Neighbors Empowered Long Term Outcome Evaluation Report

Method
A VICRC volunteer phone-interviewed the 41 graduates of Cycle 1 – Cycle 7. Participants enrolled in the program between July 2014 and September 2018. Cycle 1 completed in November 2014, Cycle 7 completed in December 2018. Evaluation participants were surveyed post-graduation ranging 4 months to 4 years. The questionnaire script is shown in Attachment 1. At least four attempts were made to call each graduate, with 23 interviews completed. Two of the interviews were cut short before completing all of the questions (one person was at work, the other didn’t give an explanation.)

To avoid bias, interviews were conducted blind, meaning the volunteer did not have an information on the graduates or desired program outcomes, and only functional knowledge of the program operations. The volunteer followed the same script for each interview.

Results

Question 1: Overall, what is your current quality of life?

- **65% of respondents report that they are stable or thriving.**

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<thead>
<tr>
<th></th>
<th>Number</th>
<th>%</th>
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</thead>
<tbody>
<tr>
<td>1 – In crisis</td>
<td>1 *</td>
<td>4</td>
</tr>
<tr>
<td>2 – Vulnerable, at risk</td>
<td>3 **</td>
<td>13</td>
</tr>
<tr>
<td>3 – Safe</td>
<td>4</td>
<td>17</td>
</tr>
<tr>
<td>4 – Stable</td>
<td>10</td>
<td>43</td>
</tr>
<tr>
<td>5 – Thriving</td>
<td>5</td>
<td>22</td>
</tr>
</tbody>
</table>

* Daughter just died in car accident and now responsible for 3 grandchildren
** One person has been diagnosed with Stage 4 Ovarian cancer

Question 2: What positive changes, if any, did you make after graduation?

- **22/23 participants reported making one or more positive changes. 10/23 made 3 or more positive changes.**

<table>
<thead>
<tr>
<th>Area</th>
<th># Positive Changes</th>
<th>Details</th>
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</table>
| Income        | 8                  | - I was able to obtain more hours at the home health position  
                  - Make more money  
                  - I became manager at White Castle, was crew before  
                  - I was able to apply for Social Security disability. I was more confident to understand what resources were available to me  
                  - I got a nice job |
<table>
<thead>
<tr>
<th>Employment</th>
<th>9</th>
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</thead>
</table>
| - I making ends meet with a little extra money  
- Got more income coming in with a new side job  
- New job  
- Ranked up in position  
- Got part time work  
- Realized my old job had no pension, moved to a new job  
- I found another job driving an after school van  
- I have been volunteering at Hoxworth and have been selected as a candidate for employment  

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<thead>
<tr>
<th>Education</th>
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</table>
| - Went to school for Health Care administration  
- I graduated from a dental assistant program  
- Getting credentials in new tax laws  
- I took a special training to be a celebrant for funerals  
- Nonprofit studying human rights and training others  
- I attend computer technology classes  
- I do social work for Crossroads health center and I use what I learned  
- Using the internet at the library  
- I passed my certification for phlebotomy in Feb 2019  

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<thead>
<tr>
<th>Housing</th>
<th>3</th>
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</table>
| - Just moved to a better, stable place  
- Moved out of the neighborhood to get totally away from ex-boyfriend  
- Going to register for a tenant training program to understand my rights and how to interact with landlord  

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<thead>
<tr>
<th>Transportation</th>
<th>5</th>
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</table>
| - Better car and better credit score  
- Better car  
- I finally got my temps and am using the grant to get my license  
- I have a car now  
- Have car now  

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<thead>
<tr>
<th>Health</th>
<th>12</th>
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</table>
| - Found doctors to help me with my medical conditions  
- Got high blood pressure under control with medication  
- Stayed positive and kept going to doctor to get a new diagnosis to eliminate leg pain  
- Working with a doctor and saw a health coach  
- Walking more  
- I am seeing a doctor on a regular basis and am more conscience of my diet and eating habits  
- Eating more healthy and walking more  
- Have lost significant weight, not yet to goal  
- Better health through a better doctor to control high blood pressure  
- I go to Planet Fitness and go to work out classes  
- I visited the Deaconess health van and am up to date on everything  

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<thead>
<tr>
<th>Parenting</th>
<th>13</th>
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</table>
| - Have good children now and can impart good ethics in them  
- More patient  
- Changed my son to a new school and he is now thriving  
- Class showed me how to make time for the kids even though I work full time  
- My teenagers have good behavior and they are going to school  
- You need to keep your children away from as much negativity as you can, instead expose them to positive things and people. Use positive language with them.  

3/18/2019
- Learned about other people’s perspectives. Not everyone was nurtured like me. Have more empathy with other’s situations.
- I have a closer bond with my youngest, versus just striving to build our life
- I raise my granddaughter. It is a different world with the technology and accept it is their way of life.
- Able to help nieces and nephews with their parenting skills
- I learned some key traits from the people I interacted with
- We are working together more, and being more positive on myself
- Learned new skills

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<th>Other</th>
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<td>- Started a non-profit to train people their civil and legal rights. Train people three times a week</td>
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Question 3: On a scale of 1-10, how important is it to make positive change in your life?

- 82% reported 10, “couldn’t be more important” to make a positive change.

<table>
<thead>
<tr>
<th>Scale</th>
<th>Number</th>
<th>%</th>
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<tbody>
<tr>
<td>10</td>
<td>19</td>
<td>82</td>
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<tr>
<td>9</td>
<td>1</td>
<td>4</td>
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<tr>
<td>8</td>
<td>1</td>
<td>4</td>
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<td>7</td>
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<td>6</td>
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<tr>
<td>1</td>
<td>0</td>
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Question 4: On a scale of 1-10, how confident are you that you could make a positive change in your life?

- 65% reported 10, “couldn’t be more confident” that they could make a positive change.

<table>
<thead>
<tr>
<th>Scale</th>
<th>Number</th>
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<tr>
<td>10</td>
<td>15</td>
<td>65</td>
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<tr>
<td>9</td>
<td>2</td>
<td>9</td>
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<td>8</td>
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<td>7</td>
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<td>6</td>
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<td>4</td>
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<td>4</td>
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<tr>
<td>1</td>
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Question 5: Where are you on a “Readiness to change” scale?

- 91% reported recently started or already maintaining a major positive change.

<table>
<thead>
<tr>
<th>Scale</th>
<th>Number</th>
<th>%</th>
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<tbody>
<tr>
<td>I am already maintaining a major positive life change consistently (6 months +)</td>
<td>11</td>
<td>50</td>
</tr>
<tr>
<td>I recently started work on this</td>
<td>9</td>
<td>41</td>
</tr>
<tr>
<td>I am planning a change this month</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>I am planning a change to start in the next 6 months</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>I have no present interest in making a change</td>
<td>0</td>
<td>0</td>
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Question 6: How would you rate the Neighbors Empowered/ VINE program? (Scale 0-5 Stars)

- 95% of graduates rated the program 4 or 5 Stars, 62% rated the program 5 Stars.
Question 7: What role did Neighbors Empowered /VINE group workshop play in your life after graduation?

Below are verbatim comments:

- More hours, better car
- I was able to stay in contact with Casey to get advice on how to address problems.
- More positive outlook on life, refer back to my book on things, learned from others sharing their stories
- I not only did it for myself, but for the other participants
- I connected with FII, opened up more resources for me
- Formed a non-profit for human rights
- Gave me confidence to better my life
- I’m now part of a grandparent group and part of another group that helped me finish the goals that I have set
- Able to use that book in my work at Crossroads. I work with prenatal women, and I received insights about what they are going through.
- Caused me to look at my credit and pay on time or early. Learned to put money away and plan for bills.
- We bonded and became friends.
- Built a strong support network
- It built my confidence and let me see a lot of the potential I have as a person. I didn’t have much confidence going into the class.
- I have better relationships
- Helped me with controlling my emotions. I liked how they cared for my kids. I miss the group – I met new people there, it was all love and safety.
- How to interview for jobs and how to save money and budget things
- It really helped me to navigate the mental modules of what things would look like if I didn’t make changes to work myself out of poverty. I came out with the focus to find the resources I needed to make change (resume, clothing, etc.)

Question 8: What topic or lesson from group do you remember most?

Below are verbatim comments:

- Comradery of the women
- Sometimes in order to help yourself, you need to put feelings aside. You need to not let other people’s problems bring you down
- Future planning really helped me to set goals
- Frozen language and Banking
- Predatory lending was really helpful – I didn’t understand how the short term lending industry worked. Also learned about credit reports.
- Hidden Rules
- Predatory lending
• Goal setting, making a schedule, human trafficking
• Loved playing jeopardy to review the topics from the book.
• Financial empowering
• Finances – sometimes you equate your money with things instead of investments and savings.
• Debit and Credit; human trafficking was an eye opener
• Human trafficking is a big deal – it is in everyone’s face and you don’t recognize it
• Change in income and statistics. My goal has been to progress to the next group of middle class.
• Everybody is in a different group and talk about different things. In poverty, talk about people. The wealthy and middle class people talk about things that will get you ahead in life, financials and growth.
• Sticking together and getting along with each other
• How to survive poverty. Trying to move to the middle class.
• Budgeting

Question 9: Do you have any on-going relationships with other members from your group?

• 66% of graduates report they have an on-going relationship with other members.

Conclusions
Overall, the evaluation demonstrates the Neighbors Empowered program produced a significant impact on the program participants post-graduation. This is demonstrated by 22/23 of interviewed graduates reporting making at least one positive change. The changes they made, as described in question 2, are in line with the program curriculum, with most positive changes in the areas of income, employment, education, health and parenting. Their qualitative answers in questions 7 and 8 also demonstrate the program’s educational impact in the areas of finance (predatory lending, budgeting, credit scores), goal setting, and understanding Human Trafficking.

Further, the interviewer reported a large majority of participants described more persistence in the face of obstacles post-graduation, without a direct survey question soliciting this information, as reflected in participant responses to Question 2 regarding positive changes post-graduation.

Limitations of the study
• 56% response rate (23 of the 41 graduates participated in the evaluation).
• A higher response rate/larger percentage of evaluation participants graduated in later cycles (4-7) as compared to graduates from earlier cycles (1-3) likely due to the length of time since program completion. (66% of Cycle 4-7 graduates compared to 29% of Cycle 1-3 graduates.)
• As part of the method, the survey was conducted during day time business hours. This may have limited participation of full time workers.
Hi, my name is Melissa, and I am a volunteer working for Casey Hinkel at Valley Interfaith. We want to collect feedback on the Neighbors Empowered, or VINE program. I have about 5 minutes of questions. Is this a good time to talk? (or can I schedule a follow up time to call you?)

1. **Overall, what is your current quality of life? On a 1 to 5 scale with**
   - 1 – In crisis
   - 2 – Vulnerable / at risk
   - 3 – Safe
   - 4 – Stable
   - 5 - Thriving

2. **What positive changes, if any, did you make after graduation? I will read you a list of areas of possible change for you to tell me “yes” or “no” if you’ve experienced a change. If “yes,” please briefly describe the change**
   - Income -
   - Employment -
   - Education -
   - Housing -
   - Transportation -
   - Health -
   - Parenting -

3. **On a Scale of 1-10, how important is it for you to make positive changes in your life? With 1 meaning “not important at all” and 10 meaning “couldn’t be more important”** -

4. **Scale of 1-10, how confident are you that you could make a positive change in your life if you wanted to? With 1 meaning “not confident at all” and 10 meaning “couldn’t be more confident”** -

5. **Next I would like to ask you where you believe you are on a “Readiness to change” scale:**
   a. I am already maintaining a major positive life change consistently (6 months +)
   b. I recently started working on this
   c. I am planning on change this month
   d. I am planning a change to start in the next 6 months
   e. I have no present interest in making a change

6. **Next, are you familiar with internet ratings and reviews that use a scale of 1 to 5 stars?**
   a. How would you rate the Neighbors Empowered program on a scale of 1 to 5 stars?
b. If you had to review of the program for a friend, what would you tell them?

7. What role did Neighbors Empowered (VINE) group workshop play in your life after graduation?

8. What topic or lesson from group do you remember most?

9. Do you have any on-going relationships with other members from your group?

Improvements / Suggestions?