

## 2024 PROJECT IMPACT SURVEY RESULTS

ORGANIZATIONAL COMMUNICATION

DATE: MARCH 25, 2024

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 300 responses from individuals served.

- **All organizational scores were above average (2.5 or higher).**
- **For the organization's overall results, 15 of the 21 questions had a score higher than or equal to 4.00.**
- **All comparable questions had a higher score than the 2023 overall survey results.**

### *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. (4.46)
- I feel safer. (4.33)
- I feel more comfortable asking for help. (4.30)
- I feel like I have more choice. (4.21)
- I feel healthier / I feel more independent (4.14)

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 participating in community activities that are important to me. (3.69)
- I am better at managing conflict / I am participating in more activities that expand my skills. (3.90)
- I feel comfortable and confident in the community. (3.95)
- I am participating in activities that bring me joy. (3.97)

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

### *Findings of Note*

- Overall, scores for individuals who identified as 18-25 years old are lower than the organizational average. People of color, non-cisgender individuals, and non-speaking/non-verbal individuals also had a higher rate of lower scores.
- Mental health residential and IDD residential saw improved scores in areas that were targeted for improvement during 2023-2024 strategic plan cycle. Scores for Youth and Family Services participants also increased overall.
- Scores and comments indicate that there is still work to be done around skill-building, diversity-specific services, community and joy-focused activities, removing barriers related to disability, health, or transportation, and feeling confident and comfortable.

### *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 as it identifies and prioritizes 2024-2025 strategic plan (One Page Business Plan) objectives and action plans.