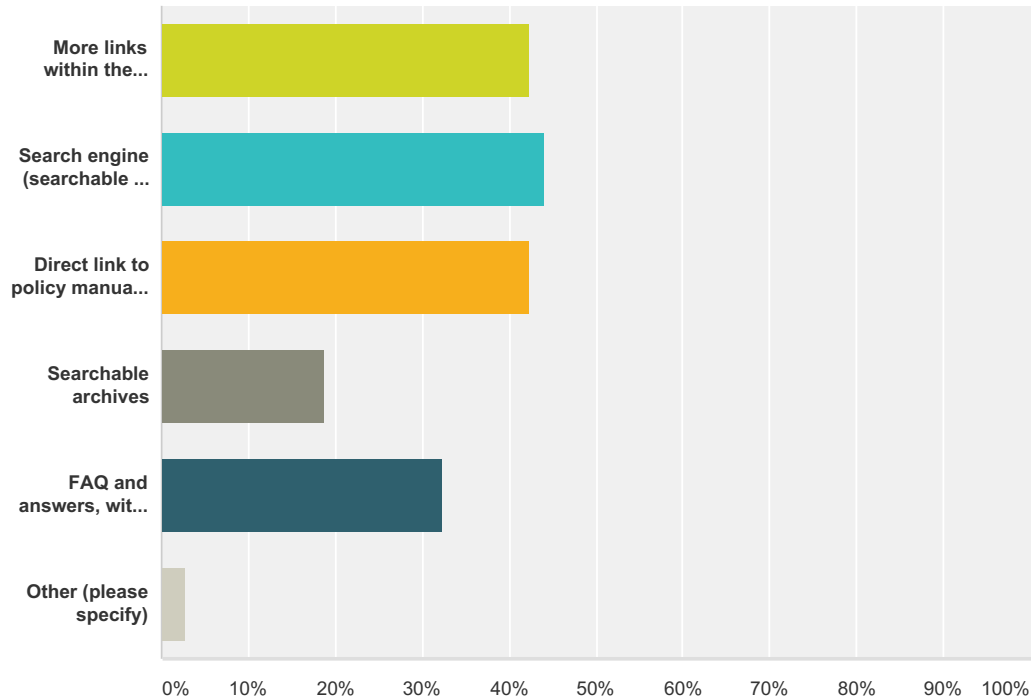| Answer Choices	Responses	
Policy updates	44.00%	77
Outdated policy manuals	8.57%	15
Case weight policy	6.86%	12
Reporting materials	8.00%	14
Staff positions and descriptions	4.57%	8
On-boarding guidelines (i.e.,background checks)	4.00%	7
All policy-related materials	12.00%	21
Other (please specify)	12.00%	21
Total		175

#	Other (please specify)	Date
1	None	6/13/2017 3:29 PM
2	unsure	6/8/2017 8:57 AM
3	/a	6/5/2017 9:24 AM
4	N/A	6/5/2017 8:57 AM

5	N/A	6/2/2017 4:09 PM
6	no comment	6/1/2017 1:42 PM
7	NA	5/31/2017 9:15 PM
8	none	5/31/2017 1:39 PM
9	none, our policy manuals are up to date, our managers are knowledgeable and if they don't know, they as, the contract manage, who is very responsive to inquiries.	5/31/2017 12:27 PM
10	Minor details of certain policies (e.g. when a family scores above 45 on PS you must call the family within 24 hrs.)	5/31/2017 11:59 AM
11	Code of Ethics	5/31/2017 11:36 AM
12	dont know	5/31/2017 11:21 AM
13	N/A	5/31/2017 11:18 AM
14	dont use - hard copy on site	5/30/2017 3:25 PM
15	Don't have a comment	5/30/2017 8:29 AM
16	n/a	5/25/2017 1:34 PM
17	Have not experienced this yet	5/25/2017 11:37 AM
18	n/a	5/25/2017 11:18 AM
19	none	5/25/2017 10:11 AM
20	Smaller details within specific policies prove difficult to find, and wording is often indirect.	5/25/2017 8:52 AM
21	i havent searched for issues	5/25/2017 8:36 AM

Q10 In which way(s) could policy information be more accessible/easier to locate on the password-protected side of the Healthy Families New York website? (select any or all answers that apply)

Answered: 186   Skipped: 32

Answer Choices	Responses	
More links within the online manual to cross-reference information	**42.47%**	79
Search engine (searchable via key terms and phrases)	**44.09%**	82
Direct link to policy manual from the home page	**42.47%**	79
Searchable archives	**18.82%**	35
FAQ and answers, with links to related information	**32.26%**	60
Other (please specify)	**2.69%**	5
Total Respondents: 186		

#	Other (please specify)	Date
1	Crosswalk between policies and reports that apply to them.	6/21/2017 8:48 AM
2	n/a	6/5/2017 9:24 AM
3	I don't find the policy information on the password-protected site...there is a tab there but the screen is blank. Oh, wait now I see it. Perhaps it could be easier to get to!	5/31/2017 2:09 PM
4	a systematic way of knowing when the policies are updated/changed with a date and notification of some sort; it is difficult to keep up with emailed information that is incomplete and ever-changing	5/30/2017 1:33 PM
5	No comment	5/30/2017 8:29 AM

Q11 How can the Healthy Families New York website do a better job in helping you access policy-related information? (select any and all answers that apply)

Answered: 187 Skipped: 31
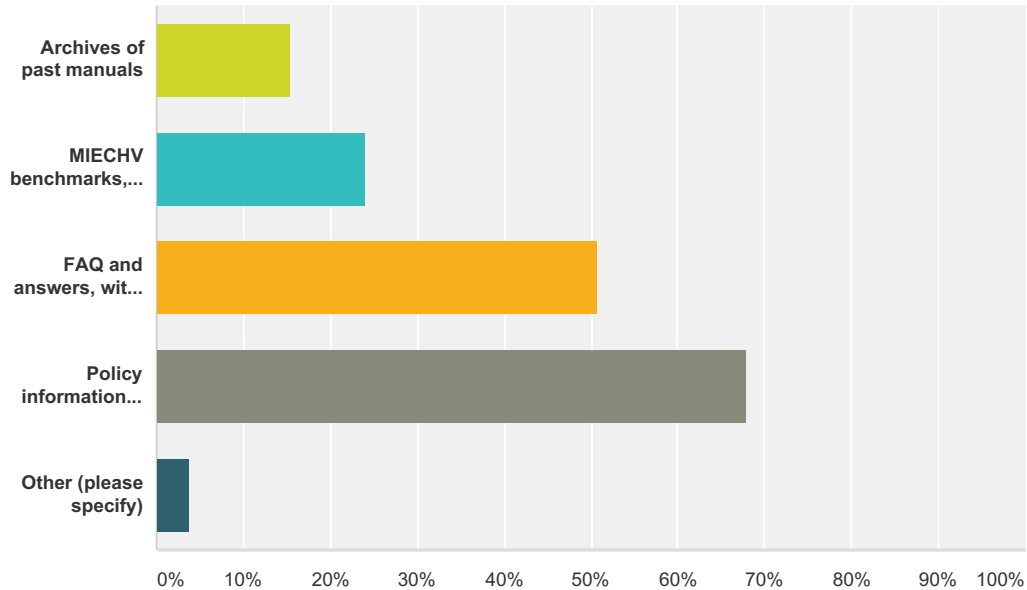
Answer Choices	Responses	
Archives of past manuals	**15.51%**	29
MIECHV benchmarks, policies, information, etc.	**24.06%**	45
FAQ and answers, with links to related information	**50.80%**	95
Policy information linked to corresponding questions	**67.91%**	127
Other (please specify)	**3.74%**	7
Total Respondents: 187		

#	Other (please specify)	Date
1	direct link to the policy manual from the home page would be great. Its always there, easy to access and I can find what I need within the doc.	6/12/2017 10:18 AM
2	Index of policies	6/5/2017 9:09 AM
3	Make the current policy manual easier to find!	5/31/2017 2:09 PM
4	search engine	5/31/2017 11:59 AM
5	Putting it in MIS instead of on the website under a different password than what we use for our own MIS login	5/31/2017 11:28 AM
6	an email contact number for reaching out with new questions/concerns that arise --even if it is only answered weekly or so would be great!	5/30/2017 1:33 PM
7	No comment	5/30/2017 8:29 AM

Q12 From the choices below, let us know the place you most often find information on accreditation.

Answered: 188   Skipped: 30
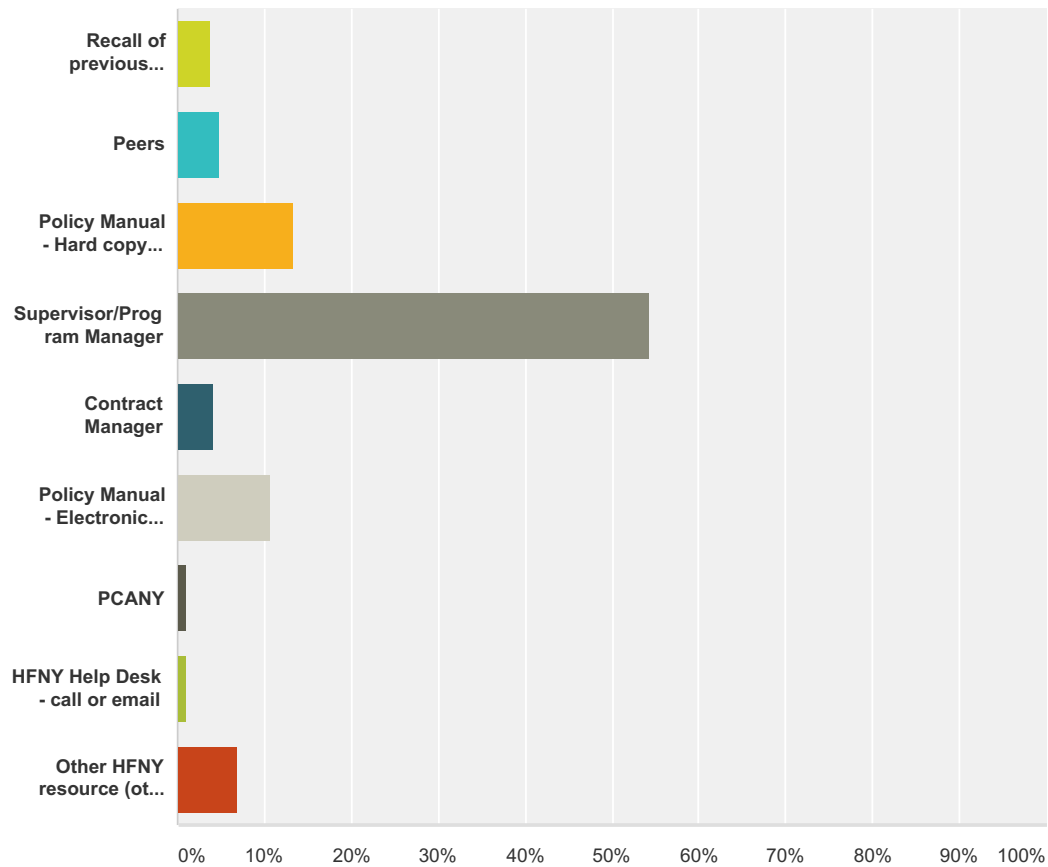
Answer Choices	Responses	
Recall of previous experience	3.72%	7
Peers	4.79%	9
Policy Manual - Hard copy (paper)	13.30%	25
Supervisor/Program Manager	54.26%	102
Contract Manager	4.26%	8
Policy Manual - Electronic (online)	10.64%	20
PCANY	1.06%	2
HFNY Help Desk - call or email	1.06%	2
Other HFNY resource (other than Help Desk)(please specify)	6.91%	13
Total		**188**

#	Other HFNY resource (other than Help Desk)(please specify)	Date
1	electronic copy saved on my desktop	6/19/2017 1:43 PM

2	SAT	6/14/2017 9:04 AM
3	The BPS document from HFA	6/13/2017 3:03 PM
4	have not looked for this info	6/8/2017 8:57 AM
5	new program	5/31/2017 1:20 PM
6	OCFS Manager's meetings	5/31/2017 12:01 PM
7	N/A	5/31/2017 11:21 AM
8	HFA Best Practice Standards and regional meetings	5/30/2017 1:36 PM
9	Emails from OCFS, CHSR and PCANY as well as information provided at regional/statewide meetings.	5/25/2017 1:43 PM
10	HFA BPS MAnual	5/25/2017 1:37 PM
11	HFA	5/25/2017 10:55 AM
12	The HFA BPS document	5/25/2017 9:42 AM
13	John	5/24/2017 5:33 PM

Q13 When researching accreditation issues/questions, which of the following is the most difficult to locate?

Answered: 167   Skipped: 51
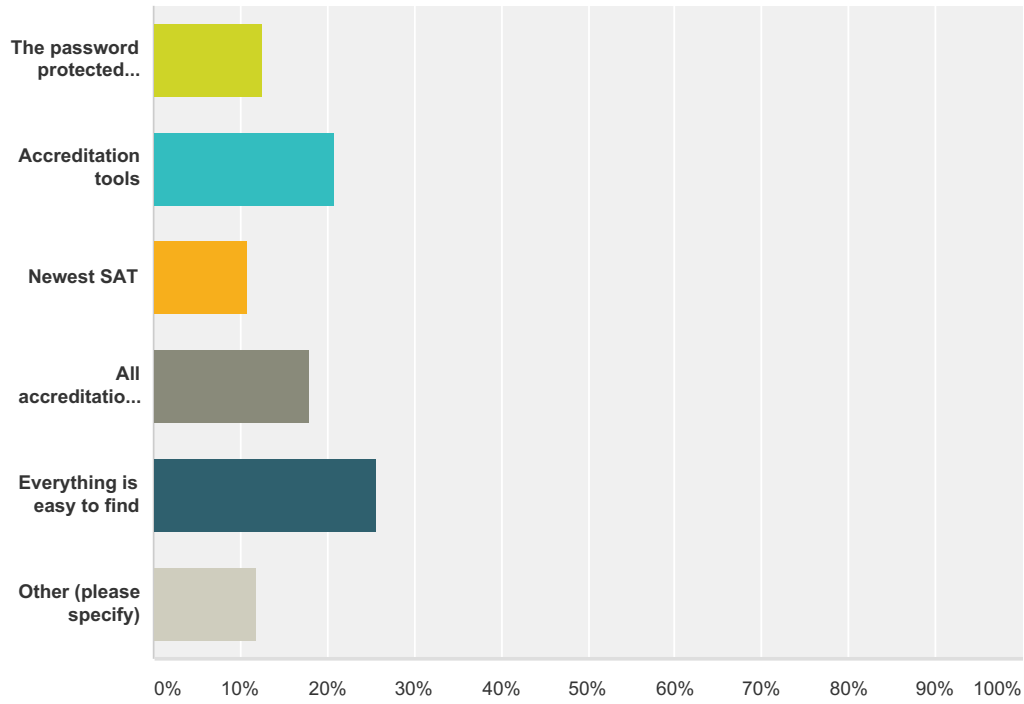
Answer Choices	Responses	
The password protected documents and materials	**12.57%**	21
Accreditation tools	**20.96%**	35
Newest SAT	**10.78%**	18
All accreditation documents are difficult to find	**17.96%**	30
Everything is easy to find	**25.75%**	43
Other (please specify)	**11.98%**	20
Total		**167**

| #	Other (please specify)	Date
1	Don't have an opinion on this question	6/23/2017 3:09 PM
2	Still working on issues with my password	6/21/2017 8:49 AM
3	I don't have a lot of need to search for docs but if i have a problem, I default to my PM	6/12/2017 10:21 AM
4	n/a	6/8/2017 8:57 AM
5	n/a	6/5/2017 9:24 AM
6	N/A	6/5/2017 8:59 AM
7	no comment	6/1/2017 1:42 PM
8	Not Sure	5/31/2017 3:06 PM

9	I don't know.	5/31/2017 2:11 PM
10	need more time to evaluate	5/31/2017 1:20 PM
11	N/A	5/31/2017 11:21 AM
12	maybe if materials came with a short defining explanation of what each item is, it would be more helpful to newer staff and those who have neer beenthrough the process of accreditation	5/30/2017 1:36 PM
13	Not sure	5/25/2017 11:38 AM
14	n/a	5/25/2017 11:19 AM
15	none	5/25/2017 10:16 AM
16	None of the above are difficult to locate, but everything is not easy to find.	5/25/2017 8:54 AM
17	I don't search for accreditation issues/questions	5/25/2017 8:52 AM
18	have not searched	5/25/2017 8:37 AM
19	I don't do the research.	5/25/2017 8:25 AM
20	Not all items from the old policy manuals are easy to locate, and many are no longer on the website at all.	5/24/2017 7:59 PM

Q14 Which of the following would better assist you in accessing accreditation information from the HFNY password protected site? (select any and all answers that apply)

Answered: 180   Skipped: 38
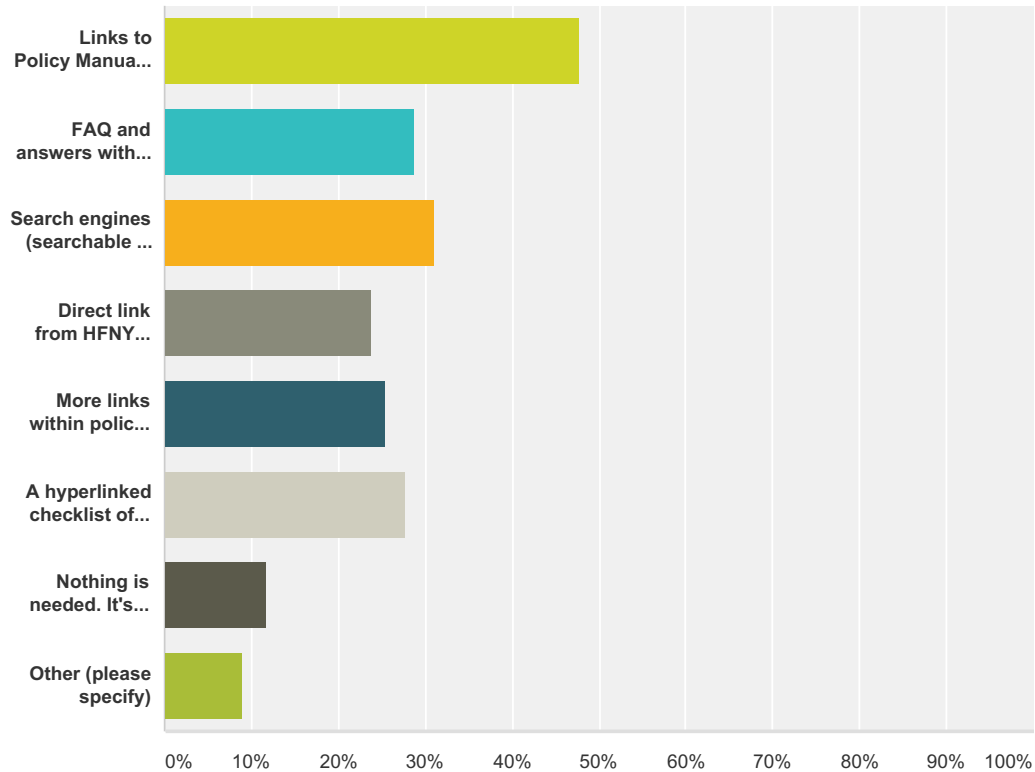
Answer Choices	Responses	
Links to Policy Manual, Best Practice Standards and MIS reports	**47.78%**	86
FAQ and answers with links to related information	**28.89%**	52
Search engines (searchable key terms and phrases)	**31.11%**	56
Direct link from HFNY password protected site	**23.89%**	43
More links within policy manual, Best Practice Standards and MIS	**25.56%**	46
A hyperlinked checklist of accreditation requirements, and related materials	**27.78%**	50
Nothing is needed. It's good the way it is.	**11.67%**	21
Other (please specify)	**8.89%**	16
Total Respondents: 180		

#	Other (please specify)	Date
1	Don't know what would help the most at this point in time	6/23/2017 3:09 PM

2	The accreditation and many other sections in the password protected section are Blank, perhaps this is why I have difficulty accessing the information.	6/21/2017 5:03 PM
3	n/a	6/8/2017 8:57 AM
4	Unsure	6/7/2017 9:27 AM
5	n/a	6/5/2017 9:24 AM
6	How about a "virtual tour" of the HFNY password protected site that provides helpful steps to finding necessary accreditation information.	5/31/2017 2:11 PM
7	need more time to evaluate	5/31/2017 1:20 PM
8	Links within the policy manual to the BPS, and an editable version of the policy manual.	5/31/2017 1:14 PM
9	a sample of a well-done, completed SAT	5/31/2017 12:01 PM
10	Putting it in MIS instead of on the website under a different password than what we use for our own MIS login	5/31/2017 11:28 AM
11	"A hyperlinked checklist of accreditation requirements" would be #1 on this list!	5/26/2017 1:23 PM
12	Having the accreditation information under the "Accreditation" heading rather than "Policy and Standards".	5/25/2017 1:43 PM
13	more support from contract manager	5/25/2017 12:08 PM
14	n/a	5/25/2017 11:19 AM
15	I don't search for accreditation issues/questions	5/25/2017 8:52 AM
16	I don't do the research	5/25/2017 8:25 AM

Q15 Where is the first place you look when you have a question about HFNY trainings?

Answered: 185   Skipped: 33
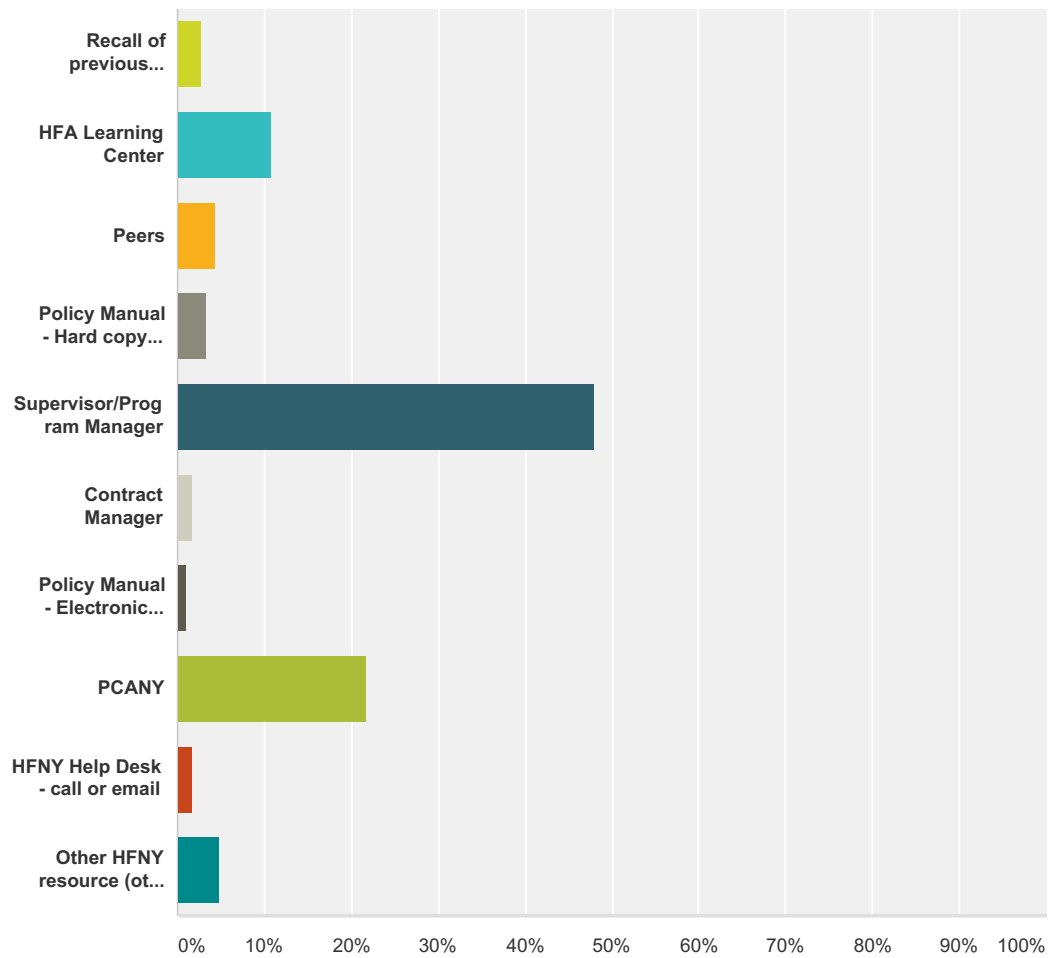
Answer Choices	Responses	
Recall of previous experience	**2.70%**	5
HFA Learning Center	**10.81%**	20
Peers	**4.32%**	8
Policy Manual - Hard copy (paper)	**3.24%**	6
Supervisor/Program Manager	**48.11%**	89
Contract Manager	**1.62%**	3
Policy Manual - Electronic (online)	**1.08%**	2
PCANY	**21.62%**	40
HFNY Help Desk - call or email	**1.62%**	3
Other HFNY resource (other than Help Desk) (please specify)	**4.86%**	9
Total		**185**

#	Other HFNY resource (other than Help Desk) (please specify)	Date
1	emailed training calendar	6/19/2017 12:24 PM
2	training report	6/19/2017 11:49 AM
3	I don't really have questions about training	6/14/2017 9:06 AM
4	MIS for required/needed trainings. My role is as a data manager	6/12/2017 10:23 AM
5	HFNY website	6/7/2017 9:29 AM
6	Mis	5/31/2017 1:11 PM
7	I keep a printed copy of the training calendar bc it's rather hard to find on the HFNY and PCANY website.	5/25/2017 1:49 PM
8	MIS training tickler	5/25/2017 12:10 PM
9	BPS	5/24/2017 8:01 PM

Q16 If you cannot find the HFNY training information during your initial search, what is your next resource?

Answered: 183   Skipped: 35
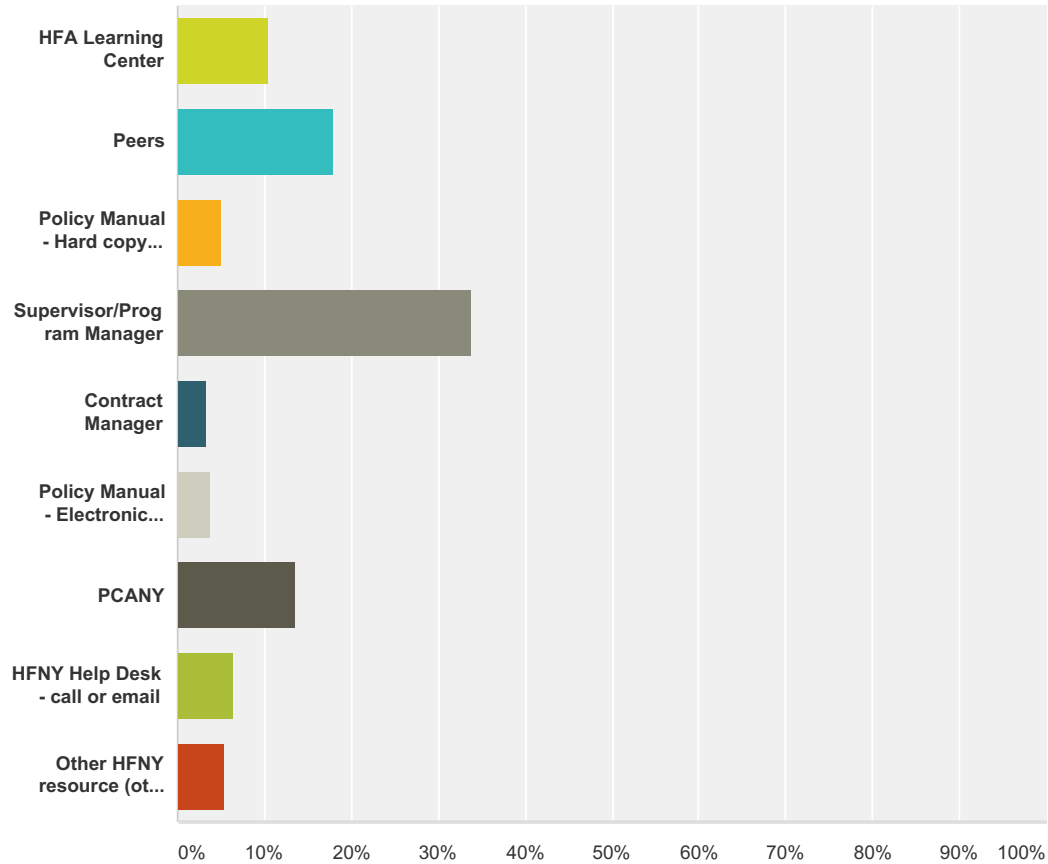
Answer Choices	Responses	
HFA Learning Center	**10.38%**	19
Peers	**18.03%**	33
Policy Manual - Hard copy (paper)	**4.92%**	9
Supervisor/Program Manager	**33.88%**	62
Contract Manager	**3.28%**	6
Policy Manual - Electronic (online)	**3.83%**	7
PCANY	**13.66%**	25
HFNY Help Desk - call or email	**6.56%**	12
Other HFNY resource (other than Help Desk) (please specify)	**5.46%**	10
Total		**183**

#	Other HFNY resource (other than Help Desk) (please specify)	Date
1	none	6/14/2017 9:06 AM

2	My role is as a data manager	6/12/2017 10:23 AM
3	have a conversation with my director	6/2/2017 8:43 AM
4	The Trainers	5/31/2017 3:11 PM
5	Check the HFNY website	5/31/2017 2:16 PM
6	ask Tina through email or access the calendar	5/30/2017 1:39 PM
7	Email Tina Tison	5/25/2017 1:49 PM
8	HFNY website, training tab .	5/25/2017 12:10 PM
9	none	5/25/2017 8:38 AM
10	John Heck	5/24/2017 8:01 PM

Q17 From the choices below, please indicate which training materials or information you have trouble finding. (select any and all answers that apply)

Answered: 176   Skipped: 42
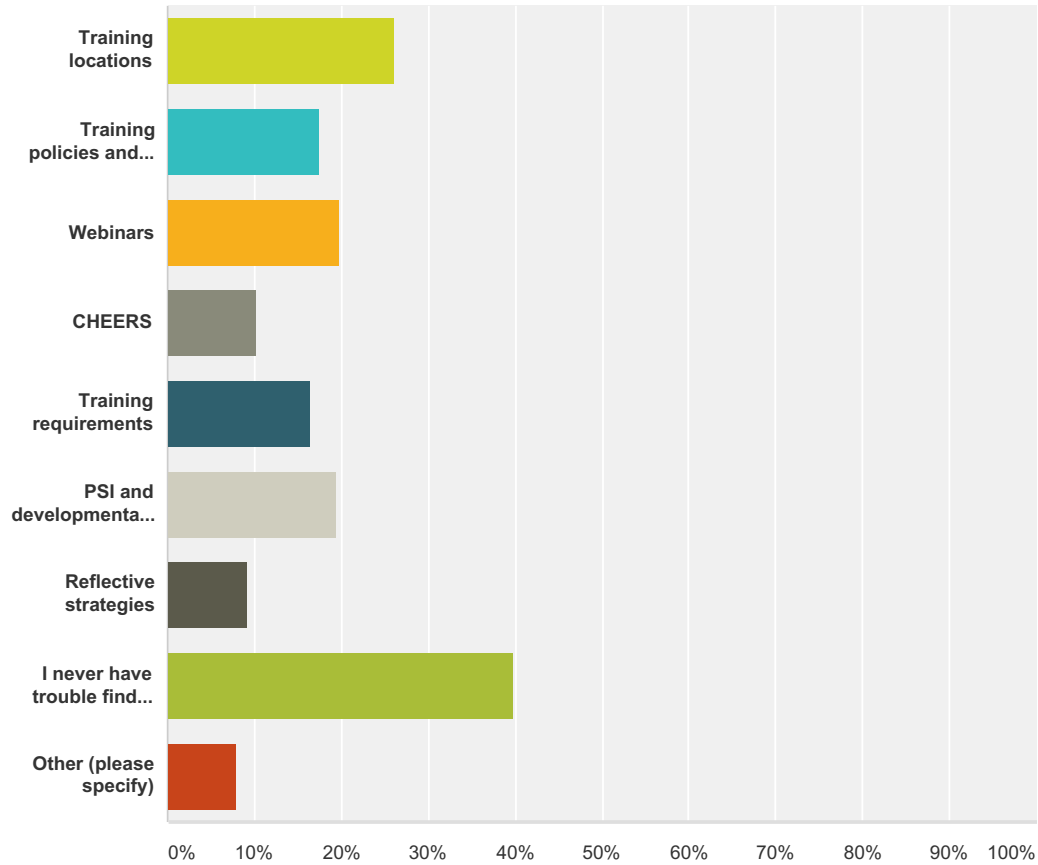
Answer Choices	Responses	
Training locations	**26.14%**	46
Training policies and procedures	**17.61%**	31
Webinars	**19.89%**	35
CHEERS	**10.23%**	18
Training requirements	**16.48%**	29
PSI and developmental trainings	**19.32%**	34
Reflective strategies	**9.09%**	16
I never have trouble finding training materials and information	**39.77%**	70
Other (please specify)	**7.95%**	14
Total Respondents: 176		

#	Other (please specify)	Date

1	Nearest hotel providing government rate and travel information from training site.	6/19/2017 1:46 PM
2	I have not looked for the above information	6/19/2017 12:24 PM
3	My role is as a data manager	6/12/2017 10:23 AM
4	N/A	6/5/2017 9:00 AM
5	NA	5/31/2017 9:16 PM
6	I have just gotten access to the password protected site today so this information was challenging to access.	5/31/2017 2:13 PM
7	n/a as program manager locates training materials	5/31/2017 1:23 PM
8	Forms and samples	5/31/2017 1:16 PM
9	We have these resources available but I haven't located they are difficult to find on the site	5/31/2017 11:45 AM
10	The fact that there are not many trainings offered and they fill up quickly. More trainings need to be offered in order to properly train staff in a timely fashion	5/31/2017 11:29 AM
11	I have not used the new training registration system and do not know what issues may arise	5/30/2017 1:39 PM
12	Web access to the most current manuals handed out at the Core trainings would be helpful.	5/25/2017 1:49 PM
13	none	5/25/2017 10:18 AM
14	Specific trainings on administration of tools such as HOME, Audit-C, HITS, etc	5/25/2017 9:45 AM

Q18 Which of the following would better assist you in accessing training information from the HFNY password protected site?

Answered: 179   Skipped: 39
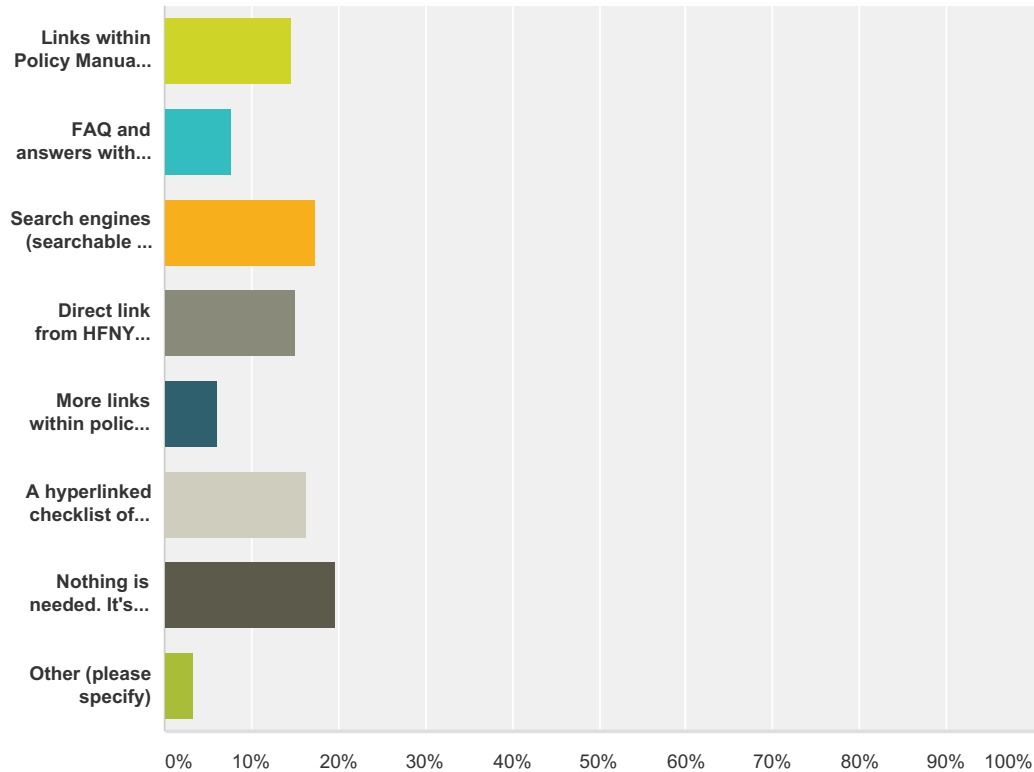
Answer Choices	Responses	
Links within Policy Manual, Best Practice Standards, and MIS reports	**14.53%**	26
FAQ and answers with links to related information	**7.82%**	14
Search engines (searchable key terms and phrases)	**17.32%**	31
Direct link from HFNY password protected site	**15.08%**	27
More links within policy manual, Best Practice Standards, and MIS	**6.15%**	11
A hyperlinked checklist of training requirements and related materials	**16.20%**	29
Nothing is needed. It's good the way it is.	**19.55%**	35
Other (please specify)	**3.35%**	6
Total		**179**

#	Other (please specify)	Date
1	Not sure	6/23/2017 3:13 PM
2	Getting my password straightened out!	6/21/2017 8:53 AM
3	Trainers contact information	6/19/2017 1:46 PM

4	Links within policy manual, BPS, MIS reports and hyperlinked checklist of required training	5/31/2017 1:16 PM
5	Putting it in MIS instead of on the website under a different password than what we use for our own MIS login	5/31/2017 11:29 AM
6	N/A-see previous answer	5/30/2017 1:39 PM

Q19 What parenting information would you like to see in the Resource section of the password protected portion of the HFNY website? (Select any and all answers that apply)

Answered: 177   Skipped: 41
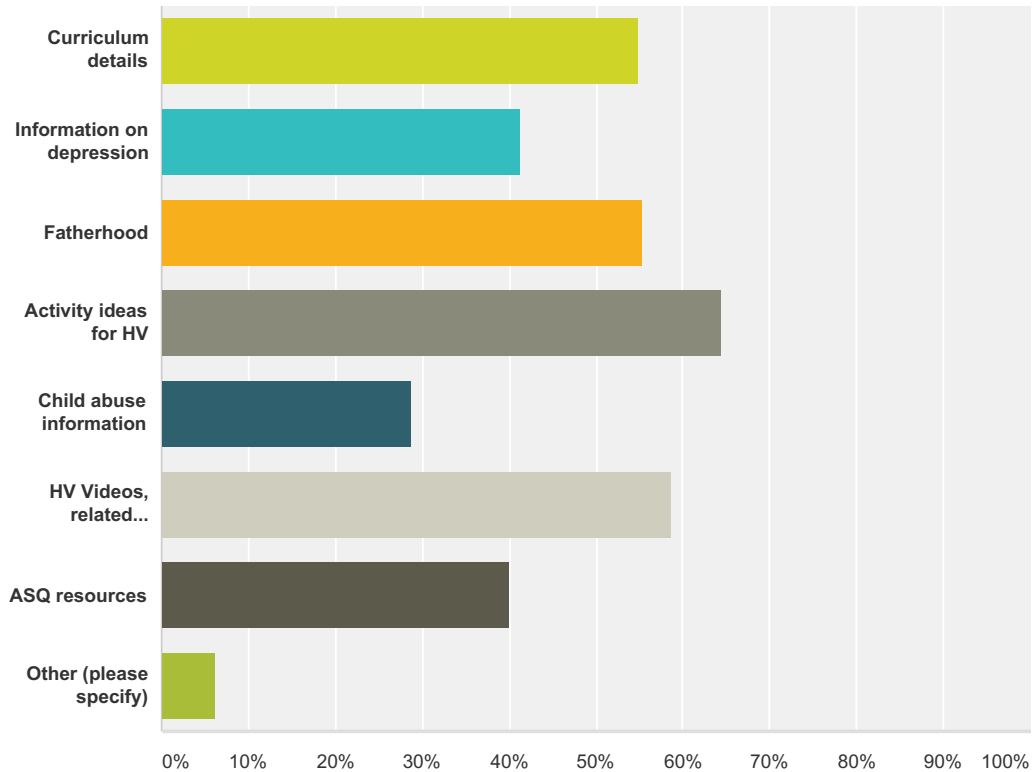
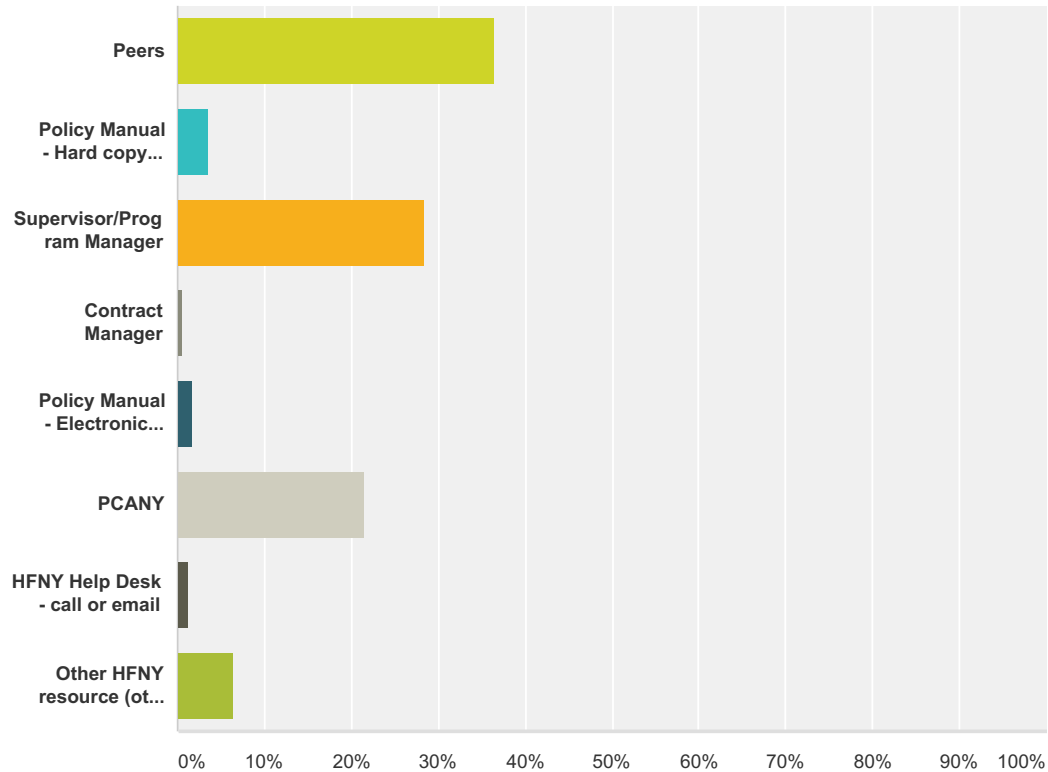| Answer Choices		Responses	
Curriculum details		**54.80%**	97
Information on depression		**41.24%**	73
Fatherhood		**55.37%**	98
Activity ideas for HV		**64.41%**	114
Child abuse information		**28.81%**	51
HV Videos, related websites, pamphlets, other HFA approved materials		**58.76%**	104
ASQ resources		**40.11%**	71
Other (please specify)		**6.21%**	11
Total Respondents: 177			

#	Other (please specify)	Date
1	Info working with families with developmental disabilities	6/21/2017 8:56 AM
2	Availabilty or schedule for curriculum trainings	6/19/2017 1:52 PM

3	Doesn't really apply to my role as a data manager	6/12/2017 10:29 AM
4	Great beginnings curriculum (printable)	5/31/2017 2:17 PM
5	Creative outreach ideas	5/31/2017 11:41 AM
6	More Interactive Activities and Curriculum	5/31/2017 11:32 AM
7	a link to local Healthy Families program for guidance with local resources	5/30/2017 1:47 PM
8	n/a	5/25/2017 11:23 AM
9	ental Health	5/25/2017 10:21 AM
10	parenting journal articles	5/24/2017 8:03 PM
11	About everything	5/24/2017 1:21 PM

Q20 What is your best source for HFNY parenting information (child safety, fatherhood, etc...)?

Answered: 172   Skipped: 46

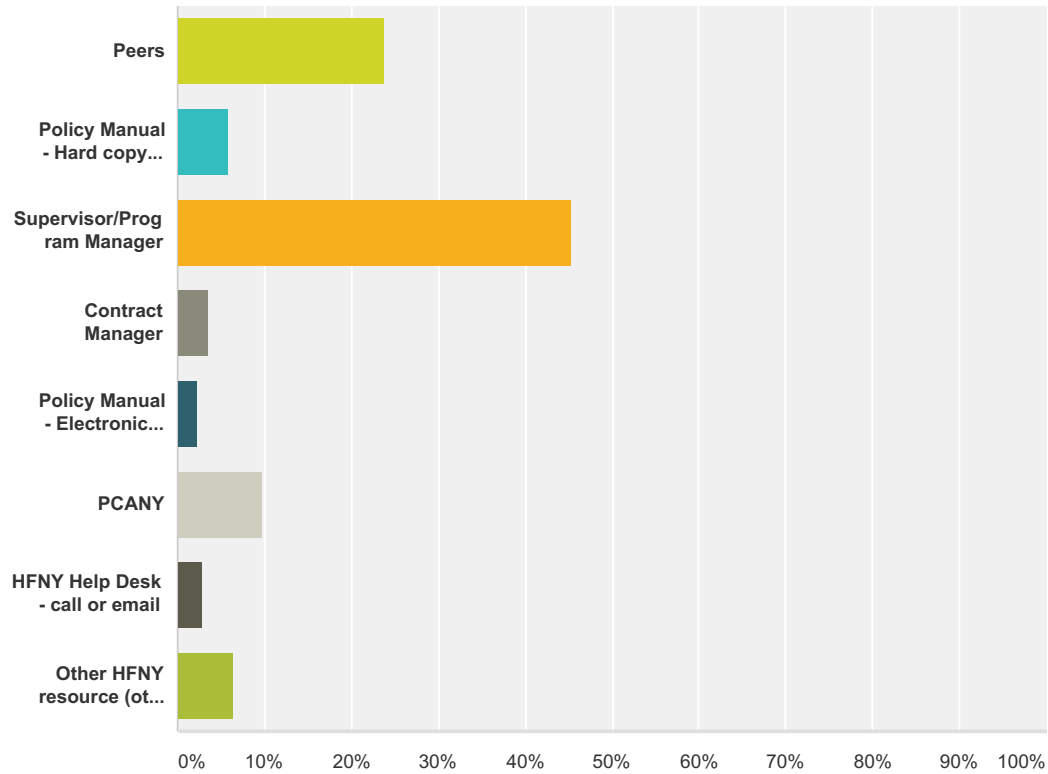| Answer Choices	Responses	
Peers	**36.63%**	63
Policy Manual - Hard copy (paper)	**3.49%**	6
Supervisor/Program Manager	**28.49%**	49
Contract Manager	**0.58%**	1
Policy Manual - Electronic (online)	**1.74%**	3
PCANY	**21.51%**	37
HFNY Help Desk - call or email	**1.16%**	2
Other HFNY resource (other than Help Desk) (please specify)	**6.40%**	11
Total		**172**

#	Other HFNY resource (other than Help Desk) (please specify)	Date
1	I havent traditionally accessed the HFNY website for parenting information. I would do a general web search or access local resources	6/19/2017 1:52 PM
2	our curriculum	6/14/2017 9:07 AM
3	Doesn't really apply to y role as a data manager	6/12/2017 10:29 AM

4	My own research	5/31/2017 2:17 PM
5	CORE training materials	5/31/2017 2:17 PM
6	GGK curriculum and healthychildren.org	5/30/2017 12:54 PM
7	Approved curriculum or credible websites (i.e. that end in .gov or .org)	5/25/2017 1:57 PM
8	Cirriculum	5/25/2017 12:19 PM
9	cirriculum	5/25/2017 10:48 AM
10	Our Curriculum and written materials	5/25/2017 8:58 AM
11	Zero to Three	5/24/2017 8:03 PM

Q21 If you cannot find the parenting resources during your initial search, what is your next resource?

Answered: 172   Skipped: 46

Answer Choices	Responses	
Peers	**23.84%**	41
Policy Manual - Hard copy (paper)	**5.81%**	10
Supervisor/Program Manager	**45.35%**	78
Contract Manager	**3.49%**	6
Policy Manual - Electronic (online)	**2.33%**	4
PCANY	**9.88%**	17
HFNY Help Desk - call or email	**2.91%**	5
Other HFNY resource (other than Help Desk) (please specify)	**6.40%**	11
Total		**172**

#	Other HFNY resource (other than Help Desk) (please specify)	Date
1	Doesn't really apply to m role as a data manager	6/12/2017 10:29 AM
2	web search	6/7/2017 9:30 AM
3	N/A	6/5/2017 9:03 AM
4	Internal hard drive	6/2/2017 4:09 PM

5	the internet	6/1/2017 10:42 AM
6	Curriculum	5/31/2017 9:23 PM
7	Training book from FSW and Supervisor Core Training	5/31/2017 1:35 PM
8	Curriculum	5/31/2017 11:31 AM
9	links from the HFNY website	5/30/2017 1:47 PM
10	I research it on the internet	5/25/2017 8:17 AM
11	on line search	5/24/2017 8:03 PM

Q22 What job function or on-boarding information would you like to see in the Resource section of the password-protected portion of the HFNY website? (select any and all answers that apply)

Answered: 168   Skipped: 50
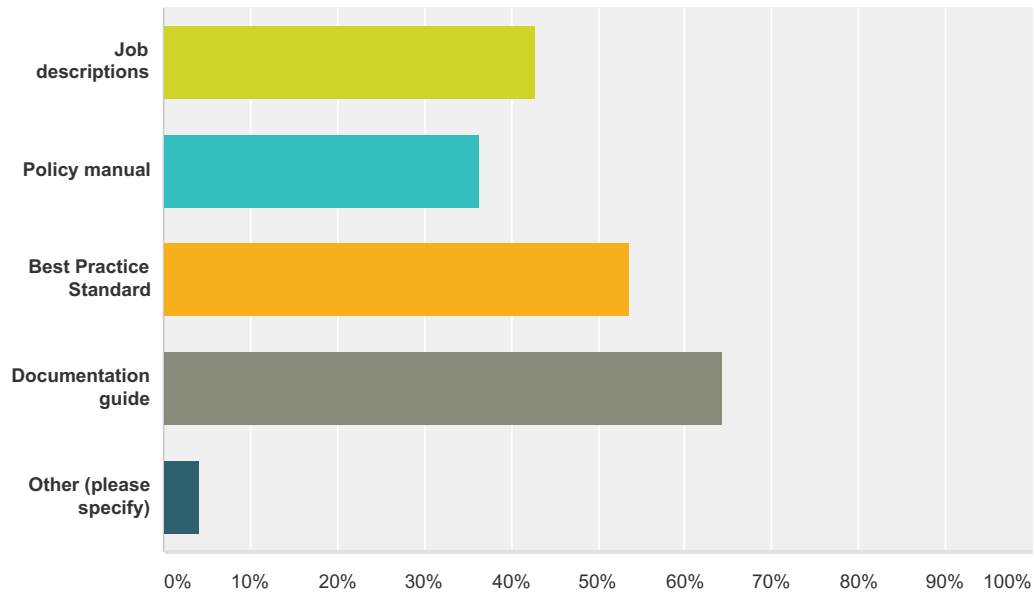
Answer Choices	Responses	
Job descriptions	**42.86%**	72
Policy manual	**36.31%**	61
Best Practice Standard	**53.57%**	90
Documentation guide	**64.29%**	108
Other (please specify)	**4.17%**	7
Total Respondents: 168		

#	Other (please specify)	Date
1	Flow Chart	6/21/2017 5:08 PM
2	My role is as a data manager	6/12/2017 10:29 AM
3	Salary	5/31/2017 9:23 PM
4	All	5/31/2017 2:48 PM
5	MIS reports that support role-specific work	5/31/2017 2:17 PM
6	checklist for onboarding new programs	5/31/2017 1:34 PM
7	standardized quality assurance documents to document observations of home visitors and supervisions	5/30/2017 1:47 PM

Q23 What is your best source for HFNY job/role information?

Answered: 174   Skipped: 44
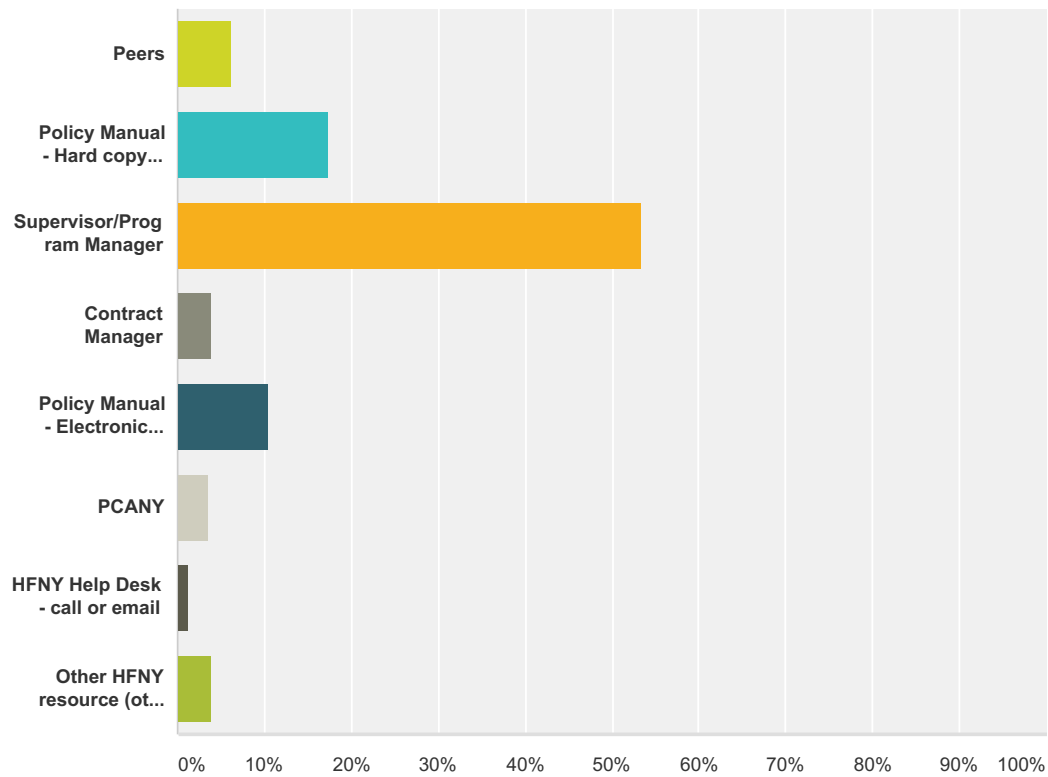
Answer Choices	Responses	
Peers	**6.32%**	11
Policy Manual - Hard copy (paper)	**17.24%**	30
Supervisor/Program Manager	**53.45%**	93
Contract Manager	**4.02%**	7
Policy Manual - Electronic (online)	**10.34%**	18
PCANY	**3.45%**	6
HFNY Help Desk - call or email	**1.15%**	2
Other HFNY resource (other than Help Desk) (please specify)	**4.02%**	7
Total		**174**

#	Other HFNY resource (other than Help Desk) (please specify)	Date
1	HFNY website	5/31/2017 2:17 PM
2	None	5/31/2017 1:28 PM
3	Job description	5/31/2017 11:31 AM
4	Program Manager Orientation Manual	5/30/2017 1:47 PM
5	Core trainings--the manuals have a nice blend of policy and helpful tips/tools/cheat sheets	5/25/2017 1:57 PM

| 6 | HFA BPS | 5/25/2017 1:45 PM |
| 7 | I have not found a best source for this | 5/25/2017 8:57 AM |

Q24 If you cannot find the job/role resources during your initial search, what is your next resource?

Answered: 174   Skipped: 44
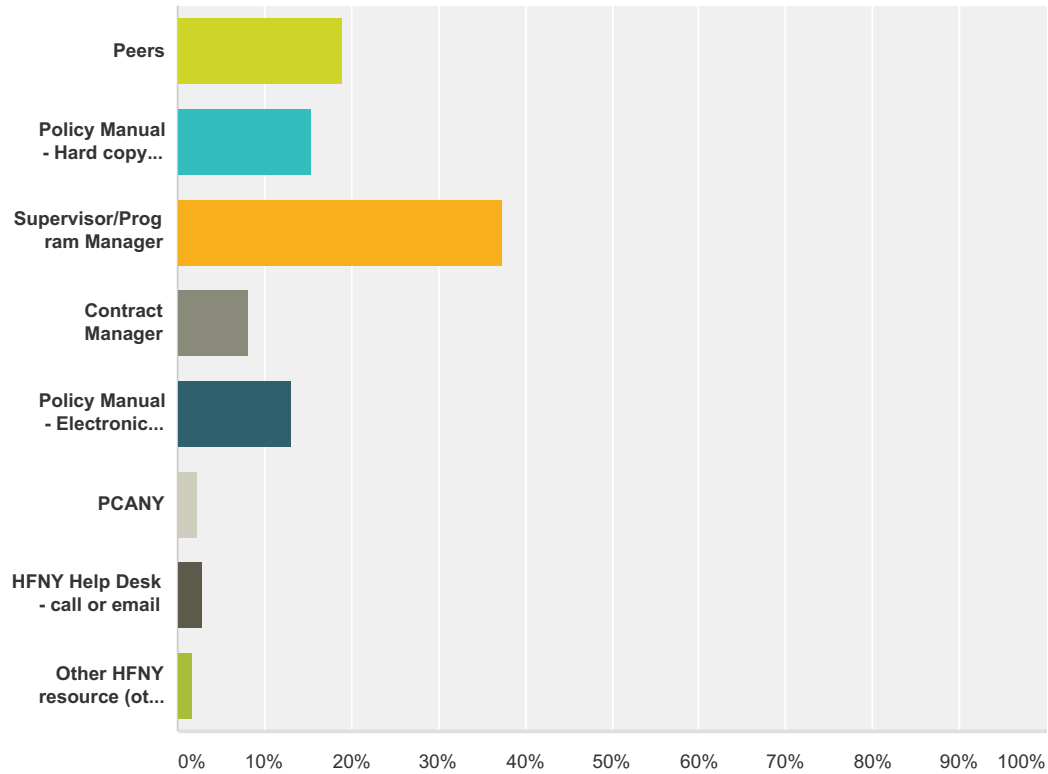
Answer Choices	Responses	
Peers	**18.97%**	33
Policy Manual - Hard copy (paper)	**15.52%**	27
Supervisor/Program Manager	**37.36%**	65
Contract Manager	**8.05%**	14
Policy Manual - Electronic (online)	**13.22%**	23
PCANY	**2.30%**	4
HFNY Help Desk - call or email	**2.87%**	5
Other HFNY resource (other than Help Desk) (please specify)	**1.72%**	3
Total		**174**

#	Other HFNY resource (other than Help Desk) (please specify)	Date
1	HFA website	6/19/2017 1:52 PM
2	MIS	6/2/2017 4:52 PM
3	director of our program	6/2/2017 8:46 AM

Q25 What Resources do you currently have difficulty locating/accessing? (select any and all answers that apply)

Answered: 164   Skipped: 54
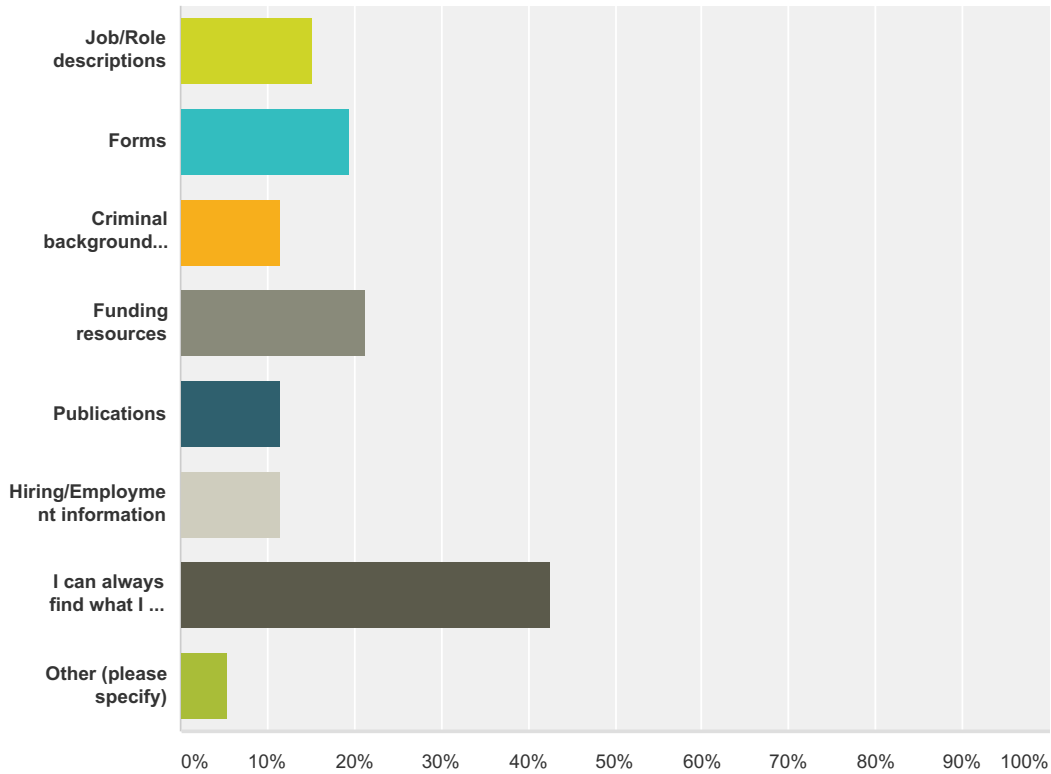
Answer Choices	Responses	
Job/Role descriptions	15.24%	25
Forms	19.51%	32
Criminal background check	11.59%	19
Funding resources	21.34%	35
Publications	11.59%	19
Hiring/Employment information	11.59%	19
I can always find what I am looking for.	42.68%	70
Other (please specify)	5.49%	9
Total Respondents: 164		

#	Other (please specify)	Date
1	i have never had to worry about any of the above	6/23/2017 3:20 PM
2	Trainings	6/21/2017 5:08 PM
3	best practice standards	6/2/2017 8:46 AM
4	no comment	6/1/2017 1:46 PM

5	na	6/1/2017 10:42 AM
6	Training information related to developmental screening and depression screenings	5/25/2017 1:57 PM
7	Location of HF sites in US when families move out of state or similiar programs that can refer families to.	5/25/2017 12:29 PM
8	valuble webinar and trainings	5/25/2017 12:19 PM
9	Resources for families with children over the age of 36 months.	5/25/2017 8:58 AM

Q26 Overall, when considering resources, how can the Healthy Families New York website do a better job in helping you access resources information? (select any and all answers that apply)

Answered: 170   Skipped: 48
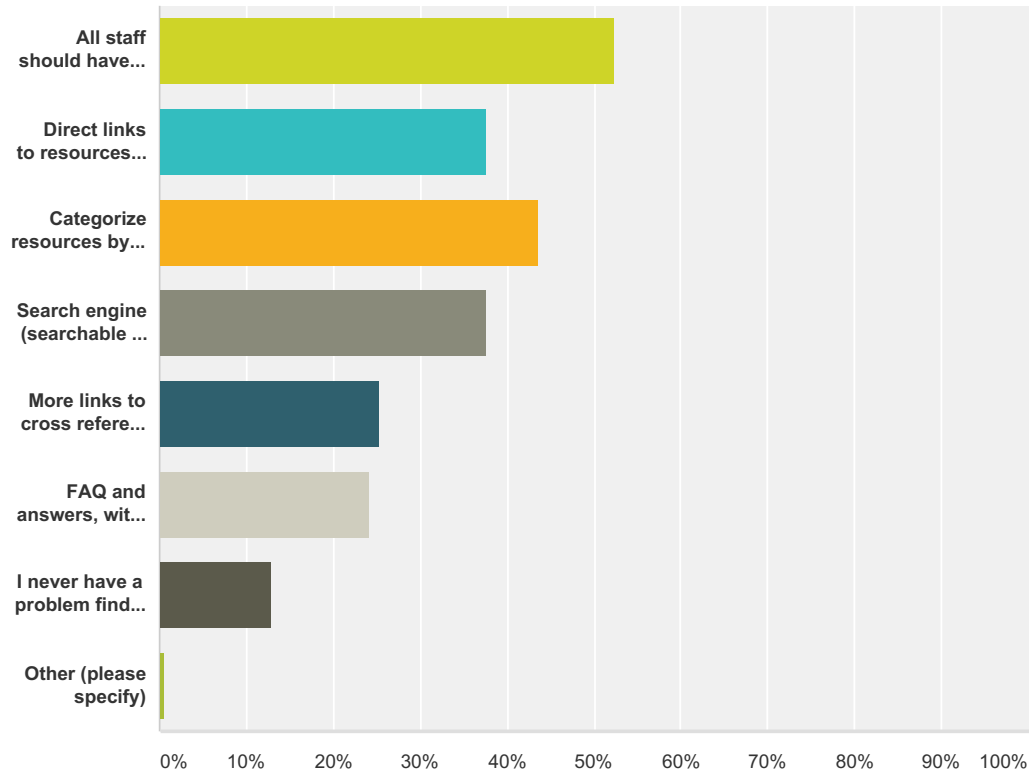
Answer Choices		Responses	
All staff should have access to all resource information		**52.35%**	89
Direct links to resources from the Home Page of the HFNY staff-only website		**37.65%**	64
Categorize resources by type and topic		**43.53%**	74
Search engine (searchable key terms and phrases)		**37.65%**	64
More links to cross reference resources to other pages		**25.29%**	43
FAQ and answers, with links to related information		**24.12%**	41
I never have a problem finding resources. The information is easily accessed.		**12.94%**	22
Other (please specify)		**0.59%**	1
Total Respondents: 170			

#	Other (please specify)	Date
1	All staff and parents should have access to all resources	6/21/2017 7:22 AM

Q27 Which of the following is your best resource for obtaining information about HFNY reports?

Answered: 170   Skipped: 48
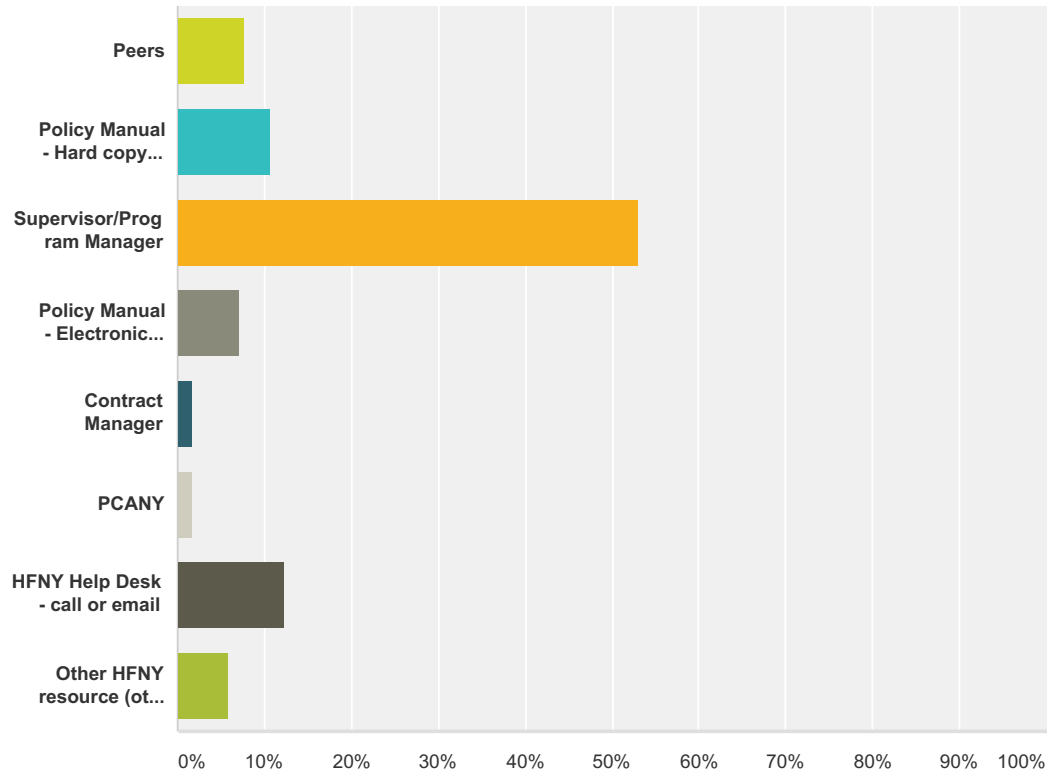
Answer Choices	Responses	
Peers	**7.65%**	13
Policy Manual - Hard copy (paper)	**10.59%**	18
Supervisor/Program Manager	**52.94%**	90
Policy Manual - Electronic (online)	**7.06%**	12
Contract Manager	**1.76%**	3
PCANY	**1.76%**	3
HFNY Help Desk - call or email	**12.35%**	21
Other HFNY resource (other than Help Desk) (please specify)	**5.88%**	10
Total		**170**

#	Other HFNY resource (other than Help Desk) (please specify)	Date
1	MIS	6/2/2017 4:53 PM
2	MIS	5/31/2017 1:27 PM
3	MIS	5/31/2017 1:09 PM
4	MIS	5/31/2017 11:32 AM

5	MIS system	5/31/2017 11:25 AM
6	MIS	5/25/2017 1:47 PM
7	MIS	5/25/2017 11:02 AM
8	MIS	5/25/2017 9:14 AM
9	HFNY website	5/25/2017 8:59 AM
10	I go on the MIS	5/24/2017 8:06 PM

Q28 What information about HFNY reports do you have trouble locating? (select any and all answers that apply)

Answered: 164   Skipped: 54
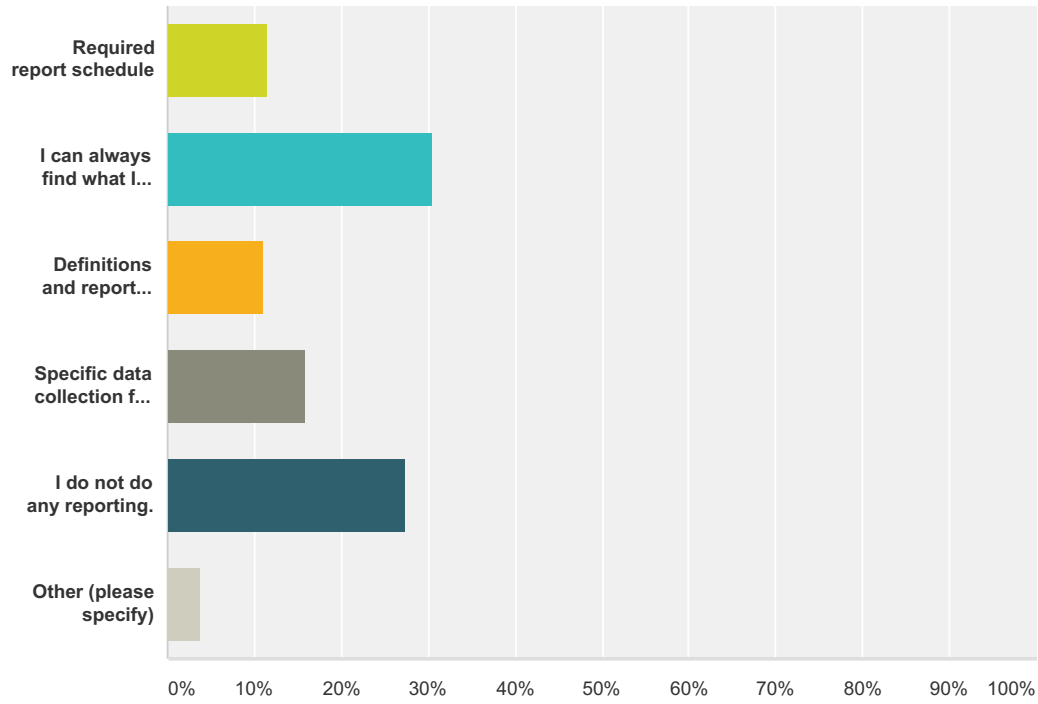
Answer Choices	Responses	
Required report schedule	**11.59%**	19
I can always find what I need regarding HFNY reports.	**30.49%**	50
Definitions and report elements	**10.98%**	18
Specific data collection for reporting requirements	**15.85%**	26
I do not do any reporting.	**27.44%**	45
Other (please specify)	**3.66%**	6
Total		**164**

#	Other (please specify)	Date
1	i don't have to worry about locating reports very often	6/23/2017 3:25 PM
2	I would love a better guide to what information is on a report	6/14/2017 9:08 AM
3	This would only allow me to select one, but I have several-report schedule, definitions and report elements	5/31/2017 1:09 PM
4	Samples of reports done well. (e.g: quarterly, ASR)	5/31/2017 12:09 PM
5	this question did not allow more than one answer--report schedule and definitions and elements and specific elements for data collection for reporting requirements would be good	5/30/2017 1:55 PM
6	Frequently the more current Performance Indicator reports don't display for CA (Yes, I've reported this.)	5/24/2017 8:06 PM

Q29 Where do you look/who do you ask when you cannot find reporting information?

Answered: 166   Skipped: 52
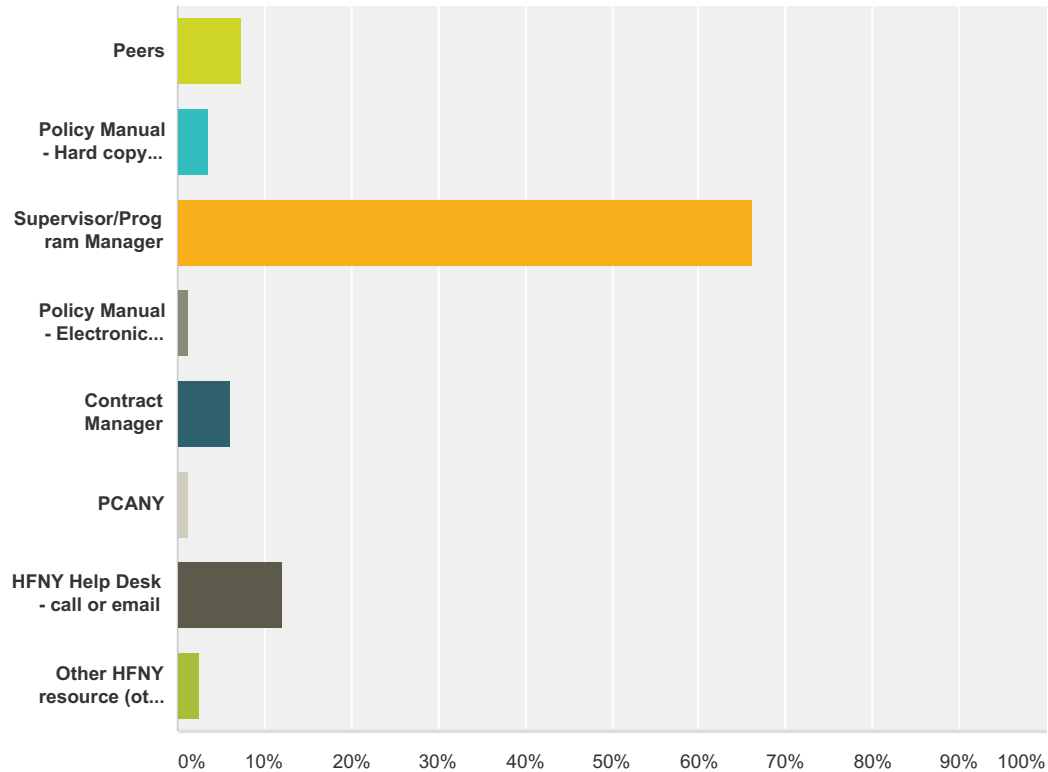
Answer Choices	Responses	
Peers	**7.23%**	12
Policy Manual - Hard copy (paper)	**3.61%**	6
Supervisor/Program Manager	**66.27%**	110
Policy Manual - Electronic (online)	**1.20%**	2
Contract Manager	**6.02%**	10
PCANY	**1.20%**	2
HFNY Help Desk - call or email	**12.05%**	20
Other HFNY resource (other than Help Desk) (please specify)	**2.41%**	4
Total		166

#	Other HFNY resource (other than Help Desk) (please specify)	Date
1	Unsure	6/7/2017 9:31 AM
2	director	6/2/2017 8:48 AM
3	no reporting	5/31/2017 11:18 AM
4	HFNY website	5/25/2017 8:59 AM

Q30 How can the Healthy Families New York website do a better job in helping you access HFNY report information? (select any and all answers that apply)

Answered: 156   Skipped: 62
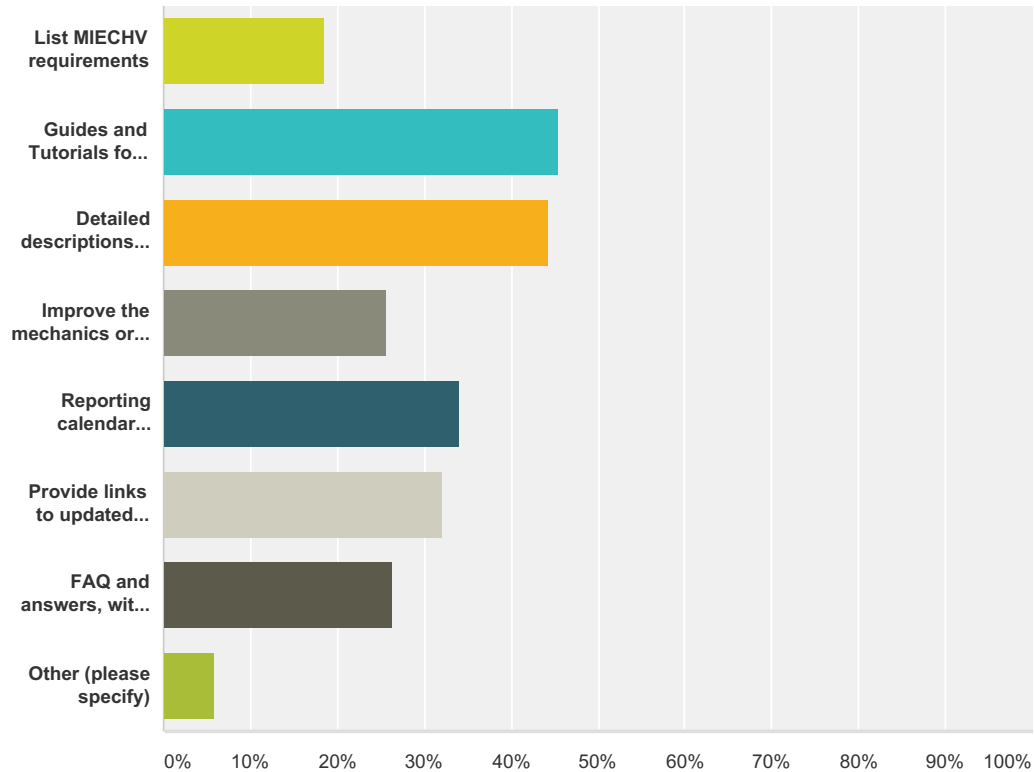
Answer Choices	Responses	
List MIECHV requirements	**18.59%**	29
Guides and Tutorials for new users	**45.51%**	71
Detailed descriptions of reports	**44.23%**	69
Improve the mechanics or functionality of the forms (on the HFNY website)	**25.64%**	40
Reporting calendar deadlines	**33.97%**	53
Provide links to updated reporting guidelines	**32.05%**	50
FAQ and answers, with links to related information	**26.28%**	41
Other (please specify)	**5.77%**	9
Total Respondents: 156		

#	Other (please specify)	Date
1	There is nothing they can do at this point in time	6/23/2017 3:25 PM
2	upload samples of ideal reports w/ comments explainin why its ideal	6/19/2017 1:54 PM
3	n/a	6/13/2017 3:08 PM

4	Unsure	6/7/2017 9:31 AM
5	na	6/1/2017 10:54 AM
6	Show samples of reports/analysis/narratives done correctly.	5/31/2017 12:09 PM
7	Putting it in MIS instead of on the website under a different password than what we use for our own MIS login	5/31/2017 11:32 AM
8	no reporting	5/31/2017 11:18 AM
9	information listed alphabetically on all reports	5/25/2017 10:49 AM

Q31 Please let us know of anything else you think would be beneficial for users of the Healthy Family New York website.

Answered: 15   Skipped: 203

#	Responses	Date
1	Have a TA section for common program struggles. For instance if a lot of programs are struggling with home visiting rates and some programs are successful maybe there could be an idea list around how to improve home visiting rate (or immunization rates or any of the targets and indicators). Maybe a "technical assistance around common program challenges" section. Also, there should be a "New Program Manager" orientation section that gives an overview of all the reports needed and has all the documents like the BPS, HFNY manual, and other pertinent information.	6/13/2017 3:08 PM
2	n/a	6/5/2017 9:28 AM
3	Entering information in the program should be allowed at any stage and should be able to save information entered even if only partial information is available. Also, should be able to go back and edit information, such as errors in date of birth, address, spelling of names, etc.	6/5/2017 8:14 AM
4	Uniform notification of how to access the password protected portion of the website, today was the first time I accessed this section because I did not previously know the password.	5/31/2017 2:19 PM
5	This survey was too long and seemed to ask the same questions over and over	5/31/2017 11:59 AM
6	Including more local resources and activities in relation to the area being serviced.	5/31/2017 11:35 AM
7	Give FSW's more time to be able to actually use the resources you are creating. With 15 to 17 HV's a week, plus narratives that take 45 min minimum per family, on top of state paperwork, entering data, plus travel, prep time, staff meetings, supervisor meetings etc, there is not time to browse and use all these resources you are working on.	5/30/2017 3:14 PM
8	It is quite functional in general with a really customer-friendly appearance; the most striking attribute I appreciate is the way the services are described- the language used is non-judgmental and invitational (just like our services); both potential participants and potential partners are invited to be a part of HFNY!	5/30/2017 1:55 PM
9	required training ticklers/calendar so you can keep track of when the training is due and how long the person has to complete said training.	5/30/2017 9:41 AM
10	--	5/25/2017 2:01 PM
11	A possible training on using the website as a resource.	5/25/2017 11:44 AM
12	Please make it user friendly and easily accessable. Thank you	5/25/2017 11:02 AM
13	Keep up the great work!	5/25/2017 9:50 AM
14	I feel when staff has been here for more than 3-5years, and training for there position has been updated or new information is requested that staff should be given that training. As the advance training days only focus on certain things not all of the new updated forms, or thoughts behind the new ways of forms or what is being asked to be included in the forms.	5/25/2017 8:20 AM
15	A search bar would be nice for folks to be able to identify the issue of the Link they are looking for. For example, there are shorter pieces on practice and research that don't pertain to the exact title/theme.	5/24/2017 8:06 PM