

## **LUM Quiet Assessment**

### **Summary - Constituent Group - Community Partners**

Pablo Malavenda interviewed civic leaders. They are as follows:

- Ron Alting, Indiana State Senator
- Chris Campbell, Indiana State Representative
- John Dennis, Mayor, City of West Lafayette, Indiana
- Timothy Doherty, Bishop, Diocese of Lafayette-in-Indiana
- Matt Gard, Lieutenant, Lafayette Police Department, Indiana
- Sheila Klinker, Indiana State Representative
- Bryan Metzger, President, Tippecanoe County Council, Indiana
- Tony Roswarski, Mayor, City of Lafayette, Indiana

Below is a summary of what they shared.

1. Please share your opinions of LUM's strengths? What do you like about LUM?
  - **Reputation** -- LUM is well-respected with local government, businesses and faith communities. LUM is revered by the community. As the needs of the community change, LUM adapts.
  - **Mission** -- Faith focus is important because most believe we should help our neighbors in need, improve their quality of life, and elevate the common good.
  - **Programs** -- LUM is needed since our community is lacking a "Catholic charities" agency. If LUM (and a few other nonprofits) did not offer these services, they might not be offered.
    - **Food Programs** -- It is important that LUM focuses on food insecurity especially within families with children. Hunger Hike is an important event to raise awareness of food insecurity in our community and give people a way to contribute and help.
    - **Homeless Services** -- It is important that LUM focuses on the needs and issues of homelessness in our community. Offering overnight emergency shelter is a vital program. Transition to security staff has made an improvement, and there have been fewer complaints from the neighbors. Winter Warming Station is a good service and is appreciated by the local police and fire departments.
    - **Immigration Clinic** -- Assistance with immigration issues will continue to be increasingly important in our community. It is an important service especially

now to demonstrate that as a community we care enough to be compassionate and helpful.

- **Youth Programs** - Structure programs for children that includes a focus on education is the key to changing their lives and moves them out of the cycle of poverty. Education is vital for family change.
- **General comments --**
  - LUM is...Doing a great job; Fiscally responsible - pays its bills; Very good with key community issues; More broadly accepted than it used to be; Very ambitious; Doing 100% plus 100%.
  - I admire what you do. I think you have your plate full. I don't hear any complaints about LUM. I hope LUM doesn't go away.
  - I am glad that you are "assessing" LUM.

2. What can LUM improve upon?

- **Development and Outreach** -- LUM leadership should be communicating and collaborating more with businesses, churches, schools, governments and other agencies to increase awareness, increase financial support, get more referrals of families in need, reduce duplication of services, and remove barriers to services for clients -- such as LTHC Homeless Services, Food Finders Food Bank, Mental Health American, all of the hospitals, first responders, Public Health Department and all of the school corporations.
- **Clients** -- LUM staff must realize that potential clients are often afraid to seek services and may not feel safe at LUM. It is also important to follow up with clients to make sure that they continue to become self-sufficient.
- **Staff** -- It is important for LUM staff to participate in de-escalation training.
- **Diversity Competence** -- LUM staff and leadership should reflect the diversity of the community, the state and the region, particularly cultural, racial, gender, and ethnic diversity. LUM c
- **Programs**
  - **Homeless Services** -- Increase capacity of the emergency shelter. Address the rumors that the emergency shelter is frequently full and that not all individuals are banned and not welcome. Provide emergency shelter services for families.
  - **Financial Assistance** -- Increase financial assistance especially for clients of the Immigration Clinic.
- **Promotion** -- LUM must continue to promote their programs to potential clients. For instance, most of the leaders interviewed were not aware of the services offered by the LUM ID Clinic and thought it was an important service.

3. What unmet needs in our community should LUM be addressing?

- **Public Health** -- The health of our citizens especially children is important and LUM must be aware of the c.
  - **Mental Health** -- The community does not do enough to address mental health among youth and with individuals who are chronically homeless.
  - **Drugs** - Availability, use and impact of opioids as well as addiction in general continues to be one of the most urgent problems facing our community and all leaders agreed that not enough is being done.
  - **Public Education** -- Since education is the key to moving an entire family out of poverty, there should be an awareness of what is being done in our schools and how LUM can complement it.
4. Are there things LUM is currently doing that perhaps it shouldn't be doing?
- Overall answer was "No."
  - **Programs** -- If LUM is offering a service that is also being offered by another agency and the need is being met by that program, LUM should consider ended their program. There are too few resources for agencies to offer duplicating programs.
  - **Homeless Services** -- LUM needs to investigate and adapt to the impact of the new Union Street Community Center. Explore solutions for the homeless beyond providing overnight shelter.
  - **Test Questions:**
    - Are there partnerships that are no longer working?
    - Are there services provided by another agency that was not offered 10-20 years ago? Is the need being met by their program?
5. Thinking about the LUM Board leadership, what do you like and what can be improved upon?
- **Representation** -- Include government officials on the board to increase awareness, support and empathy.
  - **Size** -- Number of board members seems to be too many to get work done or reach consensus. It is good that the executive committee works on issues and projects and brings "action items" to the full board.
  - **Expansion** -- Include representation from other spiritual centers and leaders, such as the Jewish Temple and Islamic Mosque.
  - **Insurance** -- Are the LUM board members covered liability through LUM insurance?
6. Thinking about the LUM Executive Director leadership, what do you like and what can be improved upon?
- Traits of Joe Micon that are admired:

- Operates as if it were a “calling.” Compassion for all people -- without “wearing it on his sleeve.” Strives to give individuals a better quality of life and help people get well.
- Inclusive, sincere, appreciative, open to discussion, professional, civil, soft spoken, well spoken
- Familiarity with the community leaders, knows who to call to get things done/fixed
- **Executive Director** position qualifications & requirements:
  - Education and experience should complement (not replicate) that of the board members.
  - What degree should they have? MSW, JD and/or MBA?
  - Should be a member of other boards, such as NAMI, Sycamore Springs, River Bend, etc.

---

## LUM Quiet Assessment

### Summary - Constituent Group - Community Partners

Pablo Malavenda interviewed civic leaders. They are as follows:

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>● Ron Alting, Indiana State Senator</li> <li>● Chris Campbell, Indiana State Representative</li> <li>● John Dennis, Mayor, City of West Lafayette, Indiana</li> <li>● Timothy Doherty, Bishop, Diocese of Lafayette-in-Indiana</li> <li>● Matt Gard, Lieutenant, Lafayette Police Department, Indiana</li> </ul> | <ul style="list-style-type: none"> <li>● Sheila Klinker, Indiana State Representative</li> <li>● Bryan Metzger, President, Tippecanoe County Council, Indiana</li> <li>● Tony Roswarski, Mayor, City of Lafayette, Indiana</li> </ul> |
|---|---|

Below is a summary of what they shared.

1. Please share your opinions of LUM’s strengths? What do you like about LUM?
  - **Reputation** -- LUM is well-respected with local government, businesses and faith communities. LUM is revered by the community. As the needs of the community change, LUM adapts.

- **Mission** -- Faith focus is important because most believe we should help our neighbors in need, improve their quality of life, and elevate the common good.
- **Programs** -- LUM is needed since our community is lacking a “Catholic charities” agency. If LUM (and a few other nonprofits) did not offer these services, they might not be offered.
  - **Food Programs** -- It is important that LUM focuses on food insecurity especially within families with children. Hunger Hike is an important event to raise awareness of food insecurity in our community and give people a way to contribute and help.
  - **Homeless Services** -- It is important that LUM focuses on the needs and issues of homelessness in our community. Offering overnight emergency shelter is a vital program. Transition to security staff has made an improvement, and there have been fewer complaints from the neighbors. Winter Warming Station is a good service and is appreciated by the local police and fire departments.
  - **Immigration Clinic** -- Assistance with immigration issues will continue to be increasingly important in our community. It is an important service especially now to demonstrate that as a community we care enough to be compassionate and helpful.
  - **Youth Programs** - Structure programs for children that includes a focus on education is the key to changing their lives and moves them out of the cycle of poverty. Education is vital for family change.
- **General comments** --
  - LUM is...Doing a great job; Fiscally responsible - pays its bills; Very good with key community issues; More broadly accepted than it used to be; Very ambitious; Doing 100% plus 100%.
  - I admire what you do. I think you have your plate full. I don't hear any complaints about LUM. I hope LUM doesn't go away.
  - I am glad that you are “assessing” LUM.

## 2. What can LUM improve upon?

- **Development and Outreach** -- LUM leadership should be communicating and collaborating more with businesses, churches, schools, governments and other agencies to increase awareness, increase financial support, get more referrals of families in need, reduce duplication of services, and remove barriers to services for clients -- such as LTHC Homeless Services, Food Finders Food Bank, Mental Health American, all of the hospitals, first responders, Public Health Department and all of the school corporations.
- **Clients** -- LUM staff must realize that potential clients are often afraid to seek services and may not feel safe at LUM. It is also important to follow up with clients to make sure that they continue to become self-sufficient.

- **Staff** -- It is important for LUM staff to participate in de-escalation training.
- **Diversity Competence** -- LUM staff and leadership should reflect the diversity of the community, the state and the region, particularly cultural, racial, gender, and ethnic diversity. LUM c
- **Programs**
  - **Homeless Services** -- Increase capacity of the emergency shelter. Address the rumors that the emergency shelter is frequently full and that not all individuals are banned and not welcome. Provide emergency shelter services for families.
  - **Financial Assistance** -- Increase financial assistance especially for clients of the Immigration Clinic.
- **Promotion** -- LUM must continue to promote their programs to potential clients. For instance, most of the leaders interviewed were not aware of the services offered by the LUM ID Clinic and thought it was an important service.

3. What unmet needs in our community should LUM be addressing?

- **Public Health** -- The health of our citizens especially children is important and LUM must be aware of the c.
- **Mental Health** -- The community does not do enough to address mental health among youth and with individuals who are chronically homeless.
- **Drugs** - Availability, use and impact of opioids as well as addiction in general continues to be one of the most urgent problems facing our community and all leaders agreed that not enough is being done.
- **Public Education** -- Since education is the key to moving an entire family out of poverty, there should be an awareness of what is being done in our schools and how LUM can complement it.

4. Are there things LUM is currently doing that perhaps it shouldn't be doing?

- Overall answer was "No."
- **Programs** -- If LUM is offering a service that is also being offered by another agency and the need is being met by that program, LUM should consider ended their program. There are too few resources for agencies to offer duplicating programs.
- **Homeless Services** -- LUM needs to investigate and adapt to the impact of the new Union Street Community Center. Explore solutions for the homeless beyond providing overnight shelter.
- **Test Questions:**
  - Are there partnerships that are no longer working?
  - Are there services provided by another agency that was not offered 10-20 years ago? Is the need being met by their program?

5. Thinking about the LUM Board leadership, what do you like and what can be improved upon?
- **Representation** -- Include government officials on the board to increase awareness, support and empathy.
  - **Size** -- Number of board members seems to be too many to get work done or reach consensus. It is good that the executive committee works on issues and projects and brings “action items” to the full board.
  - **Expansion** -- Include representation from other spiritual centers and leaders, such as the Jewish Temple and Islamic Mosque.
  - **Insurance** -- Are the LUM board members covered liability through LUM insurance?
6. Thinking about the LUM Executive Director leadership, what do you like and what can be improved upon?
- Traits of Joe Micon that are admired:
    - Operates as if it were a “calling.” Compassion for all people -- without “wearing it on his sleeve.” Strives to give individuals a better quality of life and help people get well.
    - Inclusive, sincere, appreciative, open to discussion, professional, civil, soft spoken, well spoken
    - Familiarity with the community leaders, knows who to call to get things done/fixed
  - **Executive Director** position qualifications & requirements:
    - Education and experience should complement (not replicate) that of the board members.
    - What degree should they have? MSW, JD and/or MBA?
    - Should be a member of other boards, such as NAMI, Sycamore Springs, River Bend, etc.

---

## Quiet Assessment Survey

### Lafayette Urban Ministry -- Mission Statement, Programs & Services

---

1. Strongly Disagree
  2. Disagree
  3. No opinion - I don't know
  4. Agree
  5. Strongly Agree
-

#### Mission Statement

- Relevant 4.63
- Programs Aligned 4.47
- More should be done 1.77

#### Emergency Financial Assistance (LUM Good Samaritan Program)

- Essential 4.50
- Awareness 4.33
- Expanded 3.50

#### ID Clinic

- Essential 4.23
- Awareness 4.10
- Expanded 3.23

#### Immigration Clinic

- Essential 4.47
- Awareness 4.17
- Expanded 3.83

#### Tax Assistance Program

- Essential 4.60
- Awareness 4.57
- Expanded 3.57

#### After School Program

- Essential 4.70
- Awareness 4.63
- Expanded 3.60

#### 5th Quarter

- Essential 4.70
- Awareness 4.57
- Expanded 3.57

#### Jubilee Christmas

- Essential 4.30
- Awareness 4.47
- Expanded 3.07

#### LUM Camp

- Essential 4.53
- Awareness 4.40
- Expanded 3.60



### Thanksgiving

- Essential 4.27
- Awareness 4.47
- Expanded 3.23

### Food Pantry

- Essential 4.43
- Awareness 4.50
- Expanded 3.70

### Emergency Shelter

- Essential 4.90
- Awareness 4.60
- Expanded 3.93

### Winter Warming Station

- Essential 4.57
- Awareness 4.63
- Expanded 3.67

### Social Justice

- Essential 4.20
- Awareness 3.77
- Expanded 3.80

### Hunger Hike

- Essential 4.57
- Awareness 4.60
- Expanded 3.30

### LUM Follies - fundraiser for LUM Good Samaritan event

- Essential 4.10
- Awareness 4.20
- Expanded 3.20

### Port of Hope

- Essential 4.17
- Awareness 4.10
- Expanded 3.47

### Turkey Trot 5K Run

- Essential 3.83

- Awareness 4.07
- Expanded 3.10

Rank Order the LUM Program from Most Important to Least Important (1 - 12)

- Emergency Financial Assistance (LUM Good Samaritan Program) 2.93
- ID Clinic 6.93
- Immigration Clinic 5.37
- Income Tax Assistance Program 7.70
- After School Childcare (LUM After School Program) 4.53
- Summer Childcare (LUM 5th Quarter Summer Learning Program) 5.07
- Jubilee Christmas (Christmas assistance program) 7.30
- LUM Camp 7.27
- Thanksgiving Dinner (LUM Greater Lafayette Interfaith Community Thanksgiving Celebration) 10.10
- Food Pantry (LUM Protein Food Pantry) 6.37
- Homeless Shelter (LUM Emergency Shelter) 3.20
- Winter Warming Station 7.80
- Social Justice & Legislative Advocacy (Campaign for Hoosier Families) 8.27

Rank Order the LUM Events from Most Important to Least Important (1 - 4)

- Hunger Hike 1.63
- LUM Follies 2.50
- Port of Hope 2.30
- Turkey Trot 5K Run 3.37

---

***THANK YOU.***

