



Villard Square Grandfamily Apartments Assessment Kit

For the
**Northwest Side
Community Development
Corporation**



Prepared by



May, 2015

The contents of this assessment kit stem directly from the efforts and shared discussion among the following people:

Marrio Barnes, Gorman & Company, Inc.
Michele Cohen, Jewish Family Service
Rachel Collins, Milwaukee Public Library
Kathy Czarnecki, Interfaith Older Adult Programs
Sonja Droste, Gorman & Company, Inc.
Ted Matkom, Gorman & Company, Inc.
Renee Pasciak, Northwest Side Community Development Corporation
Howard Snyder, Northwest Side Community Development Corporation
Fredlyn Viel, Jewish Family Services
Joyce Wuetrich, Gorman & Company, Inc.

Thank you for your involvement and your time.

IMPACT Planning Council staff on this project included Kathleen Pritchard, Vice President of Planning and Evaluation; Carrie Koss Vallejo, Assistant Planner; and Kayla Noel, intern.

With funding support from:



Villard Square Assessment Kit

Because of Villard Square's unique emphasis on providing living space for grandfamilies, the stakeholders of the development have been interested in assessing the project's progress since its very beginning. Two reports produced by IMPACT Planning Council (in November 2012, and June 2014) documented the early planning related to the development, evaluated initial outcomes and offered recommendations. Building on the findings in those reports, IMPACT was asked to develop a simple system for internal collection of data that would allow Villard Square partners to continue to monitor the project's progress on their own.

The ***Villard Square Assessment Kit*** lays out a plan for the partner agencies to collect data annually and evaluate progress toward project goals. The proposed data collection process is simple, and makes use of data already being collected by partner agencies. It is recommended that the tools in this assessment kit be completed by the designated partners using data from the previous twelve-month period. Once all the information has been completed, the partners have agreed to hold an annual assessment meeting to share collected data, discuss common successes, explore lessons learned and address any needed midcourse corrections.

Included in this kit:

1. Gorman Demographic Report, Data & Charts (Appendix A)
This tool provides a method of collecting key data and summarizing in charts identified as important or useful to stakeholders.
To be completed by Marrio Barnes, based on residency in previous January.
2. Milwaukee Public Library Data Points (Appendix B)
This tool is based on conversations between MPL and IMPACT staff to determine what sort of data are available at the library-specific level.
To be completed by Rachel Collins, based on previous year's data.
3. Jewish Family Services (JFS) Monthly Service Coordinator Report (Appendix C)
This tool generates charts based directly on information already being collected in the JFS Monthly Service Coordinator Reports. Information can be entered directly into the report, and charts will auto-populate to summarize and give context to the data.
To be completed by Fredlyn Viel, based on the monthly reports from the previous year.
4. Report from Interfaith (Appendix D)
This form serves as a place to collect data on grandfamily support groups and reflect on activities held throughout the year.
To be completed by Kathy Czarnecki, based on data from Interfaith Older Adult Programs.

5. Resident Feedback – administered by Gorman (Appendix E)

a. Resident Survey Schedule

b. Survey for Villard Square Residents

Survey questions are based on questions asked by IMPACT during focus groups with Villard residents. Changes or additions to the survey can be made as necessary, but consistency will allow for better comparisons over time.

c. Reminder Poster

Flyer to be posted within Villard Square Apartments as a reminder of the response deadline.

To be coordinated by Marrio Barnes and Sonja Droste.

Appendix A: Gorman Demographic Report, Data and Charts

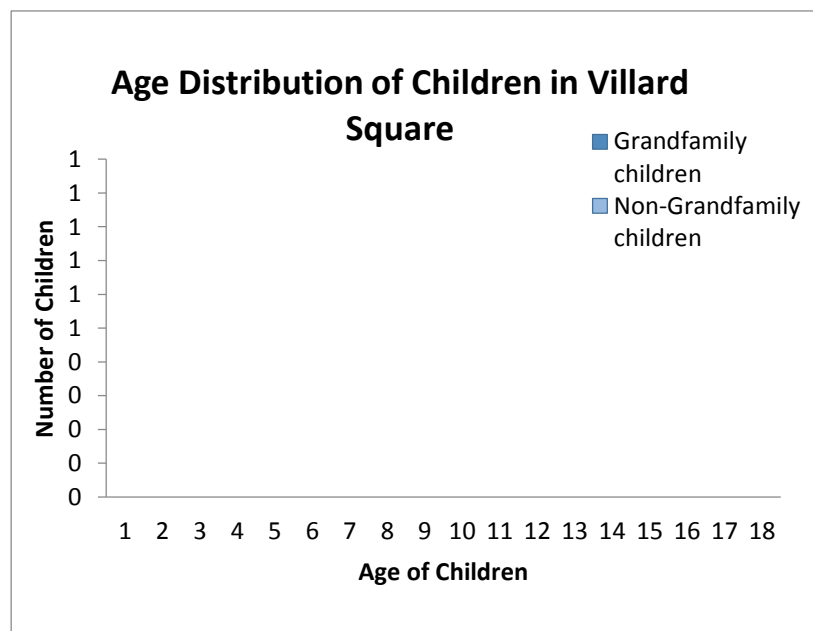
The person responsible for filling out this form (as an excel document) will be able to use drop down options for several of the columns. The drop down options will automatically total, as shown, at the bottom of the columns. Charts using the data will automatically be generated as the excel sheet is filled. **It is recommended that Gorman share the generated charts with partners, but not the full data in the excel sheets.**

Unit #	# Household members	Race of Head of Household	This column is for labeling purposes.	Ethnicity (Hispanic or Non)	This column is for labeling purposes.	Age of Head of Household	Gender of Head of Household	This column is for labeling purposes.	Age of Cohead of Household	Gender of Cohead of Household	This column is for labeling purposes.
#201											
#202											
#203											
#204											
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#206											
#207											
#208											
#209											
#210											
#211											
#212											
#213											
#214											
#215											
Totals calculated (when appropriate)	0	0	African American	0	Hispanic	0	0	Female	0	0	Female
		0	Asian	0	Non Hispanic		0	Male		0	Male
		0	Native American								
		0	White								

Appendix A-Gorman Report-Demographic Data and Charts

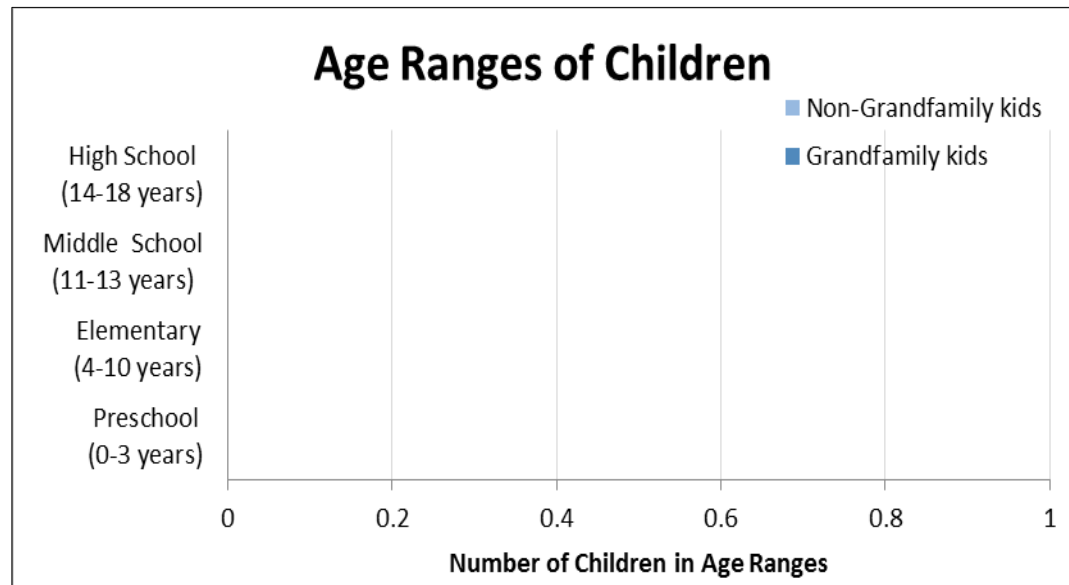
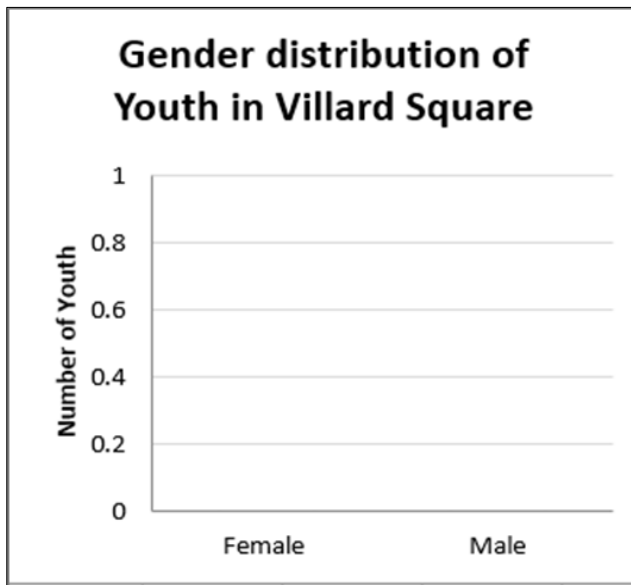
Data on these charts is linked the first page and will automatically populate.

Age of children	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Totals
Grandfamily children	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Non-Grandfamily child	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
All children	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0



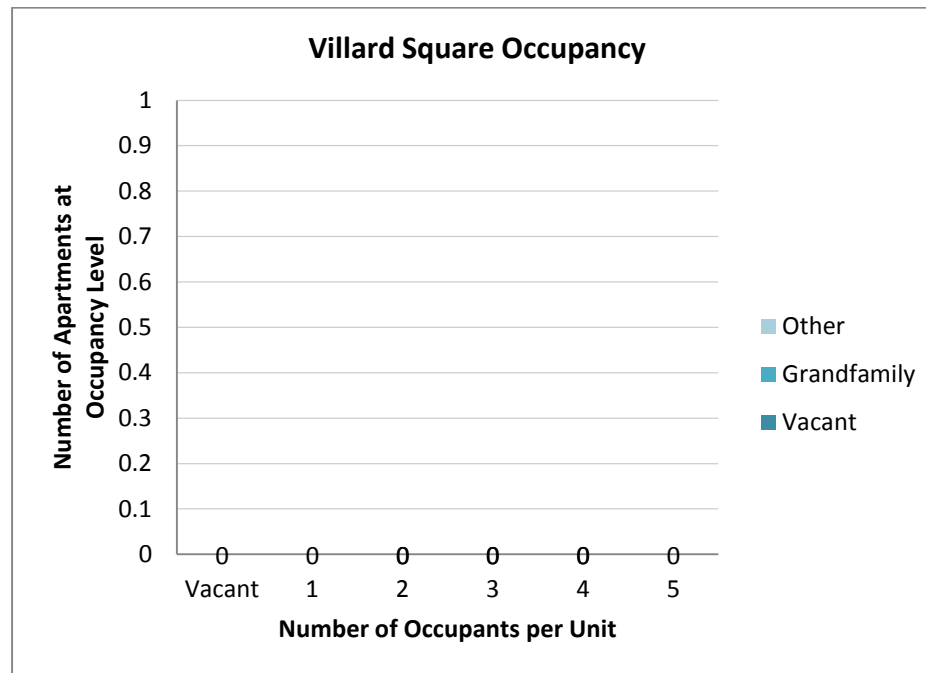
Appendix A-Gorman Report-Demographic Data and Charts

School level of kids	Preschool (0-3 years)	Elementary (4-10 years)	Middle School (11-13 years)	High School (14-18 years)
Grandfamily youth	0	0	0	0
Non-Grandfamily kids	0	0	0	0
All youth	0	0	0	0
% by age range	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!



Appendix A- Gorman Report-Demographic Data and Charts

	Vacant	1	2	3	4	5	Totals
Vacant	0						0
Grandfamily		0	0	0	0	0	0
Other		0	0	0	0	0	0
	0	0	0	0	0	0	0



Appendix B

Milwaukee Public Library – Villard Square Branch January – December 2015

This form should be completed by Villard Square Library Staff in January, based on the previous year's data.

1. How many residents of Villard Square became new library members in the past year ? _____
2. How many residents of Villard Square Apartments currently hold a library card? _____
How many adults? _____ How many children? _____
3. What is the average number of items (not including laptops) checked out by all library card holders in the past year? _____
4. What is the average number of items (not including laptops) checked out of Villard Square Library by residents of Villard Square Apartments in the past year? _____
5. How many laptops were checked out at Villard Square library in the past year? _____
6. How many laptops were checked out by Villard Square residents in the past year? _____
7. Were there regular meetings with staff from Villard Square apartments regarding programming, security or other concerns? If so, what were the meeting date(s)?

8. Were there any special Library events/programs/activities for Villard Square residents?

9. Were there any particular challenges or incidents for the library involving Villard Square residents this year? How were they resolved?

10. Please note any suggestions for next year:

Appendix C: JFS Monthly Service Coordinator Report

This form is completed monthly by JFS staff.

MONTHLY SERVICE COORDINATOR REPORT- Villard Square Grand Family

Month:	
Number of hours worked by the service Coordinator:	Number of hours worked by the student/intern:

Total # of residents in building:	Total # of residents who received services:	Number of Grand Families served:
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Type of Service Coordination Performed:
For each service, provide the number of residents who received that service through Service Coordinator, Student or Volunteer.

Type of Service	# of residents	Type of Service	# of residents
Initial Assessment		Home Management	
Conflict Resolution/ Counseling		Lease Education/Assistance	
Case Management		Mental Health Services	
Crisis Intervention/Support		Support Groups	
Education/ Information		Substance Abuse	
Family Support		Mobile Food Pantry	
Referral to other services/programs		J-Help	
		Other (Specify) Financial	

Educational Wellness Programs: List the educational or wellness programs the SC developed/implemented/organized for residents during this reporting period.

	Program/Activity	# of attendees
1		
2		
3		
4		
5		

Socialization/Support Programs: List the socialization/Support programs he SC developed/implemented/organized for residents during this reporting period.

	Program/Activity	# of attendees
1		
2		
3		
4		
5		

Resident Problem Issue: Provide anecdotes describing at least one issue where SC was involved to show impact: Indicate whether issue was resolved or not: Resident was short on funds to pay rent and was referred to Community agency for assistance.

Training/s Attended by SC: _____

Were there outreach methods activities that were especially successful/unsuccessful for Villard Square residents? _____

Appendix C: Jewish Family Services (JFS) Monthly Service Coordinator Report Charts

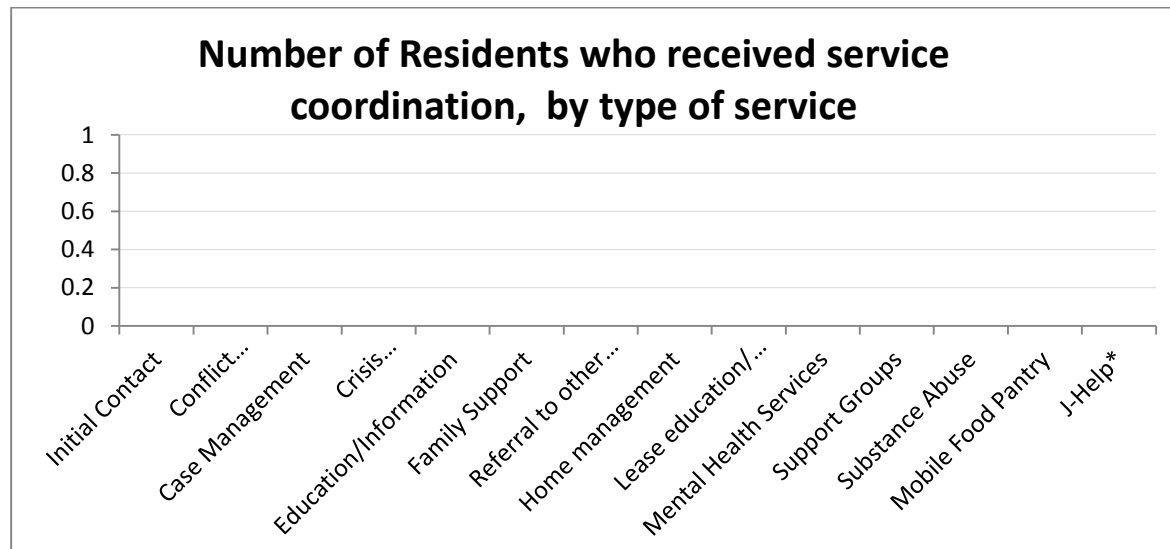
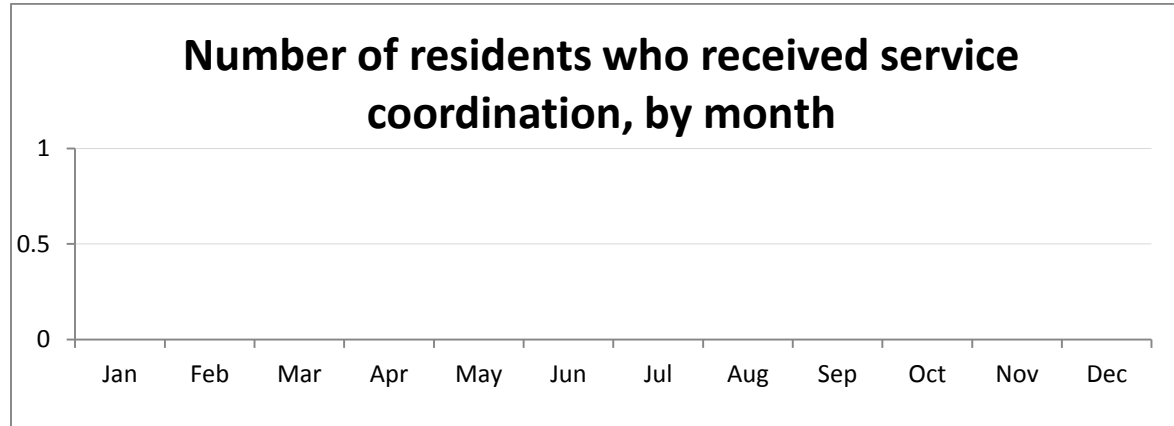
At the end of each month, JFS staff should transfer information from the JFS Monthly Service Coordinator Reports onto this chart.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total # of Res per service
Initial Contact													0
Conflict Resolution/Counseling													0
Case Management													0
Crisis Intervention/Support													0
Education/Information													0
Family Support													0
Referral to other services/programs													0
Home management													0
Lease education/ Assistance													0
Mental Health Services													0
Support Groups													0
Substance Abuse													0
Mobile Food Pantry													0
J-Help*													0
Total # of Res Monthly	0	0	0	0	0	0	0	0	0	0	0	0	0

*** 2014 Total number of residents who received service coordination**

Appendix C: Jewish Family Services (JFS) Monthly Service Coordinator Report Graphs

Data on these charts is linked to the excel data above, and will automatically populate.



Appendix E:

Resident Survey Schedule, Survey and Reminder Posters for Building

Recommended Survey Schedule

1. November- Connecting with partners

Send out a copy of the draft resident survey to partners, and ask if there are any recommended changes to the survey tool. One possibility discussed at the May 2015 meeting, was that staff might like to add a particular event to a survey question.

As the lead agency for data collection, this is also an opportunity for Gorman to remind partners that they should be finishing collection of their data from the previous year.

2. December- Survey Distribution and Collection

Gorman will distribute the survey by (mailing to residents/distributing in the building).

A recommendation to come out of the planning meetings was that the survey could be announced and collection could begin at a December event held by JFS, and then Gorman would follow up with households which did not complete the survey at the event.

A reminder poster should be posted in the building three days before the surveys are due, to increase response rate.

Suggestions for survey collection:

- Printing the survey on colored paper can help distinguish it from other materials and increase response rate.
- Survey collection should be done in a manner that assures anonymity of respondents.
- Offering incentives to complete the survey will increase survey submission rates. If a drawing incentive prize is available, it is important that it be highlighted on the letter with the survey.
- Posting a reminder in the building to residents three days before the survey is due, and make fresh copies available.
- Holding the drawing for an incentive at a public meeting after survey collection is over

3. January- Data analysis and thanking the residents

After survey collection is completed, the data should be analyzed before being shared with partners. When analyzing the data, count how many residents respond to each question, **and count how many times questions were left blank.**

Suggestions for thanking the residents for their participation:

- At an event during or shortly after the survey collection, take a moment to verbally thank all residents who completed the survey; or
- Posting a thank you notice in a shared space, like the survey reminder.

*Note: on the survey and reminder poster below, there are sections **highlighted in yellow** that should be updated to reflect the actual timeline.*

Survey for Villard Square Residents

We need your help! We are interested in understanding what it's like to live in the Villard Square apartments. Answers will be confidential, so please answer honestly.

Thank you very much for taking the time to fill out this form.

- 1) Did you or someone in your family receive help this past year from the Grandfamily Counselors (Freddi)? The office is on the 4th floor.

Please fill in the bubble for the number of times that you visited the office for help:

Types of service	0 times	1 – 3 times	4 or more	Don't know
Advice on paying for energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice on paying for rent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice or help with other residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help filling out forms (ex: Kinship papers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please write in below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like to say about help from the counselors?

- 2) Did you or someone in your family participate in any events or activities at Villard Square Apartments in this past year?

Please fill in the bubble for the number of times that you attended events:

Number of events attended	0 times	1 – 3 times	4 or more	Don't know
Birthday Celebrations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Game nights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Holiday celebrations (Halloween, Christmas)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please write in below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like to say about the events?

- 3) Have you or someone in your family used the Villard Square Library in the last year?

Please fill in the bubble for the number of times that you visited the library:

Types of service	0 times	1 – 3 times	4 or more	Don't know
Using the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Checking out items (books, CDs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the laptops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the free internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please write in below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like to say about the library?

4) Did you or someone in your family receive help from the building management staff in this past year? Their office is in the first floor lobby.

Please fill in the bubble for the number of times that you visited the office for help:

Types of service	0 times	1 – 3 times	4 or more	Don't know
Repair request for heat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Repair request for plumbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Repair request for lights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Repair request for appliances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerns about neighbors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerns about the building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please write in below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything you'd like to say about the help from building manager?

5) What would you say is the best thing about living in Villard Square Apartments?

6) What would you say could be improved for residents at Villard Square Apartments?

7) If you have friends or family members who are caring for their grandchildren, would you recommend that they live here?

Yes No

Why or why not?

8) Is there anything else you would like to say about living here at Villard Square?

9) Please fill in the bubble that best describes you:

I am a parent living with my children I am a grandparent living with children

I do not live with children Other: _____

Thank you!

Please return the survey by (two weeks after distribution date) to (who? where?).

We need **your opinions** on the Villard Square Apartments!

Surveys must be returned by Tuesday, December 16th!

You can turn it into the dropbox, or under the manager's door!

If you need a blank copy survey,
they are available in the manager's office!

Thank you so much for sharing your opinion!