Talk to Us:

CEO's Journey to Listen and Respond to Participant Feedback

Brad Dudding
COO
Center for Employment Opportunities
@BradDudding

Meet Luis,
CEO Participant

Formerly Incarcerated

Unemployed

Looking for Work

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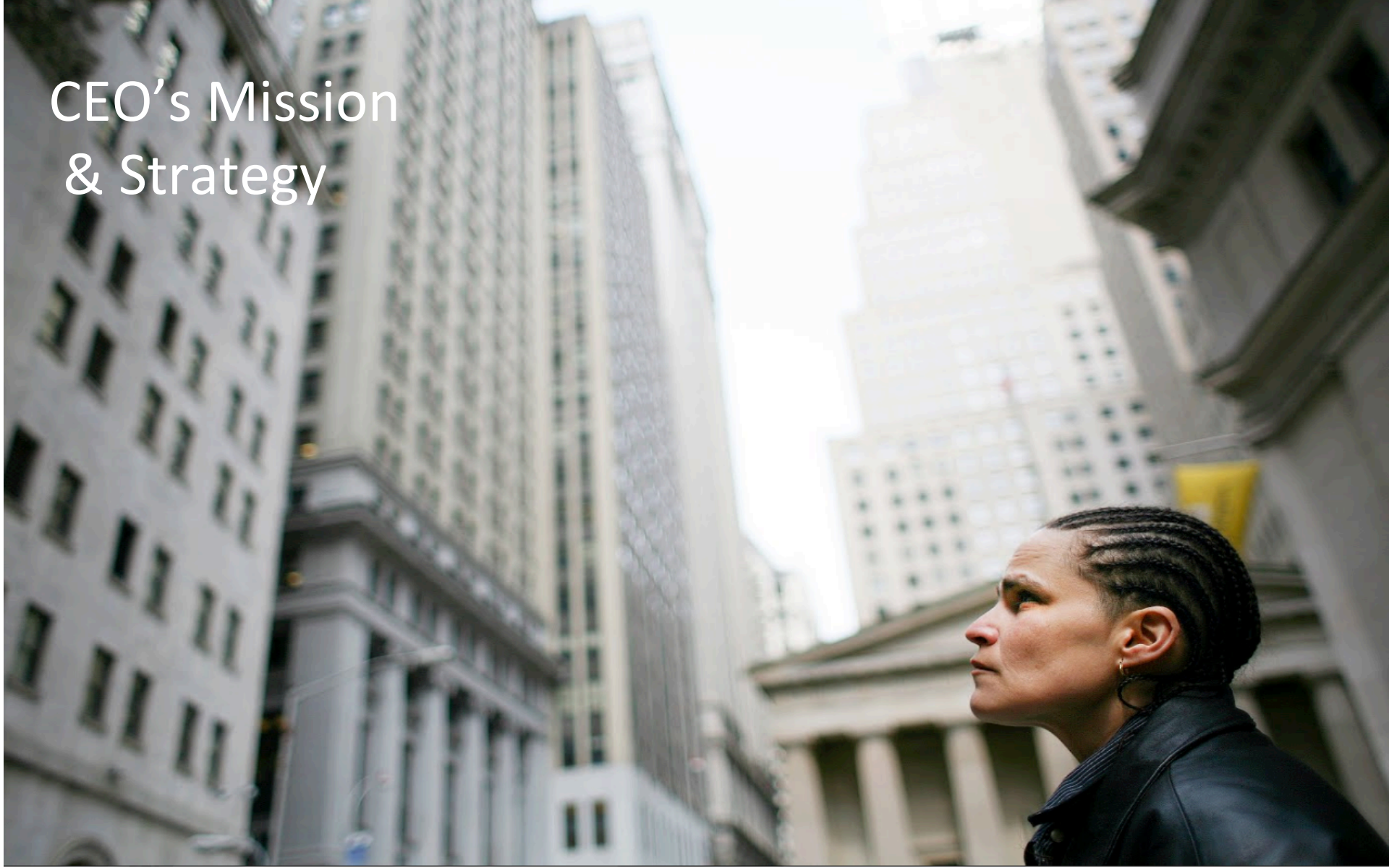
change that works

CEO’s Mission & Strategy



CEO's Model: 4 Steps that Work

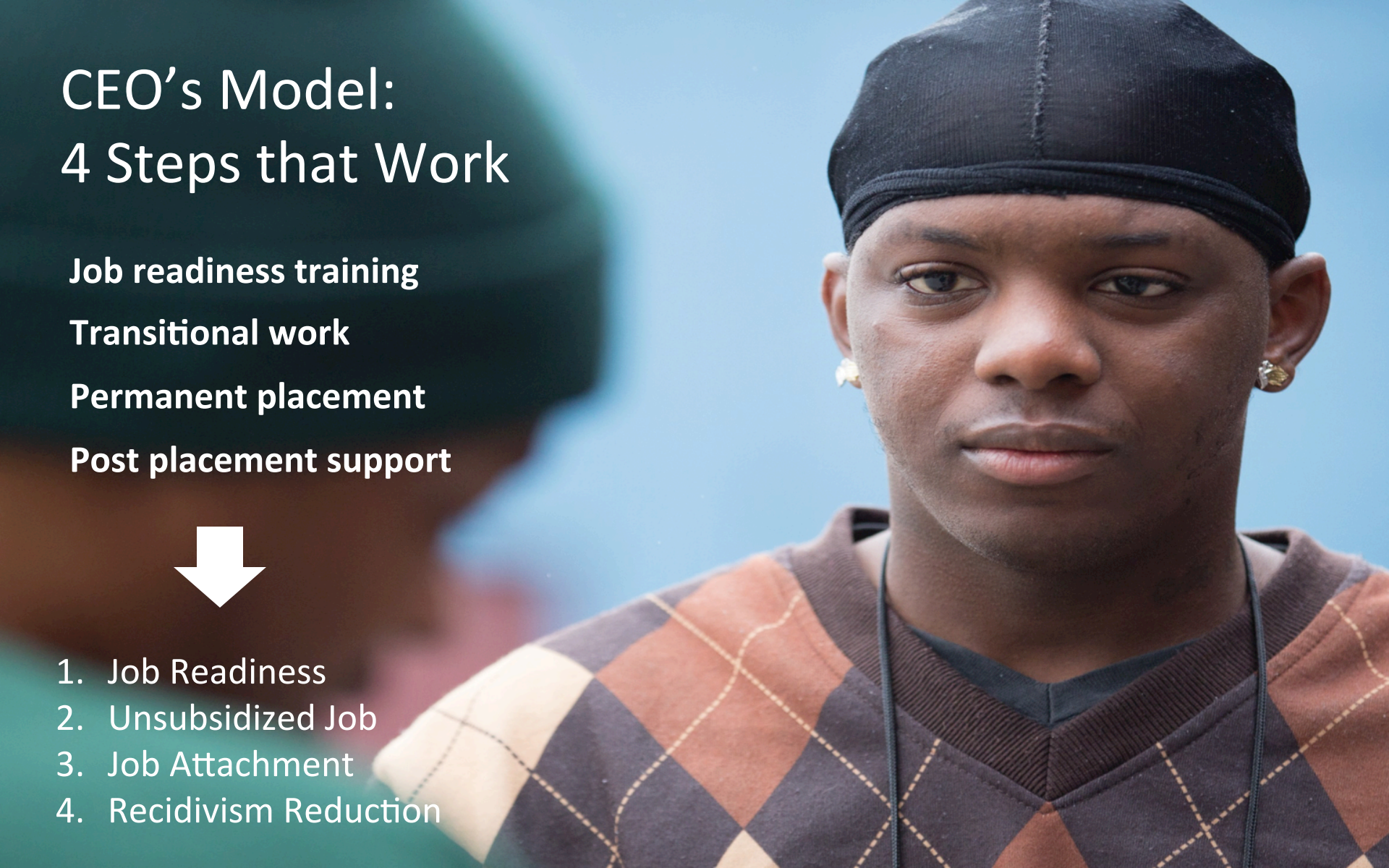
Job readiness training

Transitional work

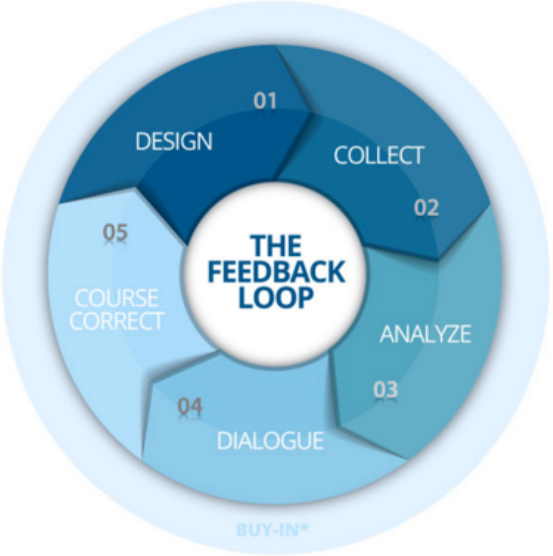
Permanent placement

Post placement support

1. Job Readiness
2. Unsubsidized Job
3. Job Attachment
4. Recidivism Reduction



Constituent Voice



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The Operational Challenge

CEO's Participant Feedback System

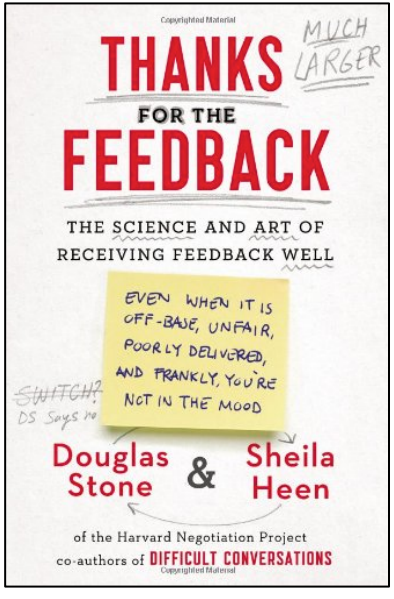
SMS Text Surveys

Focus Groups

1 on 1

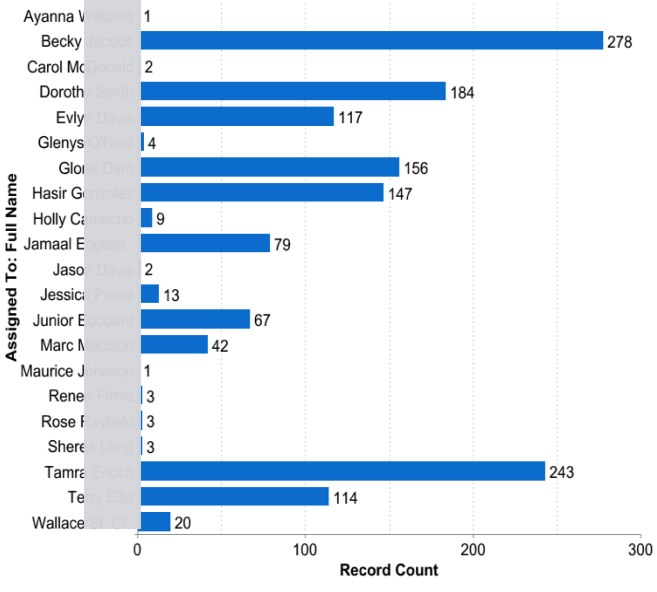
Anonymous Tablet Survey

Deliberate Feedback Practice



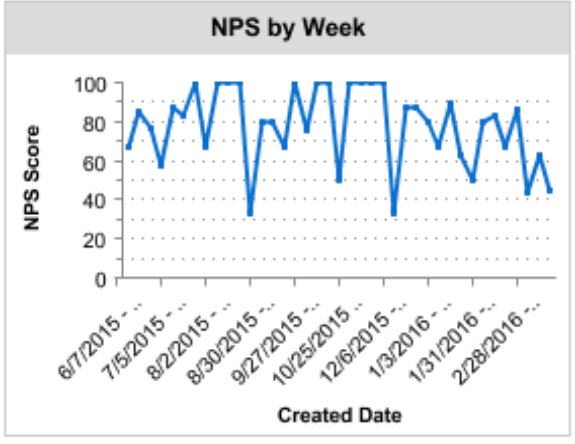
Staff training

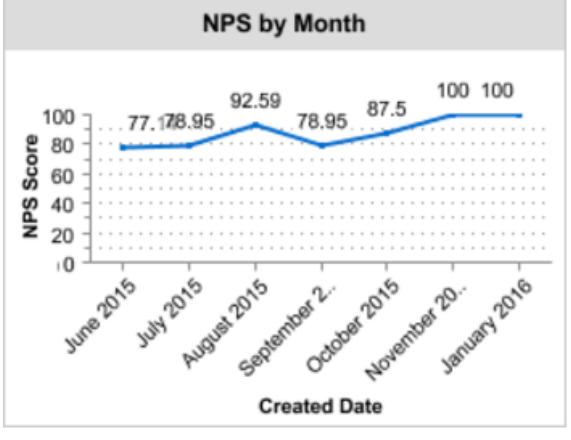
1:1 feedback

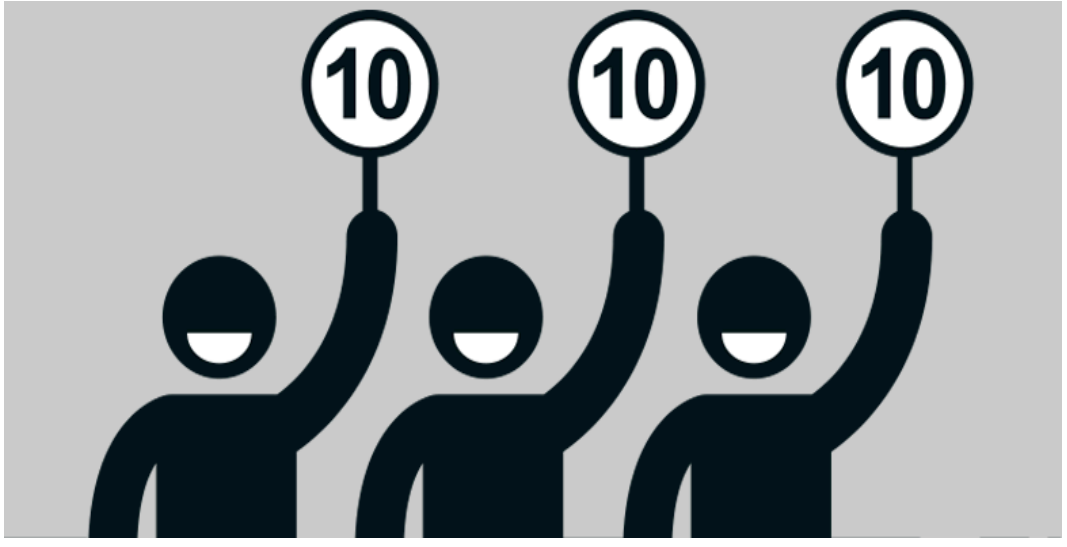


Documentation in case notes

We Got High Scores

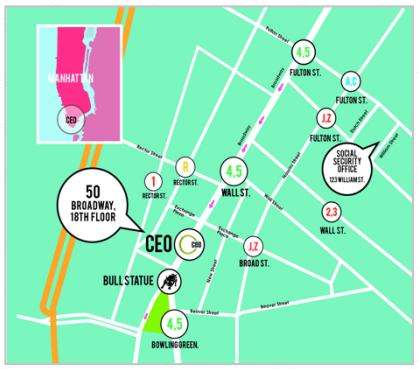


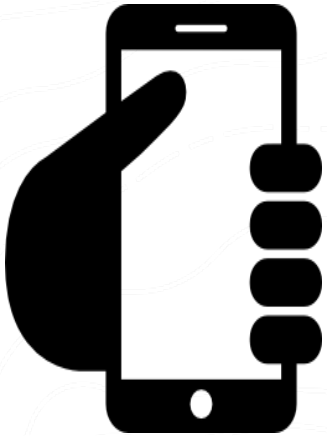




Close the Loop

What Did We Do With the Feedback?





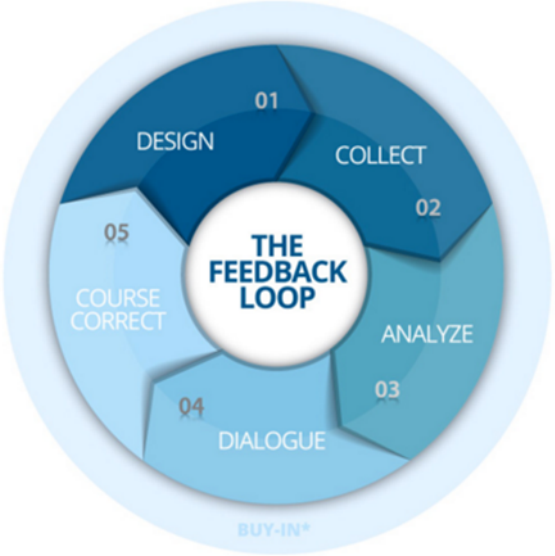
Later Start Time

Better Directions

Easier Communication

Anonymous Surveys

Closing the Loop with Luis



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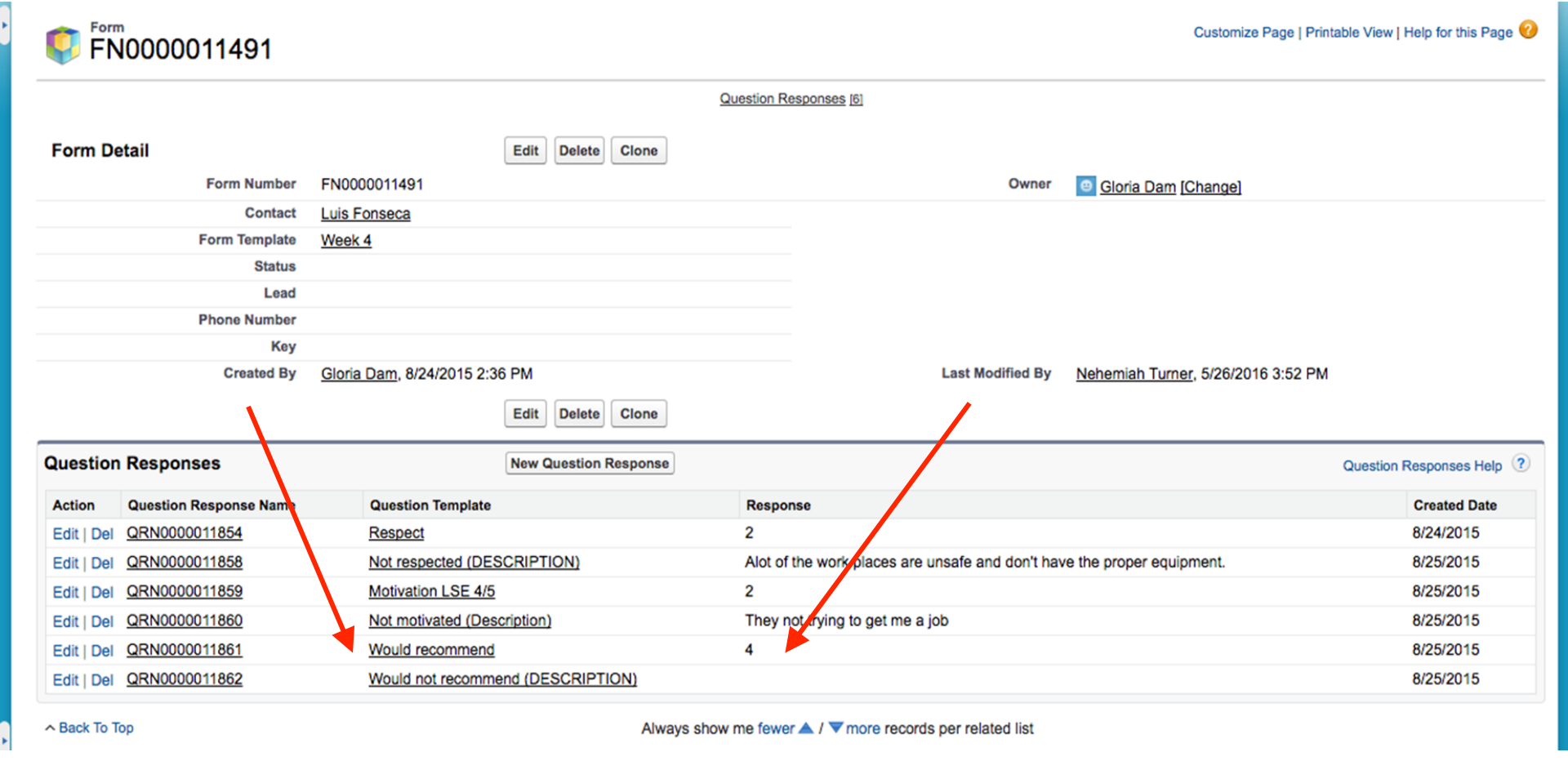
Luis's SMS Feedback



Form
FN0000011491

Customize Page | Printable View | Help for this Page

Question Responses [6]

Form Detail Edit Delete Clone

Form Number	FN0000011491	Owner	Gloria Dam [Change]
Contact	Luis Fonseca		
Form Template	Week 4		
Status			
Lead			
Phone Number			
Key			
Created By	Gloria Dam, 8/24/2015 2:36 PM	Last Modified By	Nehemiah Turner, 5/26/2016 3:52 PM

Edit Delete Clone

Question Responses New Question Response — Question Responses Help

Action	Question Response Name	Question Template	Response	Created Date
Edit | Del	QRN0000011854	Respect	2	8/24/2015
Edit | Del	QRN0000011858	Not respected (DESCRIPTION)	Alot of the work places are unsafe and don't have the proper equipment.	8/25/2015
Edit | Del	QRN0000011859	Motivation LSE 4/5	2	8/25/2015
Edit | Del	QRN0000011860	Not motivated (Description)	They not trying to get me a job	8/25/2015
Edit | Del	QRN0000011861	Would recommend	4	8/25/2015
Edit | Del	QRN0000011862	Would not recommend (DESCRIPTION)		8/25/2015

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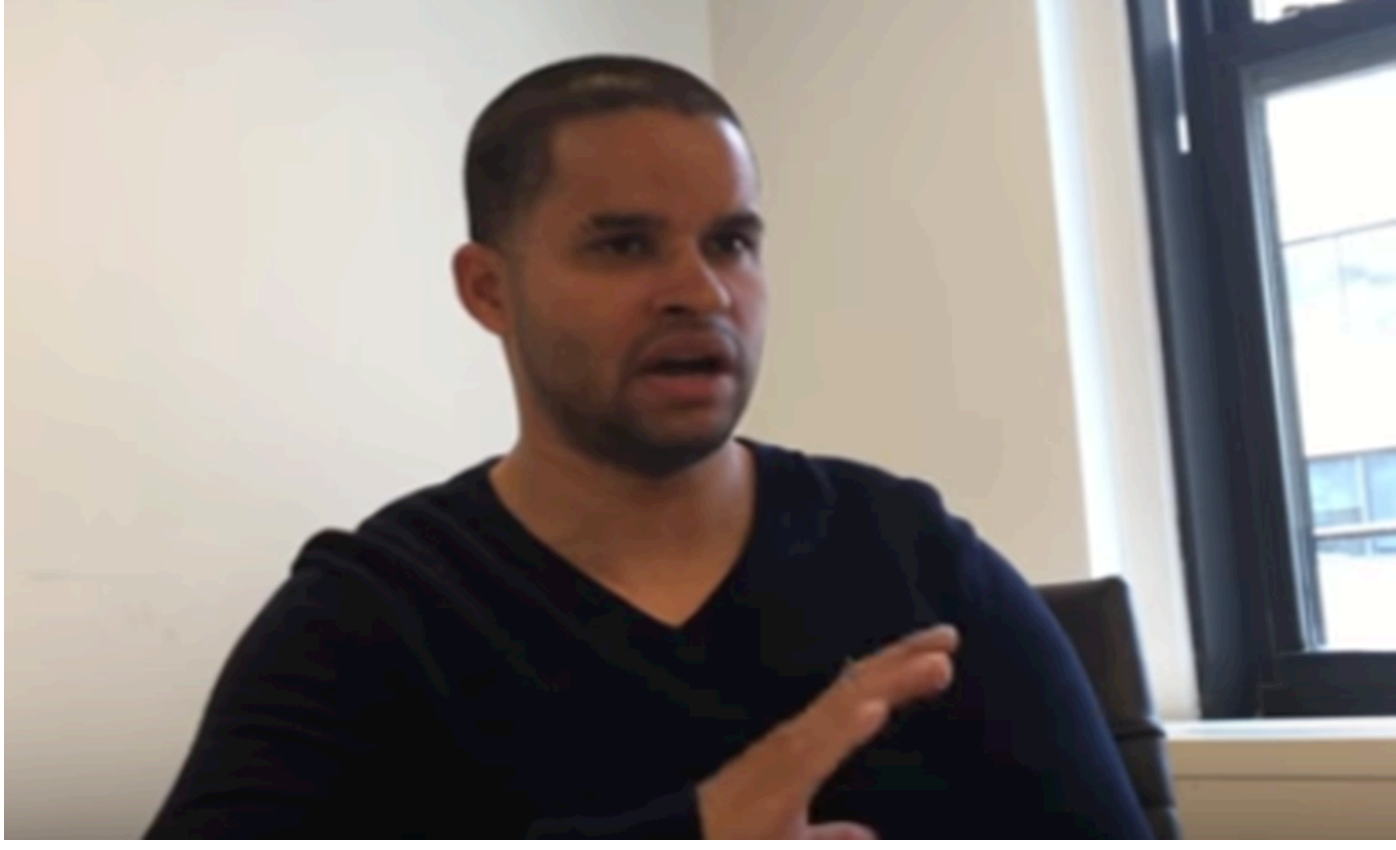
Luis in His Own Voice



https://youtu.be/jwv_NgaPsWg?t=420

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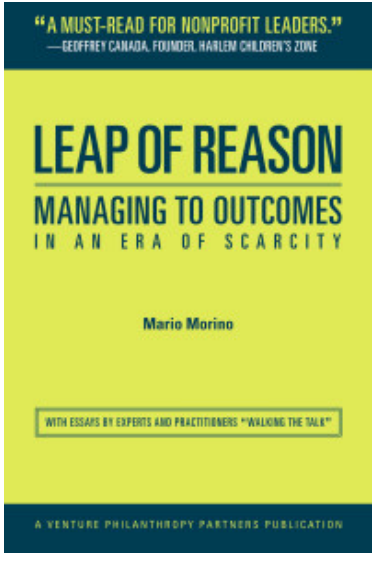
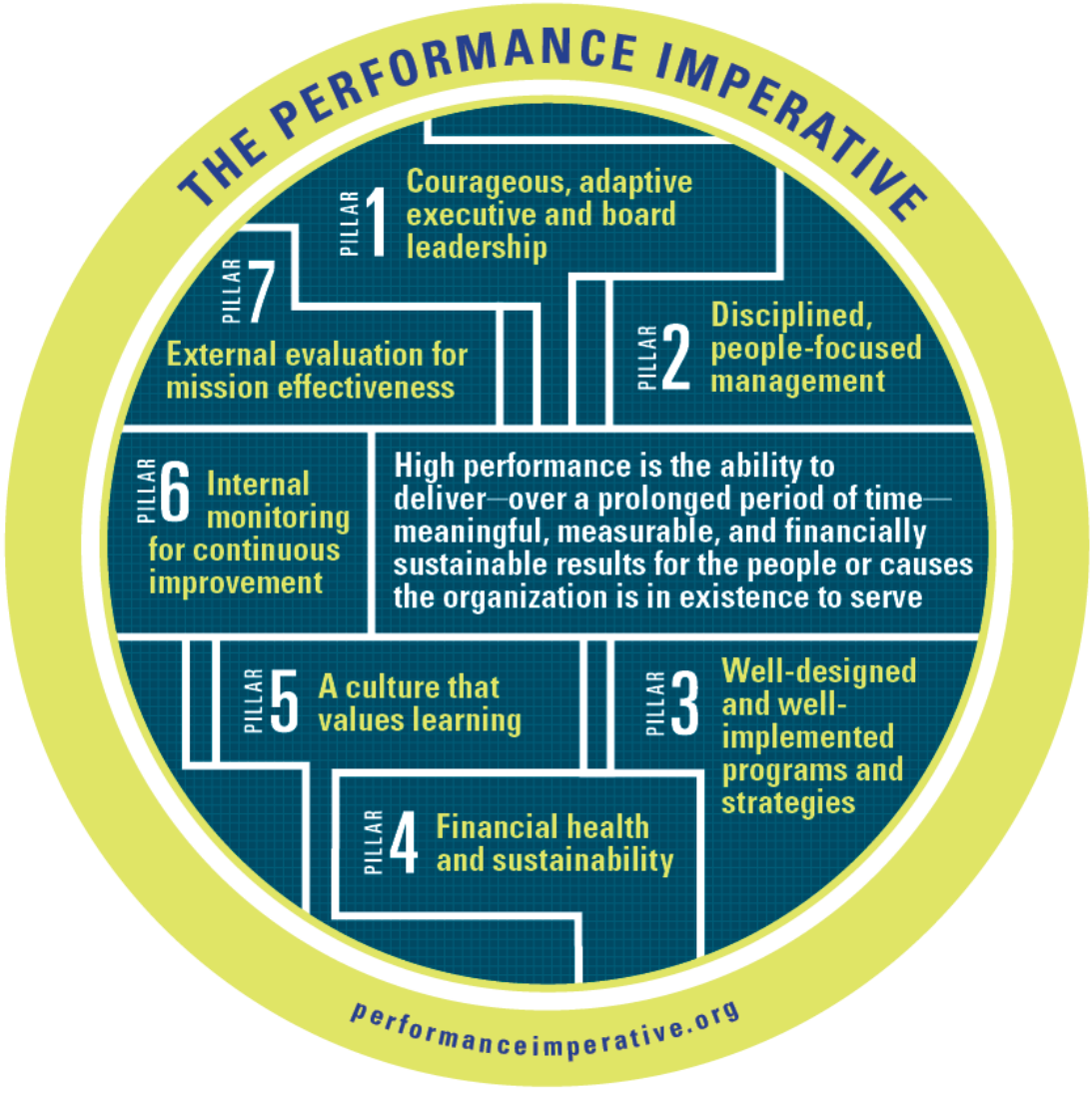
New Framework for Nonprofit Excellence





Performance Imperative Org. Self Assessment

Feedback proof points

Leadership Pillar (1.7.1): My organization's leaders are not just receptive to feedback; they actually seek it out from staff and beneficiaries…

Well Designed & Implemented Programs Pillar(3.2.2): My organization actively seeks feedback from our target population or target audience – those closest to the problems we're addressing – and uses this information to help us design and improve programs.

Pillar 8:
Listening & Responding Systematically to the Persons Who Matter Most