

2023 PROJECT IMPACT SURVEY RESULTS

ORGANIZATIONAL COMMUNICATION

DATE: FEBRUARY 23, 2023

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.

Celebrate: Highest Impact Question Scores

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

In all areas, impact scores were above average (2.5 or higher).

Since being part of Shangri-La, ...

- I understand the importance of meeting my basic needs. (4.36)
- I feel safer. (4.19)
- I feel more comfortable asking for help. (4.11)
- I feel more independent. (3.97)
- I feel like I have more choices. (3.96)

The majority of the impact questions with the highest scores were in the intended impact areas #1 and #2 as shown above.

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 am exiting unhealthy relationships. (3.41)
- I am participating in more community activities that are important to me. (3.55)
- I am participating in more activities that expand my skills. (3.67)
- I am participating in more activities that bring me joy. (3.68)

The majority of the metrics with the lowest scores were in the intended impact areas #3 and #4 as shown above.

Survey Specifics

- 284 responses to the survey.
- Respondents by Program
 - 28% IDD Residential
 - 22% YFS
 - 13% CES
 - 9% OPMH Clinic
 - 8% SHAP
 - 7% MH Residential
 - 7% LEAP
 - 6% SRAP

Dig In: Seek Understanding

- CES and LEAP participants had notably higher scores for most impact questions compared to the organizational average.
- OPMH Clinic, MH Residential, and YFS participants largely scored all impact questions lower than the organizational average. *(All scores still averaged 2.5 or higher for all questions).*
- Data for non-speaking (nonverbal) individuals (fully non-speaking or limited speaking) showed lower scores for the majority of questions compared to the organizational average.

Next Steps

The executive team and each program's leadership teams will continue to analyze the data over the next couple of months. The executive team will consider this information when it identifies and prioritizes 2023-2024 strategic plan (One Page Business Plan) objectives and action plans.