

SFS Important Elements Analysis 2023

Total Unique Calls 2023 = 4676 (includes Salty Church)

Qualified Family Intakes (has minor kids; in area; no duplicates; not prior client) 2023 = 1581

- Qualified kids = 3501

Previous Clients requesting assistance (July-Dec31) = 126

- 12.7% of Previous Clients to qualified intakes (July-Dec31)

Is there a way to communicate our policy to previous families so they (or some of them) don't go through our system?

- ***Add some way to identify previous clients in Breeze (like an * in their name?) Then train Intake team to not process Intake form for families that have been assisted in last 12 months***
- ***Add a Note on the online Intake form noting that we are unable to assist families that we assisted in last year. When we receive online Intake forms from these families send a text message with the date that we would be willing to accept a new Intake form from them***
- ***How to have Intake start doing this?***

SFS was "at Capacity" with no available mentor resources (Jun-Dec31) = 480

- 42.9% of SFS at Capacity to Qualified Intakes (Jun-Dec31)

What is the % or quantity of families we could mentor if we had the resources to satisfy all "at capacity?"

- ***41% of qualified families are selected for mentor program when not at capacity (*if 30% 475)***
 - ***Qualified families less at capacity (Jun-Dec) = 639***
 - ***Qualified families that are selected for mentor program (Jun-Dec) = 264***
- ***Possible 2023 annual families for mentor program based on current demand = 648***
 - ***2023 avg mentor family = 63***
 - ***Could have 9 or 10 full time mentors to serve current demand***

Overall Mentored Families (In House/Full) 2023 = 426

- 24.8% of ALL (In House/Full) Mentored Families based on Qualified Intakes
- 10.4% of Full Mentored Families only based on Qualified Intakes
- 14.4% of In House Mentored Families only based on Qualified Intakes (264)

Full Mentored Families 2023 = 162

- 10.4% of Mentored Families based on Qualified Intakes 2023
- 29% of Mentored Families utilizing Call Me When Volunteers (Mar-Dec)
- 76% of Mentored Families completed bare minimum (Mar-Dec)
- 35% of Mentored Families completed 2 months or more (Mar-Dec)
- 62% of Mentored Families completed bare minimum with hope of stability (Mar-Dec)
- 52% of Mentored Families had meaningful expense change (Mar-Dec)
- 35% of Mentored Families had meaningful health change (Mar-Dec)
- 43% of Mentored Families had initiated support communication with mentor (Mar-Dec)

How can we improve Call Me When engagement?

- ***Consistent Call Me When awareness in Mentor Development meetings***
- ***Add a Call Me When coordinator per every 2 mentors (HOLD off)***

- **Mentor sends an email to CMW Coordinator with Family name and need**
- **CMW Coordinator reaches out to all possible CMW volunteers**
- **CMW Coordinator connects a ready CMW Volunteer with Mentor**
- **CMW Coordinator makes notes on CMW volunteer's breeze/PCO profiles (Or we move this to PCO completely)**
- **Use PCO to automate regular maintenance of the list, more frequent communication with volunteers and removing unavailable volunteers**
- **Consolidate volunteers and make more findable on google sheet**

Additional thoughts:

How can we improve data collection to have more real time reporting?

- Would mentors be willing to fill out a Breeze closing form instead of using the closing template?
- Develop a database where we can query the data to produce more specific detailed reports
 - Mentor specific and time specific reporting
 - Families that meet certain criteria - Example: report on all families that completed bare minimum with hope

How can we have a better family submitted understanding of the quality of our mentor program?

- Would the Call Back Team be willing to fill out an assessment/empowerment Breeze form?
- Send families a follow up survey with similar questions after our mentor has closed the family or on closing a family for all families that at least finished bare minimum
 - Send family closing template type questions