



2022 PROJECT IMPACT SURVEY OUTCOMES

DATE: MAY 20, 2022

TO: ALL CURRENT SHANGRI-LA EMPLOYEES

FROM: CEO JANET YOUSEY + EXECUTIVE LEADERSHIP TEAM

In early February, individuals served participated in a Project Impact-style survey aimed at understanding the impact Shangri-La services are having on their lives in four areas, also known as Shangri-La's intended impacts:

1. Individuals can meet their basic physical, mental, and environmental needs.
2. Individuals are learning, or refining skills that contribute to personal growth and are participating in opportunities that help develop or express individuality.
3. Individuals are establishing support systems and are engaging in healthy relationships.
4. Individuals have a purposeful presence in their community.

The following is a synthesized look at the results from the survey.

Celebrate and Enhance

Metrics with the highest scores

Since being part of Shangri-La, ...

- I feel safer. (95%)
- I feel healthier. (90%)
- I know it is important to meet my basic needs. (84%)
- I am committed to making healthy decisions. (81%)
- I feel like I have more choices. (79%)

The majority of the metrics with the highest scores were in the intended impact areas #1 and #3, shown above.

Acknowledge and Monitor

Metrics with the lowest scores

Since being part of Shangri-La, ...

- ... I am committed to exiting unhealthy relationships. (51%)
- ... I feel like I am part of my community. (65%)
- ... I feel comfortable asking for help to get my basic needs met before it becomes a big problem/crisis. (66%)
- On average, individuals could only list 1 new skill learned since joining Shangri-La.

The majority of the metrics with the lowest scores were in the intended impact areas #2 and #4, shown above.

Survey Specifics

- 226 individuals completed the survey; Of the 226, 73% indicated they had help completing the survey.
- Respondents by Program
 - 24% OPMH
 - 23% IDD 24-hour
 - 11% MHH
 - 9% IDD SPLV
 - 9% SHAP
 - 8% CES
 - 8% YFS
 - 8% SRAP

Thank you to everyone who helped individuals complete surveys!

Noteworthy Mentions

- Overall, individuals are feeling safer, healthier, and more confident. 63% said they are feeling optimistic, happy, hopeful about their future.
- The majority of individuals believe it is important to have a support system outside of Shangri-La and could name at least one external person that could help them be successful. Dependence on provider supports was still significant, especially in IDD residential.
- Most individuals know at least one resource and have used it to meet their basic needs.
- Many people are only participating in activities within Shangri-La (i.e., with a Shangri-La employee or housemate). The pandemic and health limitations were the primary reasons given for a lack of participation in activities.
- Most individuals had positive feelings about being in the community. However, data about connections and contributions to community is varied. Further understanding is needed.

Next Steps

Analysis of the data will continue by directors concerning their department or program's respective positions and regions. The executive leadership team will consider the data from this feedback loop when it identifies and prioritizes 2022-2023 strategic plan (One Page Business Plan) objectives and action plans. Additionally, the executive leadership team will continue to refine questions and assess the benefits and limitations of gathering data in this format.