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

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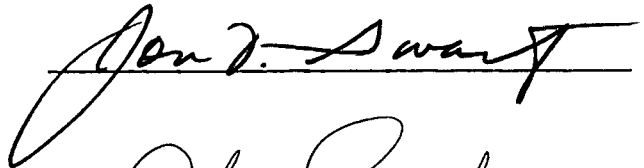
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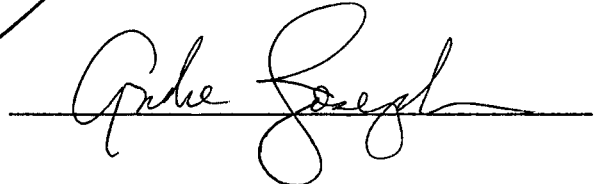
THE EFFECTIVENESS OF A FAMILY SERVICE CENTER  
AS EVALUATED BY THE CLIENTS SERVED

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Chairman







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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.