

2026 PROJECT IMPACT SURVEY RESULTS

ORGANIZATIONAL COMMUNICATION

DATE: APRIL 1, 2026

TO: ALL CURRENT SHANGRI-LA EMPLOYEES

FROM: CEO JANET YOUSEY + EXECUTIVE LEADERSHIP TEAM

In January, 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 high-level look at the results from the survey which received over 400 responses from individuals served.

- **All organizational scores were above average (2.5 or higher).**
- **For the organization's overall results, 18 of the 21 questions had a score higher than or equal to 4.00.**

Celebrate: Highest Impact Question Scores

Impact questions with the highest organizational average on 1 (lowest) - 5 (highest) scale.

Since being part of Shangri-La, ...

- I understand the importance of meeting my basic needs. (4.42)*
- I feel safer. (4.26)*
- I feel more comfortable asking for help. (4.23)*
- I can identify the resources/people in my support system. (4.19)
- I feel like I have more choices. (4.18)

**denotes same score position as last year.*

Acknowledge: Lowest Impact Question Scores

Impact questions with the lowest organizational average on 1 (lowest) - 5 (highest) scale.

Since being part of Shangri-La, ...

- I participate in community activities that are important to me. (3.81)*
- I participate in activities that expand my skills. (3.92)*
- I am better at managing conflict. (3.95)*
- I feel less anxious about meeting my basic needs. (4.02)
- I feel confident/comfortable in the community. (4.04)*
- I feel comfortable making decisions. (4.04)

Impact Area Score Averages

Impact #1 - **4.20**

Impact #2 - **4.09**

Impact #3 - **4.10**

Impact #4 - **3.96**

Findings of Note

- The highest organizational score changes were 'feeling optimistic about future' (-3.93%) and 'feeling comfortable making decisions' (-2.79%).
- Over the past two years, scores for impact areas #1, #2, and #3 trended positive, but this year the trend line turned downward slightly. Impact #4 stayed the same.
- Those in services between 4-9 years have higher scores than the organizational average; scores for 'feeling independent', 'having more choice', 'identifying support system' and 'managing conflict' have scores +6-7% over organizational averages.
- Scores from people of color and non-cisgender individuals are largely lower than the organizational average for each question.

Next Steps

Teams will continue to analyze the overall and program-specific data over the next couple of months.

The executive team will consider this information as it creates the 2026-2027 strategic plan's (One Page Business Plan) objectives and action plans.