

SFS Important Elements Analysis 2025

Qualified Family Intakes (has minor kids; in area; no duplicates)

Total = 1895 (2024 = 1575) +20% YOY

- Online = 719 (2024 = 596) +21% YOY
- Office = 1176 (2024 = 979) +20 YOY%

Qualified Family Intakes Gender

- Female = 1653 (87%)
- Male = 242 (13%)

Qualified Family Intakes: Marital Status

- **Single = 1536 (81%)**
 - **Single Female Households = 1385 (73%)**
- Not Single (Married & In a relationship) = 353 (19%)
- Unknown = 6

Qualified Family Intakes Employed

- NOT Employed = 780 (41%)
- Employed = 1115 (59%)
 - Full Time = 722
 - Part Time = 382

Mentored Families

- Total = 342
- In office = 146
 - Children = 288
- In family home = 194
 - Children = 398
- Closing forms = 178
 - 1 on 1 in person meetings = 1052
 - 4+ Meetings = 981

Percentage of Families NOT able to assist 82%

82% of Families with custody of minor children NOT able to assist due to limited funding

Reporting Layer: Mentor Program Reporting (In Home) PRE/POST Forms

- All Families (118) with improvement in one or more of the below areas 69%
 - Employment/Income 13%
 - Budget Management 37%
 - Goal Setting 9%
 - Relationships/Support 11%
- Families (33) with 0 to 3 meetings with improvement in one or more of the above areas 33%
- Families (64) with 4 to 9 meetings with improvement in one or more of the above areas 80%

- Employment/Income 10%
- Budget Management 44%
- Goal Setting 15%
- Relationships/Support 12%
- Families (85) with 4+ meetings with improvement in one or more of the above areas 85%
 - Employment/Income 12%
 - Budget Management 49%
 - Goal Setting 16%
 - Relationships/Support 15%
- Families (21) with 10+ meetings with improvement in one or more of the above areas 95%
 - Employment/Income 20%
 - Budget Management 66%
 - Goal Setting 21%
 - Relationships/Support 21%

Additional reporting of in home Mentored Family (mentor reported) = 178

- 1 on 1 meetings = 1052
- 64% completed 4 weeks and a budget
- 29% completed 2 months or more
- 37% utilizing Call Me When Volunteers
- 45% completed bare minimum with hope of stability
- 44% had meaningful expense change
- 29% had meaningful health change
- 42% had initiated support communication with mentor
- 82% had gospel shared

Additional reporting of in home Mentored Family (mentor reported) (4+ meetings) = 125

- 1 on 1 meetings = 981
- 42% completed 2 months or more
- 47% of Mentored Families utilizing Call Me When Volunteers
- 58% of Mentored Families completed bare minimum with hope of stability
- 58% of Mentored Families had meaningful expense change
- 40% of Mentored Families had meaningful health change
- 54% of Mentored Families had initiated support communication with mentor
- 94% had gospel shared

Additional thoughts:

- Simplify Marital Status to Married, Single, Other - Done - Will change in form
 - Add gender to status. How many single are women? - Done
- How to increase families with 4+ meetings?
 - Look closer at the assessment and empowerment questions and see if we are allowing families in with low scores and with "No's" on empowerment questions
 - Currently 53 families based on closing report or 30%
 - If we assume that if there is no closing report than they are a 0 to 1 meeting family then 69 families or 36%
 - Is it possible to review our process of when a family goes from Call Back to Mentor connection?

- TRAINING: For families that have part time employment
 - Is it easier to find full time employment if you are already employed part time?
 - If so, can we develop a strategy that may work with most part time families to achieve full time employment during our engagement?
- TRAINING: For Mentor Program
 - Is it possible to have a focus this year in our collaborative training meetings on Employment/Income and Relationship/Support?
- Pivot our communication to explain how our 1 person meetings are not as effective as multiple meetings - have Jeff explain
- **Jeff's Thoughts**
- 4 meetings plus reporting will be our core reporting data to donors and staff as well as talking points in speaking engagements - agreed
- Secondly I would like to know the percentages for the categories with families completing 10 plus meetings (Budget, employment, etc) - Done

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 unnecessarily?

- ***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 office/In family home) 2023 = 426

- 24.8% of ALL (In office/In family home) Mentored Families based on Qualified Intakes
- 10.4% of In family home Mentored Families only based on Qualified Intakes
- 14.4% of In office Mentored Families only based on Qualified Intakes (264)

In Family Home 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