

2025 PROJECT IMPACT SURVEY RESULTS

ORGANIZATIONAL COMMUNICATION

DATE: MARCH 3, 2025

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, 19 of the 21 questions had a score higher than or equal to 4.00.**
- **The majority of questions had only minor score changes (+/- 0-2%) between 2024 and 2025.**

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. (4.47)*
- I feel safer. (4.35)*
- I feel more comfortable asking for help. (4.34)*
- I feel like I have more choice. (4.29)*
- I feel hopeful and optimistic about the future. (4.25)

**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. (3.84)*
- I participate in activities that expand my skills. (3.91)*
- I am better at managing conflict. (4.01)
- I feel like I am part of a community. (4.02)
- I feel confident/comfortable in the community. (4.02)

Impact Area Score Averages

Impact #1 - **4.28**

Impact #2 - **4.14**

Impact #3 - **4.15**

Impact #4 - **3.96**

Findings of Note

- The highest organizational score changes were 'feeling optimistic about future' and 'participating in activities that are important to you', which both had a 4% score increase.
- The Life Enrichment Activities Program (LEAP), Rental Assistance Program (SRAP), and Mental Health Residential Program saw the most improved scores from 2024 to 2025.
- Individuals between 35-55 years old, non-verbal/speaking individuals, and non-cisgender individuals reported lower levels of impact compared to organizational averages.
- Those in programs for less than 3 years reported much less positive impact than those in programs for four years or longer.

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 2025-2026 strategic plan's (One Page Business Plan) objectives and action plans.