

*Neighborhood Place...*

*Where Working Together*

*for Families*

*is an Art!*



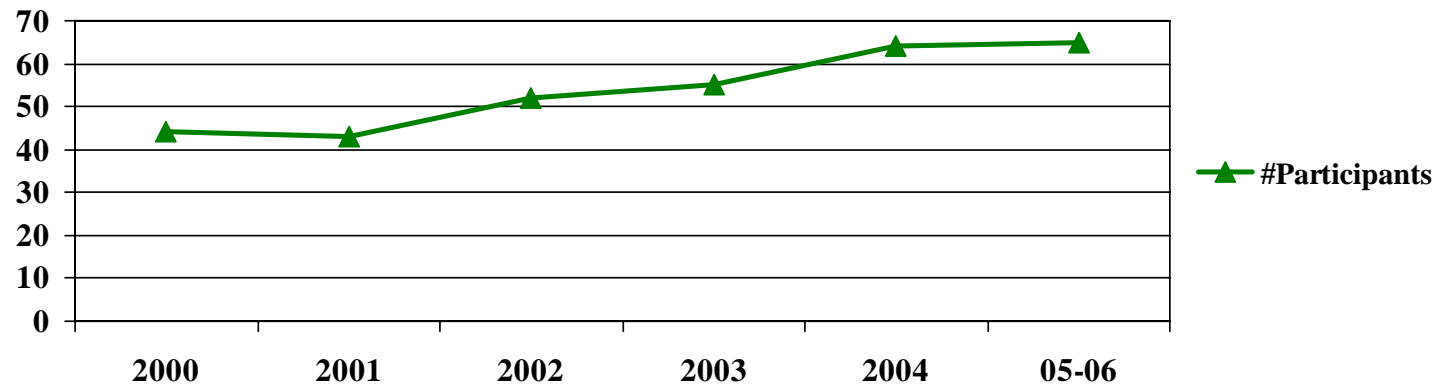
## **2006 Services and Outcomes Report**

**A compilation of service, survey and outcome data as it relates to the Goals  
of Neighborhood Place**

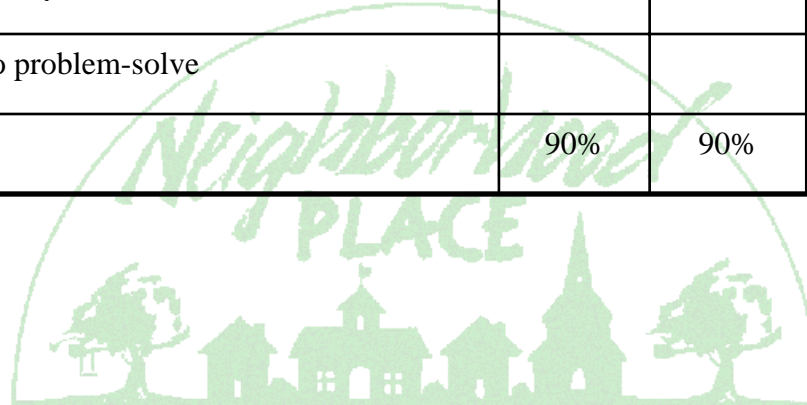
# Community Council Survey

Participant Level Trend Data

Community Council Members are surveyed annually to determine council functioning and training needs.



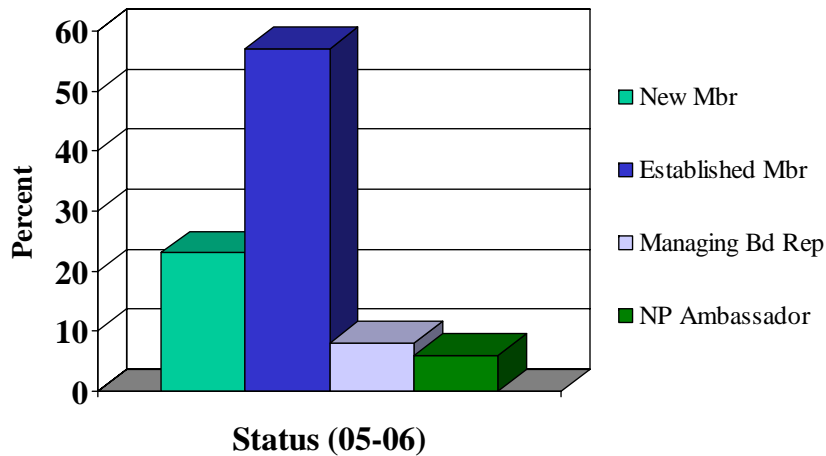
Survey Snapshot	2001	2002	2003	2004	05-06
Provide input in planning and evaluating services	89%	87%	82%	98%	91%
Identify needed services in community	91%	93%	89%	97%	95%
Partner with other organizations to problem-solve			78%	90%	89%
Annual average rating	90%	90%	83%	95%	92%



# Community Council Survey



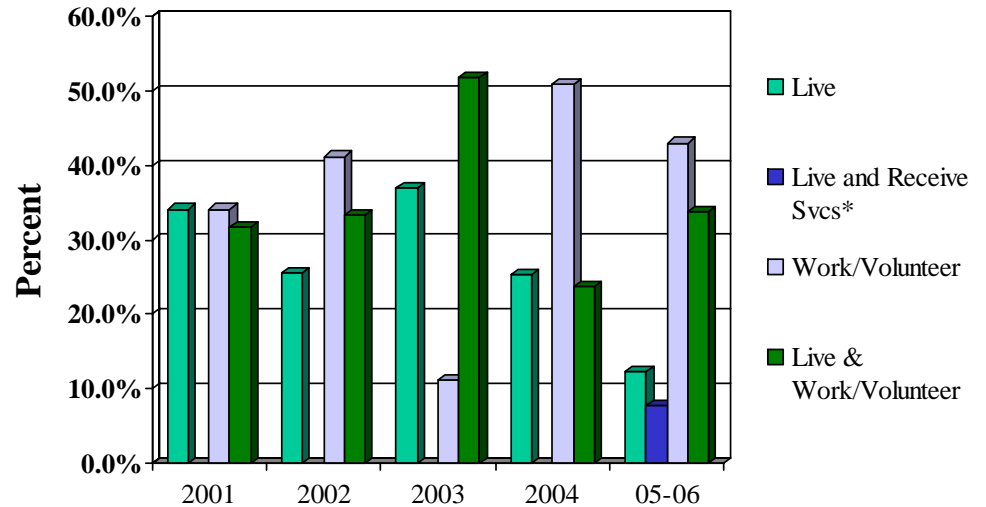
Level of Involvement



**Council Members' status ranges from newly appointed to ambassador level after serving two consecutive terms.**

**Council Members must either live, work and/or volunteer within the community that they serve.**

Basis for Involvement



\*Live and Receive Svcs was an addition to the 05-06 survey

# Client Satisfaction Survey

**Clients have been asked to share their experiences with Neighborhood Place since 1999. Following are highlights from the most recent survey:**

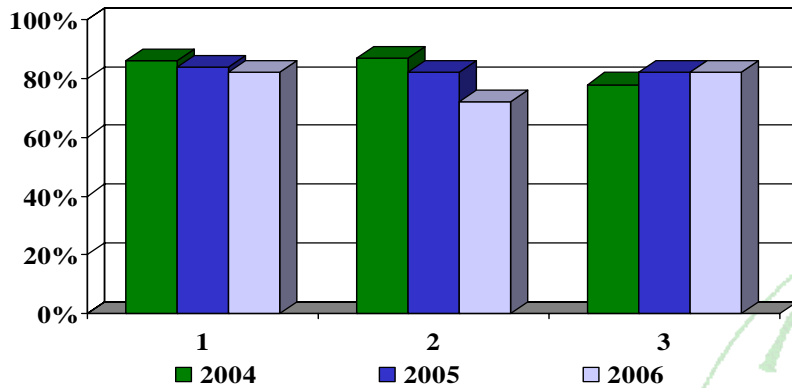
- **94%** found location easy to get to
- **93%** said the hours of operation were convenient
- **74%** come for assistance in the morning hours
- **84%** stated they were served in a timely manner
- **83%** were treated courteously
- **94%** would recommend Neighborhood Place to others
- **35%** learned about Neighborhood Place from friend or family



# Staff Collaboration Survey

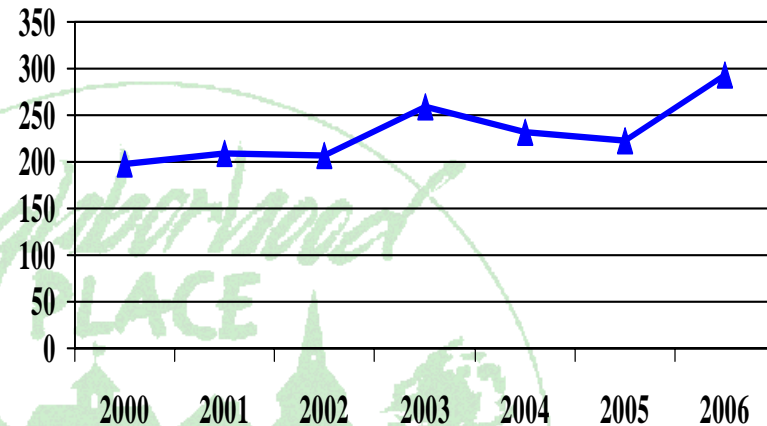
Neighborhood Place staff are surveyed annually in order to determine team functioning and training needs.

**% of Collaboration Responses**

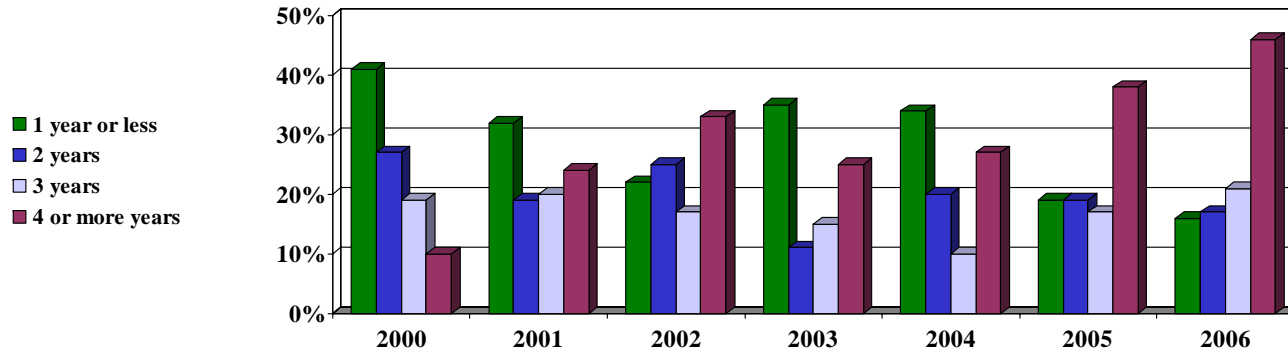


1. Understand all services offered through NP
2. Have access to eligibility information
3. Understand roles and connections

**Staff Participation Levels**

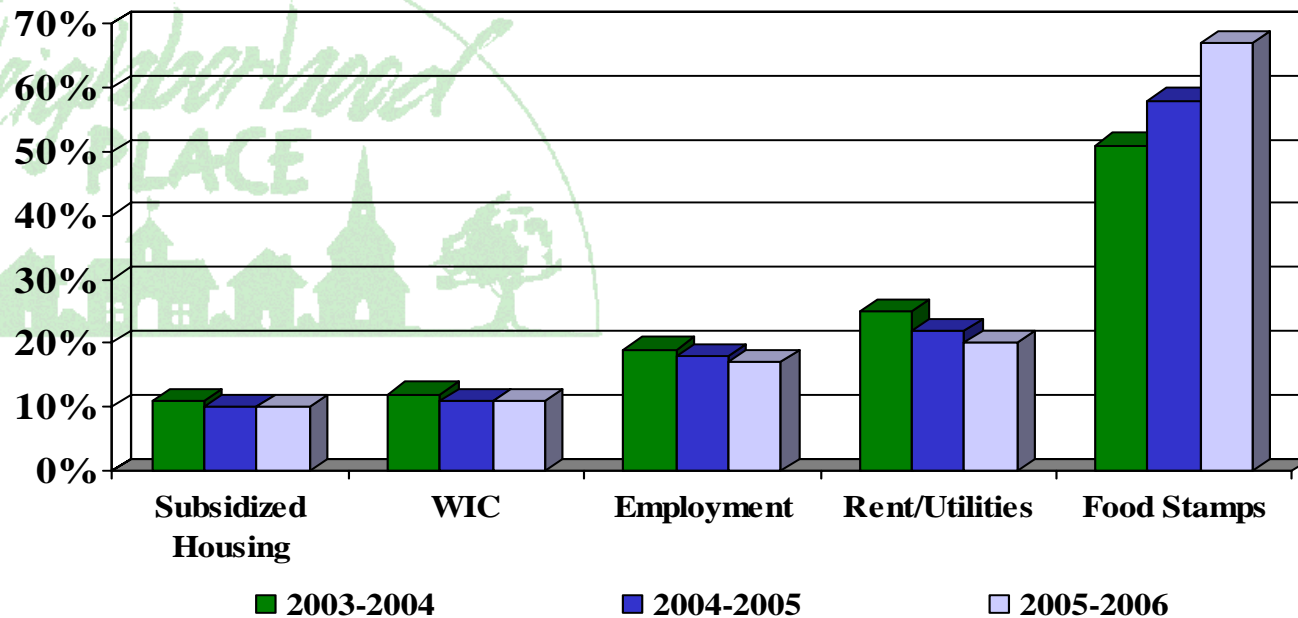


**% of Length of Service**



# Client Service Information

**% of Most Requested Services**



**When clients come to Neighborhood Place, they are asked to complete a self-assessment form indicating the reason for the visit. The “most requested” services are indicated above.**

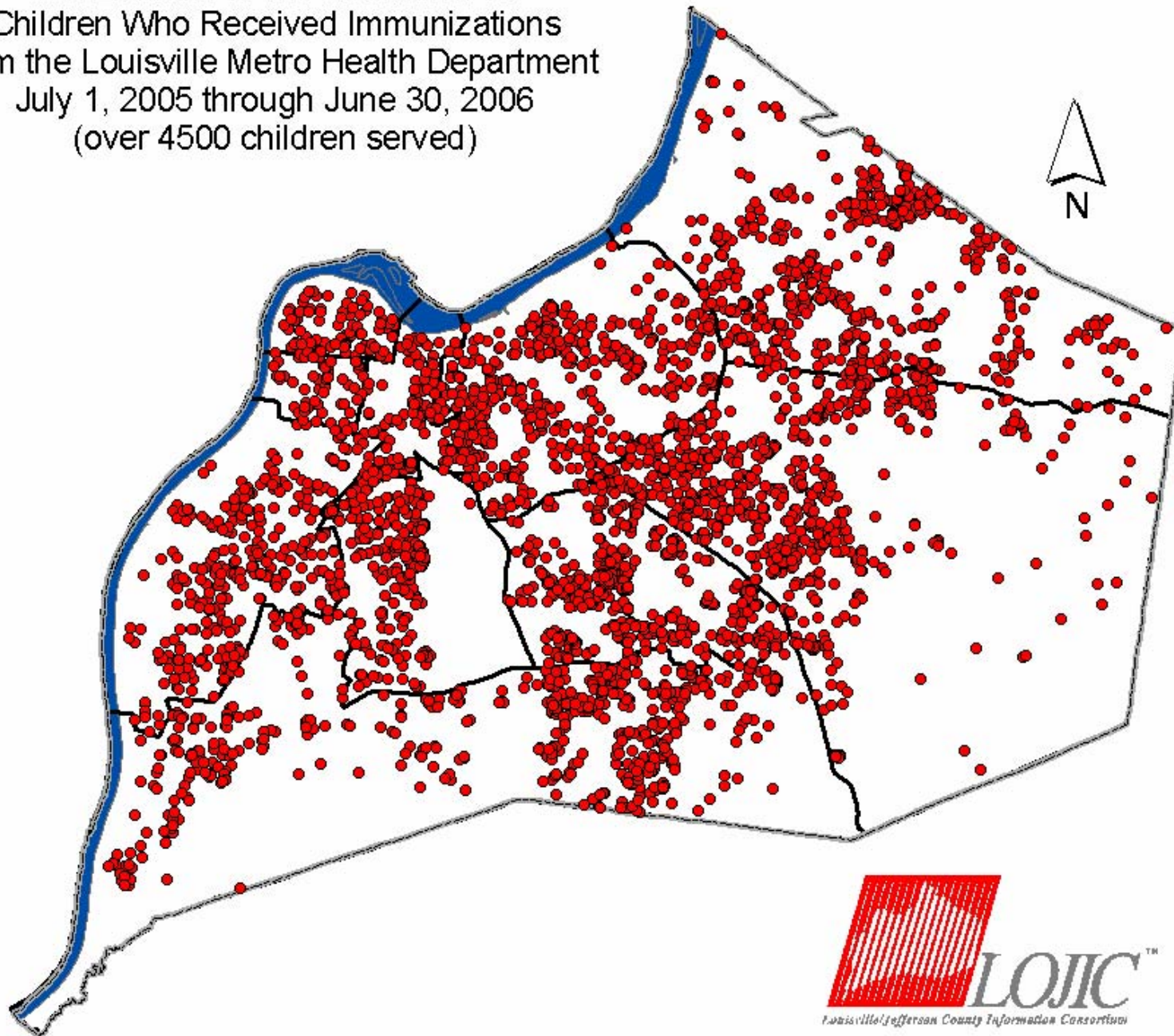
# Service by the Numbers

Activities are now tracked by Administration in an effort to better understand how the community utilizes NP services. As in any new project, there were some hurdles to clear so the data is not 100% complete. However there are many noteworthy accomplishments:

- **28,000** self-assessment forms were completed by clients
- **26,399** calls for information and referral were assisted
- **58,922** WIC enrollments were completed
- **55,549** new food stamp applications were received
- **41,191** food stamp clients were recertified
- **6,922** referrals were made to school social workers
- **9,306** requests for financial assistance were screened
- **5,151** immunizations were provided

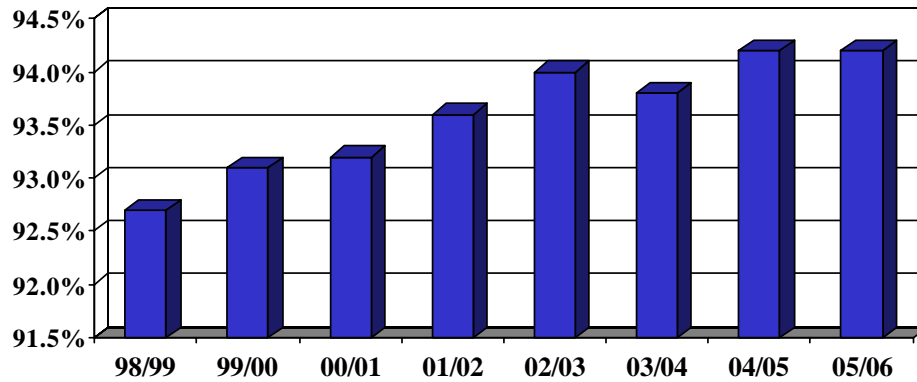


The Location of the Residence of  
Children Who Received Immunizations  
from the Louisville Metro Health Department  
July 1, 2005 through June 30, 2006  
(over 4500 children served)

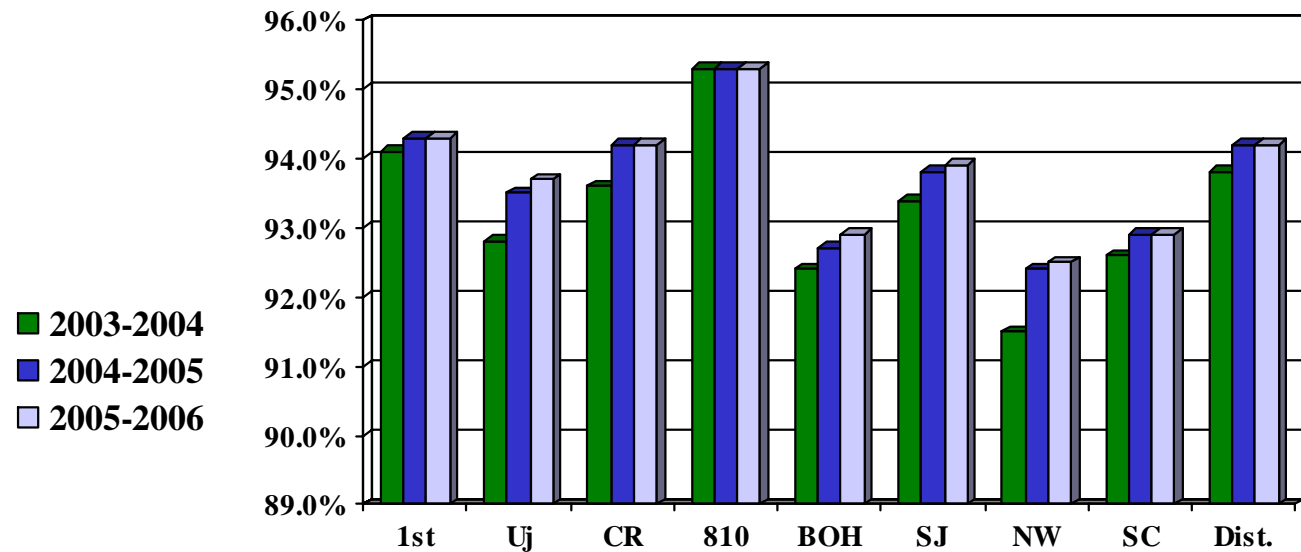


# School Attendance Trend Data

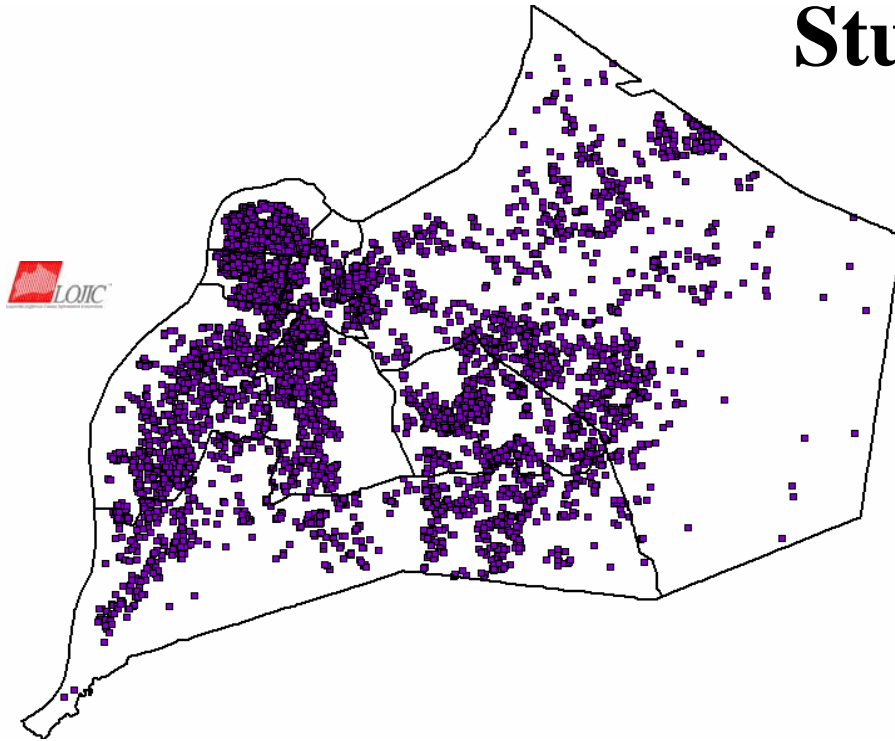
District Attendance Percentages - Trend Data



Attendance Percentage by NP Area



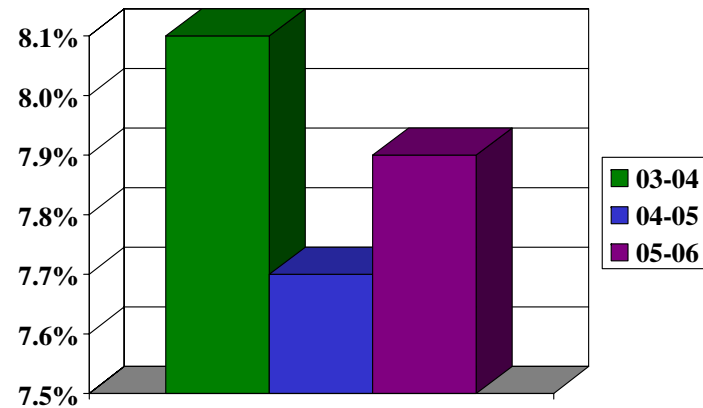
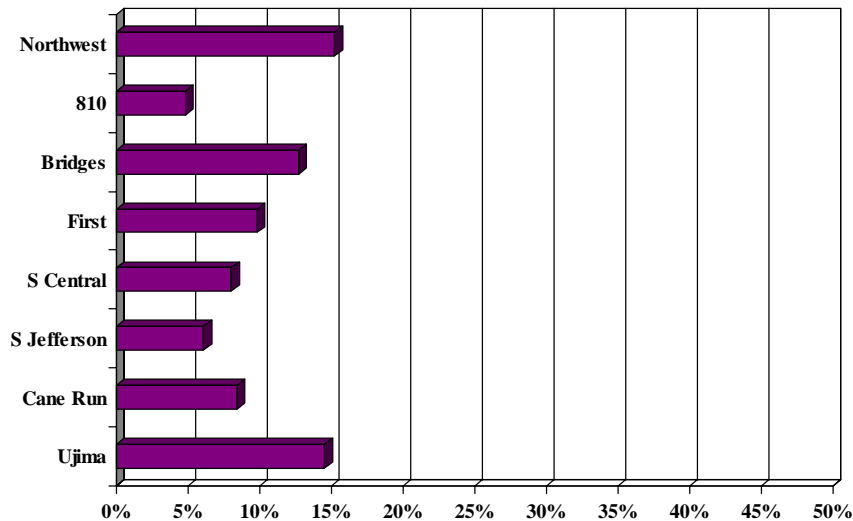
# Student Suspensions



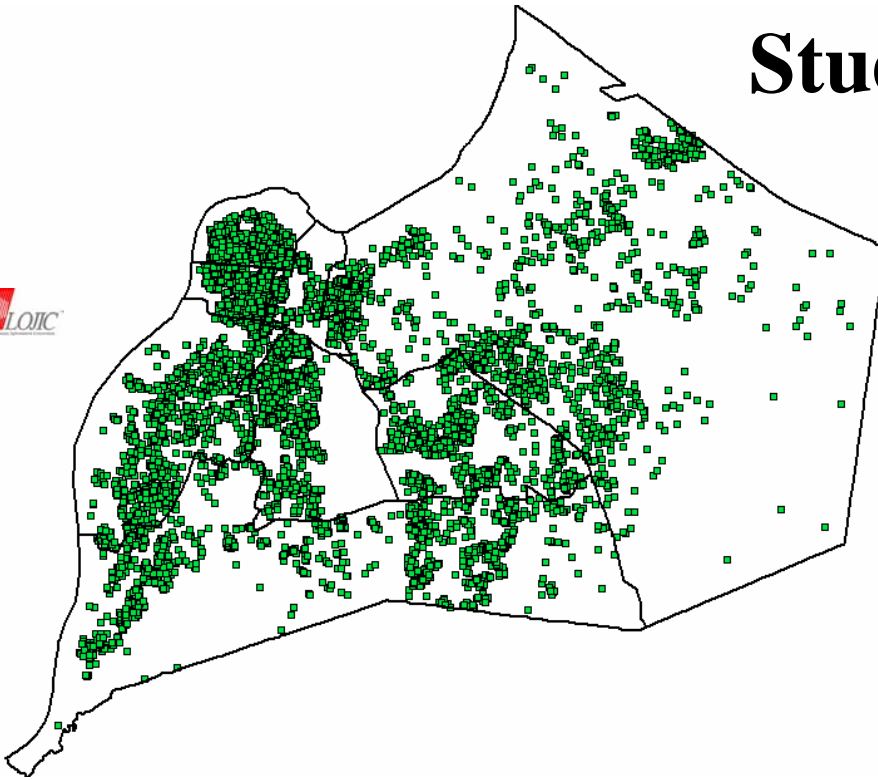
The map on the left shows school suspensions by student resides. There was a total of 7,118 suspensions in school year 2005-2006.

The bar graph in the lower left shows the same data displayed as a percentage within each NP area.

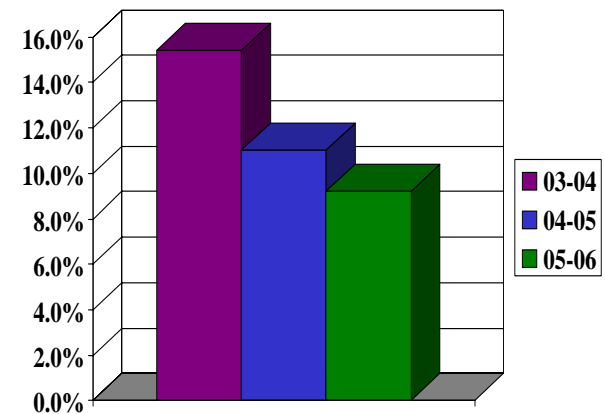
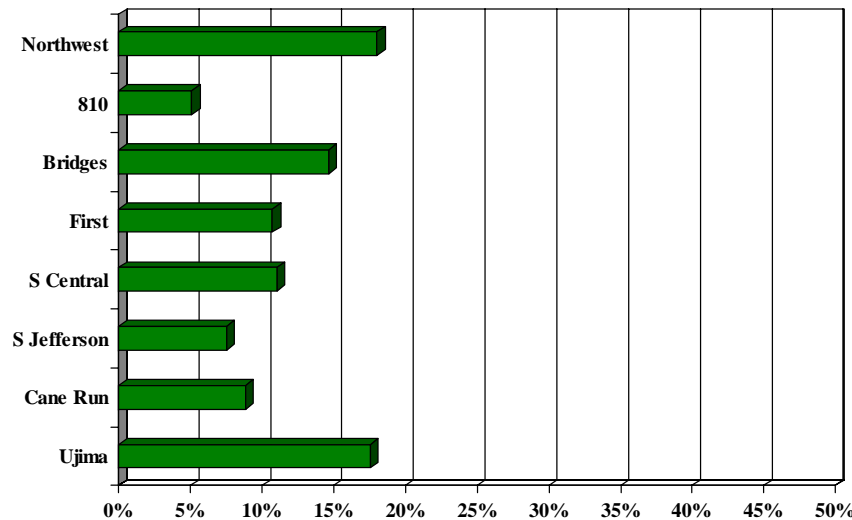
The graph below shows a three-year trend for suspensions. Although there was a .2% increase over the previous year, student suspensions are still on the decline when compared to the 2003-2004 school year.



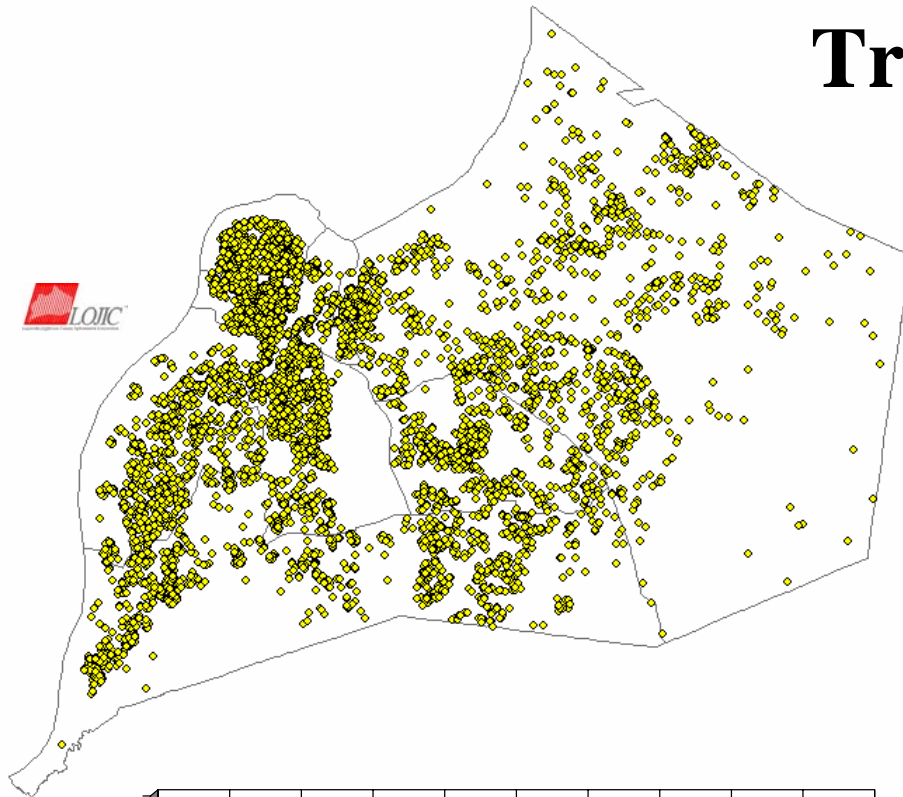
# Students at Academic Risk



Students who perform in the lowest third on their most recent standardized reading test can be considered at-risk for academic difficulties and warrant further review and/or support. Over the past three years there has been a steady decline of students who are identified as being at-risk as indicated by the graph below. The map and the graph in the lower left represents those NP areas with the most concentration of at-risk students for school year 05-06 (n=8,252).

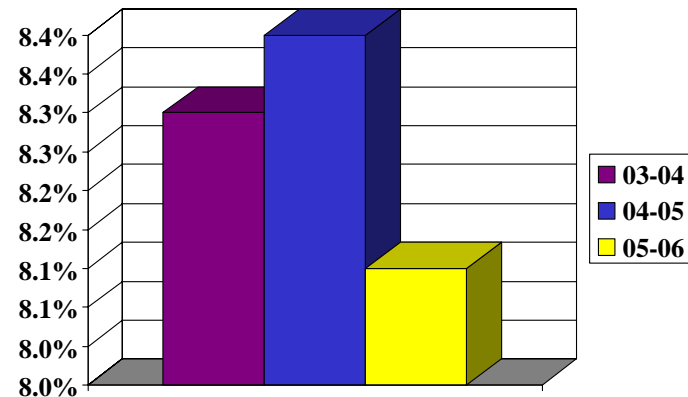
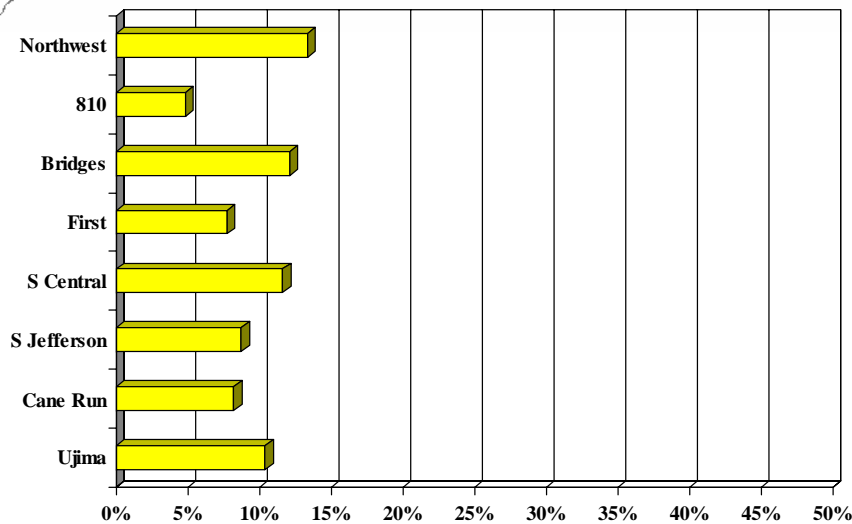


# Truant Students



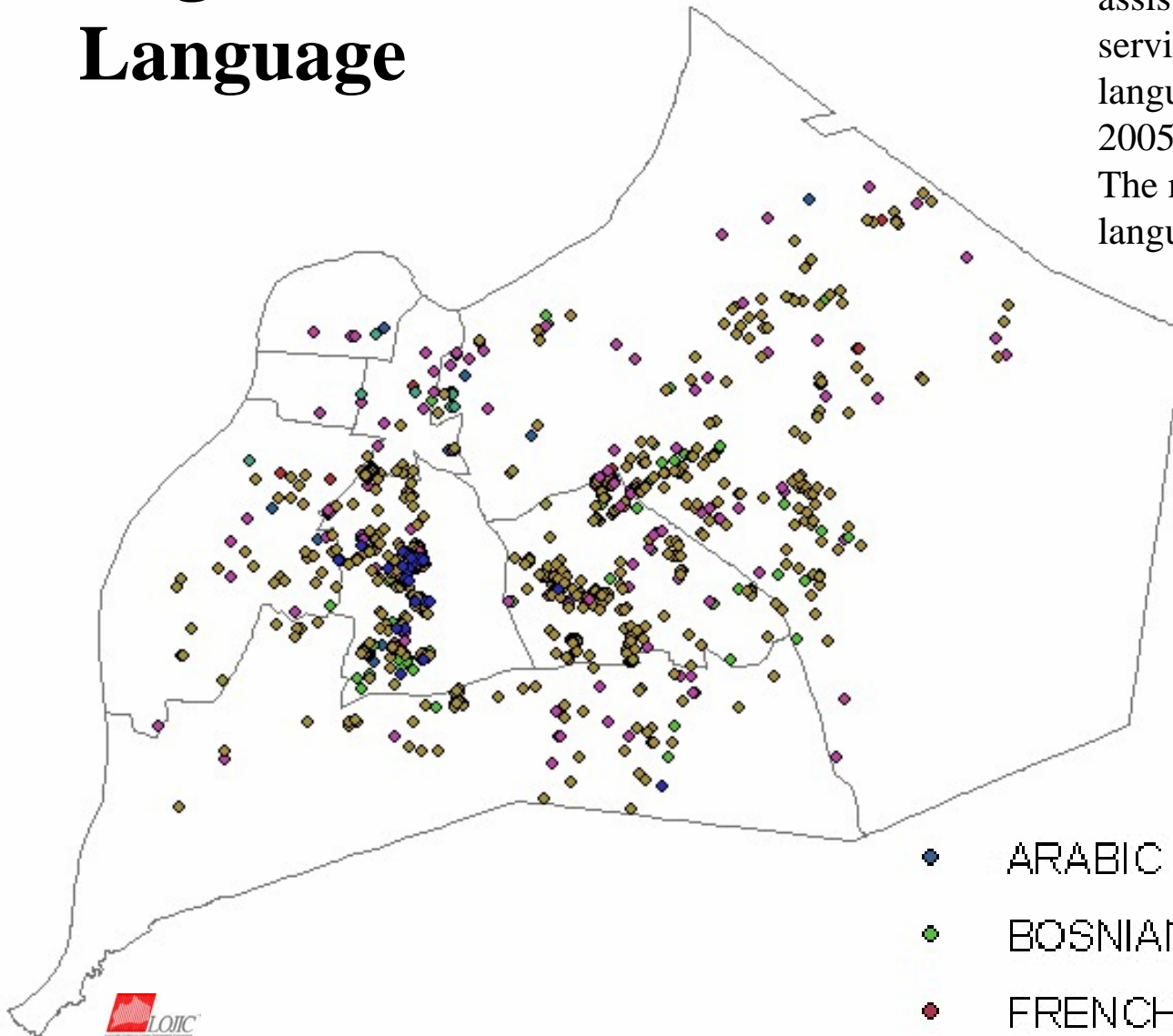
Truant students are defined as those who have experienced absences greater than 25 days. For school year 2005-06 there were 7,251 students who fell into this category or 8.1% of enrollment. That represents a decline in the number of truant students when compared to previous years as indicated in the graph below.

The bar graph in the lower left shows the same data displayed as a percentage within each NP area. The map demonstrates the data by student resides.



# English as a Second Language

ESL students who request language assistance or other school-related services are asked to identify their language type. For School Year 2005-2006 that number was 1,482. The map shows the distribution by language spoken.

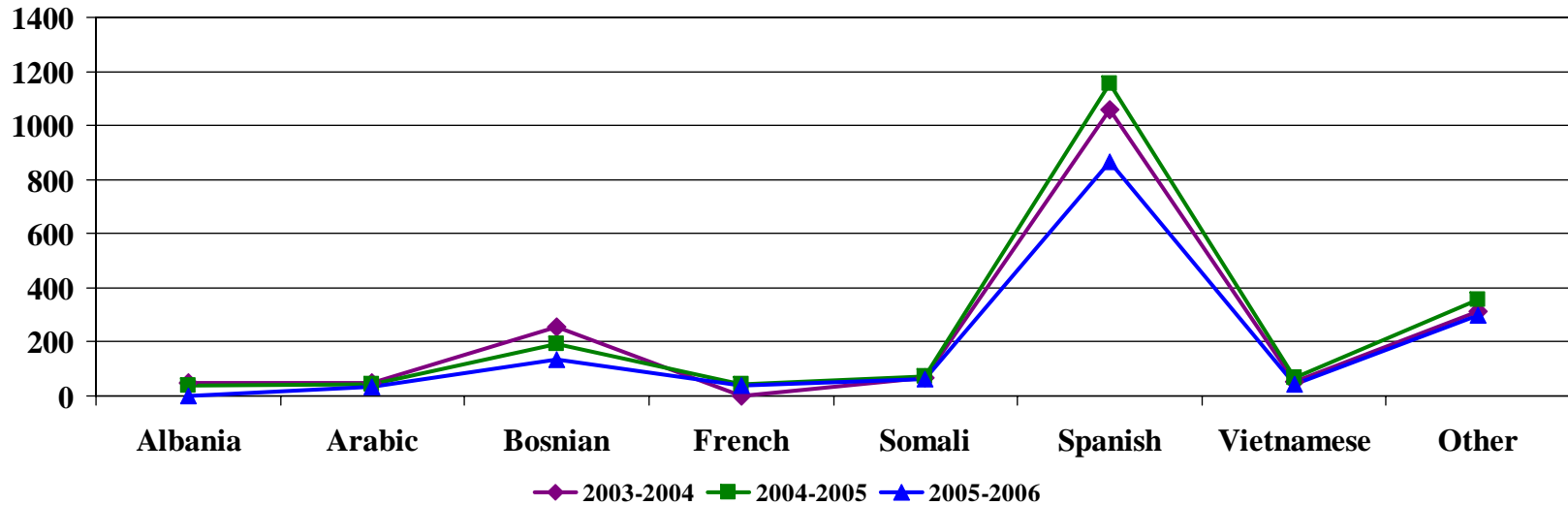
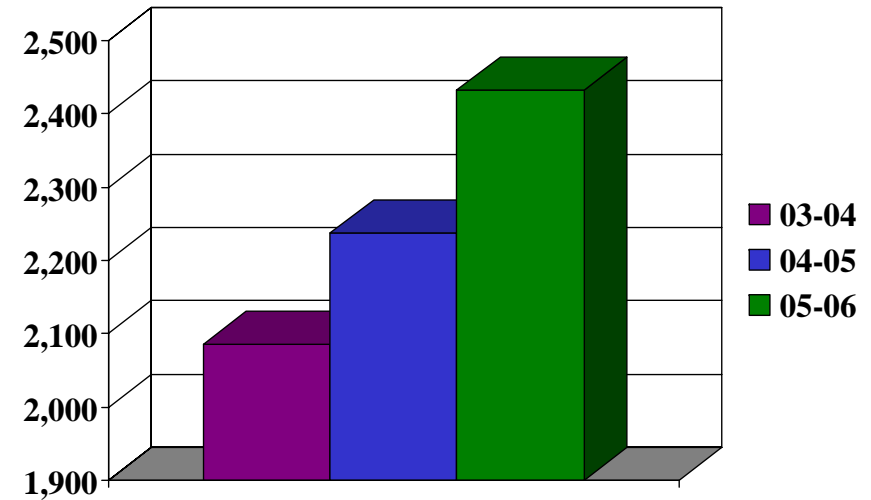


As the legend indicates, the map shows the top six identified languages:  
59% = Spanish  
9% = Bosnian  
4% = Somali  
3% = Vietnamese and French  
2% = Arabic

- |           |              |
|-----------|--------------|
| ◆ ARABIC  | ◆ SOMALI     |
| ◆ BOSNIAN | ◆ SPANISH    |
| ◆ FRENCH  | ◆ VIETNAMESE |
| ◆ OTHER   |              |

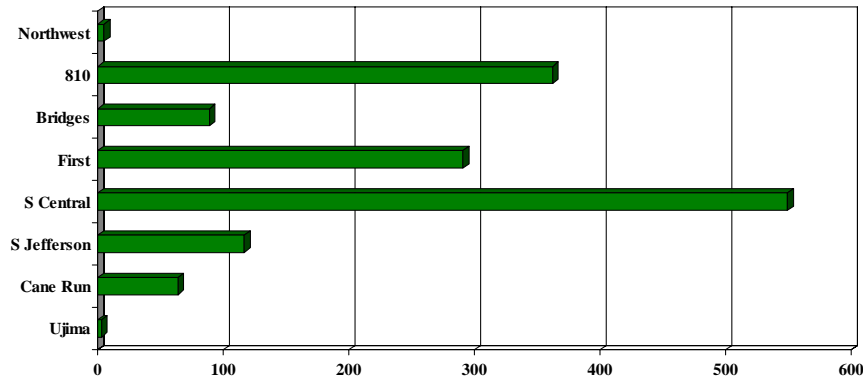
# Language Need Trends

The bar graph on the right demonstrates a steady increase in the number of ESL students enrolled in JCPS over the past three years. The line graph at the bottom shows the most frequently identified language trends.

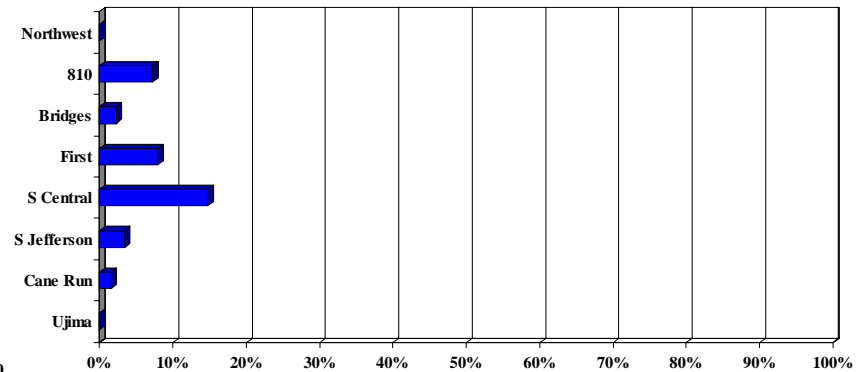


# Language Occurrence by NP Area

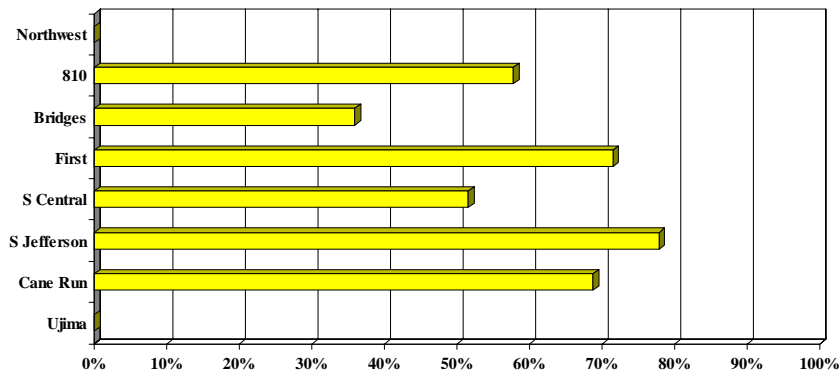
## ESL Identified Language Students by NP



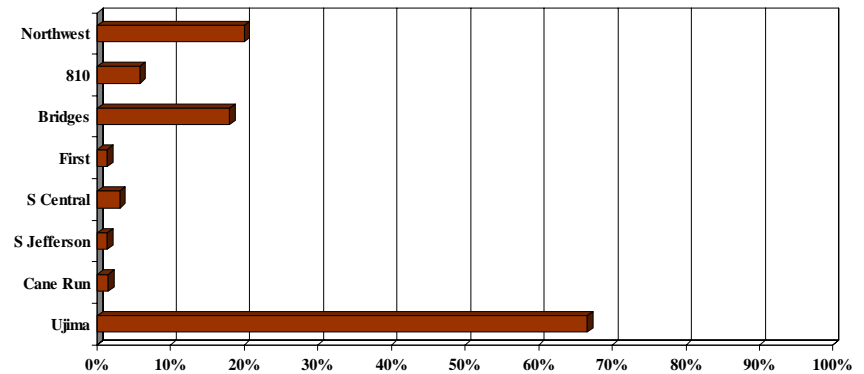
## Bosnian by NP



## Spanish by NP



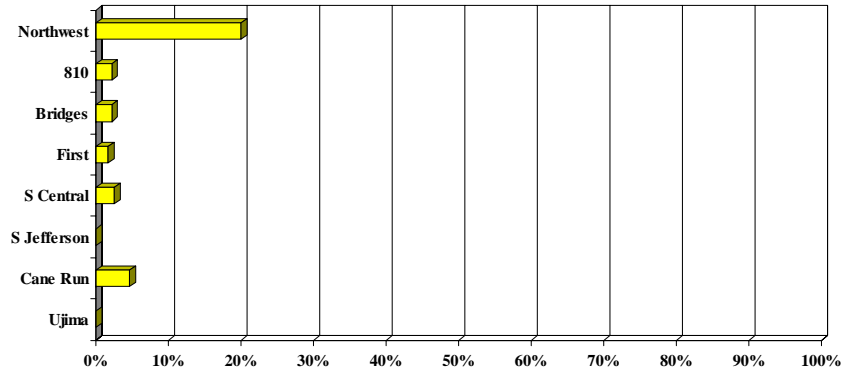
## Somali by NP



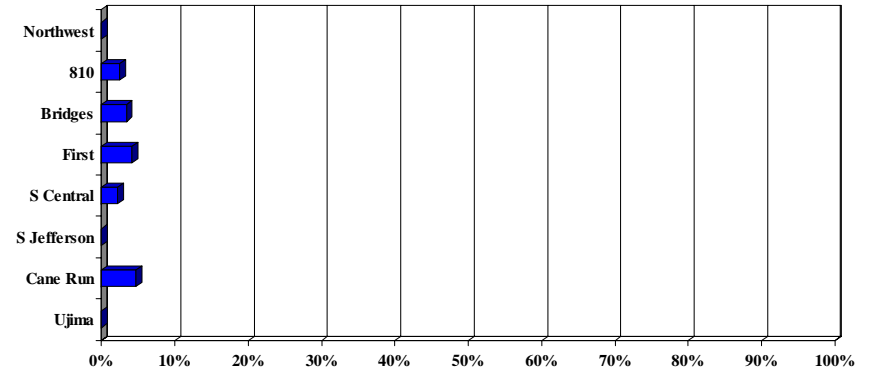
Percentages represent the occurrence as it relates to the total number of ESL student languages that have been identified within each NP Area. For example, of the 362 ESL students who live in the 810 Barret area and identified their language, 58% were Spanish.

# Language Occurrence by NP Area

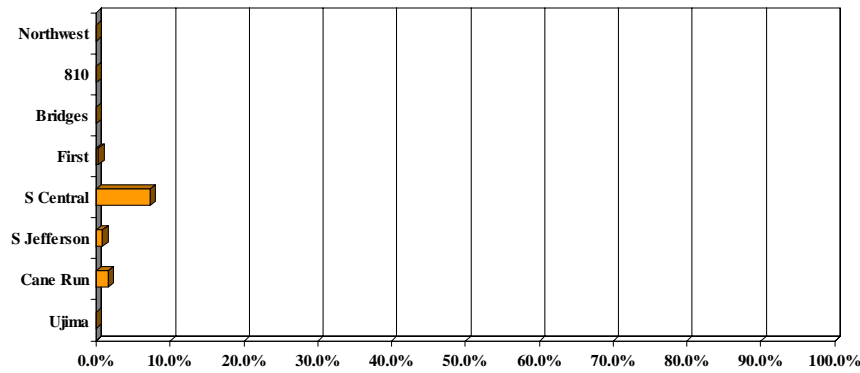
## Arabic by NP



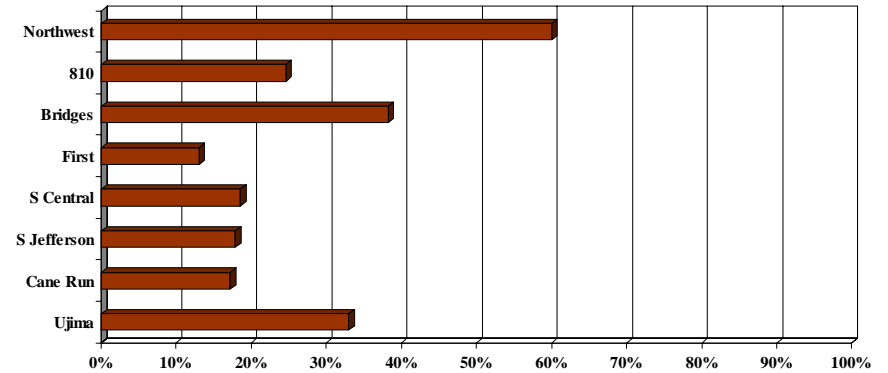
## French by NP



## Vietnamese by NP

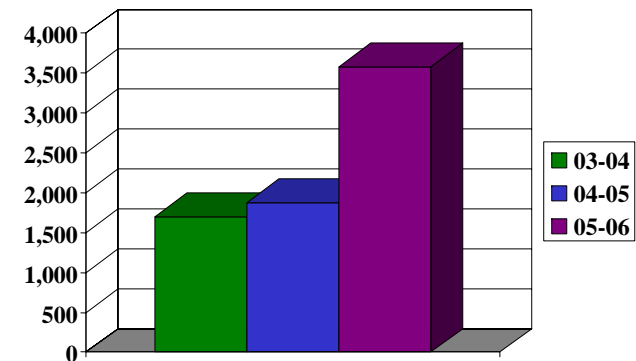
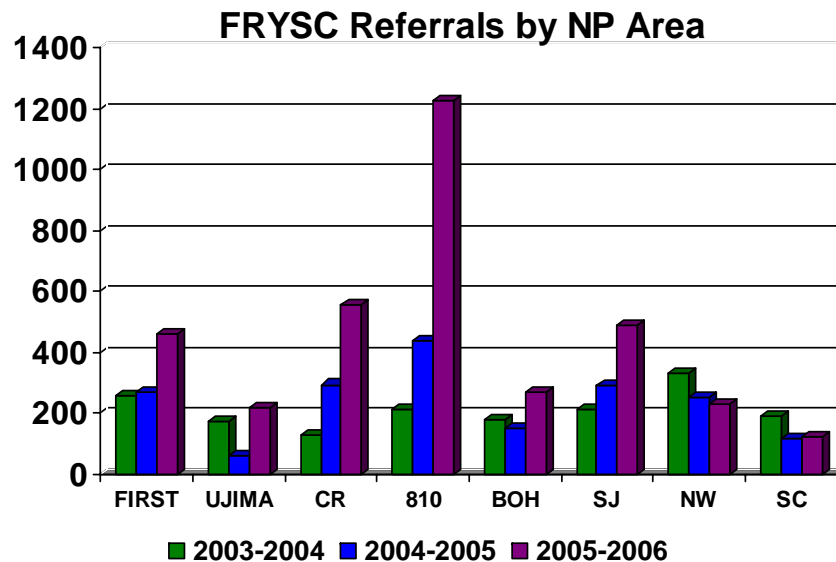


## All Other Languages by NP



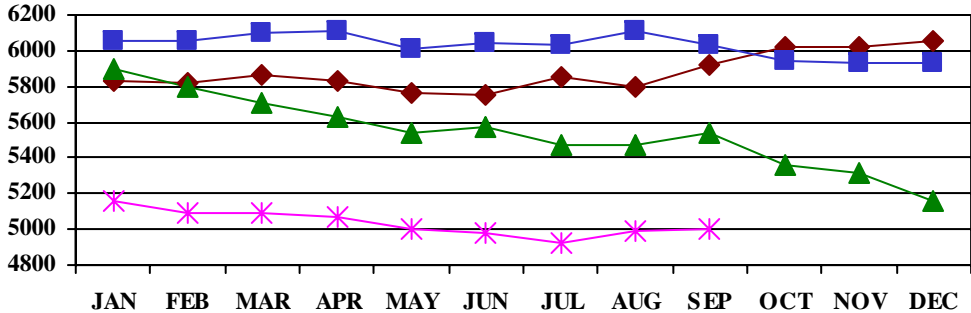
# FRYSC Referrals To/From NP

Family Resource and Youth Service Centers (FRYSC) serve as the Neighborhood Place connection with the school system. FRYSC coordinators are charged with helping children and their families reduce the barriers to learning. The graph to the left shows number of referrals by NP area over past three years. Bar graph below displays total referrals by year.



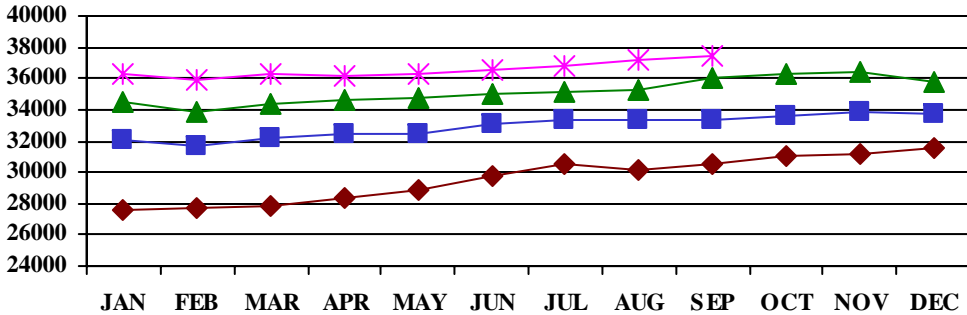
# Income Maintenance Programs Caseload Trends

**KTAP Trend Data**

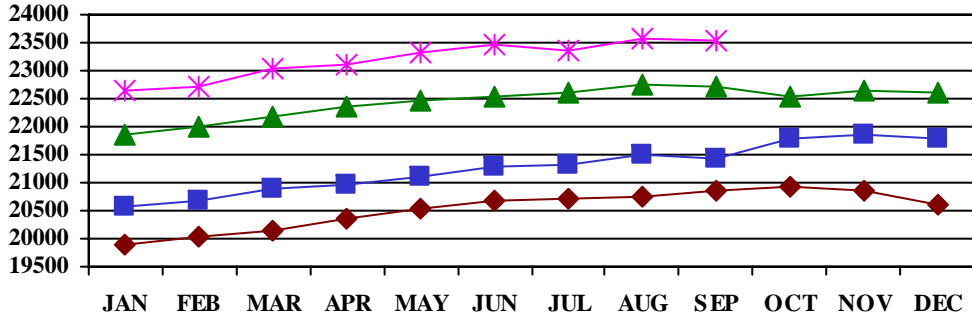


**Kentucky Cabinet for Health and Family Services' Family Support Teams provide KTAP, Food Stamps and Medicaid services to NP clients**

**Food Stamp Trend Data**



**Medicaid Trend Data**



◆ 2003   
 ■ 2004   
 ▲ 2005   
 ✱ 2006

# Start Plus

This past year at NP, a new partnership was implemented to work with families where child abuse/neglect and parent substance abuse issues co-existed. Substance Abuse Teams were comprised of JADAC (Jefferson Alcohol and Drug Abuse Center) professionals and State Social Workers to work with these families with the underlying goal of family reunification into sober homes. Do represent the remarkable success of the innovative team, the following data was compiled:

The most recent census shows **167,831** youth under age 18.

*Of these, **4,689 (2.8%)** were victims of substantiated abuse or neglect*

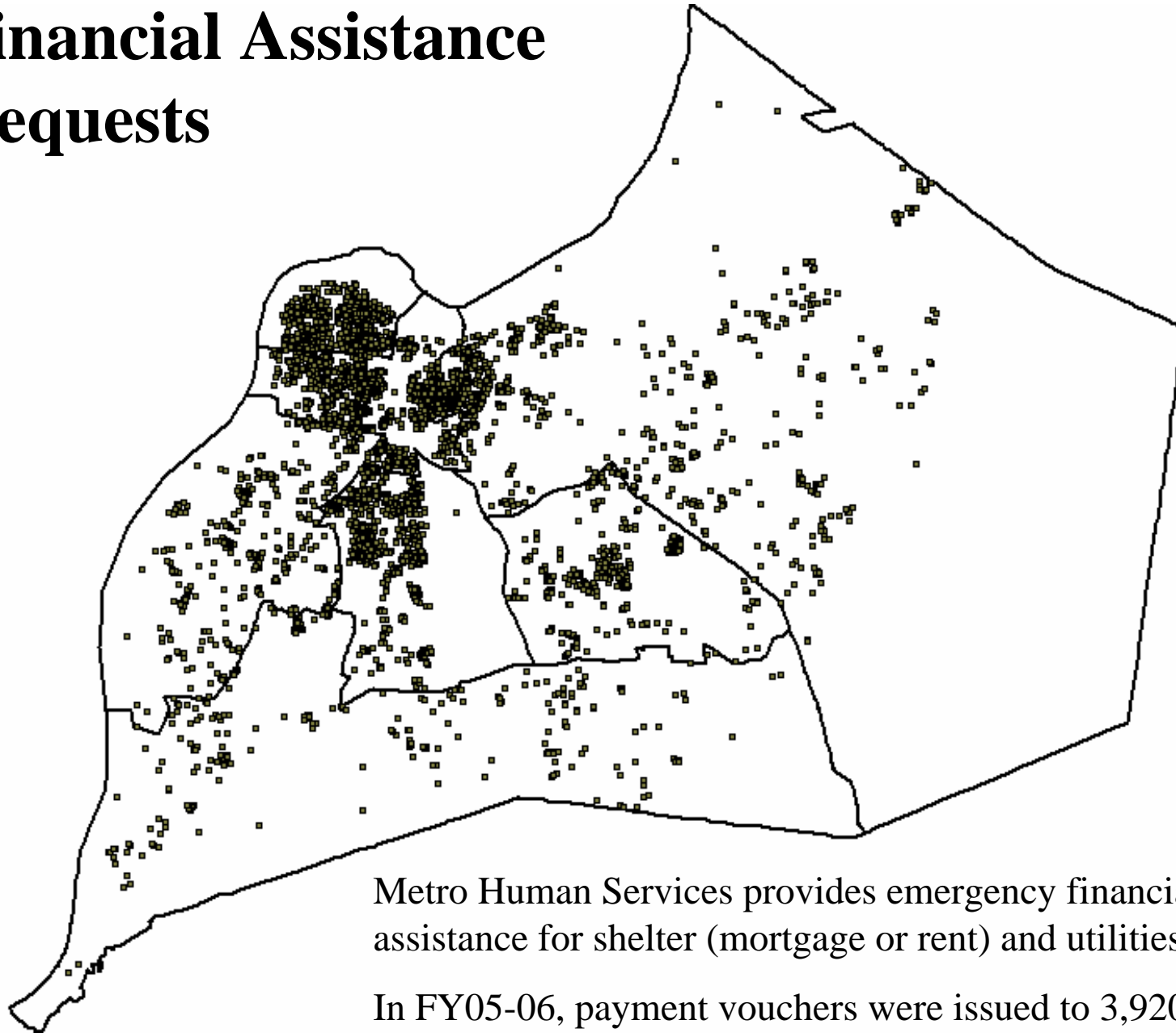
*Of these, **2,563 (54.7%)** substantiated cases involved substance abuse*

*Of these, **358 (14%)** were referred to the Substance Abuse Team*

*Of these, **351 (98%)** kept their appointment*

*Of these, **100% completed their goals!***

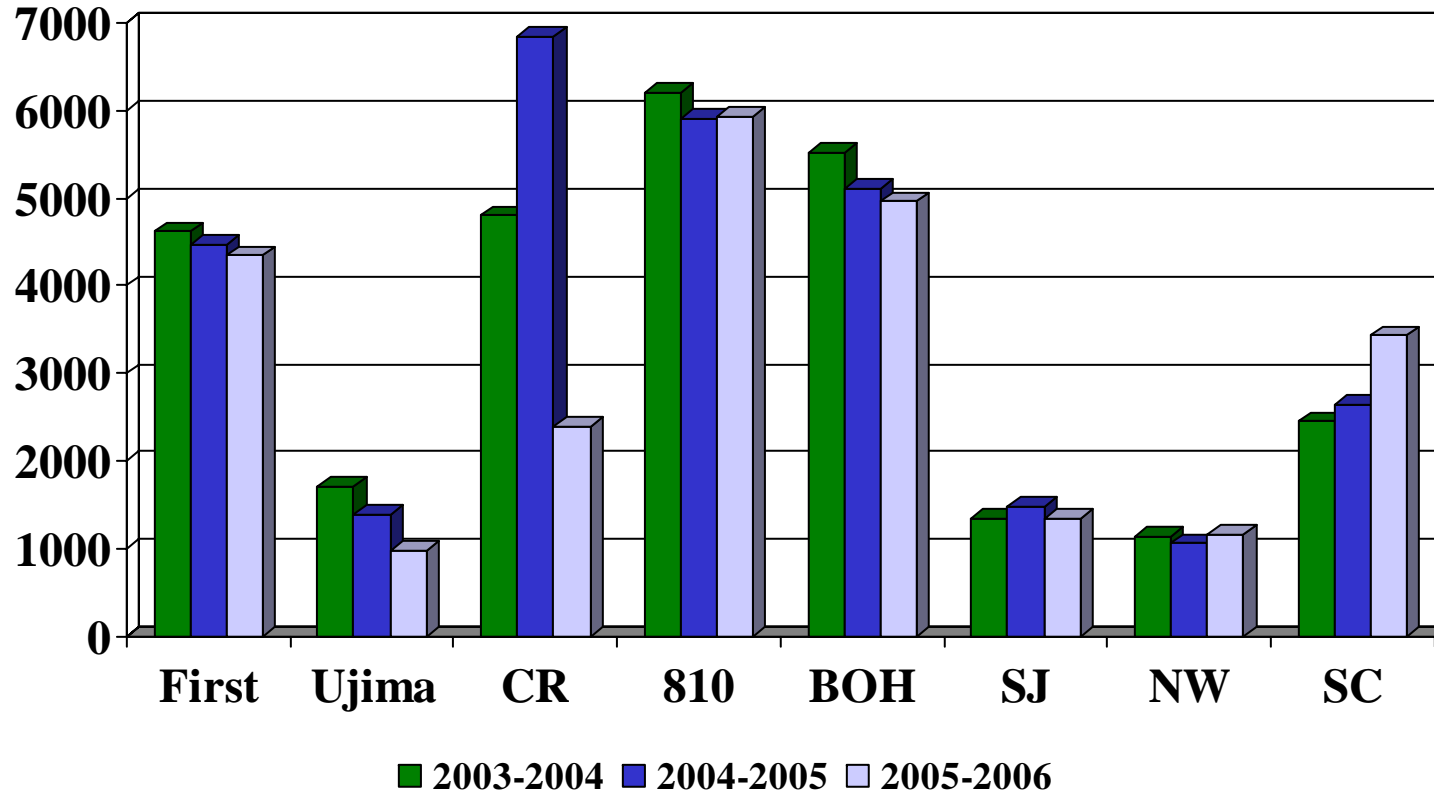
# Financial Assistance Requests



Metro Human Services provides emergency financial assistance for shelter (mortgage or rent) and utilities.

In FY05-06, payment vouchers were issued to 3,920 separate addresses.

# Requests for Financial Assistance



Metro Human Services screened 24,558 requests for financial assistance through Neighborhood Place in FY05-06.