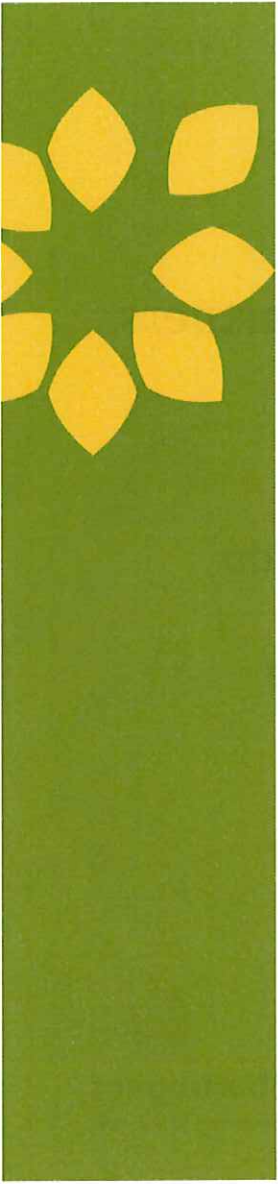


NeighborImpact Client Assessment



Presented to the Board of Directors, January 2017

Author, Sandra Visnack, Director of Communications



NeighborImpact Agency Assessment 2016 Results



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Agency Assessment Timeline

- Original assessment developed September through October 2015
 - 2016 added and edited a few program assessments, but, generally, same assessment as 2015
- Changes to Assessment for 2016
 - Expanded Weatherization and HomeSource assessments to collect assessments throughout the entire calendar year
 - Offered all assessments in English and Spanish for all programs
 - Added Lending assessment
- Other program assessments began November 2016
 - Head Start conducted survey in spring 2016 as a requirement of HS Grant
- Surveying completed December 2016
 - Dates varied by department
- Results were compiled and analyzed and report provided to Management Team



Agency Assessment Implementation

- Surveys were set up online via Survey Monkey
- Each manager was provided links to the online surveys as well as paper surveys
- Each Manager or Director in charge of distribution and collection of surveys



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General Agency Assessment Outcome

- NeighborImpact is perceived as a positive, recognizable community organization
- Staff members are considered to be fair, professional, and courteous
- The majority of assessment participants heard of NeighborImpact via “Recommendation from a friend” or by word of mouth
- Most prefer to get their information about NeighborImpact or a specific program electronically:
 - Social Media
 - Website
 - Email/Newsletter



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Survey Results

Child Care Resources - Providers

- Child Care Resources (CCR) utilized the Survey Monkey online tool with 101 providers participating in the assessment
- 78% prefer to get their information about CCR from an email newsletter
 - Likely because CCR sends out a monthly newsletter
- 38% also prefer to get their information about CCR from the NeighborImpact Website
- 37% referred to CCR from a ***Friend***
- 27% referred via ***Other Agency Referral***
- 95% of providers said that NeighborImpact is a ***Recognizable*** organization in the community
- 59% ***Always*** feel that CCR Staff follows through with their commitments
- 38% ***Generally*** feel that CCR Staff follows through with their commitments



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Survey Results Weatherization

- Paper surveys were utilized for this assessment
- 50 Weatherization clients participated
- 100% of clients stated the Energy Education class taken was **Informative and Helpful**
- 85% installed the Energy Conservation Materials they received in their homes
- 100% of those surveyed were **Satisfied** with the Home Improvement Services Provided
- 90% stated that the contractors NeighborImpact sent to work on their homes were **Always** professional and courteous.
 - 10% said contractors **Generally**



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Survey Results

Housing Stabilization

- Housing Stabilization utilized both paper surveys and the Survey Monkey online tool for this assessment
- 3 clients participated in the survey
 - Down from 19 in 2015
- 95% felt that NeighborImpact staff **Always** followed through with their commitments
- 100% thought NeighborImpact is a **recognizable** organization in the community
- 100% stated NeighborImpact staff is **Always** professional and courteous.
- Most prefer to get information electronically
 - email newsletter, social media, website, search engine, etc.
- 2 additional client from Nancy's House completed a survey



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Survey Results Lending

- 10 clients responded
- 100% of clients surveyed said that they would **Recommend** the NeighborImpact Lending Program to a friend or family member in a similar situation
- 60% **Agree** (40% **Strongly Agree**) that the loan process was easy to get through
- 90% thought that NeighborImpact staff **Always** followed through with their commitments
- 80% stated the NeighborImpact Staff **Responded Quickly** to the clients' needs



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NeighborImpact Vision Progress



Conducted 2017

Four Separate Sessions:

Senior Management, Program Management, Front Line Supervisors, Board of Directors

In 2014, the NeighborImpact board of directors adopted a Vision document identifying 11 goals to be achieved by 2024. In preparation for the strategic planning process, individuals throughout the organization were asked to identify on a 1-10 scale (with 1 being lowest) the agency's progress toward attainment of the vision. A total of 43 individuals were surveyed. The responses of the four interview panels were averaged, and then an average of averages was taken to determine a final progress score in each area. The board of directors was presented with the resulting data at a meeting October 9, 2017 and presented with an exercise around the question, "What it would require to move the score one point higher?" Director feedback was then incorporated into the draft strategic plan, for further review and discussion.

	The region's leading organization for providing food, energy assistance and emergency housing to those in need.	The region's leading provider of preschool readiness for children and families living in poverty.	The region's leading sponsor of homeownership counseling and related services, including financial coaching and lending activity.	Known as a change agent promoting not just resource availability but also opportunities for self empowerment.	A valued service delivery partner of federal, state and local government and other nonprofits, regional and statewide.	The leading resource for information and expertise regarding the presence of poverty in Central Oregon and needed strategies and inputs to alleviate it	Recognized as an agency which provides services across the income spectrum, not just to low-income households.	Physically present and robust in service delivery in all three Central Oregon counties and region's six major cities.	A community-supported organization, receiving at least 10 percent of its annual operating funding from individual donors, foundations and corporate support.	Recognized as a preferred employer.	Recognized as a financially responsible steward of public and private resources.
Team Summary											
E1 (Directors)	8.8	9.4	8.1	6.4	7.6	7.6	6.3	6.6	7.4	7.4	8.8
E2 (Program Manager)	7.6	7.5	7.0	6.0	7.2	6.6	4.9	6.3	6.0	6.9	7.9
E3 (Front line Supervisor)	8.0	9.0	8.0	7.0	9.0	7.0	7.0	7.0	8.0	8.0	9.0
Board	8.3	8.8	8.1	7.3	9.2	8.2	6.7	7.6	8.8	8.2	9.4
Score (Average of Averages)	8.2	8.7	7.8	6.7	8.3	7.4	6.2	6.9	7.5	7.6	8.8



NeighborImpact Head Start 5-Year Plan

Adopted by the Policy Council and Board of Directors, August-September 2015

Program Goal 1: Children Are Ready

All children living in poverty receive high quality, comprehensive early learning services essential for overall growth and school readiness.

Long Term Goal 1: Early Head Start will be available in Crook and Deschutes Counties.

Objective A: By 2020, a minimum of 16 children, age's birth to three, will be served by an Early Head Start program in Crook and Deschutes Counties.

Impact: Increased number of infants and toddlers will have access to Early Head Start.

Measurement of Progress Data: Year One – completed plan for conversion; Year Two – approval from board and policy council for conversion of preschool slots; Year Three – full enrollment based on plan and at least six months of operation; Year Four – successful program review; Year Five – included in refunding proposal for next five year grant period.

	Strategies/Action	Who	Resources
FY 16	Research and create plan for conversion of preschool slots to EHS slots; selecting center and model.	Management team	Time
FY 17	Work with policy council, board, staff and community to create acceptance of conversion, unless funding opportunity for EHS emerges. Submit proposal to Region X.	Director, Assoc. Director	Time
FY 17	Begin start-up processes: purchasing materials & furniture; training leadership staff; recruiting EHS staff	Management Team	
FY 18	Recruit families and begin program	EHS Coordinator	
FY 19	Fully implement the EHS program with compliance	Management Team	
FY 20	Integrate EHS into five year grant for 2020-2025	Leadership Team	

Long Term Goal 2: All classrooms will demonstrate a consistent level of instructional quality that supports children to achieve their maximum potential.

Objective A. 100% of all classroom instructional teams will implement the Creative Curriculum (CC) and Positive Behavior Interventions & Supports (PBIS) with fidelity by 2020.

Impact: High quality instruction as measured by CLASS and Creative Curriculum Checklist.

Measurement of Progress & Data: Measurement tools will include TS Gold child developmental indicator reports; Annual CLASS scores; and Creative Curriculum Checklist.

	Strategies/Action	Who	Resources
FY 16	Reorganize program to ensure Site Coordinators are onsite to support coaching and training on PBIS Strategies at site	Director, Assoc. Dir	Time
FY 16	Provide PBIS training for new Site Coordinators and new teaching staff	Inclusion Coord, Ed team	Time
FY 16	All teacher advocates and assistant teachers will be trained on Teaching Strategies GOLD and Creative Curriculum	Education Team	Time
FY 17	Continue deeper training in PBIS for experienced teachers; include PBIS in new classroom staff training.	Assoc. Dir, Ed Team	Time/Ed Team

Program Goal #2: Families are Ready

Families engage productively with their community, their child's school, and pursue their financial stability goals.

Long Term Goal 3: Families demonstrate personal growth through achievement of goals they set for their family.

Objective A: By 2020, family goals will be connected to the seven outcome areas of the Parent Family & Community Engagement (PFCE) framework.

Impact: Families exit Head Start reporting increased confidence and skills to advocate for their children, to access resources, and to increase their financial stability goals.

Measurement of Progress & Data: Annual Parent Survey

	Strategies/Action	Who	Resources
FY 16	Link each area of the Family Assessment (FA) to all areas PCFE	FCE Coord. , Site staff	Time
FY 16	Increase by 5% families that have goals in financial stability over fiscal year 15.	FCE Coord. , Site Staff	Time
FY 16	Develop and implement with NeighborImpact Home Source Department Financial Fitness Trainings for Head Start Parents/Guardians, track number of parents attending	FCE Coord. , Site Staff	Time
FY 17-19	Increase by 5% each year the amount of parents/guardians that attend financial fitness trainings	FCE Coord. , Site Staff, Home Source	Time
FY 20	Maintain and/or increase parent/guardian attending financial fitness training	FCE Coord. Site Staff, Home Source	Time

Objective B: By 2020, all family goals are measurable and reportable through a data system that aggregates the scores and produces reports at least three times per year.

Impact: Families receive individualized services that are concrete and measurable.

Measurement of Progress & Data: Child Plus Reports

	Strategies/Action	Who	Resources
FY 16	The Family Assessment will be entered into child plus and tracked	FCE Coord. and Record Keeping Technician	Time Training, Staff, \$ for Technical Assistance for CP
FY 17	Family Partnership Agreements (FPA) will be entered and tracked in Child Plus		
FY 17	Work with Child Plus to develop a report to pull data around FPA's that are entered		
FY 19	Full implementation of measurable family goals.		

Objective C: 90% of families with children identified as needing follow up for vision and hearing will follow through with the referrals with their medical provider within six months.

Outcome: Children's health outcomes improve due to receiving appropriate treatment.

Measurement of Progress & Data: PIR monthly reports

Outcome/Impact: High quality services that are 100% compliant with regulations are maintained.			
Measurement of Progress & Data: Increased school readiness and family engagement data.			
	Strategies/Action	Who	Resources
FY 16	Implement a revised organizational structure that reduces management costs and provides efficiency at the site level.	Management Team	Time
FY 16	Implement new supply ordering process to be more streamlined and cost effective	Admin. Support, Assoc. Director and Ed team	Time/Organization
FY 17	Review and revise current staffing model for program to be more efficient.	Management Staff	Possible Facilitator
FY 18	Continue to seek other cost cutting options with the purpose of increasing salaries and increasing staff retention.	Director, Assoc. Director	Time, Creativity

Long Term Goal 5: All technology will be of good quality, meeting minimum industry standards.			
Objective A: By 2020, all centers will have remote access to trainings delivered.			
Outcome: Reduced travel costs and time in travel; increased productivity.			
Measurement of Progress & Data: tracking of # of long distance trainings/meetings held.			
	Strategies/Action	Who	Resources
FY 16	Secure, high speed wireless connection hubs will be installed in all classrooms	IT	\$800.00/ctr
FY 17	Train 2 staff in each center to facilitate long distance learning and be super users in child plus and GOLD.	IT, Ed Team	Time
FY 18	Criteria for determining use of long distance training/meetings versus in –person will be developed.	Assoc. Director	Time
FY 19	Full implementation of long distance meetings/trainings.	Management Team	Technology