The Effectiveness of a Family Service Center as Evaluated by the Clients Served

Sue T. Burnett

Follow this and additional works at: https://falconcommons.utpb.edu/utpb-edu

Part of the Community-Based Research Commons, Counseling Commons, and the Social Welfare Commons
THE EFFECTIVENESS OF A FAMILY SERVICE CENTER

AS EVALUATED BY THE CLIENTS SERVED

APPROVED BY SUPERVISORY COMMITTEE:

[Signatures]
THE EFFECTIVENESS OF A FAMILY SERVICE CENTER
AS EVALUATED BY THE CLIENTS SERVED

Sue T. Burnett

University of Texas of the Permian Basin,
Odessa Texas
THE EFFECTIVENESS OF A FAMILY SERVICE CENTER
AS EVALUATED BY THE CLIENTS SERVED

Sue T. Burnett

University of Texas of the Permian Basin,
Odessa, Texas

Abstract
The purpose of this study was to determine the effectiveness of a small family counseling center as evaluated by the clients themselves. A questionnaire, designed and used by the National Family Service Association of America in 1970, was utilized as the measure for evaluation. A total of 46 clients comprised the sample group representing 25% of the population receiving questionnaires. Descriptive case data were collected and analyzed on the total population and compared to the sample. Results showed a marked deficiency in the number of minority and low-income groups both in requesting services and responding to the questionnaire. Agency services were reported as positive in effecting change for the better in a majority of the sample and their families. Findings from this survey aided significantly in planning for future development of the agency.