



*Meeting Notice
Agenda*

Planning & Public Policy Committee Meeting

Wednesday March 11, 2020

SDC Main Office

1730 W North Avenue

Milwaukee, WI 53205

5:30 – 6:30 PM SDC Boardroom

*SDC Program, Planning & Public Policy Committee
Meeting Notice*

If you are unable to attend this meeting, please call Abra Fortson at 414-906-2720.

*NOTICE is hereby given that the Committee may convene in closed session to consider item (s) above pursuant to Section 19.85 (1) (c), (e), (f), and (g) Wisconsin statutes, and may reconvene in open session to take action on items discussed. Posted with less than 48 hours' notice.



AGENDA

***March 11, 2020
SDC – 1730 W. North Avenue SDC Board Room
Milwaukee, WI 53205
5:30 PM- 6:30p***

- | | |
|--|---------------------|
| 1. Call to order | Chair, Nikki Purvis |
| 2. Roll Call | |
| 3. Compliance with the Open Meetings Law | |
| 4. Adoption of the March 11, 2020 Meeting Agenda | Action |
| 5. Approval of February 12, 2020 Meeting Minutes | Action |
| 6. Planning | Action |

March 2020 Briefing Papers:

- BP2471
- BP2472

Information Only:

Information

- BP2473
- BP2474

SD Foundation Briefing Papers March 2020:

- None

SD Foundation Information Only:

- None

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- | | |
|---|--------------------|
| 7. Program Reports | Information/ |
| • Residential Services Presentation | |
| 8. Policy | Action/Information |
| • ROMA Board Training - Coming April 2020 | |
| • Satisfaction Survey Process & Procedures | |
| • Customer Service Satisfaction Survey 2019 | |
| • Poverty Summit Survey 2019 | |
| • Youth Survey 2019 | |
| 9. New Business | Information |
| 10. Old Business | Information |
| 11. Adjournment | Action |



Program Planning & Public Policy Committee February 12, 2020

Call to order by Committee Co-Chair Donna Brown-Martin at 5:32 pm

Roll Call: Abra Fortson confirmed a quorum.

Committee Members Present:

- Nikki Purvis
- Donna Brown-Martin
- Carlissa Harris
- Torre Johnson
- George Matthews
- Craig Sanders
- Ben Rucka

Excused Absent

- Rosa Villa Menes

Other Board Attendees:

Compliance with Open Meetings Law: Confirmed by Abra Fortson

Adoption of the February 12, 2020 Meeting Agenda

- Motion to approve was made by George Matthews
- Motion 2nd by Torre Johnson
- The motion carried.

Approval of January 8, 2020 Meeting Minutes

- Motion to approve made by George Matthews
- Motion was 2nd Torre Johnson
- The motion carried



Planning:

Presentation of Briefing Papers:

SDC Program Services Director, Pamela Johnson provided the briefing paper schedule for February 2020.

A motion was made to approve briefing papers BP2463-BP2466 by George Matthews. The motion was 2nd by Torre Johnson. The motion carried.

Program Reports:

Steve Wysocki provided an update on Education Services.

Mr. Wysocki reported that the number of Adult 2019 163 total students enrolled goal was 250 but prior to that in 2018 we had 139 and 2017 was 83 and 2017 was 79 in those previous years the goal enrollment was 116

Mr. Wysocki noted that he would like to study why the roster drops off from enrollment to graduation. He noted that 116 enrolled but 91 showed in one instance. In January 82 at the start then 64 people came day one of class. He noted that many of the people who dropped off enrolled in the February class opportunity.

He said that some of the new processes implemented to keep the flow of students active are as follows:

- Moved to an internal referral system
- Structuring student enrollment to coincide with immediate on-site testing
- One person responsible as the responsible contact point for all testing.

Shyrida Lane provided the Career Services Report.

Ms. Lane reported that she manages the Absolute Advantage, Chef Start, Youth Build and Career Enhancement Programs. She is new to the role and has spent time:

- making assessments
- Identifying Barriers/Issues
- Making Plans for moving forward
- Restructured the programs to better suit business needs
- Leveraging partnerships for funding opportunities.



Diane Robinson provided the Senior Services Report.

Ms. Robinson reported that there were 165 assisted in maintaining independent living that were 65 or older, the goal was 240.

She reported that early 2019 Interfaith collapsed and 65% of the senior clients had been outsourced. Interfaith was responsible for neighborhood outreach and handled 65% of our outer stations. There was a period when there was no oversight in this area. The department on aging hired ARIS a Waukesha based organization to cover the contract.

She said ARIS wasn't clear about their service responsibilities and the territory they were to cover which left a large population vulnerable. They went into a pause mode and still are. She said originally, they were only going to cover one site in Whitefish Bay, she explained that this wouldn't work and needed for them to cover where the need is across the county.

She is planning to meet with the director on 2/13 and will provide an update after. The goal is to create more stations to fulfil the goal.

Nikki Purvis asked how many stations are functioning. Diane Robinson said there were 17 but they are down to 12.

Quality Assurance Coordinator, Bryant Lewis reviewed shared and reviewed the 2019 Program Audits with the Program Planning & Public Policy Committee.

Policy Report:

Pamela Johnson provided the committee with a logic rubric for the internal grant planning committee. The logic rubric provided dates and outcomes for the Approval to pursue, Declination to pursue or delay and examine further.

New Business:

District 6 Commissioner, Ben Rucka said he was like to see more education on what people are eating and why they aren't feeling good. More advocacy around healthy food choices. He noted that there is a correlation between mental illness and poor food habits. Committee Chair Purvis noted that this idea may have alignment with the City's Garden to Market Program and that she would be willing to share contact information with him to explore.



Old Business:

None

Adjournment:

The meeting adjourned at 6:15p



March 2020
Briefing Papers for Action/Information

BP	Funder	Services/Program	Due Date	Request	Refunding/New /Continuation
Action Items					
BP2471	Community and National Corporation Services (CNCS)	Senior Companion Program	April 20	\$333,146	Refunding
BP2472	CNCS	Foster Grandparent Program	April 20	\$232,720	Refunding
Total				\$565,866.00	
Information only					
BP2473	Maximus – FSET 3 rd Party Partner	Absolute Advantage and ChefStart	July	Reimbursed costs for FSET clients	New
BP2474	Greater Milwaukee Foundation	Youth Services	June 5	\$5,000	New
Total				\$5,000.00	

Requests through the Social Development Foundation

BP	Funder	Services/Program	Due Date	Request	Refunding/ New
Action Items					
Total				0	
Information Only					
Total				\$65,000.00	

2020 Status-to-Date

Agent	Total # of requests	Total \$ requested	Total # awarded	*Total amount awarded	New awarded	Total pending	Amount pending	Total denied	Amount denied
Agency-wide	18	\$3,820,609	6	\$2,752,221	\$2,042,355	12	\$1,067,000	0	\$0
SDF only	5	\$215,000	0	0	0	5	\$215,000	0	\$0



Customer Satisfaction Survey Process and Procedures

The Department of Quality Assurance worked closely with Programs and Administration to develop and implement an agency-wide process to systematically collect, assess, and act upon customer feedback about agency programs and services. SDC will be soliciting input in the following areas:

- Service Delivery
- Workshop Completion
- Presentations
- Community Listening Sessions and/or Poverty Summit(s) Listening Sessions and/or Poverty Summit(s)

SDC will develop a process to systematically track and produce formal reports using trends and compare customer feedback data that provides evidence of high degree of satisfaction among low-income customers, partners/stakeholders, investors/funders, and the community.

Implementation Process:

The Customer Satisfaction survey will be provided to all programs, and each Program Manager/Administrator will determine the circumstances and mechanism for the distribution of the survey.

Collection and Analysis Process:

All Customer Satisfaction Surveys will be collected and analyzed by Quality Assurance by using Survey Monkey. The Quality Assurance Department will provide results to the appropriate Program Manager and the Executive Director. In addition, a global report of all surveys will be produced and shared with the Leadership Team.

The agency wide survey results will be reviewed by the Program Planning and Public Policy (Quad-P) Committee on an annual basis and then report a summary to the full Board with any recommendations made at that time.

The Quad-P will evaluate the results and explanations provided by Program Managers. Follow-up may be needed in some areas of the survey that need attention. The survey data will be used in the following ways:

- Evaluate overall Customer Satisfaction and integrate results in the Agency's Performance Scorecard
- Program Managers will be given the opportunity to evaluate their program individually and develop an improvement plan in areas of the survey that need attention.



Customer Satisfaction Reporting Process

Quality Assurance will present a comprehensive report during the first quarter of the new calendar year. The Quad-P committee will provide a summary of the customer satisfaction to the full board on an annual basis. The Board needs to approve the action item.

The following documents are attached:

- Agency-wide Customer Satisfaction Survey
- Workshop/Presentation Satisfaction Survey
- Poverty Summit Satisfaction Survey



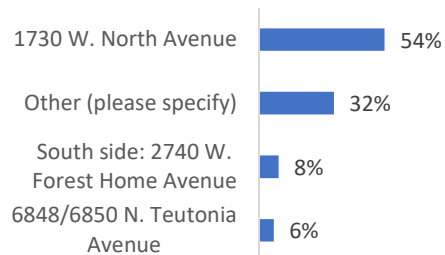
Social Development Commission
Pathways from poverty to success

2019

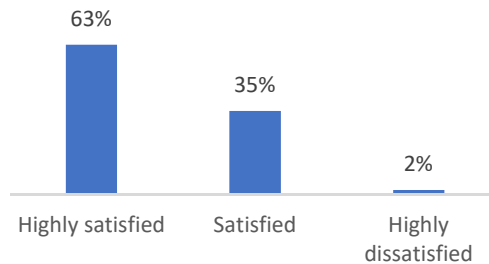
Satisfaction Survey Results

2019 SDC Satisfaction Survey Results

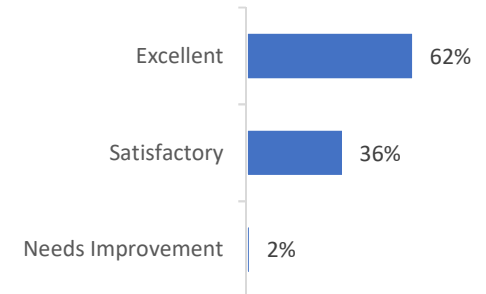
At which SDC location(s) did you receive service(s)? Please check all that apply. Responses



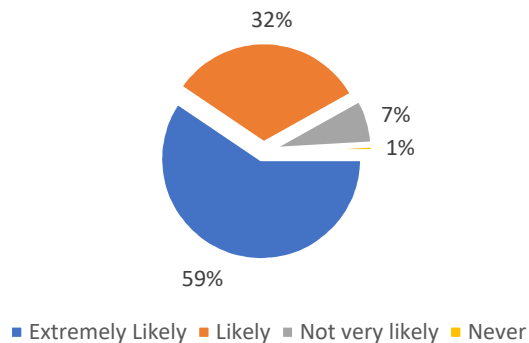
How would you rate your overall customer service satisfaction with our agency? Responses



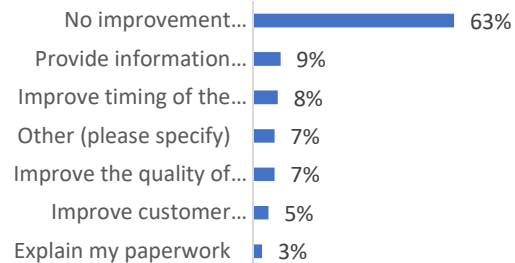
How would you rate the quality of the services you received? Responses



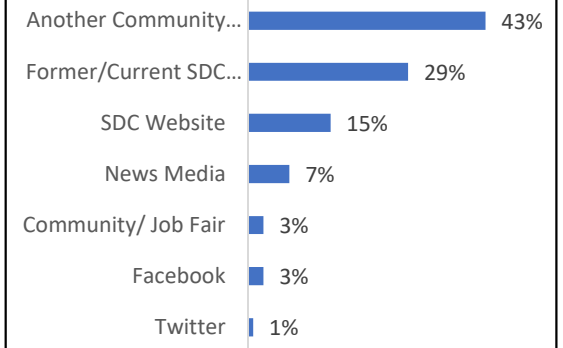
How likely are you to seek services from SDC again? Responses



What do you think that SDC can improve on; please select on of the options below: Responses



How did you hear about us? Responses





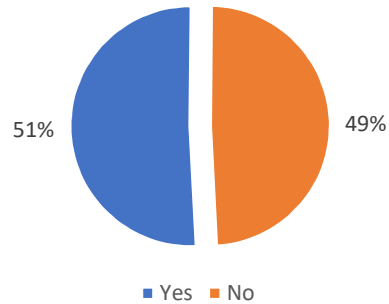
Social Development Commission
Pathways from poverty to success

2019

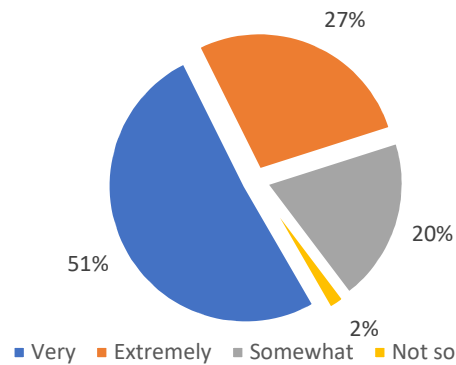
Poverty Summit Survey Results

2019 Summit On Poverty and SWIM Conference Survey Results

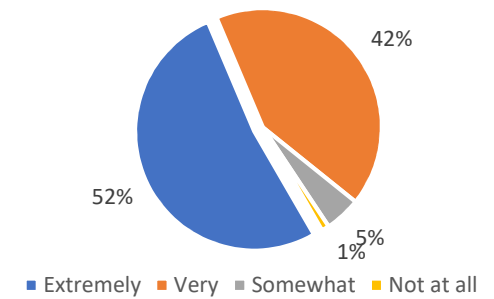
Was this the first time you attended one of our conferences?



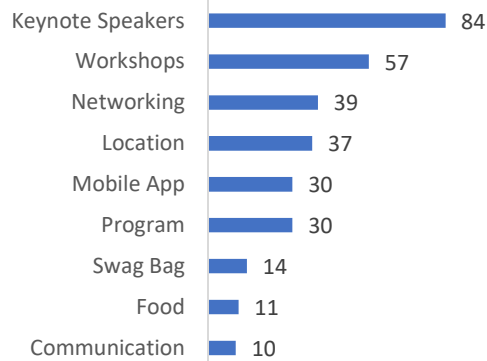
How well organized was the event?



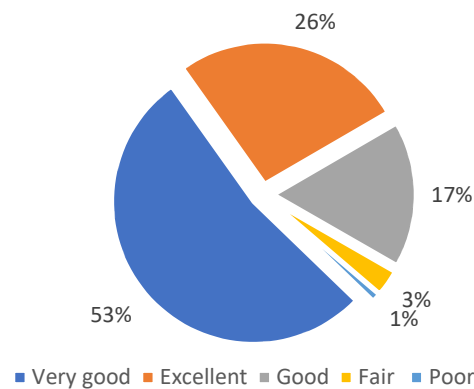
How friendly and helpful was the staff at the event?



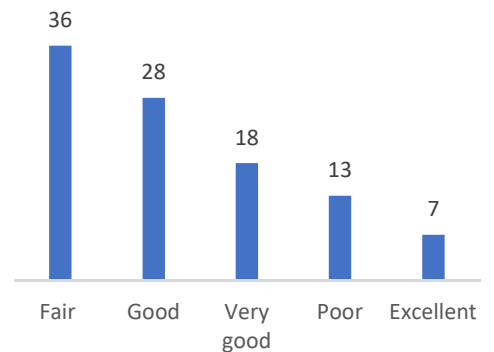
Which elements of the event did you like most?



How would you rate the venue and the location?

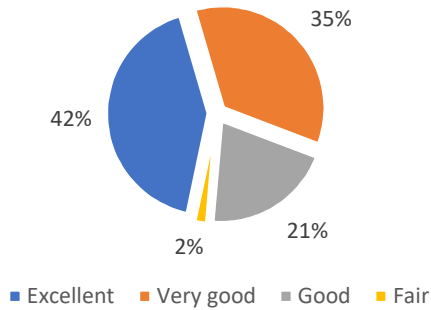


How would you rate the food for breakfast and lunch?

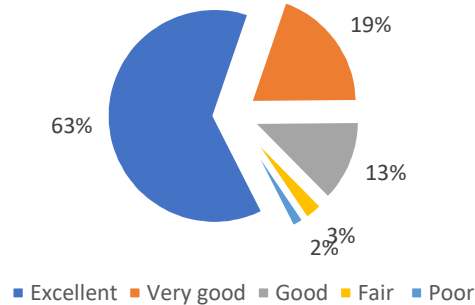


2019 Summit On Poverty and SWIM Conference Survey Results

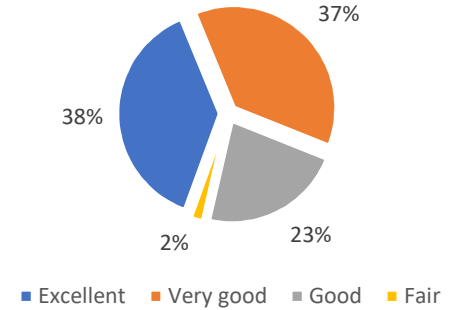
How engaging and informative would you rate Dr. Shaili Jain?



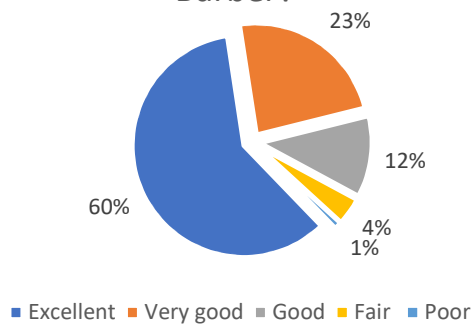
How engaging and informative would you rate Dr. Marc Lamont Hill?



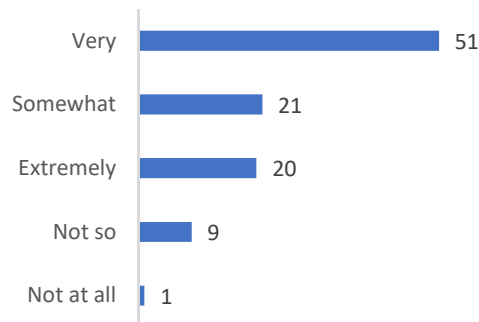
How engaging and informative would you rate Dr. Monica White?



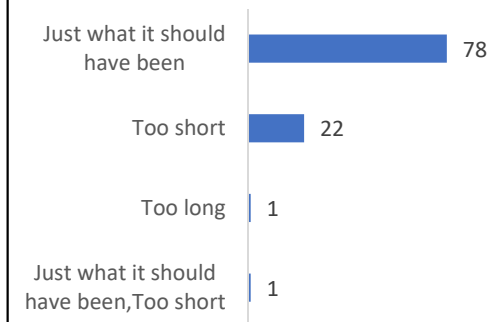
How engaging and informative would you rate Rev. Dr. William Barber?



How comfortable were you to ask questions at the event?

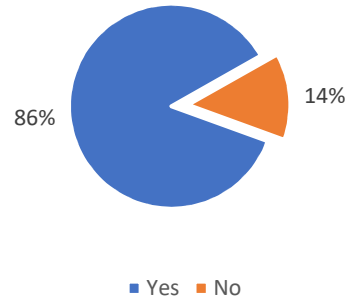


What do you think about the time allocated for each session?

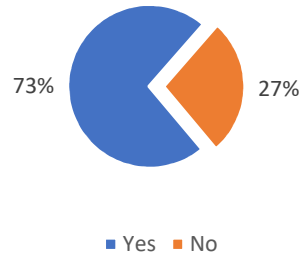


2019 Summit On Poverty and SWIM Conference Survey Results

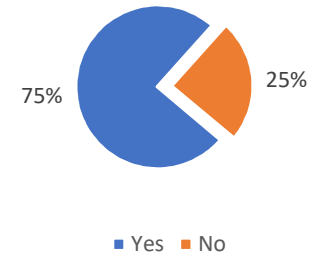
Do you feel as though the event had a cohesive message?



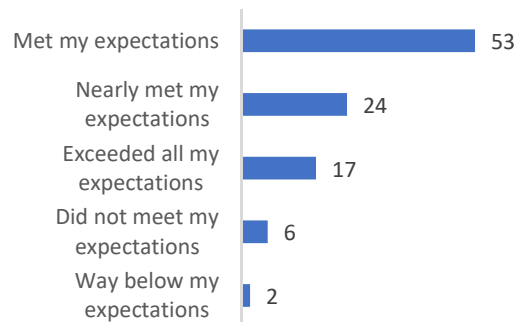
Did the event structure give ample time to interact with other attendees?



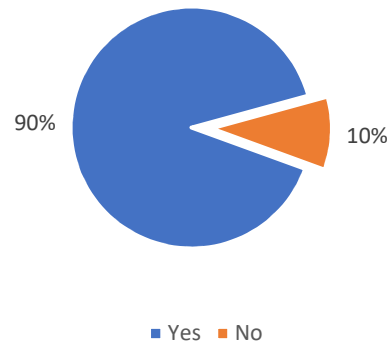
Are you satisfied with this event in regards to the impact it has made in your community?



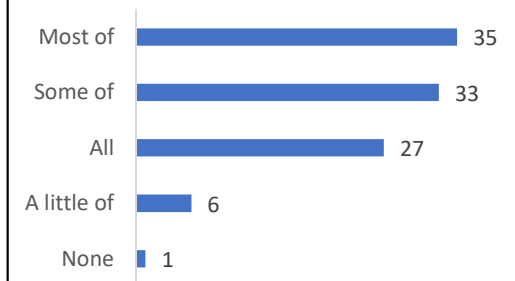
To what extent did this conference meet your expectations?



Would you recommend the event to others?



Prior to the event, how much of the information that you needed did you get?



2019 Summit On Poverty and SWIM Conference Survey Results

How can this event improve for next time?

Responses

Accessibility: \$200 for a summit on poverty seems to be out of touch, especially as previous years of the summit have been free; the scholarships were wonderful, but parking was not free either,Food,Location,Workshops
Accessible locations/distance for those with limited mobility,Location
Allot more time for attendees to have books signed and larger rooms for popular sessions,Food
Being able to register for workshops ahead of time and less workshops,Keynote Speakers,Food,Communication
Create a way to connect people here and to carry that out throughout the year. Let YOUR conference be the beginning and allow the people
Don't have white people speak on topics of race-doj presentation-collective impact,Food,Workshops
Have locals to speak as well.,Program,Networking,Food
I haven't been able to get over even today, how racist Dr. Hill's comments were about how there were no homeless white people and that
I think it would be helpful to have a network sessoion built in that is facilitate by someone that would bring people together more. The
Include GF options for lunch and serve in a way that reduces waste.,Food
Information for presenters on what to do prior to the event, what to expect during the event,Food
Last year was great, this year the overall conference seemed disorganized. Workshops cancelled without notice to attendees. Workshops
No long messages from the sponsors.,Program,Workshops
Not more workshops or content, but more focused content to be able to immerse oneself on topics. Opportunity
Please have signs outside of each workshop saying what is in the room and at what time.,Location
Remember that not all participants are knowledgeable about APP's Would have loved the opportunity to pull the full program off of the
Scheduling: if you are going to allow questions, you need to build that time into the schedule instead of stealing it from the breaks; there was
Seating for disabled people, and for those of us who use assistive devices somewhere where we can sit with them or get to them without a
Simply knowing the keynote speakers isn't enough to make some people commit to attending a conference.Not knowing the sessions we
sponsor information in bag was not very informative,Swag Bag
Stay closer to the topic on poverty. ,Food
The speakers were not announced very far in advance of the event. For this reason, interest developed at the last minute. ,Communication
Thought it was a worthwhile event
Time aloted and CEUs,Food
Time for workshop, and organization, timing for the program
Too long of a distance from main hall to workshops. There was too much time spent going back and forth. The air conditioning made it
Too many speakers/break out sessions, unorganized,Program,Swag Bag,Communication,Mobile App,Workshops

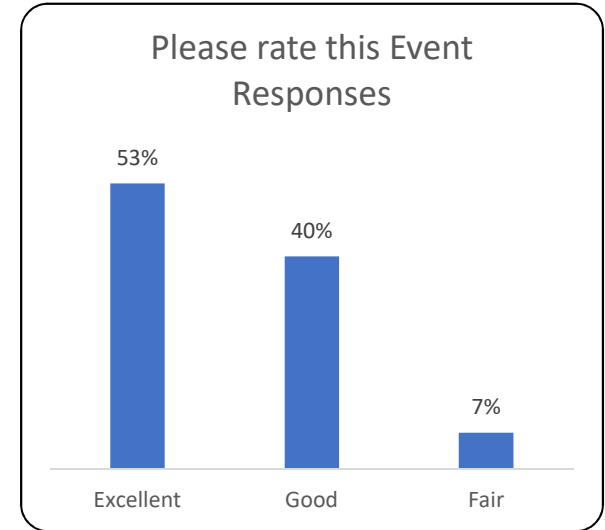
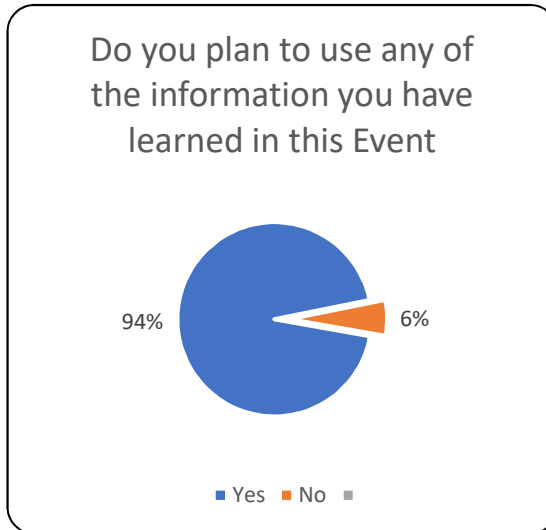


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Youth Presentations Survey Results

2019 SDC Satisfaction Survey Results



Please list anything you would change or add to Event.

Responses

- | | | |
|-------------------------------------|------------------------------|---|
| Add more hours to talk | I really don't know | Maybe more activities with other people |
| Add more student's to the event | More time | I think this event was perfectly taught good |
| Add suspects that have the diseases | Nothing cuz it was all fun | I Would add more food but this was great |
| Be more confident talk more | I Would change the location | To learn more about how people act in real life |
| DO it more than once a week | I would like to add tours | Stop give other kids our stuff |
| I don't know | I would not change the event | The length maybe find a longer time period |
| Its good the way it is | I wouldn't change nothing | To not change yourself for somebody |
| Longer | More Movies | |
| Put more convos in there | More real life solutions . | |