

REMEMBER
TO LET YOUR **VOICE BE HEARD**
DURING :



Give us your feedback
on the Career Center,
Little Learners, and Our
Club! Surveys will be
available in the
Children's Center and
the Career Center!

MON. JULY 25TH
-
FRI. JULY 29TH

SPEAK PROUDLY. SPEAK BOLDLY. SPEAK UP!

Please note: Your participation in this survey will be completely **anonymous** &
will not impact your eligibility to further participate in Our House's programs

OUR  HOUSE

Listen for Good

What We Do

Founded in 1987, on our 7-acre learning campus we provide housing, career services, children's programs, and homelessness-prevention services to over 1,800 homeless and near-homeless individuals annually, including over 600 children.

Our mission is to empower homeless and near-homeless families and individuals to succeed in the workforce, in school, and in life through hard work, wise decision-making, and active participation in the community.



Feedback Practices Supported by the Fund for Shared Insight

- **Who:** 159 adult clients took 199 surveys
- **How:** During Speak Up Week (July 25-29th) we administered three separate surveys (Career Center, Little Learners, Our Club) on touchscreen laptops and on paper at “Speak Up Spots” on our campus. Volunteers, including board members and Our House alumni, administered the surveys.
- **What We Are Learning:** Clients want more one-on-one attention from program staff, more ways for parents to engage with children’s programs, and clearer communication.
- **Closing the Loop:** The loop has been closed!

How did we build trust with clients and make the survey process fun?

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OUR  HOUSE
CHILDREN'S CENTER
Established 2014



Strategic Plan

2015-2020



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Flyers and handouts

Hype Video

“I Spoke Up” Stickers

Countdown Calendars

Honor Walls

Photo Booths



**Speak Up
Week!**

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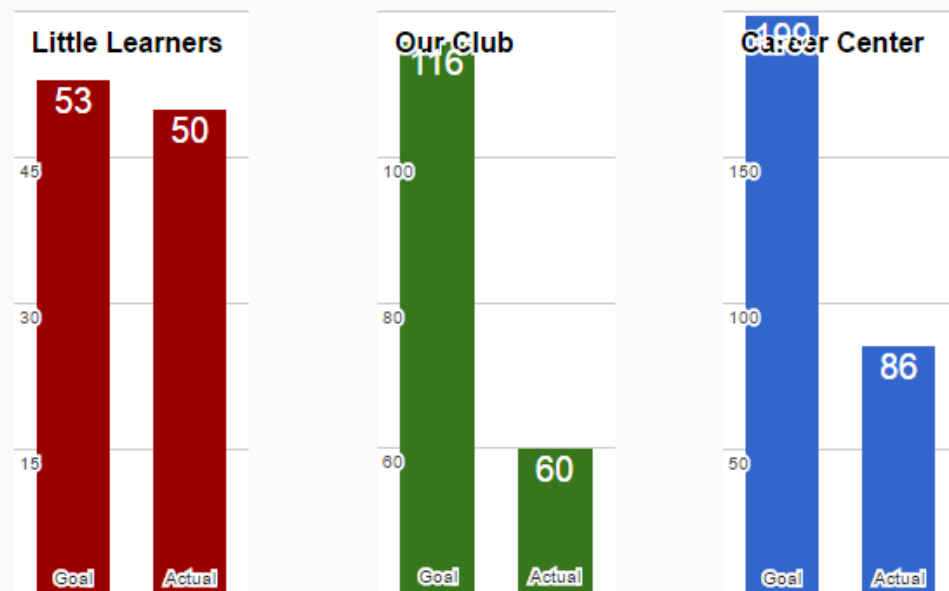
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Photo Booths

- **Friendly Competition:** Program managers were very motivated to meet their survey goals, which were posted on the Our House website and updated several times a day.



Response Rates



(These charts do not update automatically when someone takes a survey. They update 5-10 minutes after the master spreadsheet is updated.)

[Hype Video](#)

[Volunteer Sign Up Sheet](#)

Featured News



AmeriCorps Celebrates Opening Day, 100 Members Take Oath of Service

- October 10, 2016



Homeless kids fly under radar; number enrolled in Arkansas schools doubles in 10 years

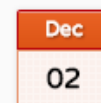
- September 26, 2016



A Better Life for the Whole Family: The Two-Generation Approach

- September 21, 2016

Featured Events



Home for the Holidays



Join us in

HOME
FOR THE
HOLIDAYS

making Our House's newest fundraising event a huge success!

Friday December 2

Robinson Center

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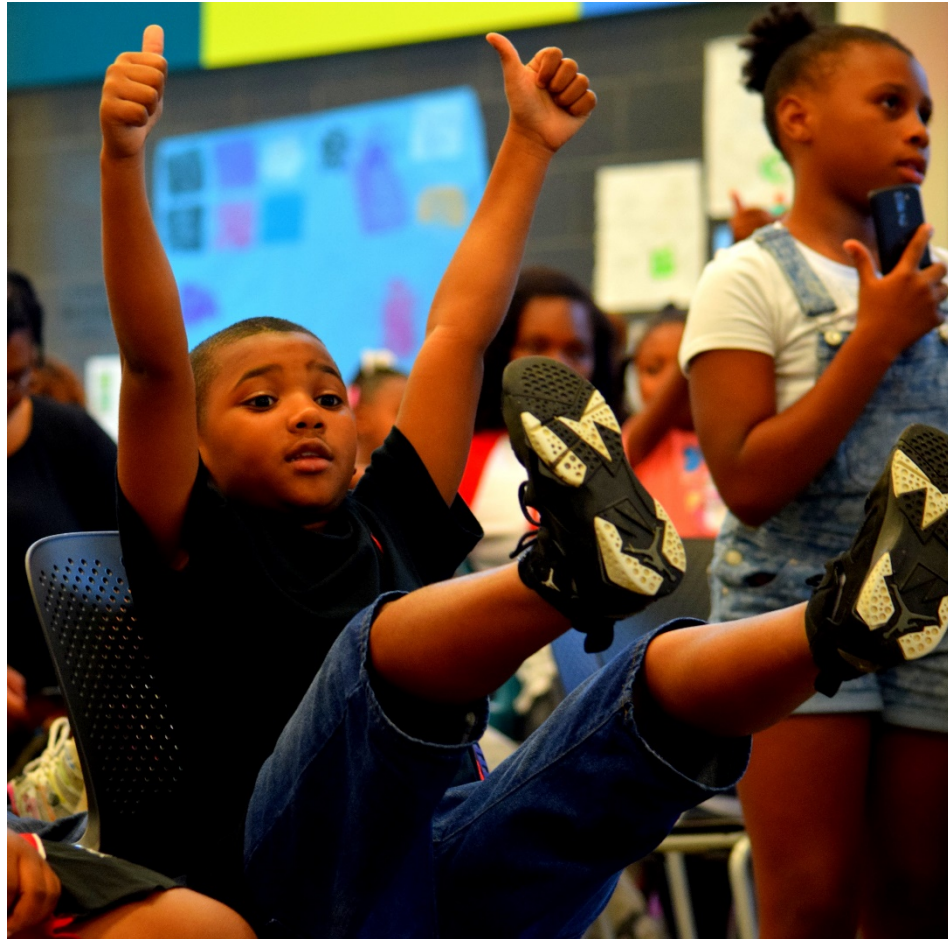
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- **Friendly Competition:** Program managers were very motivated to meet their survey goals, which were posted on the Our House website and update several times a day.
- **Inclusive Call to Action:** Board members, national service members, and staff not directly involved with the programs being surveyed were all encouraged to find a way to participate.

How did we build trust with clients and make the survey process fun?

- We started with a corporate culture that values client voice.
- We got the entire Our House team excited about the project.
- We got clients excited and involved in meaningful ways.



Client Interest and Involvement

- **Unified messaging:** One week before the survey, flyers and bulletin boards around campus all carried the same message: *Let your voice be heard during Speak Up Week!*

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Speak Out



The Zebras are
SPEAKING UP
about what they want
to be when they grow up!



"A BIG kid!"



"A person that swims
under water to
see dolphins!"



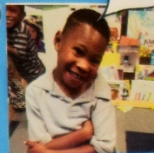
"A doctor!"



"A dinosaur!"



"5"



"6"



"Elsa!"



"Superman!"



Listen Up

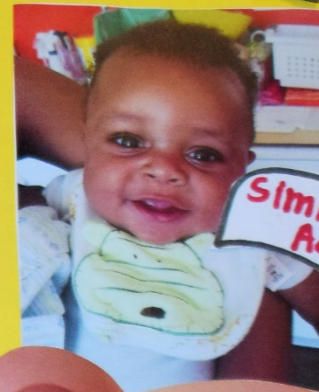
Listen



Apple sauce



ANYTHING!



Similac Advanced



Similac Advanced

The Bears are
SPEAKING UP
about their
favorite food!!!



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- **Survey-Related Programming:** Our Club held a Family Fun night with the theme: Express Yourself.

FAMILY FUN NIGHT



“EXPRESS YOURSELF”

JULY 27, 2016 4:30-7:00

YOU ARE INVITED TO COME JOIN
US ON FAMILY FUN NIGHT.

WE WILL BE EXPRESSING
OURSELVES IN VARIOUS WAYS,
INCLUDING A SOUND BOOTH,
PHOTO BOOTH, POETRY SLAM,
ART, A DESSERT BAR, AND
SCIENCE EXPERIMENT!!

THERE WILL BE GAMES, CONTEST,
AND PRIZES

OUR  HOUSE

FOOD WILL BE SERVED

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 - Staffed by friendly and knowledgeable volunteers, including board members and Our House alumni who serve on our Community Council
 - Honor Walls: Each Speak Up Spot included a sign for clients to sign once they had completed their surveys.

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- **Swag:** “I Spoke Up Stickers” for completing the survey
- **Snacks**



Client Involvement in Interpreting Survey Results

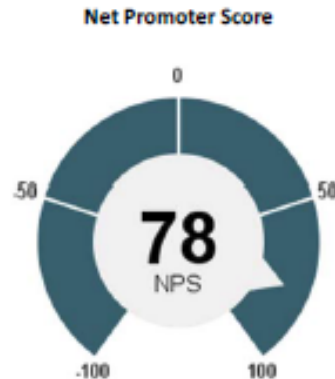
- Founded in 2012 to give clients another way to be heard as we built our new Children's Center.
- Currently the Community Council has 14 members, each designated to represent a certain program, and includes two children.
- The Community Council was convened before Speak Up Week and asked to volunteer as Survey Advocates.
- Once the survey results were compiled, the Community Council reconvened to process the results and make recommendation to the Our House program staff and management team

7	(+) Almost 80% Satisfaction for needs met (-) Slim neg. margin	reliability in Staff → more Staff more one-on-one interaction → Staff + more
9	(+) 60% Satisfied (+) Generally positive	Child care max at night + max employment max partnerships - fun-friendly
5	(+) high understanding (+) willing to help you where you are	
4	(-) 13% potentially captive audience to win over (+) 87% promote our House What does it say?	- Recognize that some individuals are negative - continue to put best foot forward Staff What should we do?

Center Carter

Career Center Survey Summary

July 2016



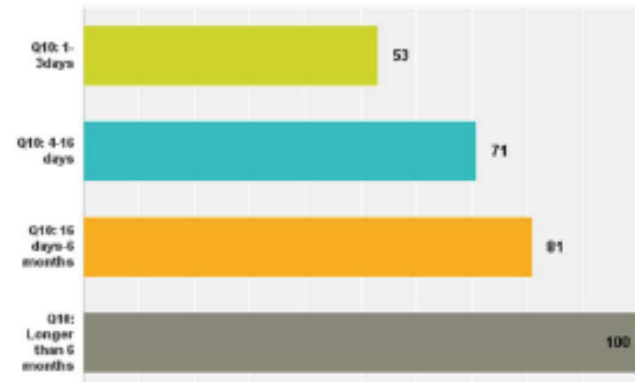
What is the Career Center good at?

Support Tasks Providing Budgeting Skills Taking
Resources Strengths
Helping People Clients Job Enhancing
Career Assisting Needs Successful Making
Money

Data Summary

The Career Center survey was taken by 87 clients, the majority of whom had been enrolled in the CC at least 16 days (62%). In the past year, 60% were part of OH residential programs and 22% had participated in CAFSI. Responses were exceedingly positive: 74% feel the CC program has met their needs very well or extremely well and 70% reported it has made a large or extreme positive difference in their lives. 70% feel they are always treated with respect by Career Center staff. Two clients reported they were never or only rarely treated with respect by staff. Women were more likely than men to stay enrolled in the program. Clients reported highest satisfaction with resume and job skills needs (4.23/5) and saw the most room for improvement in meeting their health & wellness needs (3.87/5).

NPS was significantly tied to length of enrollment.



Community Council Recommendations

1. More employment coaches to provide more one-on-one attention
2. More felon-friendly partnerships
3. Partnerships with temp services
4. More health and wellness workshops
5. Childcare at night

Career Center Action Plan

Based on the Speak-Up Week Survey results and the Community Council Recommendations

Objective A: Increase one-on-one time between clients and Employment

Coaches—Addresses Community Council recommendation 1

- **Increased Training and Better Tools:** The Career Center will improve training for our Employment Coach Americorps members to ensure that they are skilled in assisting clients to find jobs, empowered to spend more one-on-one time with clients, always practicing and modeling great customer service skills, and dedicated to cultural competence and sensitivity. We will improve the tools used by Employment Coaches to track their one-on-one meeting times and their outcomes.

Objective B: Expand our Employer Alliance program and increase client access to fulltime jobs—Addresses Community Council recommendations 2 and 3

- **Expanded Employer Alliance Program:** Over the next year, the Career Center team will add 10 new employers to our Employer Alliance program. This will allow us to offer our clients more access to fulltime, family-supporting jobs. We will actively seek out felon-friendly employers and those offering training opportunities.
- **On-Campus Job Fairs:** The Career Center will host quarterly, on-campus job fairs starting this fall.
- **Focus on Fulltime, Permanent Employment:** While we understand the ease that temp services can have for clients finding jobs, we feel like this type of employment falls outside of the Our House strategic priority to help clients maintain jobs and to find high paying, family supporting jobs and career paths. We will continue to focus our efforts on creating employer partners that will hire clients quickly and will pay them appropriately.

Objective C: Provide more health and wellness programming for Career Center clients—Addresses Community Council recommendation 4

- **New National Service Position:** We are currently recruiting a Health and Wellness VISTA to increase our programming in this area. This person will recruit volunteers to lead programming, secure in-kind donations required for this programming, design and pilot new curriculum, and pilot the Our House Food & Wellness Program.
- **Improved Branding:** Starting this month, the Career Center is rebranding our offerings into new categories to help clients more easily access the opportunities they seek. The new categories will include: Education, Employment and Training, Health and Wellness, and Financial Empowerment.

Objective D: Provide evening childcare—Addresses Community Council recommendation 5

- **Evening Childcare:** The Career Center now offers childcare mixed with concurrent programming for children ages 0-17 during our evening offerings. Childcare is led by a team of BSW interns and overseen by our Director of Client Services.
- **New Staff Position:** Our House recently created a new position that is responsible for overseeing evening childcare for many major evening and weekend programs, including Be Your Child's Best Advocate, Parenting Support Group, and Health & Wellness Day. This paid position, filled by longtime team member Jackson Bittner, manages volunteers and ensures the safety of the children in care.



