



Findings from Community Listening and Engagement

Data collection and project management provided by:



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Introduction

Background on Front Porch Alliance

Front Porch Alliance (Front Porch) is a social and human service agency located in downtown Kansas City, Missouri, on the Linwood Area Ministry Place (LAMP) campus at 3210 Michigan Avenue (64109). The Internal Revenue Service recognized the agency as a nonprofit corporation on March 1, 2000. The organization was founded as a community-facing ministry of Village Presbyterian Church, located in Prairie Village, Kansas. The nonprofit served as a vehicle for community and church members from one part of the city to meaningfully support the well-being of families and children in a different neighborhood. Programming started when volunteers from the church canvassed the Ivanhoe neighborhood, knocking on doors and asking, “How can we help?”

Today, Front Porch Alliance is a secular, Black-led nonprofit agency serving approximately 750 adults and children through programs including but not limited to:

- early in-home education, early Head Start, and home visiting and parent-child social playgroups,
- youth/teen development activities in- and out-of-school,
- school-based reading assistance for elementary children,
- FIRST LEGO League Robotics,
- youth and adult financial literacy,
- sexual reproductive health education,
- minor home repair, and
- large community education and resource distribution fairs.

The agency’s current mission is to work together with residents of Kansas City, Missouri’s Eastside and city center to meet their changing needs at home and in school.

Purpose of the Project

As Front Porch Alliance begins its new fiscal year on July 1, 2024, the agency seeks to usher in a new era—for its clients, staff, leadership, and governing board. The touchstone for this process will be a new strategic plan. Front Porch leadership is deeply committed to ensuring the agency’s future is aligned with the dreams, needs, and reality of the community served. Therefore, gathering community and participant input is a foundational first step to launching the new strategic plan.

This project was designed to provide basic quantitative and qualitative information on a variety of topics believed to be most important to the *community served by Front Porch Alliance* and gauge how well the community believes these topics are being addressed. Front Porch leadership and the consultants worked closely together, making a variety of project design choices, to ensure these efforts would meet the intended outcomes of this phase of the process while working within budgetary, staffing capacity, and other boundaries inherent in this work. This *initial* project was not intended to employ validated



assessment tools nor be scientifically validated. The project was designed solely as a starting point for discussion and to determine the most appropriate next steps.

Social Determinants of Health

Each survey and, ultimately, focus group discussion covered several social determinants of health (SDOH) across health, academics, economics and income, and “other” domains. The “other” category includes childcare, transportation, and safe and affordable places to live.

SDOH are the non-medical factors that impact health and well-being. Addressing the full spectrum of SDOH is essential in achieving health equity. Furthermore, the [World Health Organization](#) notes that these non-medical factors can be more important than access to health care services and overall lifestyle in an individual’s health outcomes.

Methodology

Data Collection Timeline

The data collection planning for the Community Needs Assessment (CNA) process was a collaborative effort that began in early 2023 and ran until July when data collection commenced. From March until July, regular conversations occurred between the data collection consultants, agency leadership, and board of directors to establish the scope and types of data to be collected.

Focus groups occurred between August and December 2023 and surveys were made available for public input in October and November.

Quantitative Data - Surveying

Three different surveys were developed, each designed to gather input from a specific segment of respondents. Surveys were distributed as follows:

- **Parent Survey:** Marketed to those who identified as a parent or caregiver of a child under age 18, including but not limited to those with children participating in Front Porch Programs.
- **Community Survey:** Defined as individuals within Front Porch’s prioritized ten ZIP codes who did not identify as a child under age 18, whether they participated in Front Porch programs or not.
- **Teen Survey:** Defined as a respondent who considered themselves a teenager.

Survey Accessibility

Surveys were widely accessible, available on Front Porch Alliance’s social media (Facebook) account, through email blasts (both internal and from community partners), and via completion at tables during community events and program activities. Surveys were active for multiple weeks in October and November 2023. Different topics were covered in each survey group to collect information on a broader array of social determinants of health (SDOH) and to focus questions on areas specific to each group.

Respondents could self-select the survey group they belonged to, and individuals could respond to more than one survey. For example, someone responding to the parent survey may have also responded to the community survey. Surveys were available in both English and Spanish. A copy of each survey (English only) is provided in Appendix A.

Development of Survey Questions

Survey questions were developed through dialogue between Front Porch Alliance leadership, board members, and the data collection consultants from March through July 2023. The final survey format, exploring both survey item importance and satisfaction, was informed by resources from The Community Tool Box, a service of the Center for Community Health and Development, at the University of Kansas (<https://ctb.ku.edu/en>). Surveys for parents specifically spotlighted topics related to child-rearing. Surveys exploring general community impressions prioritized multiple SDOH-impacting community conditions. Teen surveys tailored language and topics to teenagers’ lives and experiences.

Survey questions were reviewed by Front Porch staff to best align with the anticipated respondents. Additionally, surveys were screened through Microsoft Word for readability at sixth- to seventh-grade reading levels. Most sources encourage writing for the general public between a sixth- and eighth-grade reading level. This reading level is considered accessible to a wide audience and makes it more likely that the individual will remain engaged with the document. To respect participants’ time investment in completing the surveys, each survey was limited to between seven and nine topic-specific questions. Respondents providing an email were enrolled in a chance to win a gift certificate for their input, a common for-profit feedback solicitation method practice.

Eligibility

Responses were accepted only from those who indicated they currently called one of ten specific ZIP codes home or had lived in one of the ZIP codes at some point during the previous year. Accepted ZIP codes include 64108, 64109, 64110, 64117, 64128, 64130, 64131, 64132, 64133, or 64138. If the respondent selected “None of the above,” the survey ended. The tables below show the number of eligible responses by survey group and ZIP Code.

Number of Eligible Responses by Survey Group	Parent	Community	Teen
Total Responses	163	108	104
Incomplete or Excluded due to ZIP Code	24	21	5
Total Responses Included	138	87	99
Grand Total	324		

Number of Eligible Responses by ZIP Code

ZIP Code	Parent	Community	Teen
64108	52	10	51
64109	27	14	6
64110	7	19	8
64127	13	9	6
64128	7	7	6
64130	11	11	8
64131	8	9	7
64132	7	4	4
64133	3	4	2
64138	3	0	1
TOTAL	138	87	99

Due to the small number of responses in some eligible ZIP Codes, results were not broken down at this level.

Survey Format

Each survey included seven to nine topics related to various social determinants of health and was offered largely online, accessible either through the participant’s phone or computer, or by agency-provided tablet at Front Porch events. Participants were asked to rank each topic on a scale of 1 to 5. Each topic solicited both an “importance” score and a “satisfaction” score. A score of 1 indicated not important at all/not satisfied at all, and 5 indicated extremely important/extremely satisfied.

Survey Scoring

Following guidance from the Community Tool Box, responses were converted to a score of 0 to 4 (corresponding to responses selected between 1 and 5, respectively). The maximum possible score for each item, for both importance and satisfaction, was calculated by taking the highest score received and multiplying it by the number of eligible responses. For example, if the highest importance score received was a 4 and there were 100 total respondents, the maximum importance score for that item would be 400.

Actual scores were added and then divided by the maximum possible score to obtain a percentage. Following the example, if the total score for all respondents was 344 and the maximum was 400, the importance score for that item would be 86%. The same process was used for the satisfaction scores for each survey item.

Survey Topics

Survey results can be grouped by domain or major topic area (health, academic readiness/support, economics and income, and general social determinants of health), as shown in Table 1. Topics are shown as presented in the surveys.

Table 1: Survey Questions	Parent	Community	Teen
Health	Pregnant people have access to prenatal health care	Access to mental health care for adults	Access to at least one trusted adult who supports you
	Access to mental health care for kids (such as counseling, therapy, etc.)		Access to people who can help you when you are feeling angry or sad
	Kids under age 18 have access to quality health care		
Academic Readiness/ Support	Kids are ready for kindergarten		School, learning, and eventually graduating high school
	Kids have access to safe, quality activities after school and on weekends		Free time activities such as sports, classes, clubs, being with friends, etc.
	Kids can access tutors and academic help		
Economics and Income		Access to well-paying jobs	Your family having enough money to make ends meet
		Access to schooling that gets a person ready for a well-paying job	You having ways to make money to spend and save for yourself and your future
		Access to the information and tools to buy homes, save money, and/or invest well	Having a vision or plan for your future
General Social Determinants of Health	Families can access affordable, quality, and trusted childcare	Access to safe, on-time transportation	Access to trustworthy, safe, affordable transportation to and from places
		Access to affordable places to live	Your neighborhood being a safe place to live, play, work, and hang out
		Access to a safe place to live	

Limitations of Quantitative Data

Statistical Validity

While great care and thought was given to survey design and data gathering, designing and implementing surveys and input-gathering processes that would meet the rigor of “statistically valid” was beyond the scope of this project. The surveys were designed to gather data from as many people as possible on various complex issues. The consultants are confident that the quantitative and qualitative results, when considered together, present information that can be used for planning and decision-making by Front Porch Alliance leadership.

Potential Impact of Incentives

Respondents who completed a survey online and shared a valid email address were offered a small gift card as a token of appreciation for their time and input. It is always possible that some respondents took the survey only to qualify for the incentive. However, it is doubtful that the number of those individuals would materially change the results.

Number of Respondents

Some of the categories in which data are presented have very few respondents. As such, the result could be significantly changed by just one or two individuals. However, each survey group had at least 87 responses. Due to the low number of responses in some of the ZIP codes and engagement levels, the overall total for that group likely presents the best overall picture of the group’s sentiment. The number of respondents (n) is shown along the horizontal axis for each sub-group.

Qualitative Data – Focus Groups

Seven (7) focus groups were conducted, including five tailored to adult parents and two specific to teenage youth. Each group conversation guide (see next page and Appendix B) asked participants about their opinions of the strengths and weaknesses of conditions in their community, opportunities and threats facing families, and their familiarity with and impressions of Front Porch Alliance. Focus group participants were assured anonymity of their opinions and input. Names and the exact person providing a given response were not recorded.

During focus group sessions, one facilitator typically guided the conversation while a second took a detailed written transcript of the groups’ input. These transcripts were then meticulously analyzed. Themes and trends were then copied into a spreadsheet, with duplicated mentions of certain topic types coded for frequency. To further enhance the validity of findings, Artificial Intelligence software, ChatGPT, was also used to search for theme frequency among group input to validate facilitators’ impressions of those topics receiving the most common mentions.

Focus Group Conversation Guide

Regarding the Community
What do you think are the best parts of life in your neighborhood (as a parent/as a teen)? What makes your neighborhood or community shine?
(For Adults) What do families in your community want most when it comes to raising their kids? What is most important to families?
(For Adults) What do you think are the hardest things families deal with when it comes to raising kids?
What kinds of things would help with the challenges families (teens) face?
What kinds of things would reduce stress on you (as a parent/as a teen)?
What would you like to see happen in your community in the future that doesn't exist today? What kinds of resources or services would help make that vision a reality?
Is anything holding your community back from becoming the place to live that residents want? What could help overcome this?

Regarding Front Porch
How familiar are you with Front Porch Alliance?
Do you think Front Porch's work supports the good things happening in the community that we just talked about? How so? Do you think they do it well? Why or why not?
Do you think Front Porch's work helps with the issues we talked about that the community faces? How so? Do you think they do it well? Why or why not?
Describe your thoughts on what Front Porch does.
What do you think Front Porch does well?
What do you think Front Porch could/should work on doing better?
What could they do more of in the future?
What is Front Porch doing that they should stop doing or do less of?
Is there anything Front Porch or similar agencies do that the community wishes they wouldn't?

Five (5) adult/parent focus groups, reaching approximately 45 parents, were held in November and December 2023. One was a large focus group held onsite at community partner Hope Leadership Academy in conjunction with the academy's pre-scheduled evening parent engagement event. The gathering included informational presentations and a meal for parents and children. Attendance was collected via sign in sheet for the purpose that those who provided contact information received a virtual gift card to honor the investment of their time and opinions. Most participants in this session were not Front Porch Alliance clients.

Four separate, additional adult focus groups were conducted on two nights onsite at Front Porch Alliance in December. To underscore the value of their feedback in shaping the future of Front Porch programming, the agency offered \$50 gift cards to those who attended and participated in the full, 90-minute sessions. Most participants in these sessions had previously or currently taken part in at least one Front Porch program, underscoring the importance of their feedback in shaping the future of Front Porch programming.

The agency also conducted two teen focus groups in August and November, reaching 17 young adults. One teenage focus group was held onsite at Front Porch Alliance in August to gather the input of five young adults during their last week of enrollment in the agency's summer program. Another group was conducted in late November onsite at partner school DeLaSalle Education Center, exploring the input of 12 teenage students during the school day.

The project convened seven (7) total focus groups: five (5) for adults (generally parents) and two (2) specifically engaging teenage young adults. Overall, more than 45 adults and 17 youth participated.

Facilitators transcribed focus group input in Microsoft Word during face-to-face sessions. They then combined and coded responses into a spreadsheet documenting the number of times various thematic elements were discussed in focus groups.

Limitations of Qualitative Data

Feedback Elements Pertain to Multiple SDOH Domains

One potential limitation is that many feedback elements could be attributed to multiple themes. For example, during one session, an adult participant mentioned his landlord had towed his car because it had been vandalized in a way that left it inoperable. The participant could not immediately afford to repair the vehicle, which led to it remaining parked but not running. Therefore, the landlord had the vehicle towed. Thematically, this piece of feedback aligned with multiple factors: neighborhood safety (including risk of major and petty crime), lack of financial resources (to repair the vehicle), and possibly detrimental landlord practices (towing the vehicle against the owner's wishes). Several categories of intersection like this arose, for example, where parental support, childcare, and access to behavioral health intersect. In these instances, the facilitators attempted to

attribute the comment to the most prominently stated theme, and when multiple themes were clearly noted, the feedback was attributed to both categories.

Number of Participants

The exact final count of focus group parents is not known, which is a data collection limitation. An audience member informed the data collection team that a small number of individuals attending the school-based focus group wrote down multiple names and contact information sets to receive multiple gift cards. Given this potential for slight inflation of respondents, focus group attendance is noted as at least 45 unduplicated parents, across five groups.

Potential Impact of Incentives

Participation in focus groups was incentivized with financial compensation (gift cards), which increased participant volumes and respected the time required to attend focus groups and provide input. This method might have somewhat influenced responses. For example, the four small focus groups onsite at Front Porch in December gathered some participant feedback on their interest in participating in holiday toy drives. This feedback as a conversation topic may have been influenced in part due to (1) a season characterized by gift-giving and (2) messaging to parents that they could use their participation gift cards towards such expenses, if desired. Incentivizing participation may influence responses in ways that are less apparent than this to the team collecting data and present a possible limitation.

Overview of Key Findings

Following are some of the key findings that are explored in greater detail in the full report.

Quantitative Results

- Parent Survey
 - Seven SDOH-related items were included in this survey.
 - Importance of all items on the survey varied by just three points.
 - Tied for most important factors were access to prenatal care, kindergarten readiness, and access to quality health care for children.
 - Satisfaction scores lagged importance for all topics; the greatest disparity was on the topic of access to prenatal care.
- Community Survey
 - Seven SDOH-related items were included in this survey.
 - Importance of all items on the survey varied by just five points.
 - Access to mental health care for adults and access to a safe place to live tied for the most important topics.
 - Satisfaction scores lagged importance for all topics. The most significant gap between importance and satisfaction was related to access to mental health care for adults, with a gap of 17 points. This result was the greatest gap for all items on all surveys.

- Teen Survey
 - Teen respondents followed the pattern of parents and community members with just a four-point gap in importance scores on all survey items.
 - Tied for most important were teens' families having enough money to make ends meet and having access to at least one trusted adult who supports them.
 - Corresponding satisfaction scores on survey topics lagged importance on all but two factors; however, the disparities between importance and satisfaction were smaller than those on the parent and community surveys.

Qualitative Results

Key qualitative themes from adults included five major areas of possible improvement and one area of community vibrancy.

1. **Safety:** Safety arose as the top concern for adults in the community. Some participants verbalized that this heightened concern for safety may be fairly recent. Adults were worried for themselves as well as their children. Their concerns included petty crime, such as car and home break-ins and unsafe driving, plus more aggravated crime, such as shootings (both intentional violence and irresponsible gun firing, for example around the Fourth of July). Multiple people brought up the volume of individuals experiencing homelessness in proximity to where they live, potentially linked to a lack of proper shelters and resources. Adults and children also frequently mentioned physical infrastructure challenges adjacent to, but not necessarily tied, to safety. These included trash in parks, potholes in streets, vacant properties that were unsafe or where individuals who are unhoused might shelter, construction debris, and properties that were poorly maintained. Multiple parents expressed concerns about their children being safe outside the home, and they separately described lack of time away from childcare duties as a source of significant emotional strain.
2. **Income and Resources:** Adults expressed concerns about income stability and notable desire for better support accessing, navigating, and keeping benefits and resources. Stated examples included housing vouchers and Supplemental Nutrition Assistance Program (SNAP), among others. Multiple adults mentioned working long days and/or multiple jobs. This reality reduced the amount of time and energy available for their children, and several mentioned that earning more often disqualified them for benefit programs, creating a conflict around working such long and grueling schedules. Some expressed interest in job programs, but this was a much less dominant theme than overall lack of ability to make ends meet and desire to better navigate the community resources available.

3. **Housing:** Adults reported widespread challenges related to housing. They described high rents, lack of options (including voucher options), and households with low-incomes all being required to live in proximity to each other. They mentioned “slumlords” as a common challenge, including landlords who might take years to fix problems or attribute fault for problems (such as leaks) to residents inaccurately. Participants expressed unfair treatment, where they and their families were expected to live in lower-quality conditions than landlords would be willing to live in themselves. When mentioning community assets and resources around their housing, participants voiced mixed results. Some cited walkability, parks, a few stores and restaurants, and bus access. Others described unkempt parks, bus stops where people were using substances, and a handful of expensive food/shopping options offering poor quality and erratic hours.
4. **Parental Support:** Parents voiced a strong desire for more support, though they defined and brainstormed what that could entail in diverse ways. They mentioned desire for an array of supportive offerings, from social networks, parenting classes, mom’s and dad’s groups, self-care opportunities, respite time to recharge away from children, and better childcare. Mental health care access ranked prominently but was not a top-five theme on its own. However, when viewed as part of parental support, the combined desire for supportive resources and mental health services became a top priority. Multiple clients in Front Porch’s most intensive level of programming self-reported that they had accessed therapy through the agency and found it beneficial and/or an opportunity to learn about counseling.
5. **Transportation:** Basic transportation was an ongoing issue for numerous respondents. Individuals wanted more and better transportation options, both generally, and regarding how Front Porch Alliance could improve its programming. Adults mentioned bus options as one of their transit solutions, but their feeling about the bus system was mixed. Some found it walkable and a valuable resource. More commonly, others mentioned it being cumbersome to the point of being nearly inaccessible for parents with multiple small children. At least two individuals in separate groups described the busses as unsafe. Session attendants thought up varying solutions that might help, from better ride-share access, to having their own cars, to creating a mom’s car-sharing pool. Adults (and teens) both suggested that Front Porch purchase a van or bus to improve programs and services.
6. **Neighborhood Support:** Many—but not all—parents described a strong sense of community close to them. Numerous reported having at least one person in their world who assisted them in meeting the everyday needs of their household, someone who made them feel safe and supported. This was often a neighbor or neighbors, “empty nesters” according to one, or other parents who could help

watch children, trade meals, or carpool. However, not everyone had these resources, and among those who did not, at least one stated she lived close to her own family who were unwilling to assist. This seemed to mirror diverging responses about physical neighborhoods, giving the impression that assets existed (or did not) family by family, housing complex by housing complex, and block by block. Those who had these resources accessed them and valued them. Others felt isolated and lacking help; however, more often than not, parents had at least one of these prized support systems to turn to.

Other common themes regarding community:

1. **Safe Places and Activities:** Parents (and teens) wanted free, accessible, and easy-to-find places and programs for their children to play and “be kids.” Parents reported taking advantage of many civic resources such as parks, community gardens, the zoo, and the YMCA. That said, they would greatly like more and would like safe, free places and spaces for young people to go—for children’s well-being but also so parents can get a break. Teens echoed these sentiments (below).
2. **Food:** Parents wanted healthy, affordable, quality food access, including grocery stores, restaurants, and food pantries (easy to reach, with reasonable hours and prices, and with healthy and quality options). The current availability of these resources, whether through stores, restaurants, or pantries, was expressed as lacking.

Teen themes:

Two focus groups specifically spotlighted the interests of teenage youth, given that serving them is a current and legacy niche of Front Porch’s work. Teens identified three priority areas, with the first two significantly outweighing the last.

1. **Role Models:** A top consideration teens mentioned was access to adults (or older youth) who could serve as role models. In particular, teens wanted to build relationships with others who shared similar interests or had jobs that intrigued them. At least two mentioned an interest in talking with someone as they figured out “who they were” or about exploring their faith (the latter was also mentioned by a parent). They noted that their trusted loved ones might not always share their interests or career aspirations.
2. **Making-Money and Career Readiness:** Teens resoundingly wanted to make money. They expressed a desire for paid positions and/or stipends, including out-of-school activities providing them with financial support tied to their participation. They were also interested in internships that allowed them to explore career paths, small businesses, or the working world while earning income. They also expressed interest in and pressure around their futures—some worried about their futures so much

that it weighed heavily on them. Others expressed a desire to explore possible careers, such as working in movies or television, without a clear way to navigate that path.

3. **Places to Go and Things to Do:** Teens indicated they accessed resources in the community, such as parks and activities, but they wanted more opportunities for places to go and things to do. They sought resources that were free, safe (“no violence” or “away from the bad element”), and tailored to their age group. One teen equated their vision with the popular “First Fridays” that occur in the Kansas City Crossroads District but wanting something aligned with their interests and age—and that it be free.

Thematic feedback on Front Porch Itself

When asked about Front Porch itself, focus groups’ input centered around four key themes, ranked in order of mention frequency.

1. **Communication:** Overwhelmingly, Front Porch can communicate better with community members about the overall services it offers, eligibility, calendar of events, and program resources. Many participants during focus groups learned about new services from other session attendees during the groups. Most initially found out about agency offerings via word-of-mouth. Insufficient knowledge about Front Porch among program participants and the community was the most common point of feedback.
2. **Direct Assistance:** Parents who reported routine participation in Front Porch’s services expressed deep appreciation for direct assistance such as diapers, wipes, cleaning supplies, and financial assistance. Their appreciation and/or need for even more resources was mentioned many times. Most parents expressed feeling very supported by the agency, programs, and staff. As one parent stated, “I think they are good. They are needed. They should know that.”
3. **Screening and Referrals:** Parents valued Front Porch testing and screening their children for developmental milestones (e.g., hearing, vision, potential developmental diagnoses, etc.), as well as linkage to supportive resources, when needed. Parents potentially wanted even more support, particularly when assessing how to navigate school- and community-based resources for children with special needs.
4. **Transportation:** All age groups mentioned that transportation options to reach Front Porch for events and programs would be helpful. Multiple teens in the summer program appreciated Front Porch transportation because it made their participation possible. Potential transportation solutions varied, but multiple participants at both

age levels mentioned the agency should buy a van or small bus to improve transportation access.

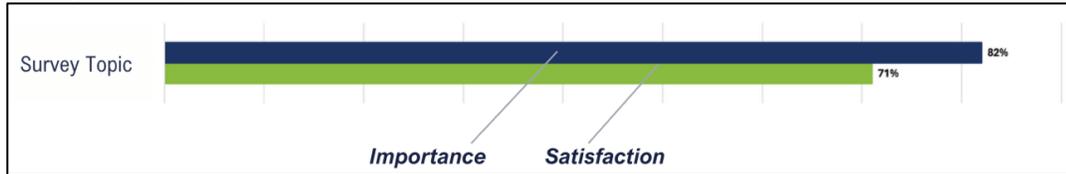
Survey Results by Survey Group

This section of the report shows survey results by survey group: parent, community, teen. These results identify the most important topics of those surveyed within each group and how well that population group feels the topic is being addressed.

Interpreting the Charts

Throughout this report, charts are provided showing importance and satisfaction scores for each item in each survey (parent, community, teen). In each chart, the dark blue bar represents the importance score and the green bar the satisfaction score as shown in example 1 below. Survey topics are displayed from most highest to lowest importance score.

Example 1: Importance and Satisfaction



Another chart is presented showing the point gap between importance and satisfaction for each item as well. See example 2 below. Survey items are shown in the same order as in the importance/satisfaction charts (highest to lowest importance score).

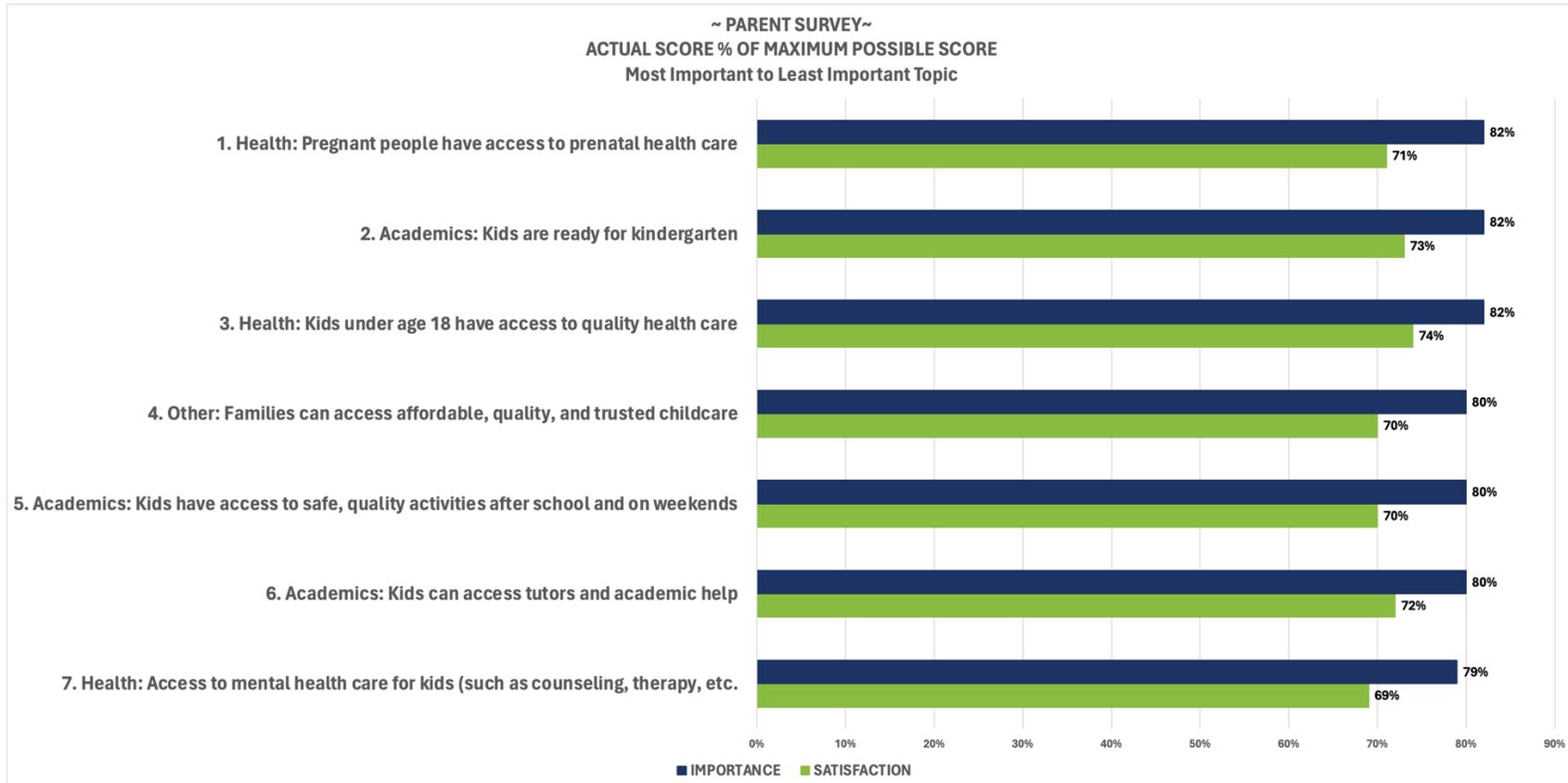
Example 2: Importance-Satisfaction Gap



Note: A gap > 0 means satisfaction score is lower than importance score; gap < 0 means satisfaction score is higher than importance score

Parent Survey (Participants = 138)

Importance and Satisfaction: All Survey Topics, Highest to Lowest Importance Score

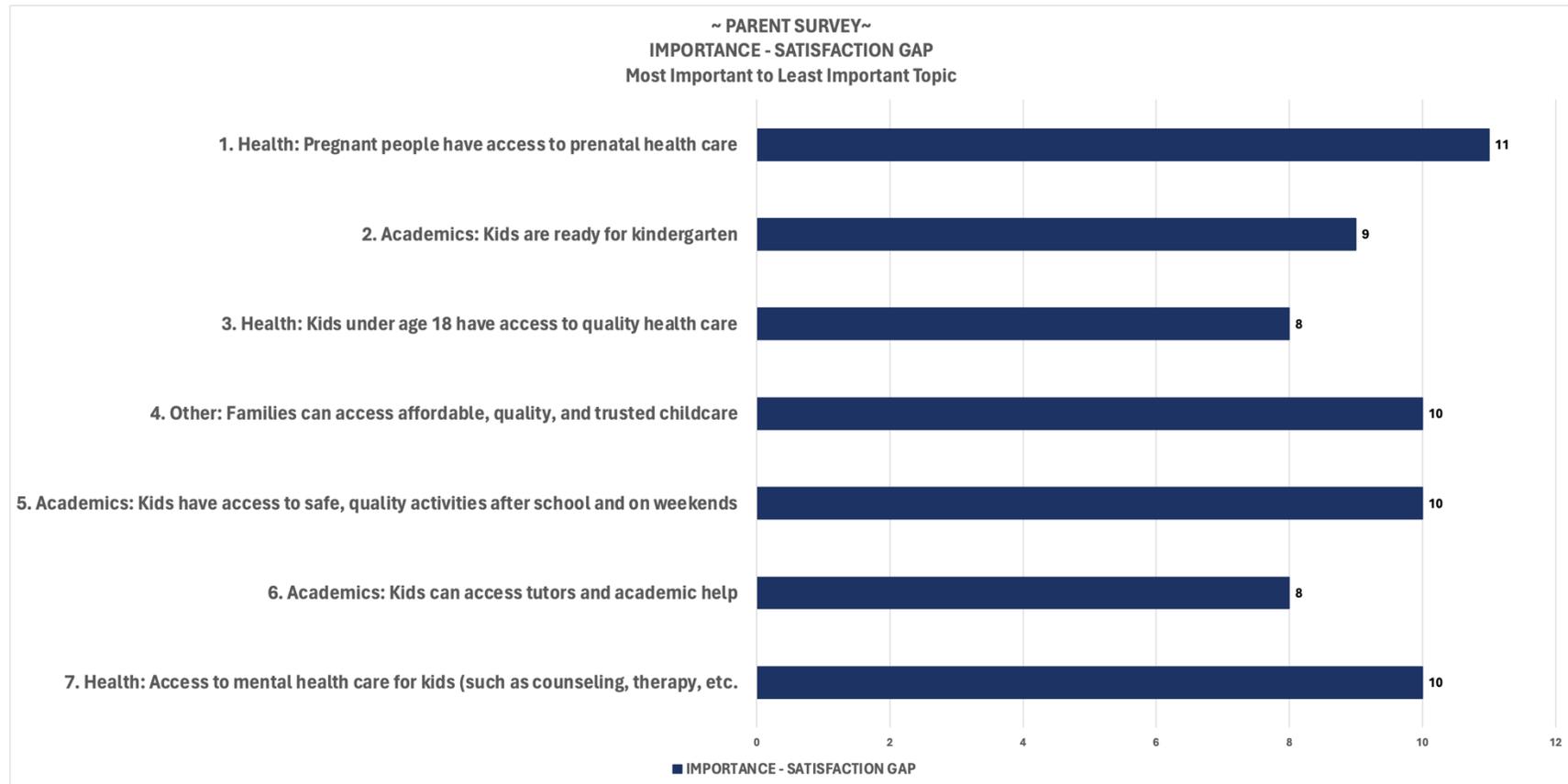


Key Takeaways

- Access to prenatal care, kindergarten readiness, and access to quality health care for children are the three most important factors, tied at 82%.
- Access to affordable, quality, and trusted childcare; access to activities after school and on weekends for children; and access to academic help followed closely behind and tied in importance at 80%.

- While the “least important” item is access to mental health care for children, with a score of 79%, it is still a topic that is important to survey respondents.
- Satisfaction lagged importance in all factors, from a low of 69% to a high of 74%.

Importance-Satisfaction Gap: All Survey Topics, Highest to Lowest Importance Score



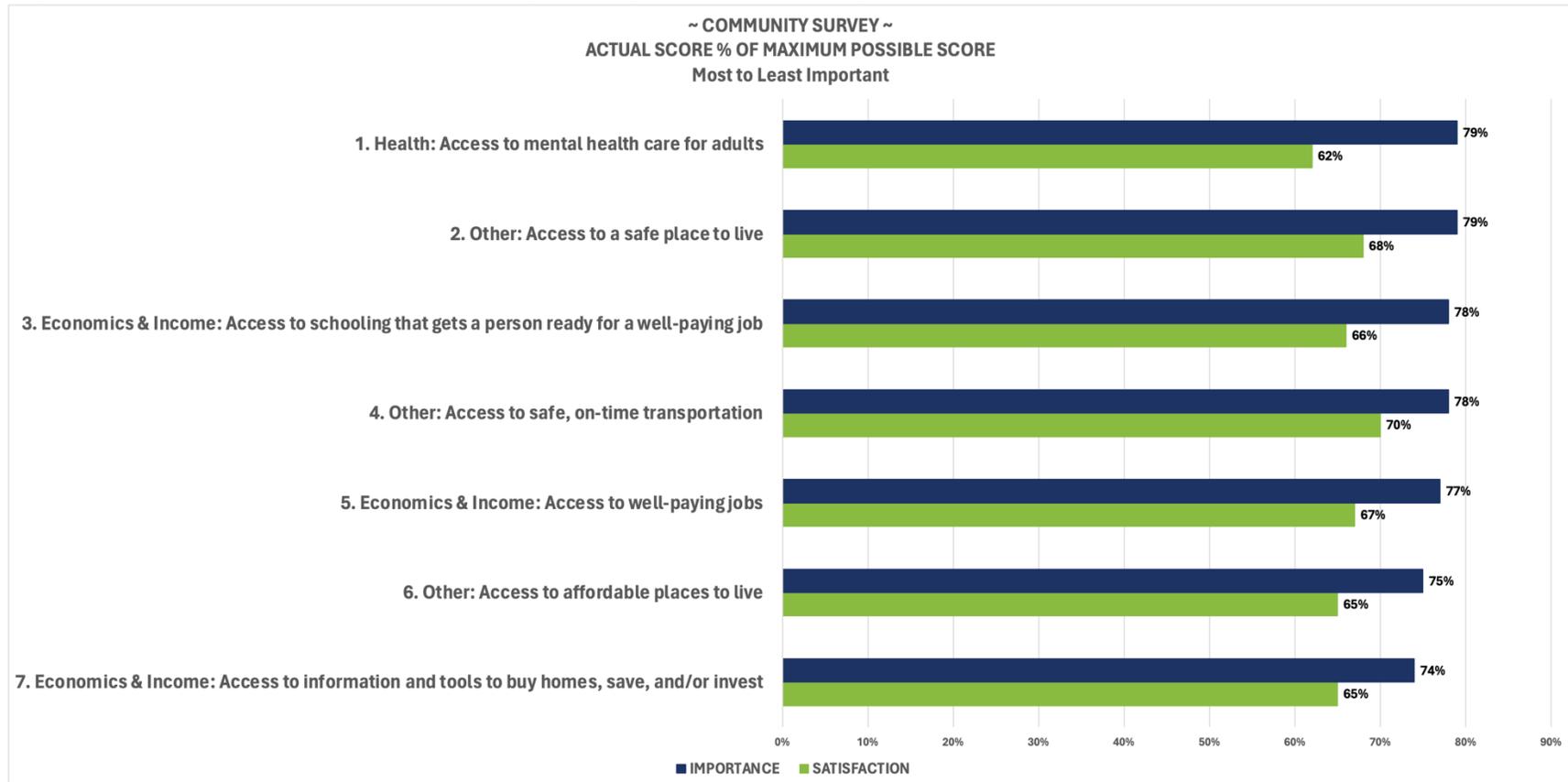


Key Takeaways

- One of the top three most important topics for parents, access to prenatal health care, has the biggest gap between importance and satisfaction. Satisfaction lags importance by 11 points.
- Satisfaction for access to affordable, quality, and trusted childcare; access to after school and weekend activities, and access to mental health care for children all lagged importance by ten points.
- All factors lagged importance by at least eight points.
- Overall, the difference between importance and satisfaction on the parent surveys was less than the gaps on the community surveys but more than the teen survey results.

Community Survey (Participants = 87)

Importance and Satisfaction: All Survey Topics, Highest to Lowest Importance Score

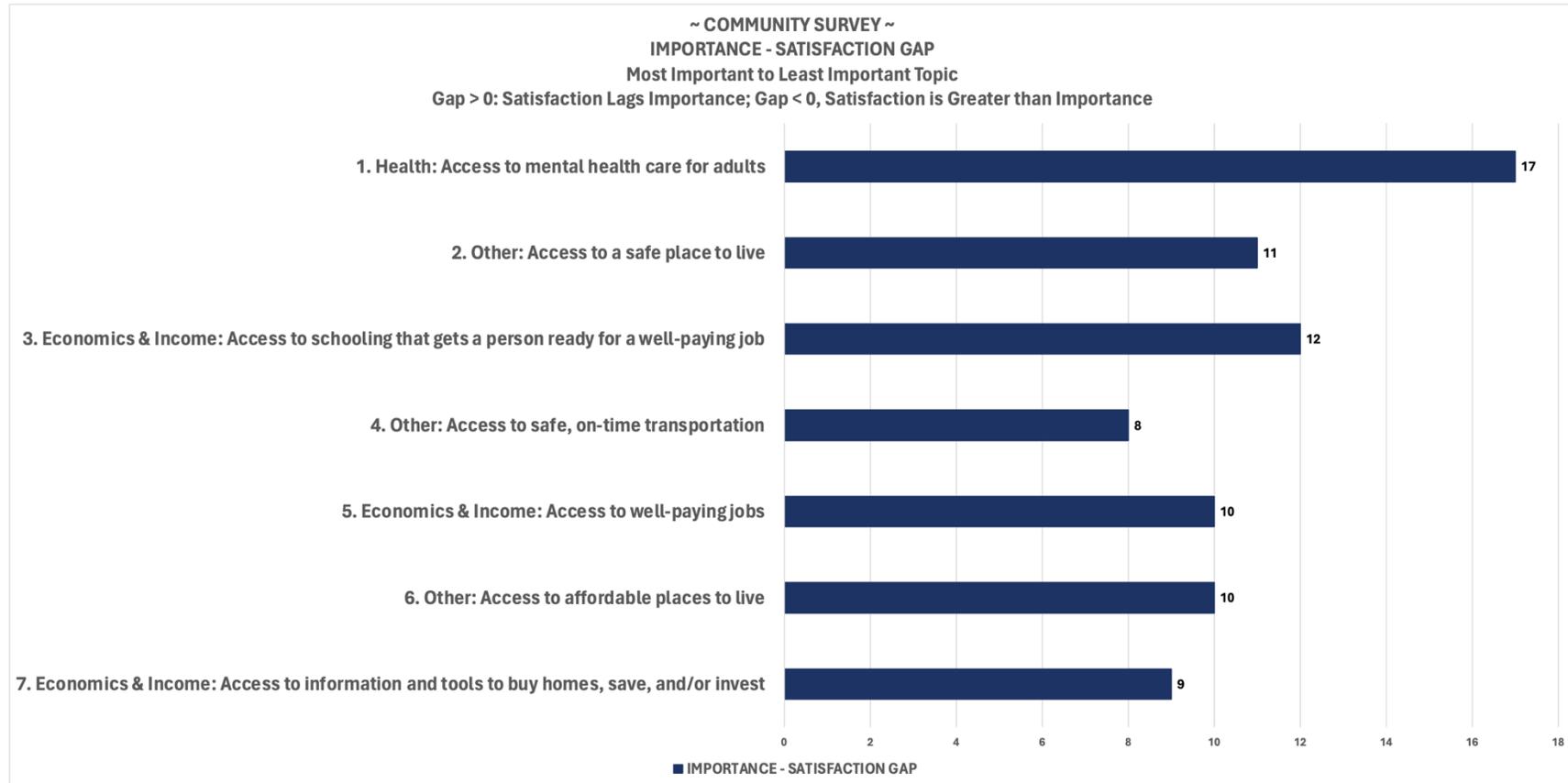


Key Takeaways

- The importance of all factors surveyed are very close with just a 5-percentage point difference between the lowest (access to information and tools to buy homes, save, and/or invest at 74%) and the highest (access to mental health care for adults and access to a safe place to live tied at 79%).

- Access to schooling that prepares someone for a well-paying job and access to safe, on-time transportation tied for second most important at 78%. Following closely behind is access to well-paying jobs as 77%.

Importance-Satisfaction Gap: All Survey Topics, Highest to Lowest Importance Score



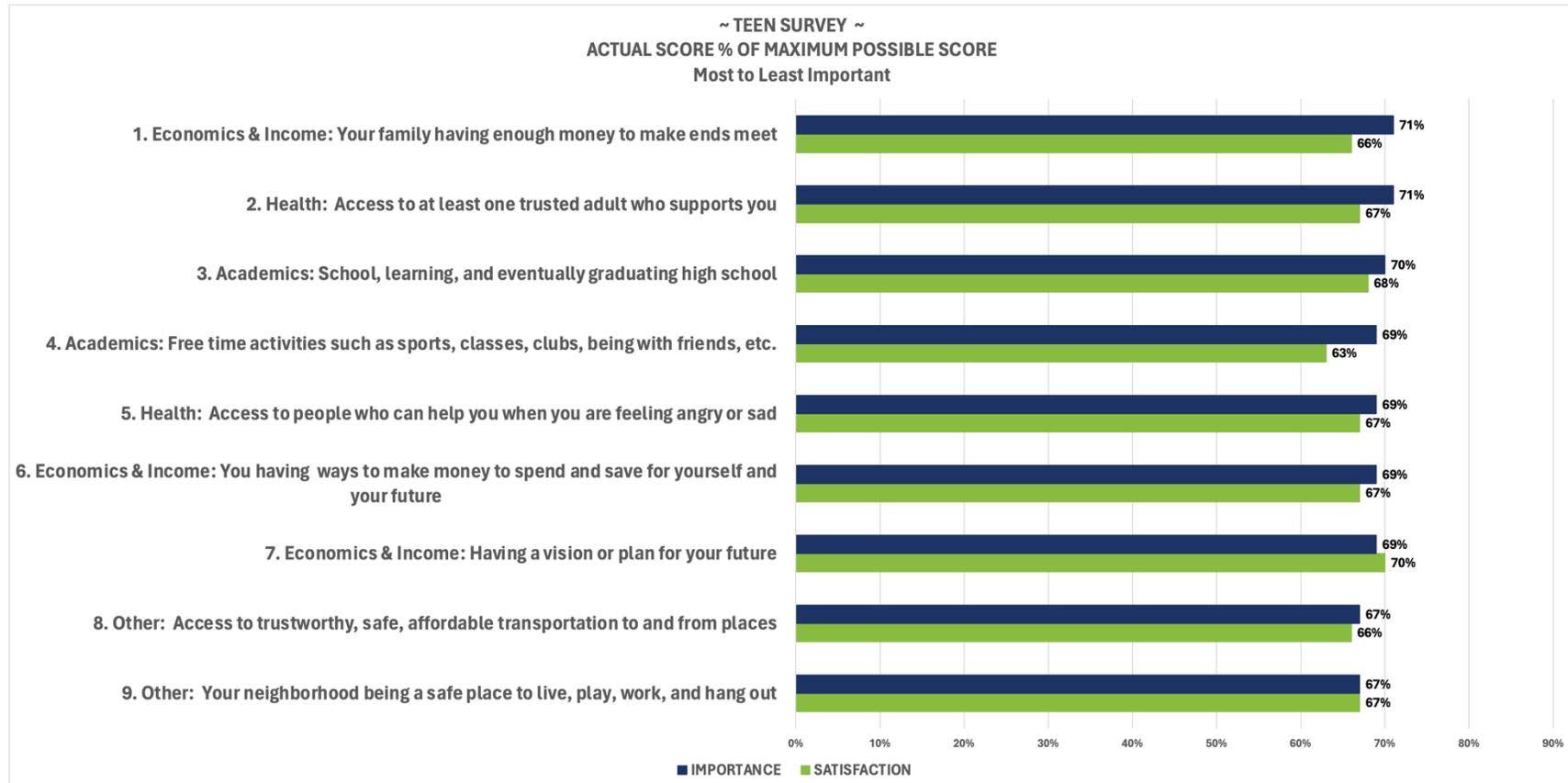
Key Takeaways

- Across all surveys, the largest gaps between importance and satisfaction are shown in the community survey:
 - Access to mental health care for adults with a gap of 17 points
 - Access to schooling that gets a person ready for a well-paying job at 12 points

- The gap for access to mental health care for adults (17 points) is 42% greater than the next highest gap (12 points) across all surveys (17/12).

Teen Survey (Participants = 99)

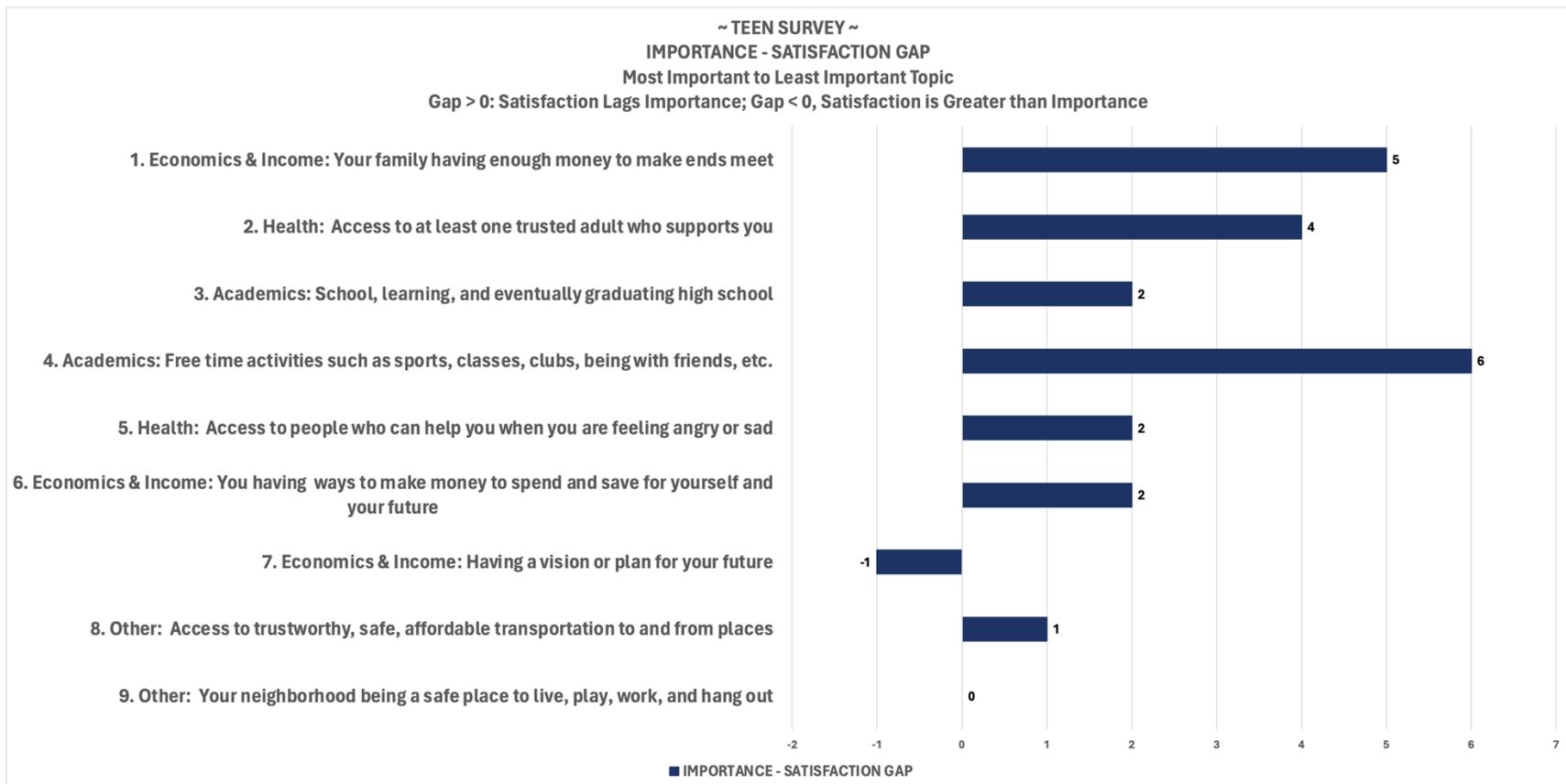
Importance and Satisfaction: All Survey Topics, Highest to Lowest Importance Score



Key Takeaways

- As with the parent and community surveys, the teen survey also shows similar importance across all topics. Gap between highest and lowest scores for importance is 4 points (67 – 71).
- Teens who took this survey ranked their family having enough money to make ends mee and access to a trusted adult who supports them as the top two most important factors.
- Overall, gaps between importance and satisfaction were smallest amongst teen participants.

Importance-Satisfaction Gap: All Survey Topics, Highest to Lowest Importance Score





Key Takeaways

- The largest gap between importance and satisfaction is six points.
- Having a vision or plan for your future shows satisfaction leading importance.
- Your neighborhood being a safe place to live, work, and hang out had equal importance and satisfaction scores.



Summary: Results by Survey Group

- Respondents rated all of the specific topics in their survey of relatively similar importance.
- On the parent and community surveys, satisfaction lagged importance by at least 8 points on every topic.
- Mental health access for adults and access to schooling that prepares someone for a well-paying job, both on the community survey, had the largest gaps between importance and satisfaction at 17 and 12 points respectively. The fact that mental health access for adults was tied for the top two most important topics on the community survey and has such a significant importance-satisfaction gap is a concerning datapoint, although not surprising given the well-documented shortage of mental health professionals.

Survey Results and Focus Group Feedback by SDOH Domain

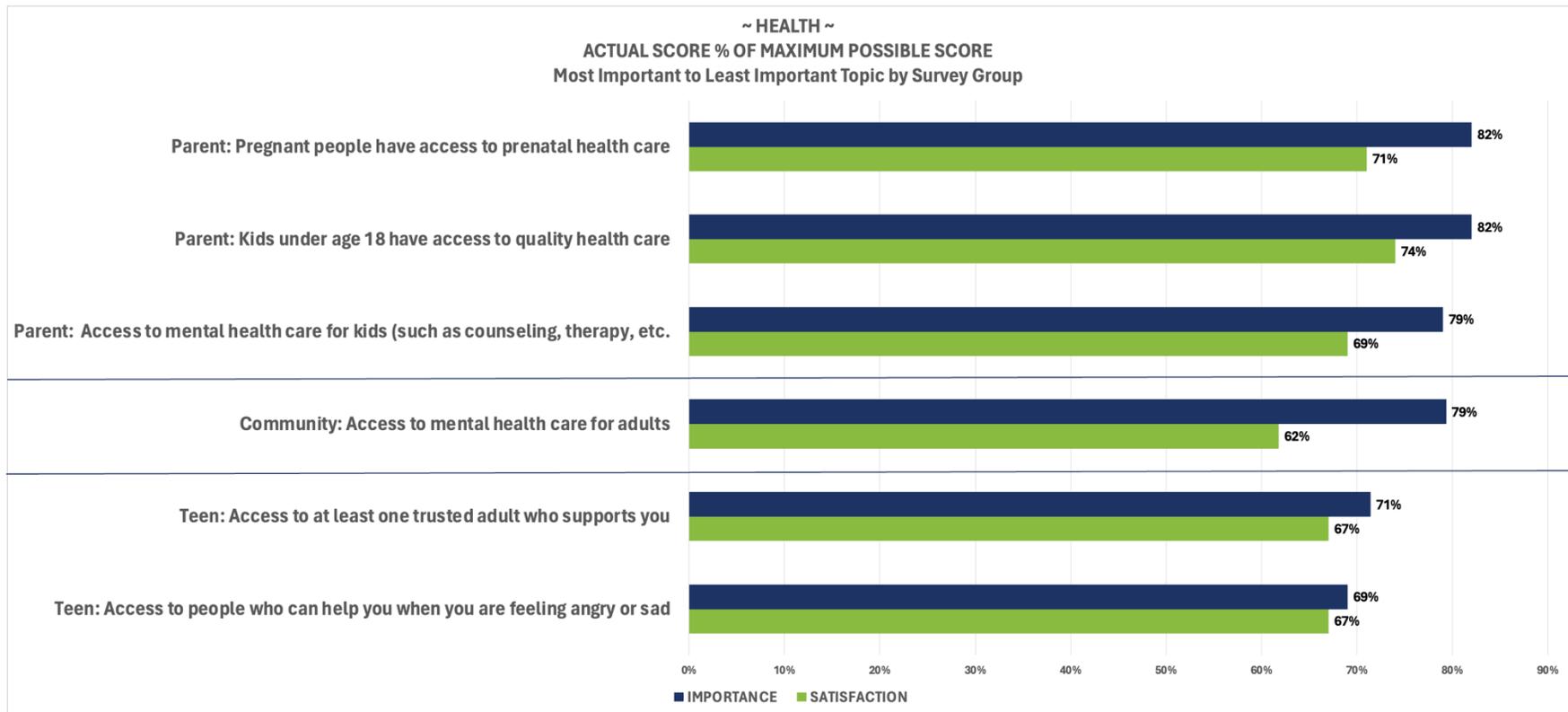
The next section groups all survey questions by SDOH domain (health, academics, economics and income, other) instead of by survey group. Results are not directly comparable due to the different survey populations; however, these charts provide an overview of the SDOH domain and all relevant questions from each survey.

Chart data is displayed by survey group, sorted in order of importance score (highest to lowest) within that survey population. The survey group is shown at the beginning of each topic on the charts.

Focus group feedback is also included for each domain after the charts.

SDOH Domain: HEALTH

Importance and Satisfaction: Highest to Lowest Importance Score



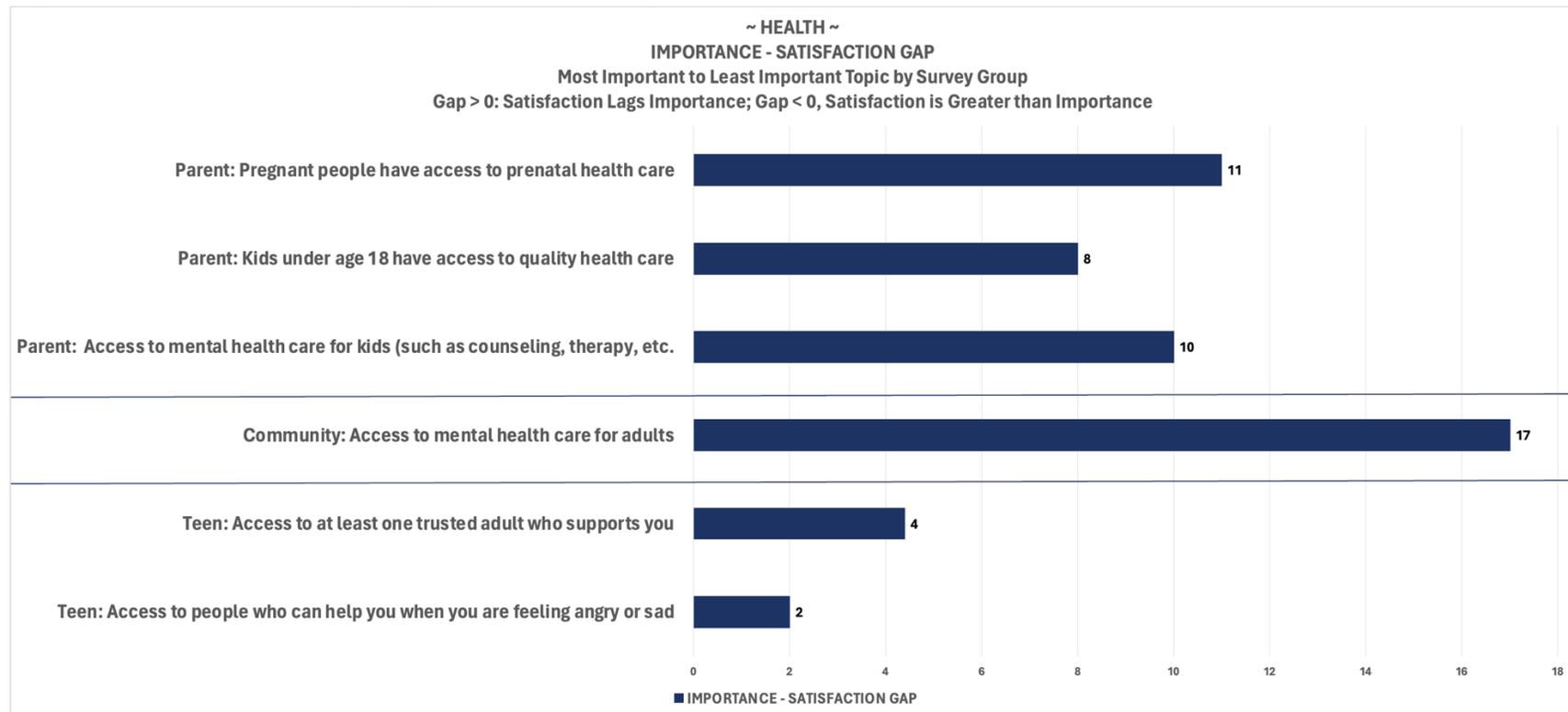
Key Takeaways

- **Parents** rank access to prenatal care and access to quality health care for children equally important.
 - The importance score of 82% is the highest score across all topics on all surveys. (Kindergarten readiness in the academics domain) also scored 82%.
 - Access to mental health care for children does not lag the top two factors by a significant amount, indicating these are all important topics for parents.
- The **community** survey had just one health domain topic: access to mental health care for adults, which has an

importance score of 79% indicating it is also a meaningful topic.

- **Teens** ranked access to one trusted adult who supports them slightly higher than access to people who can help when feeling angry or sad. This aligns with teen focus group feedback indicating they would like to have people outside their family who “get” them.

Importance-Satisfaction Gap: Highest to Lowest Importance Score



Key Takeaways

- Parents: The largest gaps occur in the most important health topics across all surveys.
- Community: The 17 point gap between importance and satisfaction for access to mental health care for adults is the largest gap across all surveys.

Focus Group Feedback - Health

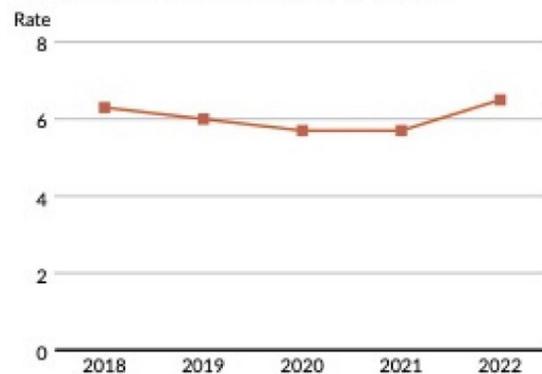
Survey Topic: Access to prenatal care (parent survey)

Prenatal care access was explored primarily through parent surveys. Input on this topic is important to Front Porch Alliance for several reasons. For instance, a pregnant parent can enroll in the agency’s early education program before their baby is born. Services are designed to support health care access for the pregnant parent and their child, both before and after delivery. Ensuring routine prenatal (and new baby) care is a best practice for supporting healthy outcomes for both generations.

Additionally, infant mortality remains a significant racial and ethnic health disparity. Missouri ranks as one of the lowest performing states in the nation for general infant mortality, with the state’s figures worsening between 2021 and 2022 (one of only four worsening states, per the most recent reporting period ([National Vital Statistics System, U.S. Centers for Disease Control and Prevention, November, 2023](#)). Parents who are Black, Indigenous, or People of Color (BIPOC) face even greater disparities. According to the Missouri Department of Health and Senior Services, “Black infants are more than twice as likely to die as white infants” ([Infant Mortality, MO DHSS](#)).

Missouri infant death rates

This line has been at a downward slope for over two decades. Even between 2020 and 2021, the height of COVID, the rate did not increase.



Source: Missouri Department of Health Caitlin Kane, Clayton Vickers/Missourian

Prenatal care was not a specific question on the focus group discussion guides. The guides (attached as Appendix B) included an array of very broad questions, allowing respondents to self-direct the sub-topics of importance to them. The subject of prenatal care was not broached by participants during focus groups as a factor related to the best or worst factors in the community, nor the greatest assets or most pervasive challenges families face. Only two major health care factors were particularly prominent in qualitative.

Survey Topic: Access to quality health care for children under 18 (parent survey)

Data around access to health care (for children) was collected primarily through quantitative parent surveys. This topic is important to Front Porch Alliance because the agency’s early education programming advances holistic well-being for young children, including their health, alongside health education and empowerment for parents. For example, agency programming emphasizes several activities tied to health and health care:

- children meeting appropriate developmental milestones,
- screenings and referrals for physical and behavioral diagnoses, with referrals made as needed, and

- parental adherence to best-practice care such as well-baby visits and vaccination schedules.

Similar to prenatal care, linkage to appropriate and quality health care for young children is a critical factor for preventing infant mortality, ensuring appropriate child development, and reducing risks from illness and/or injury. Further, children’s health care represents another area of local challenge. According to the *Community Health Needs Assessment. The State of Children’s Health: For the Kansas City Region* (Children’s Mercy Hospital, June 15, 2022), parents report that access to health services is a major problem (59.5%; 38% a moderate problem). Further, 46.9% of parents report “some type of difficulty or delay in obtaining health care services for their child in the past year,” which is appreciably above the national average, and has worsened since 2018’s previous needs assessment (p. 28).

Access to health care for children was not a specific question on the focus group discussion guides. The guides included an array of very broad questions, which allowed respondents to self-direct the sub-topics of importance to them.

General health care access for children was not readily mentioned by participants during focus groups as a topic related to the best or worst factors in the community, nor the greatest assets or most pervasive challenges families face. One relevant subset was mentioned multiple times: screenings and support for children, including screenings and services relevant to special needs. The topic was mentioned in a limited fashion during discussion of community conditions; however, it was the third most frequently mentioned element of feedback on Front Porch’s existing services.

Parents described the agency’s delivery of screenings and testing (such as hearing and Autism, both mentioned directly) as a valued offering. Multiple parents suggested more of these resources were needed, particularly as “school nears.” Front Porch’s in-depth programming for families with young children ends between ages three and five when children enter school and access formal district and/or facility-level resources. One parent noted more resources would help liaise with the educational system once a child is formally in K-12 education. Another noted the challenges and barriers for families if a diagnosis is likely:

[Please help make] it easier for testing for developmental disabilities. I have to take my son to another place, and they gave me a referral and then I had to take him. There are too many hoops to jump through.

Survey Topics: Mental health care for children and adults (parent and community surveys)

Mental health care for all family members was identified as a notable concern among focus group participants. However, dialogue trended more heavily on parental mental health (or age-unspecified interest in counseling services). Closely related, parents described screening children for various health factors (and supported referrals, when

appropriate) as one of the most appreciated Front Porch services. Not all types of assessments/screenings were clearly distinguished by name, although diagnoses such as Autism were noted specifically (as was hearing testing). Parents also wanted more support focused on resources for children with special diagnoses, including assistance liaising with schools.

Access to mental health care for children was explored primarily through parent and community surveys. Mental health care for adults was explored primarily through community surveys (and was often mentioned directly or indirectly during focus groups). This topic is important to Front Porch Alliance given the agency's focus on addressing holistic well-being of children and families.

Neither access to nor quality of mental health resources for children (or parents) was a specific question on focus group conversation guides. However, mental health was a topic reported often when discussing community and family needs. At the school-based focus group, where most participants were neither very familiar with Front Porch Alliance nor its services, mental health was brought up by session participants multiple times in a short period of discussion. In focus groups containing primarily parents who access the agency's programs, multiple parents cited therapy they accessed through Front Porch as very helpful, and at least one noted that it was something she knew very little about before the agency linked her to behavioral health care.

Front Porch staff have observed challenges related to this topic for all ages, and their impressions match with data identified in a landscape scan. For example, in its 2022 Community Health Needs Assessment, Children's Mercy Hospital identified child and youth mental health as one of its four "areas represent[ing] the significant health needs of the community" (*Community Health Needs Assessment. The State of Children's Health: For the Kansas City Region*, June 15, 2022). Parent respondents in the Children's Mercy study "mental health (depression, suicide) as the top health issue for youth ages 12 to 17. Parents generally reported that mental health services for children were insufficient to meet need: *"The existing resources are at capacity, contributing to long wait times for treatment. This appears to be true throughout the region; however, in terms of child and adolescent mental health, it is especially relevant in schools, which may lack counselors or funding to support any on-site mental health"* (p. 23).

Further, mental health, in general, is an especially troubling factor for the ZIP codes Front Porch primarily serves and selected to study. Half of the ten priority ZIP codes ranked in the worst (highest) 10% for mental health diagnosis frequency (per 1,000) out of all 937 ZIP codes in Missouri. One, 64108, ranked worst in the state, with the most mental health diagnoses per 1,000 (188; Community Health Needs Assessment, University Health Truman Medical Center, September 2022). These data hold steady even though mental health provider shortages in the region are not quite as extreme as in some other areas of the state and nation.

Neither access to nor quality of mental health resources for children (or parents) was a specific question on focus group conversation guides. However, mental health was an often-reported topic when discussing community and family needs. That said, focus group participants only periodically clarified if they spoke about the need related to youth, adults, or both groups, and sometimes they clearly spoke deliberately about both age groups. Regarding children, parents specifically noted needs as follows:

- *Mental health is number one, and kids need help with the mental health piece.*
- *More communication from his counselors at school.*
- *More resources for helping me with my son's ADHD and dyslexia.*
- *Taking care of your child's mental and emotional health as much as physical health [is hard]; self-care for the parent is difficult too.*
- *Getting people the help need [is important], off substances, [being] mentally healthy. (In response to what the community wants most when it comes to raising their children)*
- *Depression (Cited by a teenage focus group participant as one of the hardest things teens face.)*
- *Therapists without the costs, I think. One session is expensive for a lot of people, and they don't go back after one. (Reported by a teen focus group participant as what they would like to see happen in their community.)*

Although not always directly worded as adult mental health care, focus group participants overall noted the need for a spectrum of parent support, self-care, “recharge,” and/or mental wellbeing resources (including but not limited to counseling). This diversely worded theme was one of the top five most reported areas of need. Focus group participants described the need or opportunity in varying ways:

- *I work so much, only a little bit of time [for] the dog, the kids, responsibility, no time for myself, no time to help [my] daughter do her homework.*
- *Preparing your child for a successful future; taking care of your child's mental and emotional health as much as physical health; self-care for the parent is difficult too.*
- *[We need] Support for moms, tried to create a mom group to decompress.*
- *[Moms want] Both daycare (like for work or getting things done) AND time for moms to relax and recharge.*
- *[Moms need] A place and time to exercise.*
- *[We need more] Family counseling.*

Specific to parent support and stress relievers (not necessarily mental health, per se), the strongest asset adults repeatedly referenced was having someone nearby that they could rely on to assist with children. These frequently include at least one other neighbor household or another parent; however, they are not available to everyone, and responses

from other focus group participants were contrary to having these resources, pointing to an uneven distribution of social supports.

- *My next-door neighbor is helpful and gives rides to kids. Sense of community.*
- *Lots of kids around the same age as my oldest. Lots of kids to hang out.*
- *There's a park close to home to take the baby. I've met other parents and kids at the park, become friends.*
- *Neighbors help keep each other's kids safe. Even neighbors without kids keep an eye out.*
- *I have a neighbor I can depend on, looking out for me, looking out for packages. We look out for each other, if I don't have something, food, she'll help me, or I'll cook and take over.*
- *I'm in the middle of three empty nesters. Can't remember the last time I cooked, working and going to school, giving meals to the kids, blessed to have that.*
- *I can't trust like that.*
- *I don't have that at all, or all the time.*
- *I have a neighbor with kids that go to school. I can ask if we can get a ride with her to school.*
- *I have blood in the same building, but they wouldn't offer food or to watch kids. I asked someone to come.*

Teenagers were not specifically queried regarding mental health. Still, focus group participants volunteered thoughts on mental health needs in their community as part of what they would like to see in the community in the future:

- *Peace [would help a lot]. A lot of Black people don't go to therapist b/c they don't want anyone in their problems, then it gets worse. People don't know how to express themselves.*
- *Therapists without the costs, I think. One session is expensive for a lot of people, and they don't go back after one.*

Survey Topic: Access to a trusted adult for support (teen survey, mental health adjacent)

Access to a trusted adult and/or other social supports are known factors of young adult well-being and achievement of positive outcomes. For example, a retrospective study published in 2021 found that children who experienced more adverse childhood experiences (ACEs, factors of trauma such as death or incarceration of a parent) had fewer trusted adults in their lives. And among those children who experienced ACEs, those with at least one trusted adult relationship were significantly more likely to report resiliency factors and overall resilience (Ashton and Davies, et al., BCM Psychol, June 2021). The National Alliance for Mental Illness (NAMI) underscores the importance of trusted adult relationships as avenues to positively impact youth “physical, mental, and social outcomes” (“Being a Trusted Adult for Young People in Your Life, NAMI).

Access to trusted adults and/or social supports by young people is an area of interest to Front Porch Alliance for two primary reasons. First, the agency has maintained programs with over a decade of activity committed to linking young people to caring adults. Further, Front Porch recognizes the powerful role trusted adults can play in the lives of young people—particularly those at risk of trauma—and seeks to find ways to make these types of dynamics available to young people as drivers of long-term positive outcomes for youth. Lastly, Front Porch’s teen programming is designed to foster social connections among the young people served, creating networks among peers as well as opportunities to connect with supportive elders.

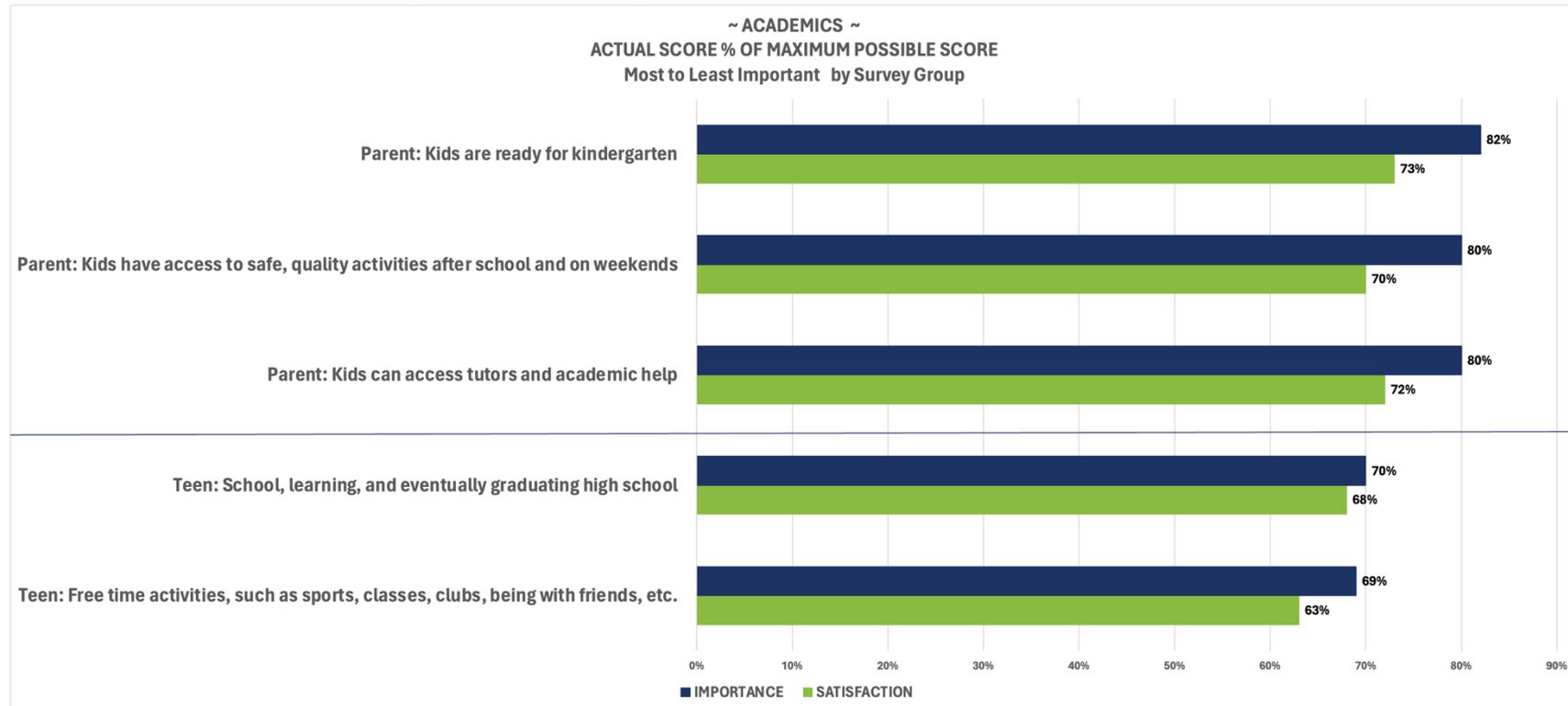
Access to adult and/or social supports were not specific questions posed to youth during focus groups. However, mentors, supporters, and role models was one of two top priorities mentioned by teen focus group participants reported. For example, teens noted:

- *Having a role model [is one of the hardest things for teens]...having someone to look up to besides your family members.*
- *Not all of them [people you look up to] do what you want to do. [Teens want access to] people who want to do the things that you love, someone who is in that profession.*
- *People who you can trust and talk with [would help with the issues teens face].*

Teens had mixed opinions on whether the trusted relationships they craved should be with adults or with older young(er) adults (such as Big Brothers, Big Sisters provides).

SDOH Domain: ACADEMICS

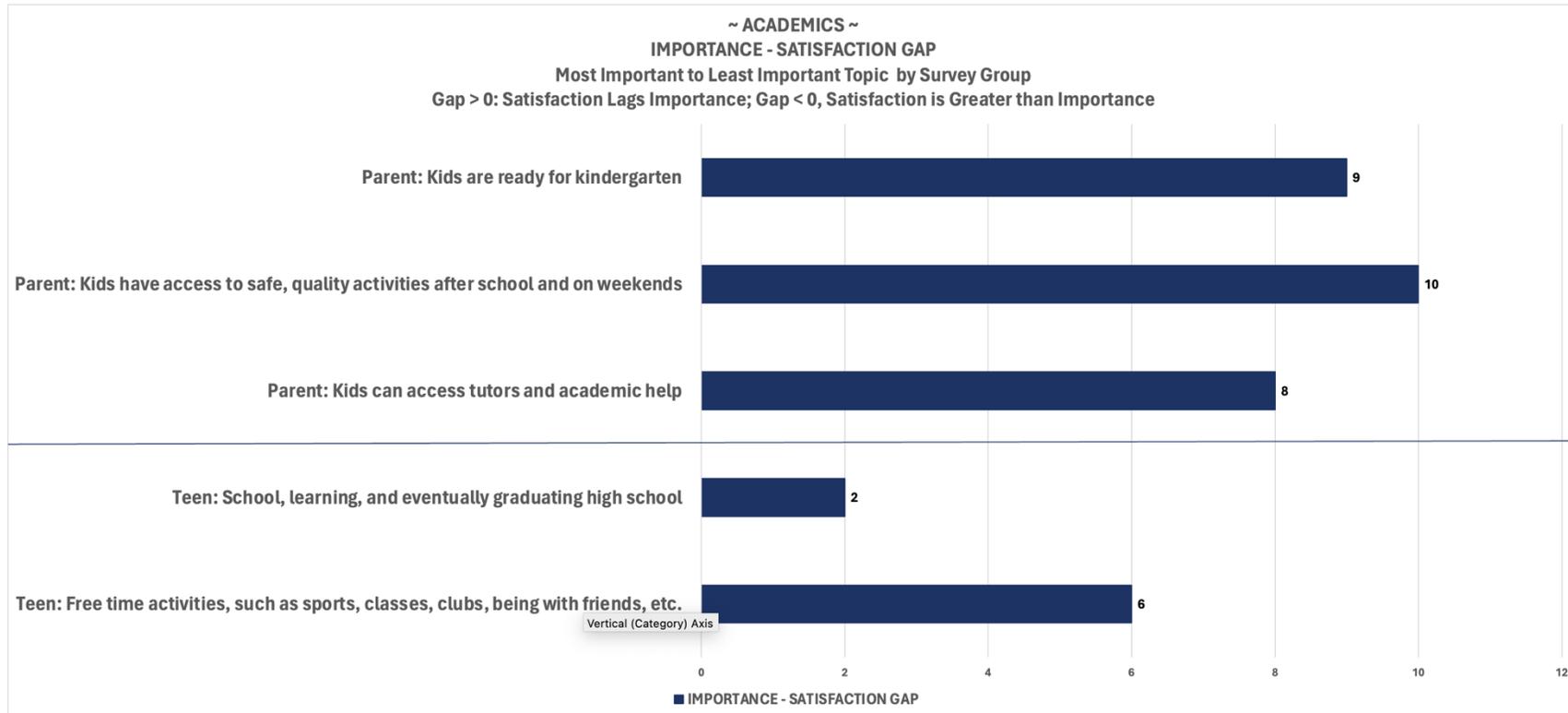
Importance and Satisfaction: Highest to Lowest Importance Score



Key Takeaway

- **Parents** view kindergarten readiness equally as important as access to prenatal care and access to quality health care for children (health domain).

Importance-Satisfaction Gap: Highest to Lowest Importance Score



Key Takeaways

- All topics for **parents** in the academic domain have, at a minimum, an 8-point gap between importance and satisfaction.
- Free time activities such as sports, classes, clubs, and being with friends has the largest gap of all items on the **teen** survey.

Focus Group Feedback - Academics

Academic performance at a young age merits significant resource investment in the community Front Porch serves. Most of its service area is in the Kansas City Public Schools (KCPS) catchment. While working on a path of continuous improvement, the district's academic record reveals its students might benefit from additional educational support. For example, on the state's Missouri Assessment Program (MAP) tests, a total 57.6% of third graders attain below-basic proficiency in math, and 82.6% of students demonstrate basic or below-basic grade level math proficiency (vs. state average 51.5% basic or below in math, including 29.2% below basic). Similarly, 62.3% of KCPS third graders demonstrate below-basic proficiency in English Language Arts, with 82.3% of district students attaining either basic or below-basic proficiency levels (vs. state, 57.7% basic or below, and 28.9% below-basic; Missouri Department of Elementary and Secondary Education, DESE, 2022-2023). Third grade is the first time students complete the Missouri Assessment Program (MAP) test, and as a result, it is one of the first major indicators of academic performance

Survey Topic: Children are ready for kindergarten (parent survey)

Kindergarten readiness is well documented as an early indicator of how well a child will perform in elementary school. Further, a child's preparedness for kindergarten has long-lasting implications that impact ultimate academic performance and well-being even outside the classroom. Front Porch Alliance's early learning programs partner with parents to set their children up for a successful launch to their academic careers. This focus is an agency legacy that has grown since the founding of its early learning programming in 2016. Kindergarten readiness was not a specific question posed during focus groups. Further, it was not a significant topic of conversation, nor did it result in many mentions during adult focus groups. This suggests school performance, while important to many future outcomes, may not have stood out as either a particular strength or weakness to the individuals participating in sessions. The handful of mentions on the topic were conflicting and general regarding the quality of education. One parent indicated that the educational quality was high. At the same time, at least one described their child's education as of a lower-quality than that the parent had perceived when they lived in a different community.

Survey Topic: Children have access to safe, quality activities after school and on weekends (parent survey)

Since its inception, Front Porch Alliance has delivered many programs that provide activities for children and youth outside the school day. The agency's Youth Journeys program currently offers youth development and skill-building courses across several platforms, both over the summer and during the school year. This rapidly growing initiative builds upon the agency's legacy of creative out-of-school programming going back more than a decade. Continuing this work in a way that meets community needs and expectations is an integral part of the agency's next steps.

Extracurricular opportunities are thoroughly documented as being critical for young people. For example, these activities are historically shown to support youth in developing "soft skills" such as teamwork, leadership, time management, accountability,

responsibility, cultural diversity, and a sense of community. Unfortunately, in districts such as KCPS, where 100% of students qualify for free or reduced lunch (Missouri DESE), these kinds of resources may be limited. Students in districts where households earn lower incomes may face more barriers to accessing extracurriculars, such as costly fees and transportation needs beyond the school day. The U.S. Census Bureau notes the effect lower household income can have on children’s access to activities outside school: “*Even short-term bouts of poverty may be associated with fewer opportunities to excel in and out of school, including less involvement in extracurricular activities such as sports or music*” (Children in Poverty Less Likely to Participate in Sports, Gifted Programs).

Parents in Missouri want activities and programs outside school for their children. According to Missouri Afterschool Alliance (2020), 89% of parents support funding for after-school programs for students, and 74% of parents agree that programs after-school keep children safe and “out of trouble” (2020). The state has made progress, placing in the top ten for after-school programs for the first time (8th place, 2020, Missouri Afterschool Alliance). Front Porch’s youth programs work to support activities outside of school, while reducing potential economic disparities related to out-of-school activities for youth in the agency’s service area.

Outside-school activities and resources were not specific questions posed during focus groups. However, adults and teens brought up many facets of this topic throughout the focus groups. For example, they mentioned:

- *[I’m a] single parent. Over the summer, I’m trying to find something for my son. I don’t want him just on the computer. I want something educational. I got him involved with the summer program here [at Front Porch], in biking and film. [It offers] opportunities for parents that don’t have the time to take kids to stuff.*
- *Free things for kids to do to keep themselves occupied [would help]. [There are] not a lot of places; [I wish] camps would go longer. [We need] more activities, more free activities, after-school, gymnastics and things.*
- *Not a lot for people my age, particularly where I live at, you need to have money or be of age, we want more. You’ve got to make your own fun. It’s kind of depressing sometimes. Kansas City is mostly for adults; if you’re in school all you have is extracurriculars at school or [you] have to go find something.*

In general, both parents and youth mentioned that some resources did exist, from programs to places to go (such as parks and the city zoo). Regardless, they wanted more offering and more opportunities, particularly low-cost or free options. This was not one of the top priorities for adults but still ranked among frequently mentioned themes. Young people mentioned interest in activities as among their top three areas of interest.

Survey Topic: Access to academic help/tutors (parent survey)

Generally, KCPS data show a trend towards greater than typical proportions of students demonstrating below-basic or basic scores on Missouri Assessment Program (MAP) tests. This trend persists throughout the district's K-12 span. The district's American College Testing (ACT) scores are below the state average (16.50 vs. 20.10 for the 2022-2023 school year, Missouri DESE). Further, graduation rates for KCPS were only 78.7% in the 2022-2023 school year versus 89.9% for the state of Missouri. Such outcomes indicate that academic support for children is an essential opportunity in the district's catchment to help students increase their skill proficiency and the likelihood of eventually graduating from high school. Academic support, such as tutoring, was not a specific question posed during focus groups. Further, it was not a significant topic of conversation, nor did it result in many mentions during adult focus groups. This suggests academic support, while important, may not have stood out as either a particular strength or weakness to the individuals participating in sessions.

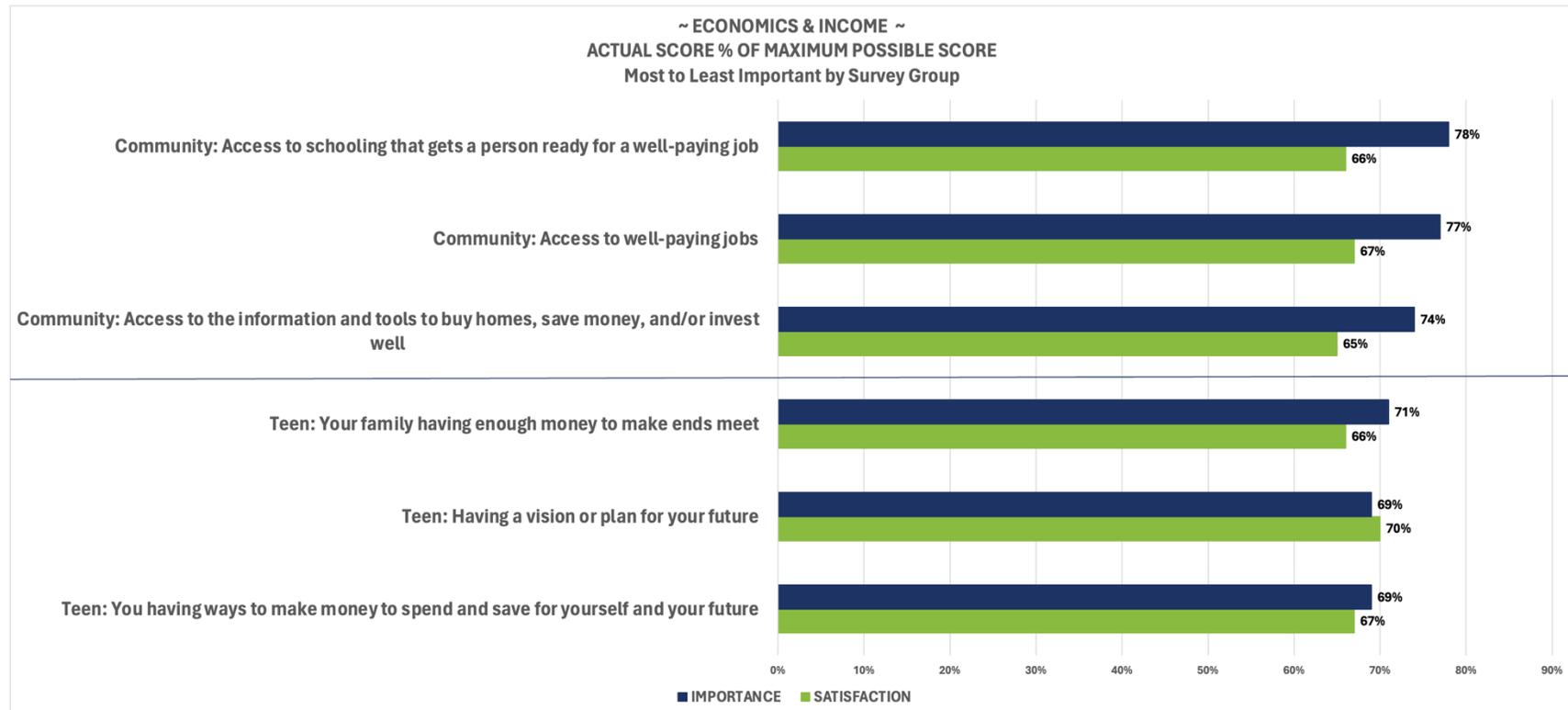
Survey Topic: School, Learning, and Graduating High School (teen survey)

During data collection, Front Porch asked teens about the importance of school, learning, and graduating high school. Young adults being prepared to graduate and have successful post-secondary education pathways is important to Front Porch as a driver of lifelong economic potential (and, thus, well-being and stability) when youth become adults. Given that the KCPS graduation rate is appreciably lower than the state average (78.7% vs. 89.9%), impressions around graduating high school shed light on how much this domain is valued and how satisfied young people are with their academic performance and potential. School, learning, and graduation were not specific questions posed during teen focus groups. Young people were attentive to their futures, expressing a mix of wanting to prepare for the future but also feeling burdened by having to worry about their futures so extensively. Teens' priorities weighed more toward career potential and their ability to make money (both now and in the future) than academically driven priorities. While school-day life and graduation were not top topics for teens' discussion, they showed clear awareness that their futures should be on their minds:

- *Not having to look at the future all the time. Not having the pressure or you got to get in this college or be ahead of your class and things like that (what would remove stress from teens).*
- *[I have a] future focus—need to go to college to do what I want to do.*

SDOH Domain: ECONOMICS AND INCOME

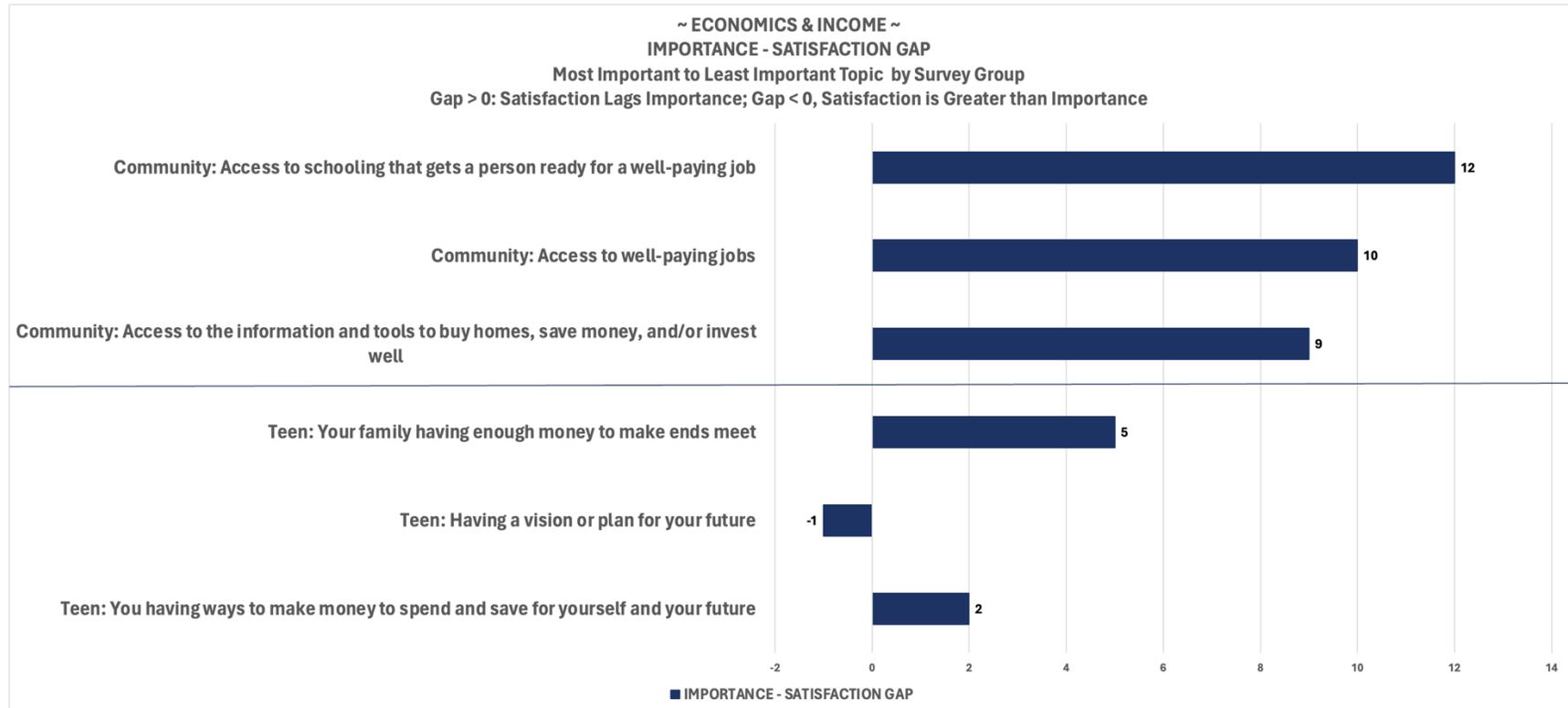
Importance and Satisfaction: Highest to Lowest Importance Score



Key Takeaways

- **Community** respondents ranked access to schooling that prepares a person for well-paying job and access to those jobs virtually equal in importance.
- In this domain, **teens** placed the highest importance on their families having enough money to make ends meet.

Importance-Satisfaction Gap: Highest to Lowest Importance Score



Key Takeaways

- In the **community** survey, access to schooling that prepares a person for a well-paying job has the second highest importance-satisfaction gap across all topics on all surveys.
- For **teens**, the gap between importance and satisfaction related to the family having enough money to make ends meet is the second highest across all teen topics (highest gap = 6).

Focus Group Feedback – Economics and Income

Income disparities persist in the primary ZIP codes Front Porch Alliance serves. Of the nine ZIP codes explored in depth, seven have an average median income lower than that of the state (\$64,811). The two ZIP codes with the lowest median income, 64127 and 64128, report median income approximately half that of the state average (\$32,928 and \$31,701, respectively, U.S. Census Bureau). Further, regarding unemployment: eight out of the ten ZIP codes Front Porch surveyed reported unemployment higher than the state rate, with three of the ZIP codes having unemployment more than twice that of the state (U.S. Census Bureau).

Survey Topic: Access to school that prepares a person for a well-paying job (community survey)

Schooling to strengthen employment prospects was not a specific question posed during focus groups. This result suggests that career readiness training, while important, may not have stood out as either a particular strength or weakness to the individuals participating in sessions. One participant specifically noted:

There are a lot of available jobs in KC and job agencies to help you find one. There are a lot of resources available. They are just sort of hard to find and/or qualify for.

As noted in the prior section, multiple focus group participants described working multiple jobs and/or that making more financially cost them access to other benefits such as housing vouchers and SNAP. One interpretation of this dialogue may be that there is a lack of access to jobs that pay well enough to properly surpass benefit thresholds (and outweigh the losses of those benefits).

As noted in the immediately preceding section, teenagers were interested in earning money. They also mentioned openness to paid or stipend-based activities and internships. They emphasized avenues to generate income more than learning itself, though they were interested in positions, such as internships, that combined skill and career exploration alongside making money.

Survey Topic: Access to well-paying jobs (community survey)

Front Porch Alliance staff and leadership note that many of the families served by the agency, particularly among early childhood education programs, report challenges meeting their financial needs. Assisting families in addressing these needs is one of the agency's key points of examination as it sets the stage for future programming. Staff and leadership seek to understand better the relationship between education, employment, income for families—and any systemic barriers. In addition to data, the agency aims to explore what the community thinks about these relationships, including opportunities and barriers regarding economic stability.

Employment and income were not specific questions posed during focus groups. Adults participating in groups referenced a mix of financial and other resources as top priorities. They discussed resources and programs (e.g., housing vouchers, supplemental nutrition assistance program [SNAP]) more often than they mentioned employment goals and barriers. For example, they described navigating to resource providers and accessing benefit programs as both important and challenging. They also described the direct assistance that Front Porch provides—both financial aid and tangible goods and services—as absolutely crucial. When they mentioned employment, one significant theme was juggling the responsibilities of long workdays (or multiple jobs) with making time to see children. Another repeated theme was that making more money disqualified individuals and families from accessing other resources, creating a sense of negative repercussions for advancing employment goals.

Sample comments capture the diversity of focus group income related to economics:

- [It] can be really difficult to get assistance due to there not being enough resources to go around.
- *If you make a certain amount of money, they don't want to give you resources... You make \$20 too much or \$1 too much [then you lose resources]. Working two jobs and not being there for your kids" [is hard].*
- *[If you] work two jobs, [you] are disqualified for things, so what am I working for? Uncle Sam takes everything.... They say you're past [the poverty line], but you're stuck at that point, no assistance, [working] two to three jobs.*
- *Not having to work two jobs, getting a good job, good paying (would help reduce stress).*
- *One of my colleagues has daughters and has to work two jobs. We get disqualified for trying to maintain; we cry all the time together at work.*
- *My time is limited, and I work 12-hour shifts. I want to be able to see my kids when they come home.*
- *MORE resources; a contact you can go to [in order to] get help or understand HOW to get resources.*
- *Financial help. Saving and getting ahead. Money management. Rent and bills are a big concern (stated by a teenage focus group participant about what would reduce stress on them and their peers).*

While job-seeking programming, resume assistance, and other job-seeking services were mentioned a limited amount, they were not specifically stated as priorities among adult focus group participants. These topics were a priority for teens but in a more future-focused, envisioning perspective. Teens mentioned a significant desire to make money, including ways to be paid stipends for extracurricular activities, to find paid internships, etc.

Survey Topic: Access to the information and tools to buy homes, save money, and/or invest well (community survey)

Front Porch Alliance currently offers minimal programming attuned to building long-term financial assets, such as owning a home or investing for the future. The agency explored these topics to gauge community interest in these kinds of topics, particularly in the midst of challenging housing markets and fluctuating labor conditions.

Home-buying, saving, and investing were not specific questions posed during focus groups. While financial needs, accessing resources, and having sufficient funds were voiced as common wants and needs, they were not couched in any of these terms by adult focus group participants. A few adults mentioned this kind of education in terms of schooling for young adults, and one teenage participant mentioned this, as well. However, these mentions did not rank among the most frequent topics that either age range identified as priority considerations.

Survey Topic: Your family having enough money to make ends meet (teen survey)

Family financial security was not a specific question posed during teen focus groups. Teens did report financial challenges as concerns for their household. This topic was not their top priority, but it was mentioned multiple times:

- *Financial help. Saving and getting ahead. Money management, rent, and bills, [these are] main concerns (from a teen respondent about what would reduce stress for themselves and their peers).*
- *Learn[ing] how to manage your money smart.*
- *Prices go up, more people be like no (on containing costs, responding to what you would like to see in the future for your community).*

Survey Topic: Having a vision or plan for your future (teen survey)

Having a vision for oneself was not a specific question posed during teen focus groups, but teenagers mentioned both excitement and anxiety about their futures as a top theme. They gave mixed impressions on whether thinking about the future was an exciting opportunity or a source of pressure and anxiety or not. They mentioned career aspirations multiple times and/or interests tied into career potential. However, they did not specify if they had actionable pathways to formally explore these interests as potential careers. Their responses were varied:

- *[Want people to work] with us, taking photos, culinary, art, cosmetology, caregiving for the elderly, photography, story writing/grant writing, illustrating (in response to what teenagers want for their futures).*
- *Not having to look at the future all the time. Not having the pressure or you... you've got to get in this college or be a head of your class and things like that (regarding what would reduce stress on teens and their peers).*
- *Future focus. I need to go to college to do what I want to do. See what mind's at to do what I want to do. Engineering or part-time science teacher. Educating. Policing. Teaching (on what would reduce stress).*
- *Animator. Film producer. Actor. Warner Brothers—they inspire me, have great content. I want to be part of that (responding to follow-up question: do you have ideas of what want in your future).*
- *Interior design. Graphic design. Architect*

Survey Topic: Access to ways to make money to spend and save for yourself and your future (teen survey)

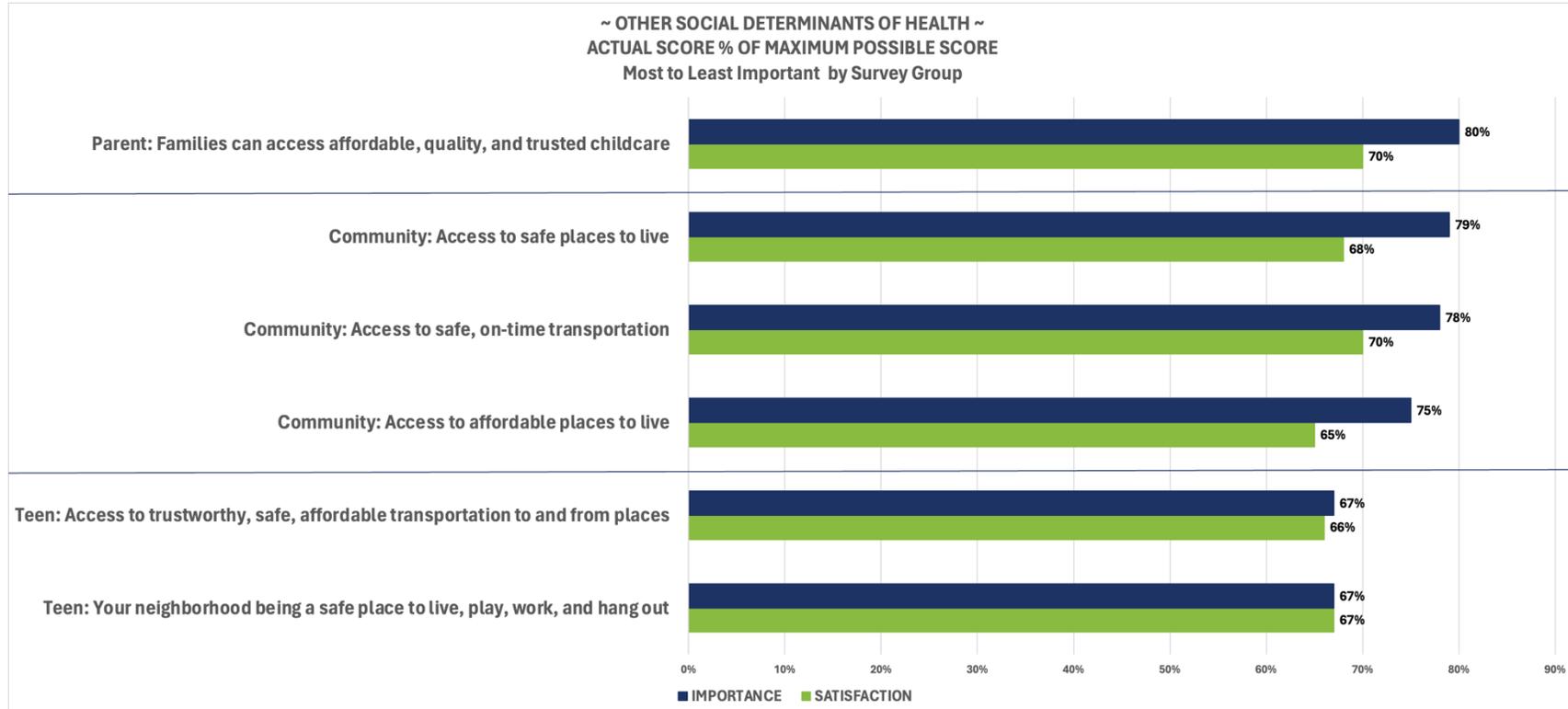
Means to make money, spend, and save for oneself was not a specific question posed during teen focus groups; however, teens showed significant interest in being able to make money. Alongside role models and envisioning financially secure futures for themselves (including employment readiness), this was one of the three most prominent themes among teenagers. Focus group participants generated several ideas for going to earn money generally as well as in conjunction with hypothetical Front Porch programs (or similar programs known or conceived of in the community):

- *Working for a business for a month (something teens would like, in response to what the community knows about Front Porch that the agency may not know itself).*
- *After-school internships, give you different jobs and stuff, submit interviews and applications, gets ready for real jobs. They pay you \$12/hour, work 3 days per week (or 4) and get checks bi-weekly. [Teens] want to do it, only do [this other program] because it's a paid program (potentially regarding a competing program opportunity; in response to what the community knows about Front Porch that the agency may not know itself).*
- *Sometimes [at age] 14 to 15, lots that do some kind of stipend, someone is 15 and working (in response to what teenagers want for their futures).*

SDOH Domain: OTHER

The Other domain includes a variety of SODH topics that were believed to be important to the community but do not fall into one of the other domains. Topics in this category include childcare, safety and affordability of housing, transportation, and neighborhood safety.

Importance and Satisfaction: Highest to Lowest Importance Score

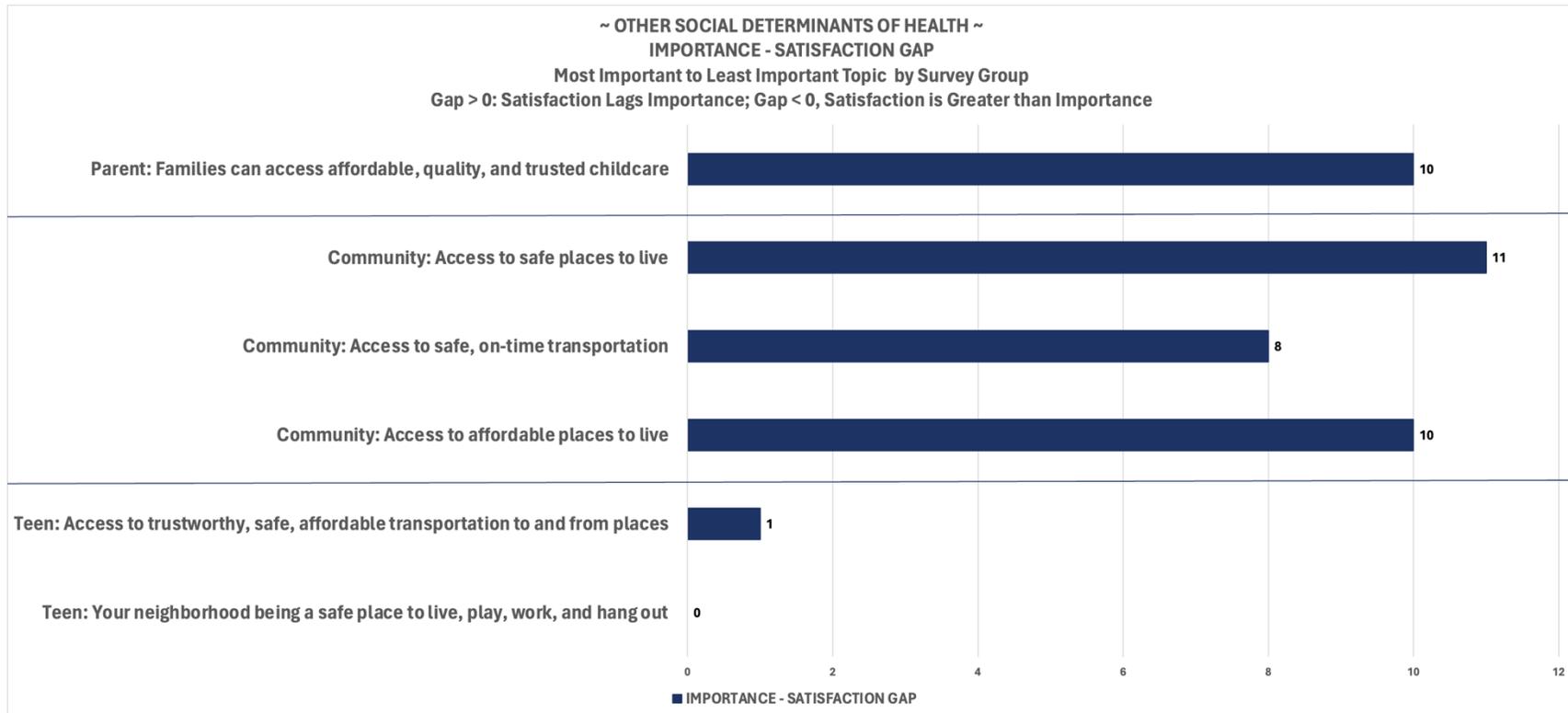


Key Takeaways

- **Parents** place high importance on access to child care with a score of 80%.
- The **community ranks** access to safe places to live and access to safe, on-time transportation as the top two most important topics in this category. Safe places to live follows closely behind with an importance score of 75%.

- **Teens** ranked access to trustworthy, safe, affordable transportation and their neighborhood being a safe place to life of equal importance.

Importance-Satisfaction Gap: Highest to Lowest Importance Score



Key Takeaways

Several significant gaps exist in this domain:

- For **parents**, there is a relatively large gap in importance and satisfaction relative to access to childcare.
- **Community** survey result show a similar gap in importance and satisfaction for access to safe places to live and access to affordable places to live.



Focus Group Feedback – Other

Survey Topic: Families can access affordable, quality, and trusted childcare (parent survey)

Affordable, quality childcare is a key driver of child development, as well as parents' ability to work, pay their bills, and carve out time for household activities beyond raising their children (including self-care). Unfortunately, childcare access poses obstacles for many families. A White House briefing from 2021 details several key challenges Missouri's families face regarding childcare:

- The financial burden of childcare is significant challenge for Missouri families. The average childcare expense per toddler in Missouri is approximately \$6,500 per year, translating to roughly 7% of income for the average two-parent household. (Note: many households served by Front Porch Alliance are single-parent households, typically headed by mothers.)
- The inaccessibility of affordable childcare bars women from fully participating in the workforce, which contributes to the 17% gender workforce gap in Missouri.

Further, a 2023 study by the Urban League of Greater Kansas City notes that “Currently, only 50% of Kansas City’s children have access to the childcare and education services they require during their most formative year” (*From Redlining to Chalk Lines: The Costs of Economic Injustice*, pg. 113). This data suggests that local challenges in the childcare space are at least as serious as those across the state and possibly more so.

Front Porch is deeply invested in families attaining holistic well-being, including financial sustainability and stability. Recognizing that childcare has significantly impacts parents' ability to work, and that quality childcare has implications for age-appropriate development of young children, the agency is committed to understanding what families want, need, and struggle with regarding childcare.

Access to affordable, quality, and trusted childcare was not a specific question posed during focus groups. Childcare or daycare was specifically mentioned several times as something parents/families wanted more access to, although it was independently not pronounced enough to rank as one of the top five wants, needs, or concerns that parents voiced.

However, when interest in childcare is considered through the lens of parental support, its importance—and the opportunity for more resources—becomes more significant. While a handful of parents directly spotlighted childcare, at least as many also voiced less specific needs that could have implications for childcare. Specifically, parents mentioned the need for respite from family care duties, the need to get away and recharge, or simply relax. These needs sit at an intersection between self-care, mental health, and childcare. When reviewed as one related potential theme, childcare rose to being a subset of one of the top five factors parents wanted addressed. Their comments included the following:

- *Affordable, safe daycare (something families want most when raising children).*
- *Daycare or a babysitter.*
- *There are mother's day outs in existence but they're not accessible enough, too many hoops.*
- *Both daycare (like for work or getting things done) AND time for mom's to relax and recharge.*
- *At least two days, or a weekend with no kids. Accessible childcare; mother's day out; a quiet place to think; NO NOISE (in response to what would reduce your stress).*
- *A time for moms to rest their minds. Maybe a women's group for moms to get social time (on what Front Porch could do better).*

Survey Topic: Access to safe, on-time transportation (community survey)

Access to transportation is critical for everyday life in Kansas City. Transportation is how most people get to work, attend health appointments, buy everyday items, socialize, and play. This is an area where the city can improve. Kansas City ranked 88 out of 100 cities (100 being the worst) for quality of public transportation in a 2019 analysis (conducted by WalletHub, sourced via Missouri Public Transit Association, Transit News, September 18, 2019). Local data suggest public transit satisfaction is low, with quality of public transportation in Kansas City receiving a score of 44.4 (% of very satisfied and satisfied responses) in the 2021-2022 City of Kansas City, MO Resident Survey. Many of the individuals and families Front Porch Alliance serves rely, at least in part, on public transportation, and therefore, impressions of transportation of are interest to the agency's goal to serve its clients and community in the most effective manner possible.

Access to safe, on-time transportation was not a specific question posed during focus groups, however it was one of the top-five most mentioned themes in adult focus groups (ranked five, lowest, out of five themes). Session participants described multiple times how public transportation impacted their lives:

- *My own car would be great... with kids in different schools. The busses, there aren't enough drivers.*
- *Gas cards or a single mom car program (in response to what would help with the challenges families face).*
- *The bus line is good, but people [are] just drinking there and not taking the bus and it's uncomfortable.*
- *My kids don't even catch the bus where I stay (in response to if anything is holding the community back from being a place residents want to live; implying the bus is not safe).*
- *A bus stop closer to my house (on what the vision for the future would include).*
- *It sucks to bring kids on the bus.*
- *Medicaid, will send you to get on the bus after a doctor visit, right off a c-section.*
- *The metro, they want us to break down strollers, carrying kids in, one- and two-year-olds, riding in same stroller. Want me to take my two and one year old out, put the strollers away and kids and things... baby strollers should be in the handicapped spots if not needed.*

Session participants also often mentioned improving Front Porch's transportation options for clients as an area of agency improvement. This is a pointed piece of feedback for the agency. It also underscores the barrier transportation poses for those enrolled in services, since they likely would not flag it as a need if it did not pose a problem:

- *Front Porch really needs to work on transportation. We think that's really important (on what Front Porch should do better).*
- *Rides to appointments, the grocery store, not necessarily just Front Porch things (on what Front Porch can do better).*
- *Get a van, or a large car and just give rides. ESPECIALLY with extreme weather (on what Front Porch can do better).*
- *Also maybe Uber or Lyft.*

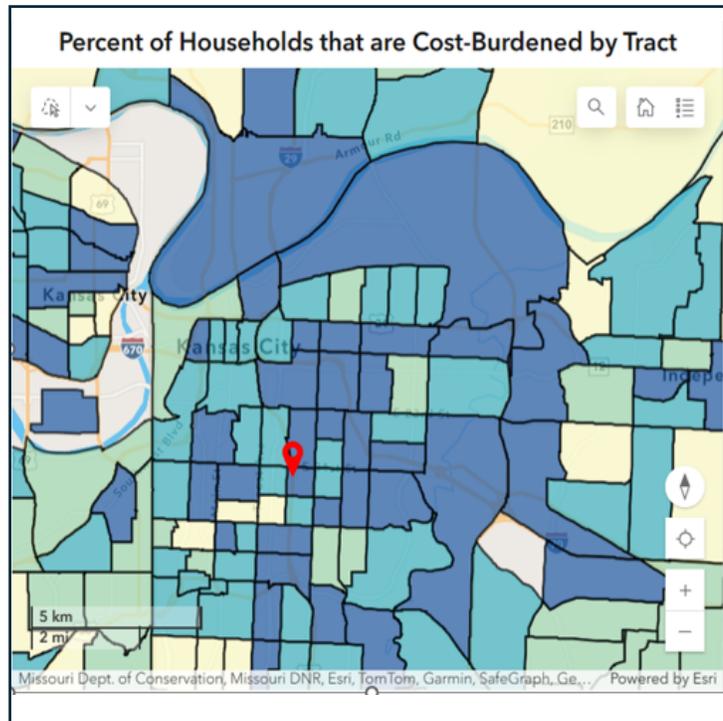
Access to safe, on-time transportation was not a specific question posed during teen focus groups, but teens touched on the topic. Primarily, they mentioned on more than one occasion that Front Porch came to get them for summer programming, which made the program more realistic for the young person to attend. They also suggested the agency secure a van or a bus, which parents also mentioned in their feedback on Front Porch.

Survey Topic: Access to affordable places to live (community survey)

As noted by the Urban Institute: "Over the past few years, the COVID-19 pandemic, record-high inflation, significant job losses, and rising rent prices have shaped the affordable

housing landscape. Between 2019 and 2021, the shortage of homes affordable and available to renters with extremely low incomes worsened by more than 500,000 units, increasing from a shortage of 6.8 million to 7.3 million, and continuing a long-term trend of diminishing supply” (The Gap: A Shortage of Affordable Rental Homes, April, 12, 2023).

In Kansas City, these rates are aggravated and persistent, despite the region being historically a relatively affordable place to call home. In October 2023, Mid-America Regional Council reported the following trends that bode unfavorably for the city’s affordable housing. The report noted that rents everywhere climbed in 2020 and 2021 at unprecedented levels. While rent levels decreased in other similar housing markets, Kansas City’s continued to increase. Rents increased by 9.6% between quarter four of 2020 and quarter two of 2022 alone. In 2022 through 2023, Kansas City had the third highest increase in rents among ten peer markets (3.4% in 12 months).



As visual scan of Census tracts in the area Front Porch Alliance primarily serves reveals that many households in the city’s central downtown are burdened by housing costs totaling more than 30% of residents’ income.

In the map provided, the dark blue color represents at least 35% of households in the tract being cost-burdened; green-blue denotes tracts where between 25% and 35% of households are cost-burdened

(Housing Data Hub, Greater Kansas City Regional Housing Partnership) *Red pin indicates the location of Front Porch Alliance*

Front Porch Alliance respects that housing affordability is a critical factor in families’ ability to attain stability and sustainability—and that affordable housing has likely never been less attainable in recent history. The agency seeks to understand how families are working to access housing, and how the current market impacts their daily and long-term realities.

In addition to affordability, the agency is interested in understanding the community’s perception of safety in neighborhoods. This is particularly important when the city of Kansas City reported more homicides than any previous year (Kansas City Star, December 30, 2023), even after a previous record year in 2020.

Access to safe and affordable places to live were not specific questions posed during focus groups. That said, both safety and housing ranked within the top three common themes among focus group mentions. In several instances, participant feedback simultaneously tied to both safety and housing affordability.

Safety was the most frequently mentioned theme across adult focus groups. Participants mentioned a wide array of sub-topics related to their impressions and/or desires regarding safe places to live:

- *Can't get out of my house safely. Safely [being able to] get kids out of my house (in response to what would reduce stress on you).*
- *Firearms [are available at] any age now. It's too much.*
- *[Kids need] more activities. Used to have a basketball goal outside or would meet up and play football. Kids aren't doing that... there's nowhere to go that's safe.*
- *I feel like the PD isn't all that great. There's lack of respect. If I get in trouble, I'm not thinking let me call the police. They're the last people I want to call.*
- *Parks. Can we add some more stuff to it or make it more safe. [There are] beer bottles and all of that. We clean up the park for our kids, might as well get paid for it (on neighborhood challenges).*
- *[My neighborhood has] a mix. Older, those who are cool, [but also] those who are hood dudes, with dogs outside, with beer and loud music.*
- *I don't like the shooting. It's by my house. It is 5 blocks away, especially on July Fourth.*
- *30s is reckless (presumably streets numbered in the 30th blocks)... I don't like Fourth of July"*
- *House by corner, people do doughnuts right by the corner, all hours of the night.*
- *Young men breaking into cars. Nobody feels safe.*
- *Rash of car break-ins.*
- *Safety. Being able to be outside and play and not worry about a stray bullet or someone driving too fast and hitting a kid (on what are the best and worst parts of life in one's neighborhood).*
- *[The city needs] better shelters and bath houses. Shouldn't put people out at 6:00 to 7:00 in the morning.... where they camp out is bad, break into cars."*
- *Black males have so many strikes on their head and it's so hard. My kid is a good kid – 17. My son's friend just got killed.*
- *The school's not safe.*
- *Stop the violence.*

(Continued)

- *There are a lot of homeless people down by Swope. My kids don't even catch the bus where I stay (implying the bus is not safe, in response to what would you like to see in the future of your community that does not exist today).*
- *Car theft or damage and you can't afford to fix your car.*
- *My car tags were stolen.*
- *Safety—especially recently. Safety has become more important.*
- *My old neighborhood was terribly dangerous (Independence). Happy my current neighborhood is quiet, has police presence.*
- *In my building, letting people in that don't live there, they end up in my building.” Things happened of the homeless in there trying to keep warm. It's sad to call security to kick someone out when it's cold outside, but they're messing up where you need to be with your kids or the washing machines don't have the money part [anymore].*
- *Homelessness is getting worse, bad, places getting bad. The vacant buildings—for homeless people.*
- *[I live in a] quiet neighborhood.*
- *(Interjected by another parent) “Wish mine was quiet!*
- *[We can have] a neighborhood watch group, my neighborhood has minor crime, lot of crashes lately, drunk drivers. That kind of thing (on how teenagers can help make the community a great place to live).*
- *Security. In my experience, having to move into the city, I was shocked at some of the stuff that goes on. The gunshots. Lots of gun shots.*
- *(In response to that comment). Yes, security. Kids should be able to go outside to play. If we go outside, we're walking. I don't go outside until I get someone I feel secure with. We take those walks and then go right back inside.*
- *[It's] not safe inside. Our city doesn't have a jail, no city jail, so... it's not safe even at home. City council makes a big difference.*
- *There's nothing good in my neighborhood (responding to what are the best things about life in your neighborhood).*

Beyond basic safety, both adult and youth participants mentioned multiple times the condition of housing complexes, parks, streets, and neighborhoods. Trash was mentioned repeatedly, as were vacant and derelict properties, poor street conditions (such as potholes), construction mess, bike lanes pushing cars into streets, and vacant properties being replaced with new development the local community was not able to afford.

Regarding affordable housing, many expressed concerns about elements of housing quality and/or affordability. This topic ranked as the third most frequent theme in focus group discussion (after safety and financial stability/resources/navigation). Responses covered topics from increasing costs of housing, quality of housing, needs for repairs in timely fashions, and neglectful and potentially even predatory or discriminatory practices

by some landlords:

- *Slum lords (regarding best and worst parts of life in one's neighborhood).*
- *Feel[ing] comfortable with bills, comfortable in home. [We want to] not be worrying about a leak in the home or something, then the bill goes from \$26 to \$300 because of a leak.*
- *A leak, a \$500 water bill, from \$100-something to \$500-something. When you tell them it's not your fault, then they say to contact your landlord.*
- *With some people, they wake up to landlord asking for more rent all of a sudden.*
- *So many slumlords. Just because I live in income based... I deserve the same quality. We all want our houses to look nice.*
- *You come in and tell me you know my situation. You give me something not up to par and I have to spend money on it. I pay rent, \$1000, but there is mold in my home. Nobody will come in and fix it.*
- *They ignore the maintenance, even Section 8."*
- *Because we wear certain thing... think I'm a hood person or not educated or I don't deserve this.*
- *The [housing] listings are lies. They aren't true.*
- *Tom and Jerry situation. We're mice, just because we're on income based.*
- *[We're] not girls sitting on our assets—we are on the assistance to find better and do better.*
- *Don't be showing someone a new unit! My lights don't work and my fridge is not working"*
- *[They think,] 'You're getting "free" and you should just be happy with it.*
- *I think you should send an electrician, but you send someone [less qualified].*
- *[I want] better homes for my kids.*
- *You wouldn't put your family in this. Why do you want mine there?*
- *The landlord. Our landlord changed and our landlord was acting crazy.*
- *Our landlord towed my car because it wasn't running due to crime"*
- *Landlords single you out when you have kids.*
- *I just moved into my place, so it's pretty okay.*
- *The landlords don't fix anything. The sink was backed up for two years.*
- *Our air conditioner vent was damaging the tiles and the landlord tried to say it was us who damaged it.*
- *I work in property management. The biggest I see, in residential services, is a lot of hard areas are those we can afford to live in. People with vouchers can only live in certain areas, putting everyone in the same areas. We want better.*
- *We want our kids to have what others have.*
- *Everyone wants three times the rent. The rent is crazy—If a typical house is like 1000 bucks, they want you to make three times the rent.*
- *Rents are [high]. Groceries are high. Gas is high.*

Impact of Engagement in Front Porch Programming

Individuals filling out the parent survey were asked to select all Front Porch programs they or their child(ren) currently participate. Following are the options for responses to this item (more than one category could be selected):

- Neighborhood Families (Home Visiting, Early Head Start, Promise 1000)
- Youth Programs (PALs, Robotics, Financial Literacy, RISE, Our Stories, Reel Collectors, PORCH)
- Community Events (Community Baby Showers, Health Fairs, Playgroups)
- Sexual Reproductive Health
- Adult Financial Literacy
- Minor Home Repair
- No one in my household currently participates in Front Porch Alliance programs

The number of categories selected serves as an *indicator* of engagement with the agency. Higher numbers of program categories selected *likely indicate* greater involvement.

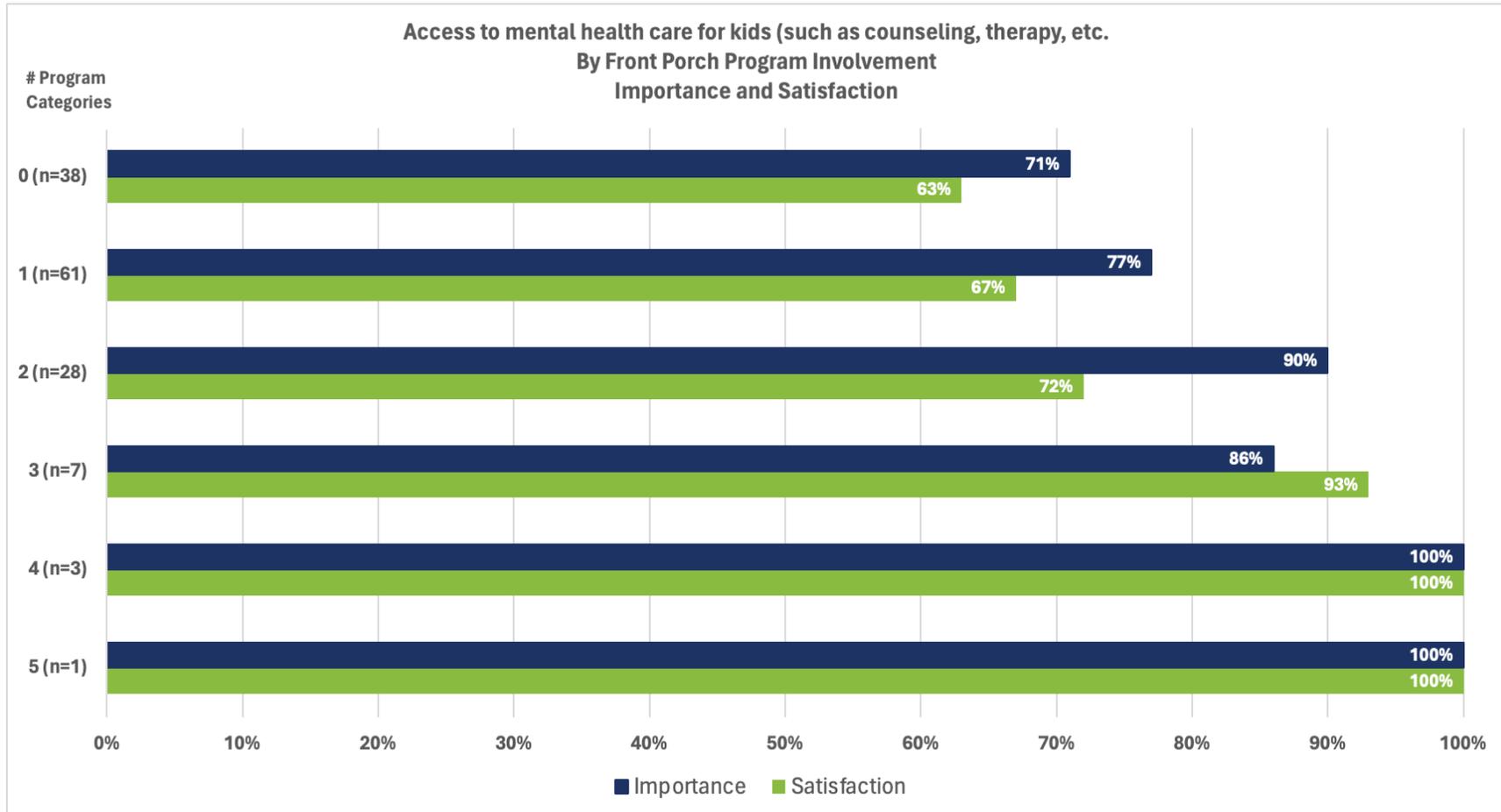
Number of Program Categories Selected	Number of Responses
0	38
1	61
2	28
3	7
4	3
5	1

Key Takeaways (All Charts)

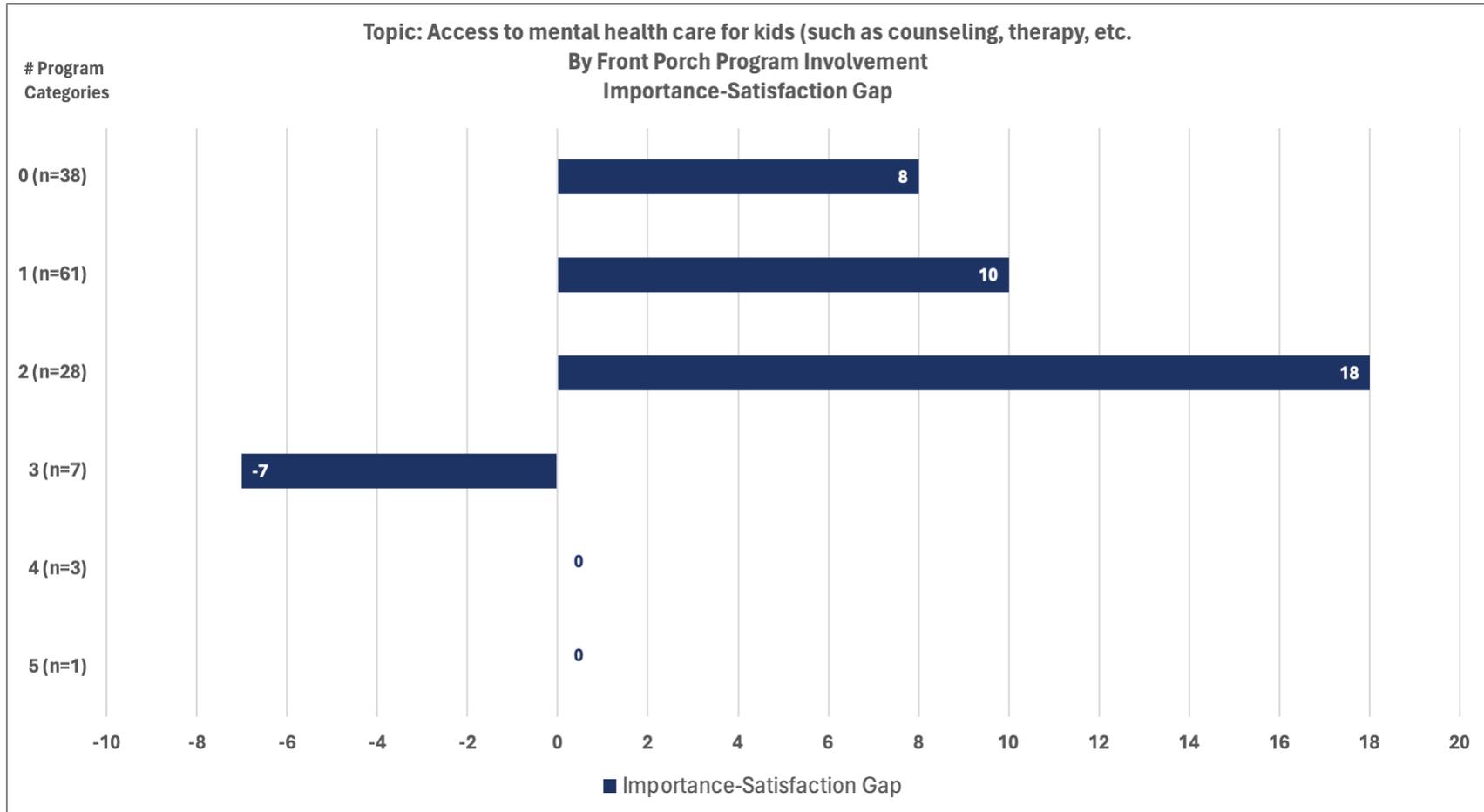
- The number of individuals selecting three or more program categories is very small and may not be an accurate representation of trends as engagement increases.
- For all survey topics, importance increases as the engagement indicator increases from 0 to 2 categories.
- In all but one instance, satisfaction also increases as the engagement indicator increases from 0 to 2 categories. The exception is the topic “Kids can access tutors and academic help” where satisfaction is 72% at engagement level 0 and 71% at engagement level 1—a very negligible difference.
- Gaps between importance and satisfaction show no trends across all topics as the engagement indicator increases.

Topic: Access to mental health care for children (SDOH: Health)

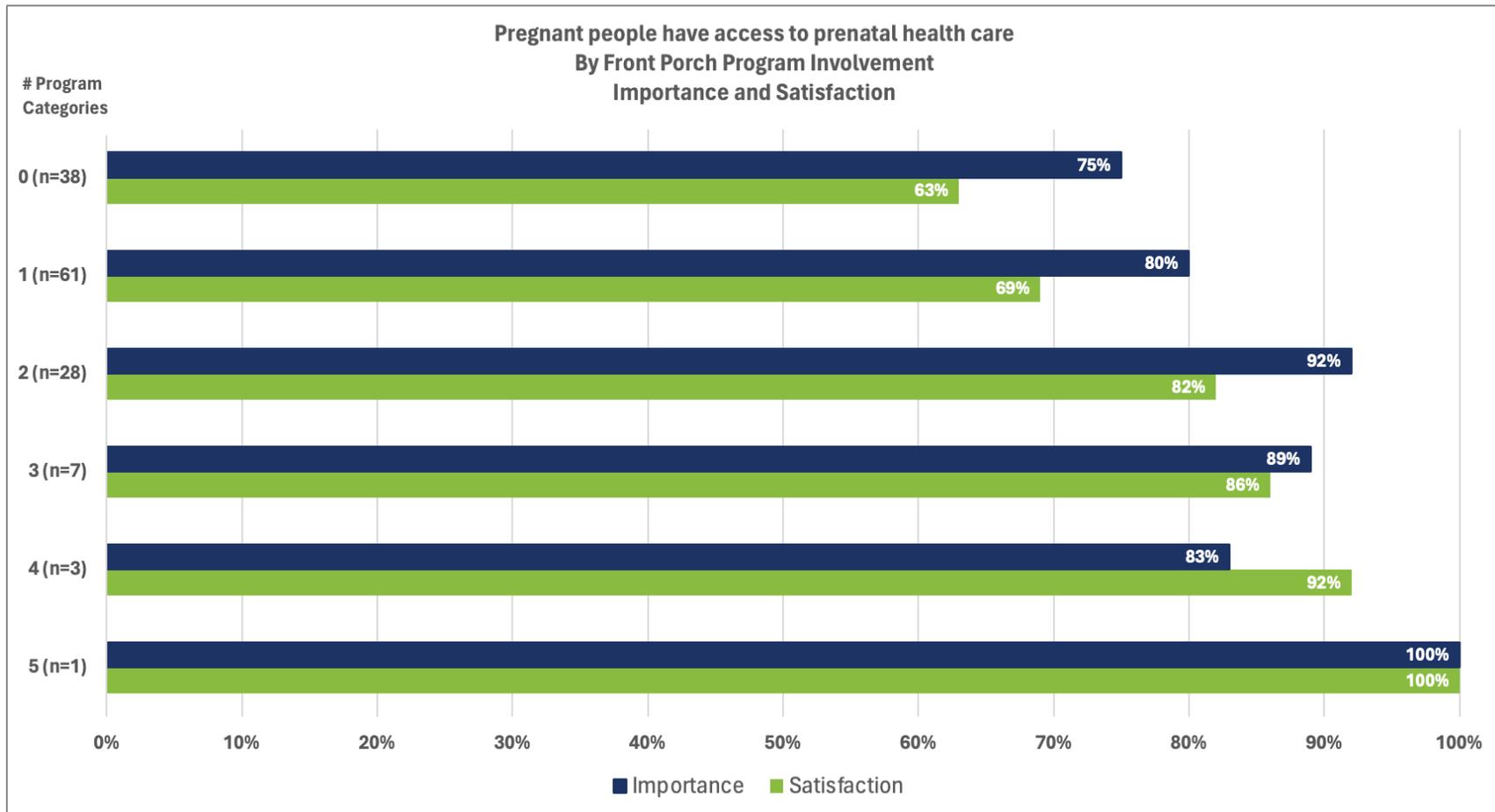
Importance and Satisfaction: By Engagement Indicator (Number of Program Categories)



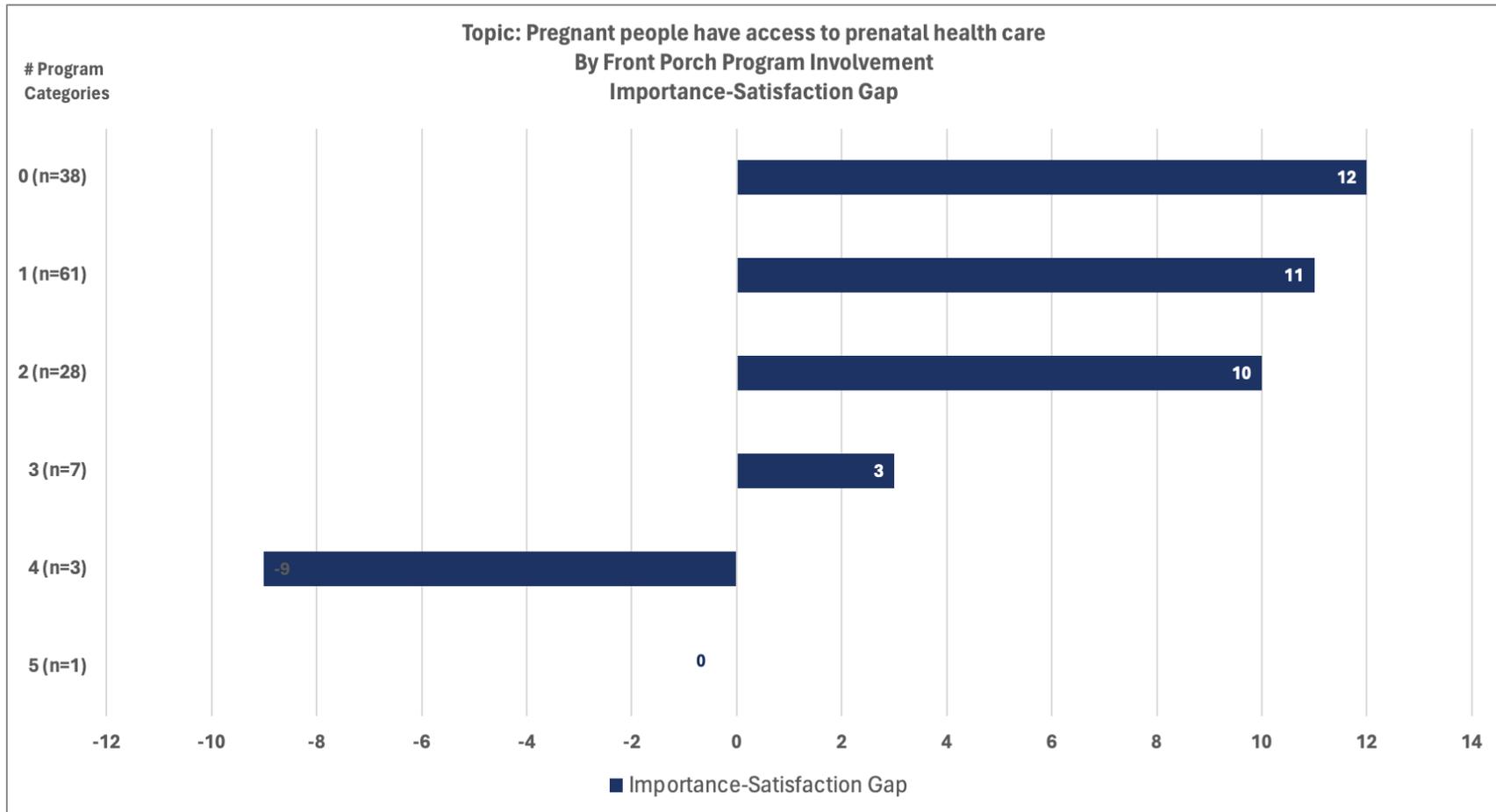
Importance – Satisfaction Gap: By Engagement Indicator (Number of Program Categories)



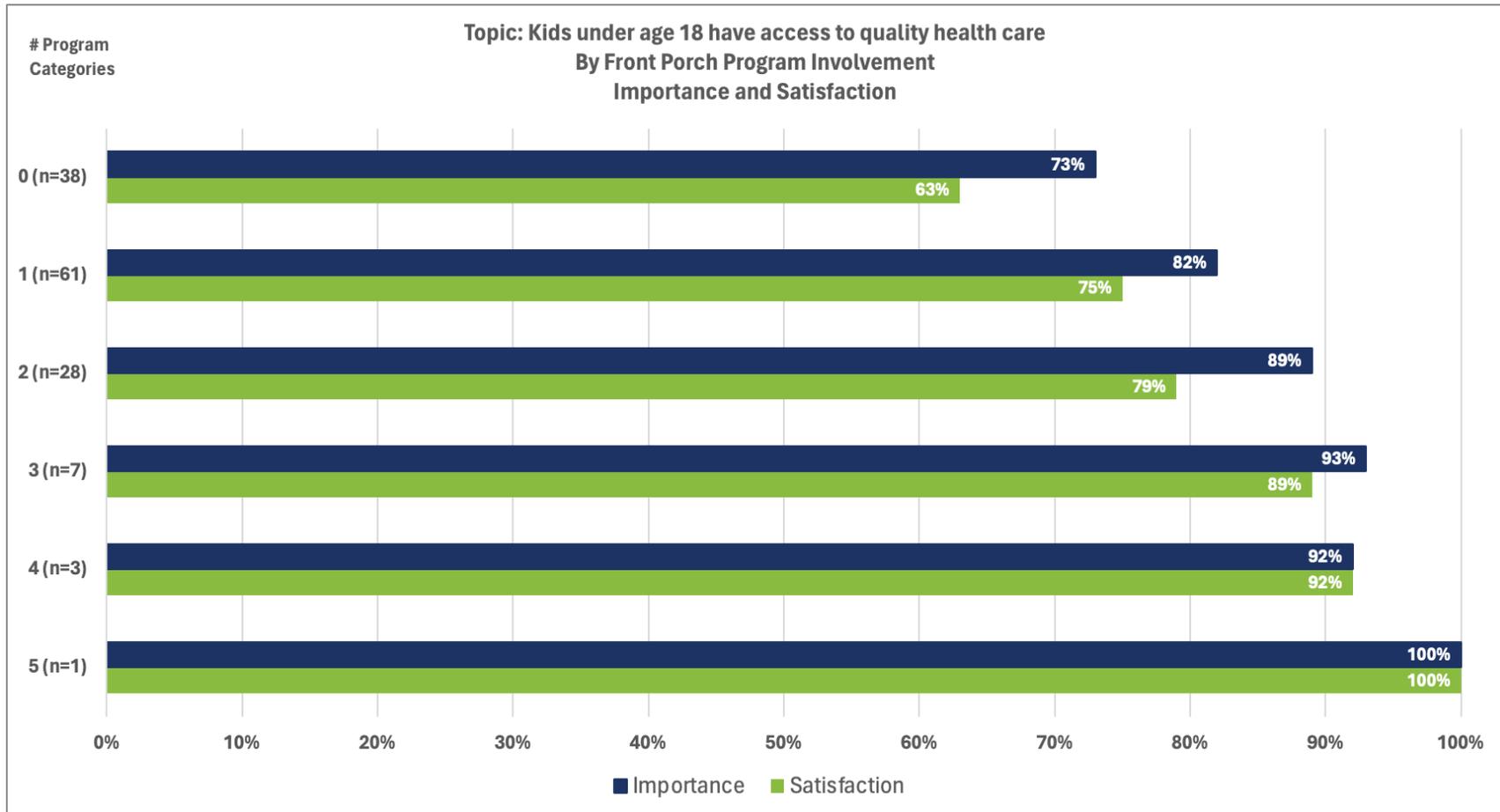
Topic: Pregnant people have access to prenatal health care (SDOH: Health)
 Importance and Satisfaction: By Engagement Indicator (Number of Program Categories)



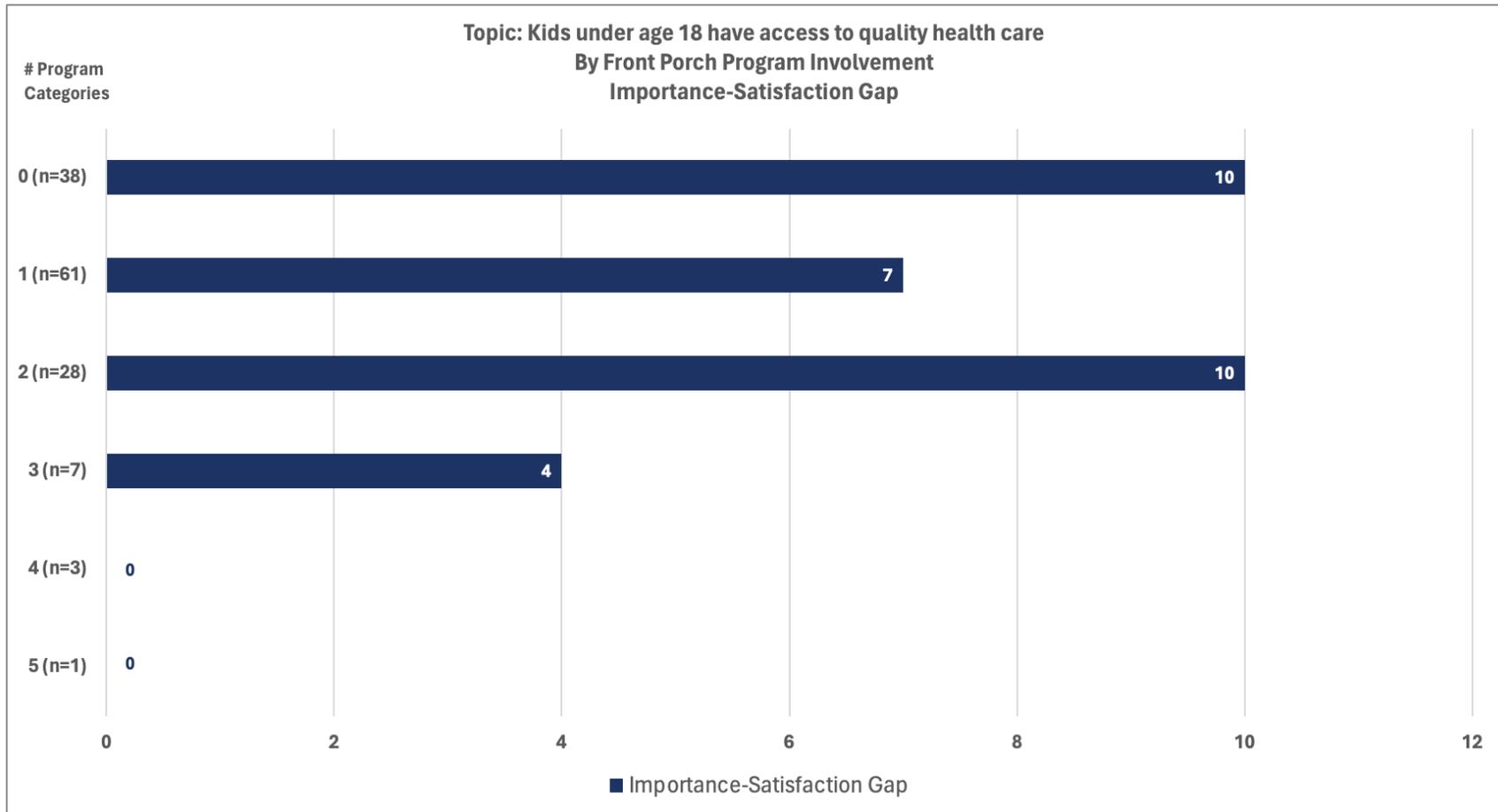
Importance – Satisfaction Gap: By Engagement Indicator (Number of Program Categories)



Topic: Kids under age 18 have access to quality health care (SDOH: Health)
 Importance and Satisfaction: By Engagement Indicator (Number of Program Categories)

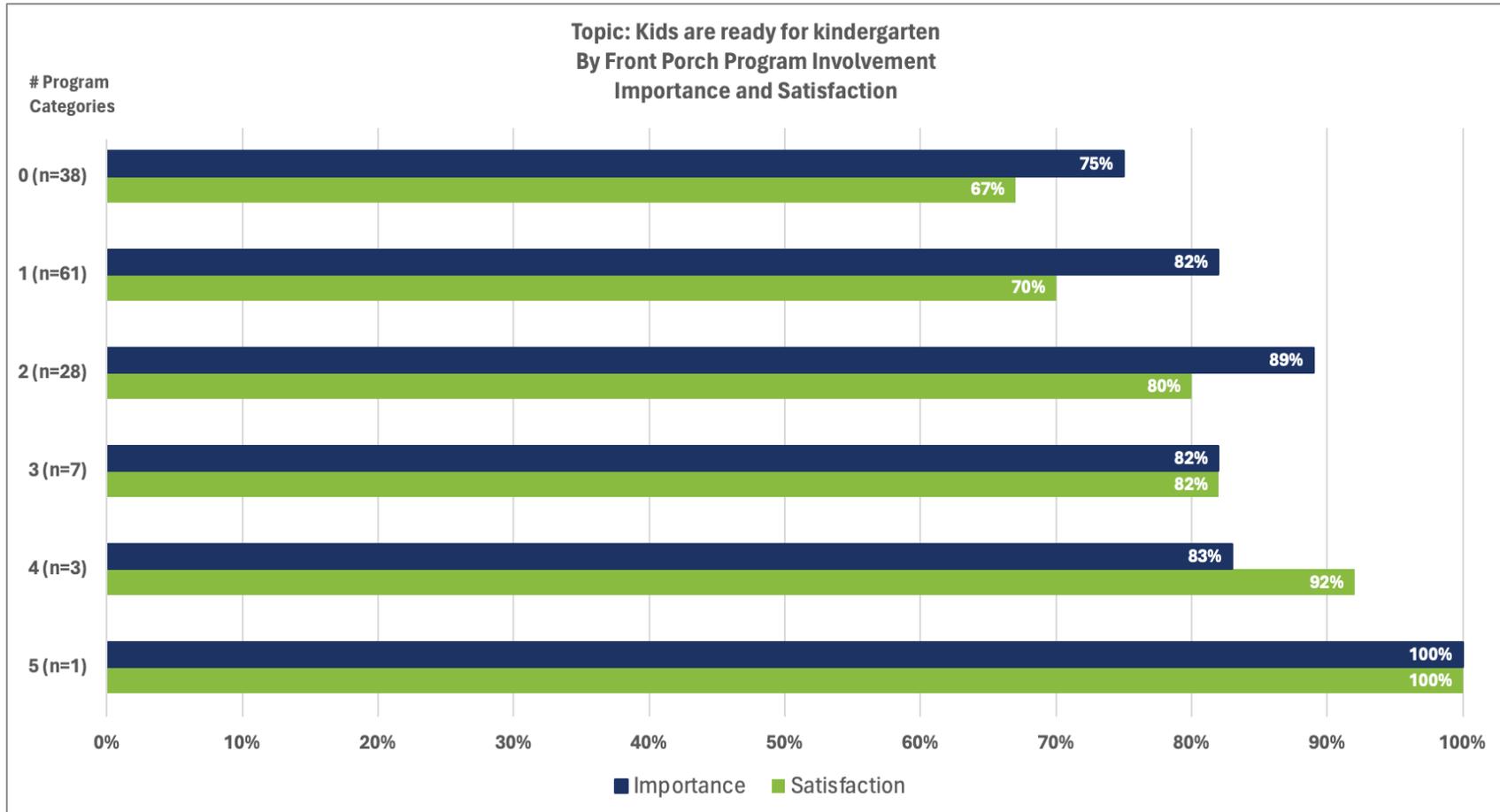


Importance – Satisfaction Gap: By Engagement Indicator (Number of Program Categories)

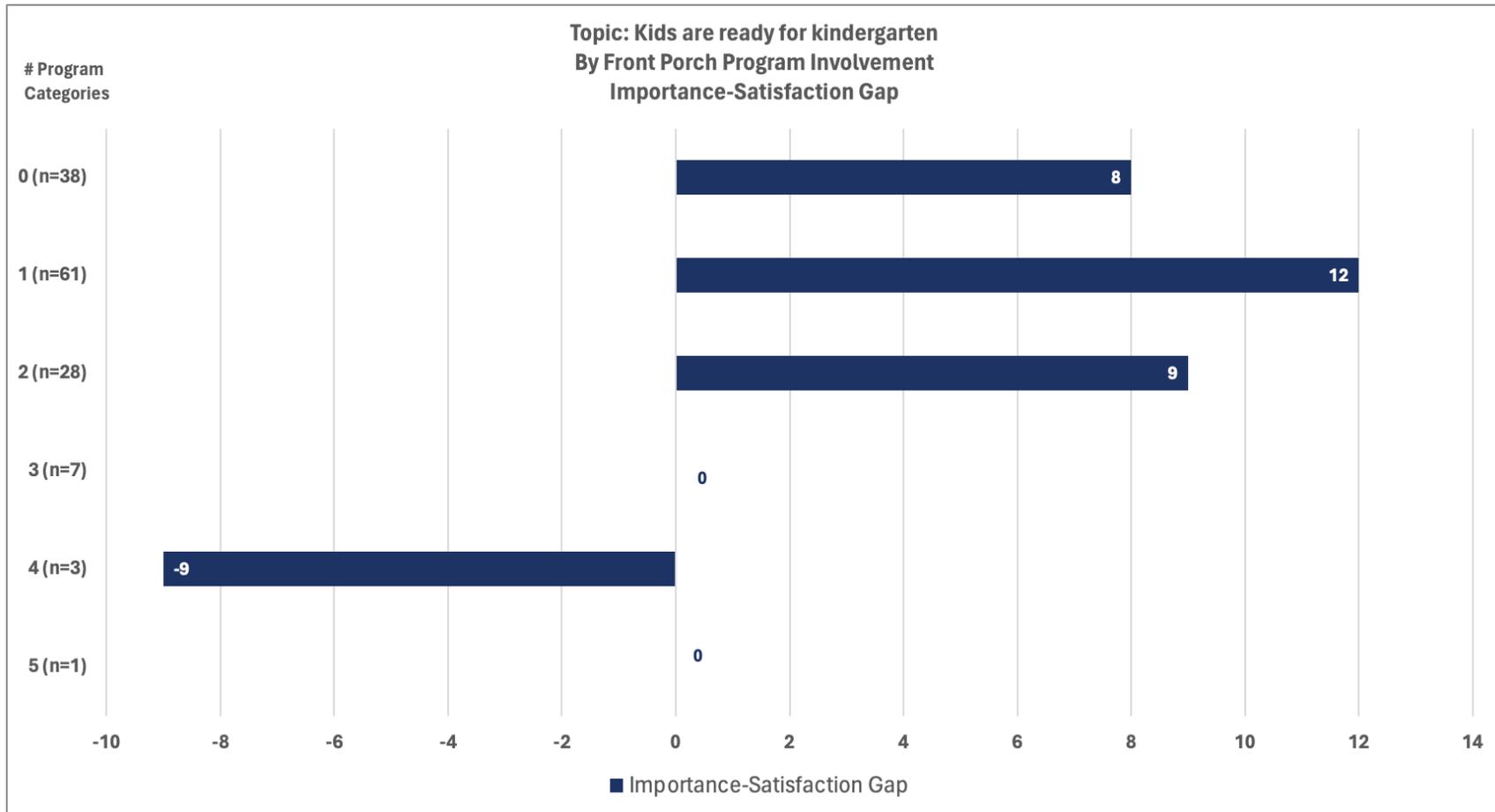


Topic: Kids are ready for kindergarten (SDOH: Academics)

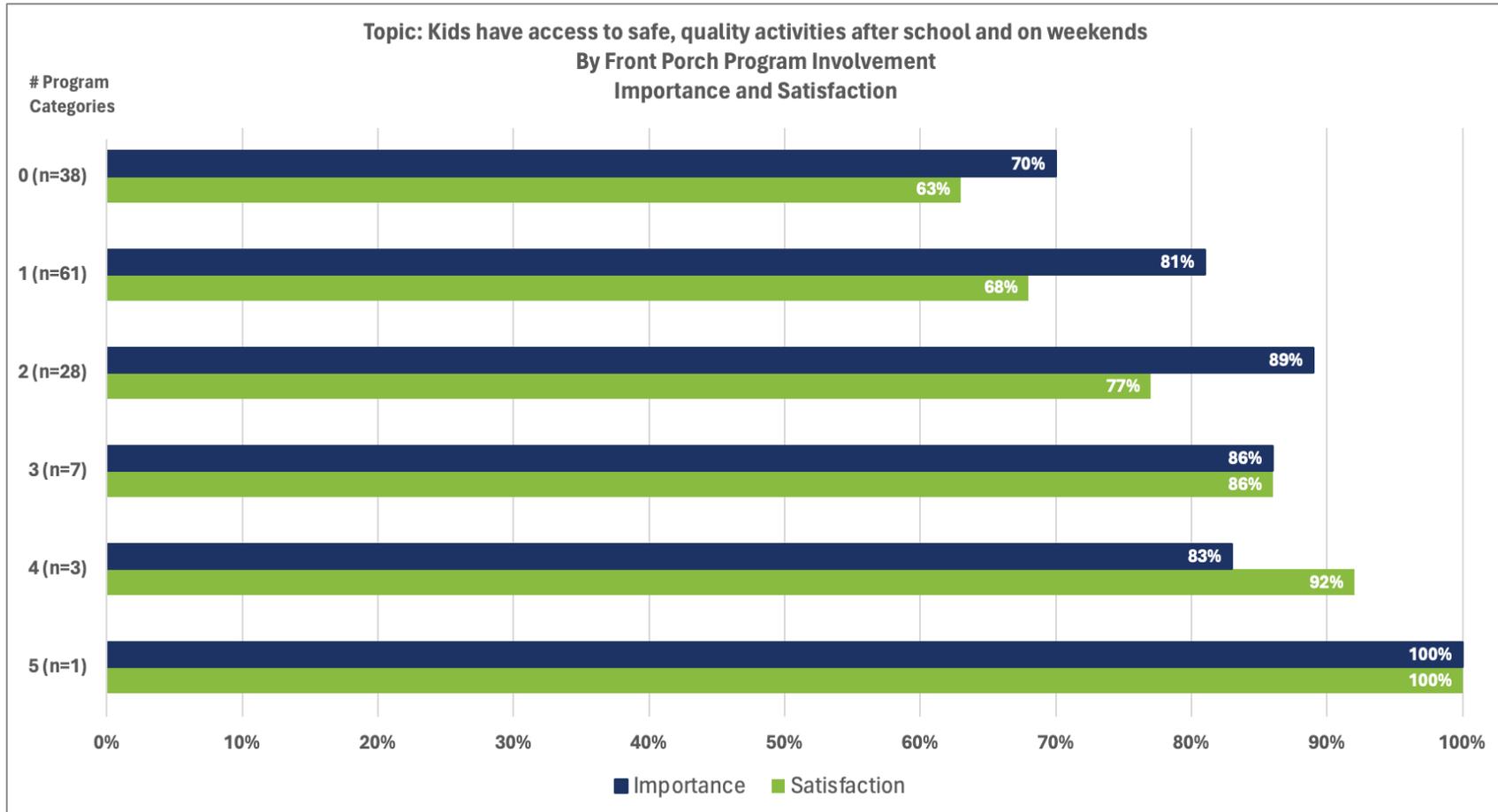
Importance and Satisfaction: By Engagement Indicator (Number of Program Categories)



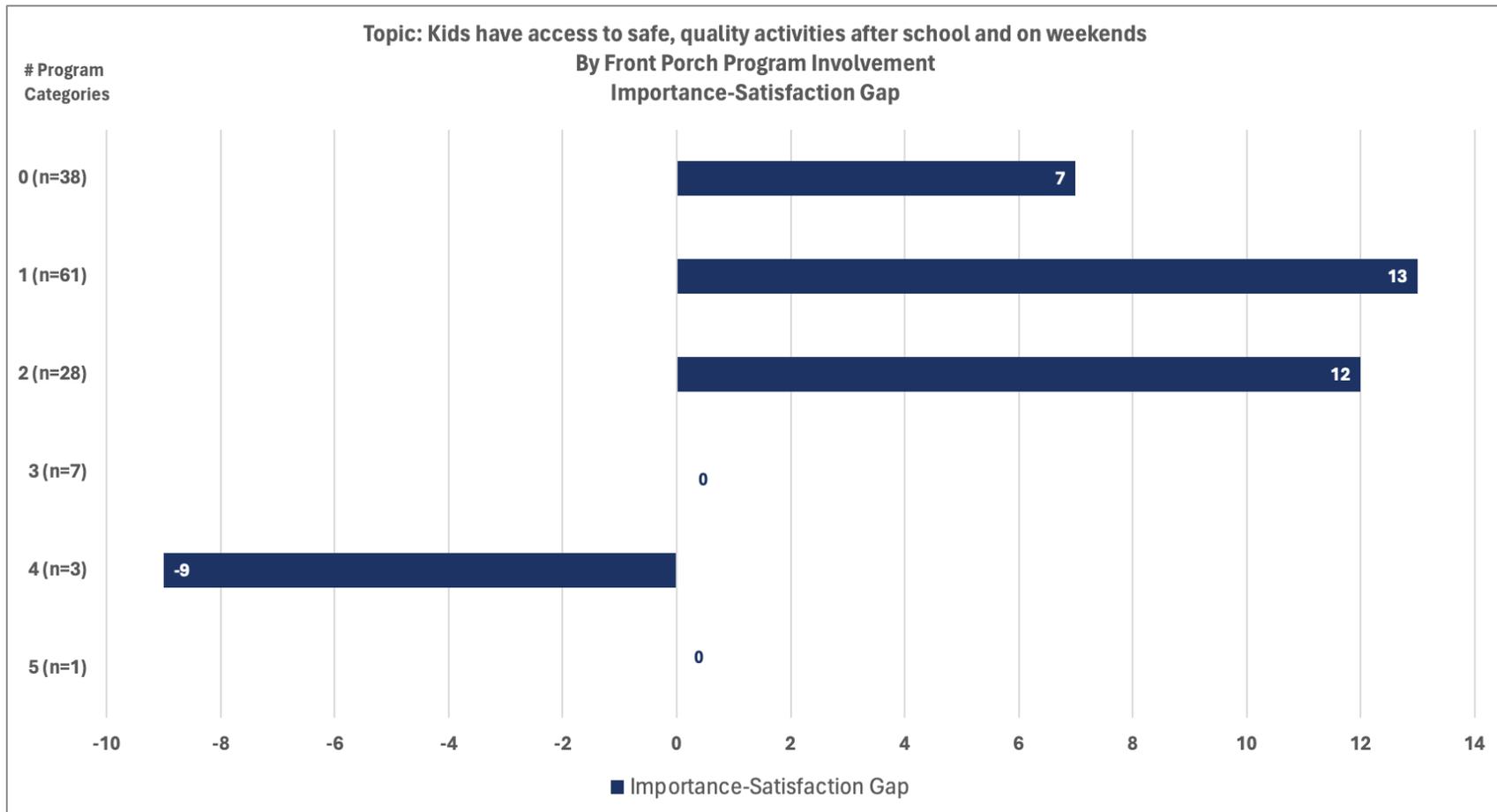
Importance – Satisfaction Gap: By Engagement Indicator (Number of Program Categories)



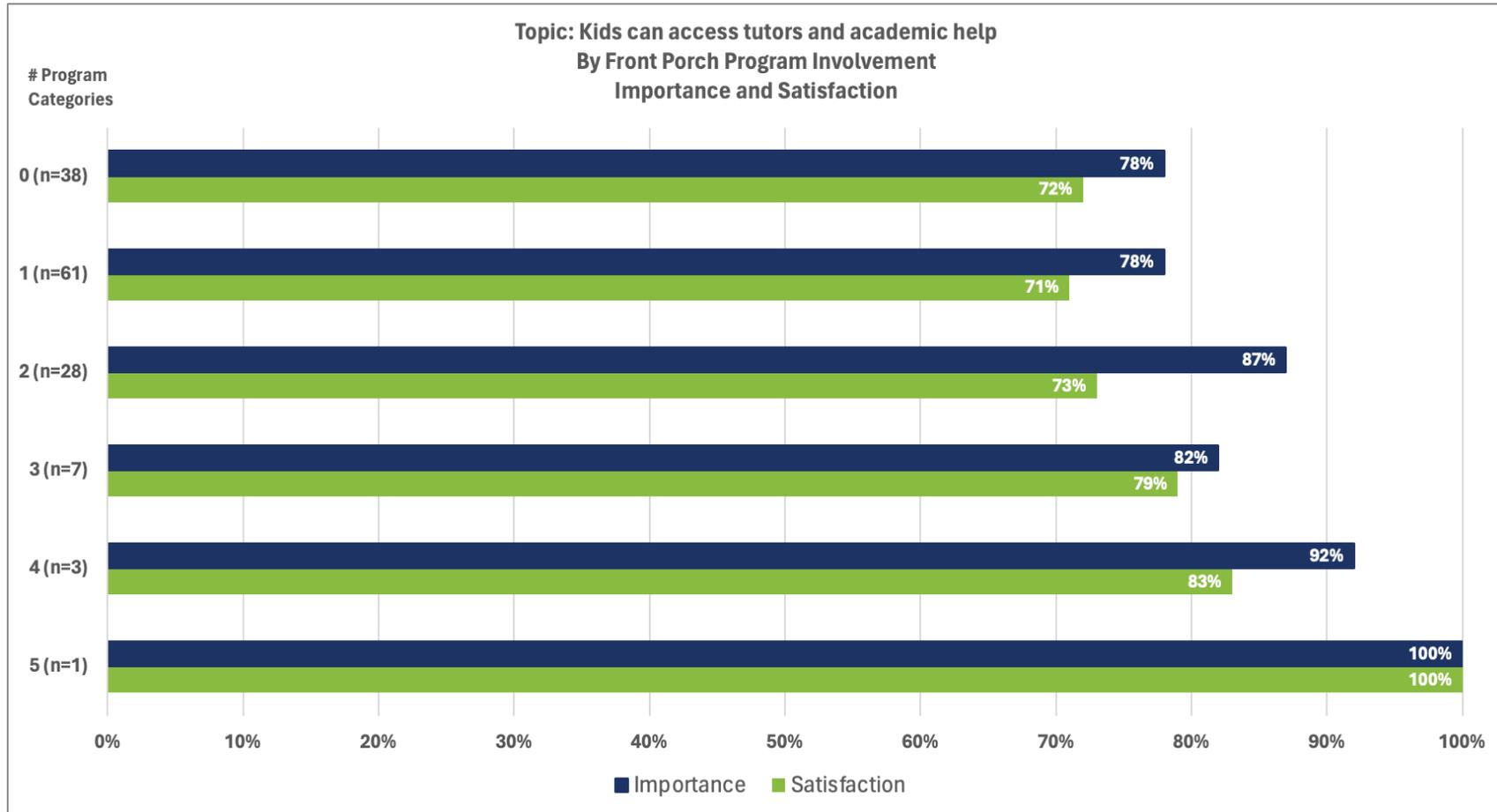
Topic: Kids have access to safe, quality activities after school and on weekends (SDOH: Academics)
 Importance and Satisfaction: By Engagement Indicator (Number of Program Categories)



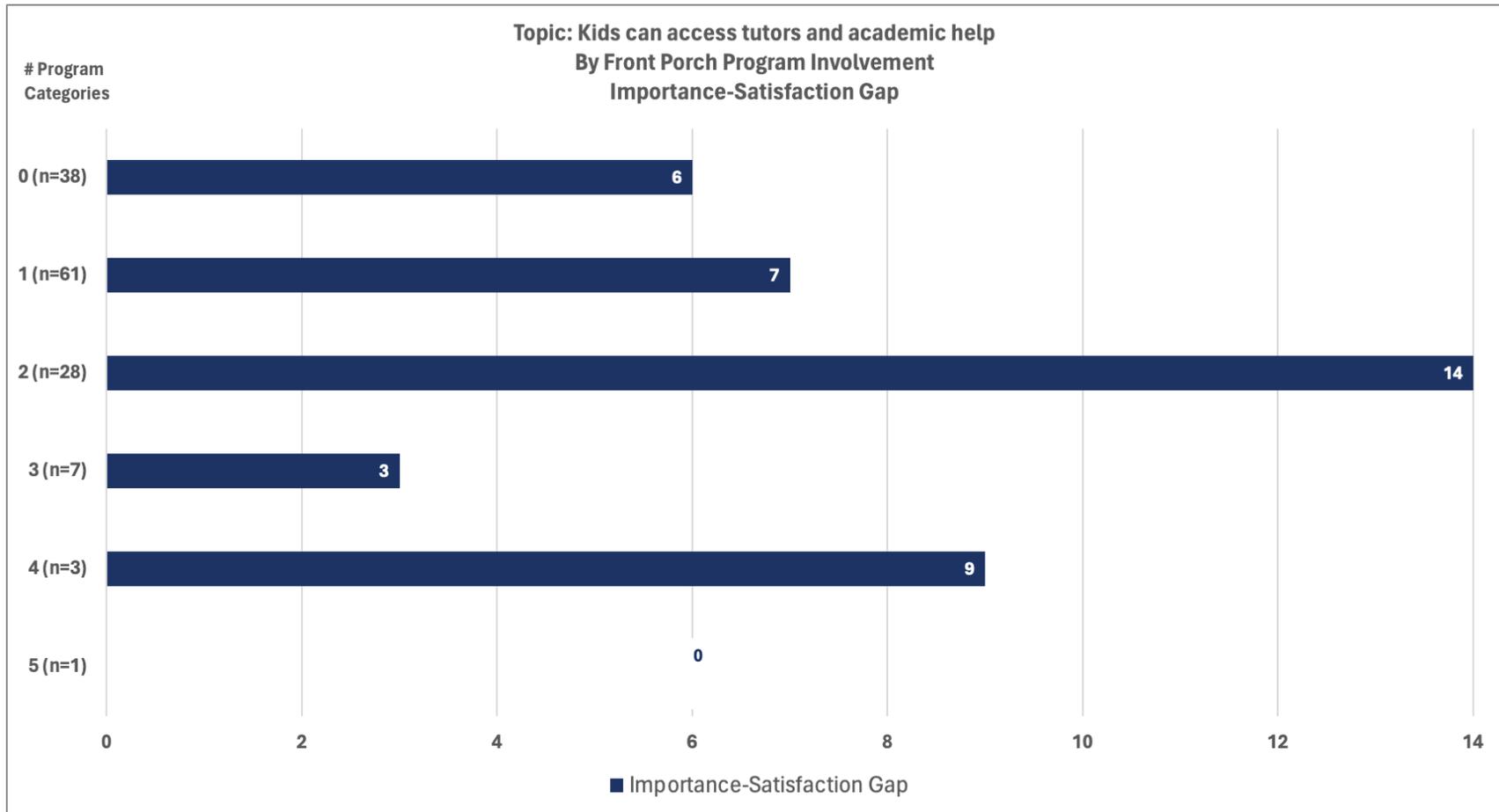
Importance – Satisfaction Gap: By Engagement Indicator (Number of Program Categories)



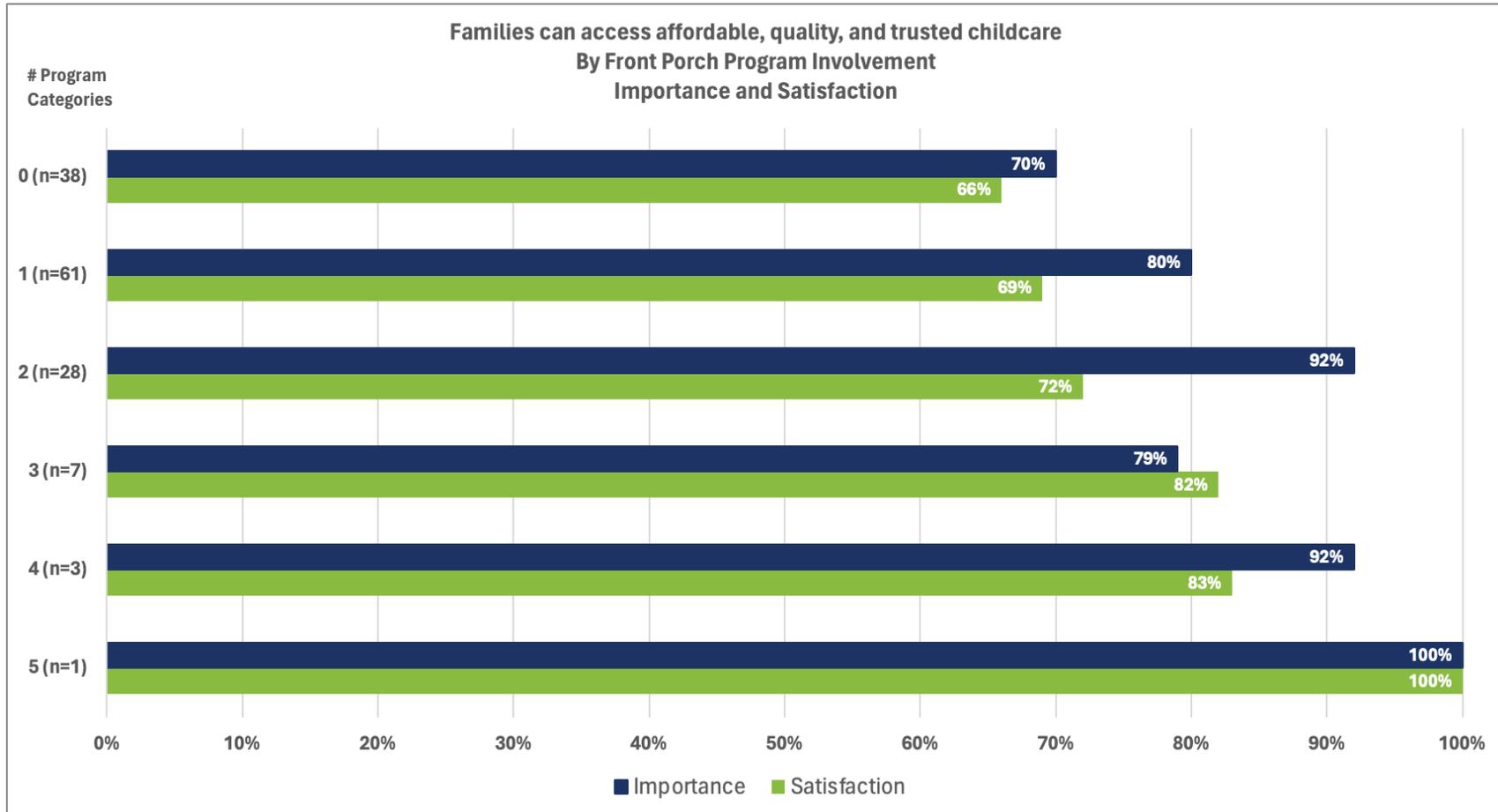
Topic: Kids can access tutors and academic help (SDOH: Academics)
 Importance and Satisfaction: By Engagement Indicator (Number of Program Categories)



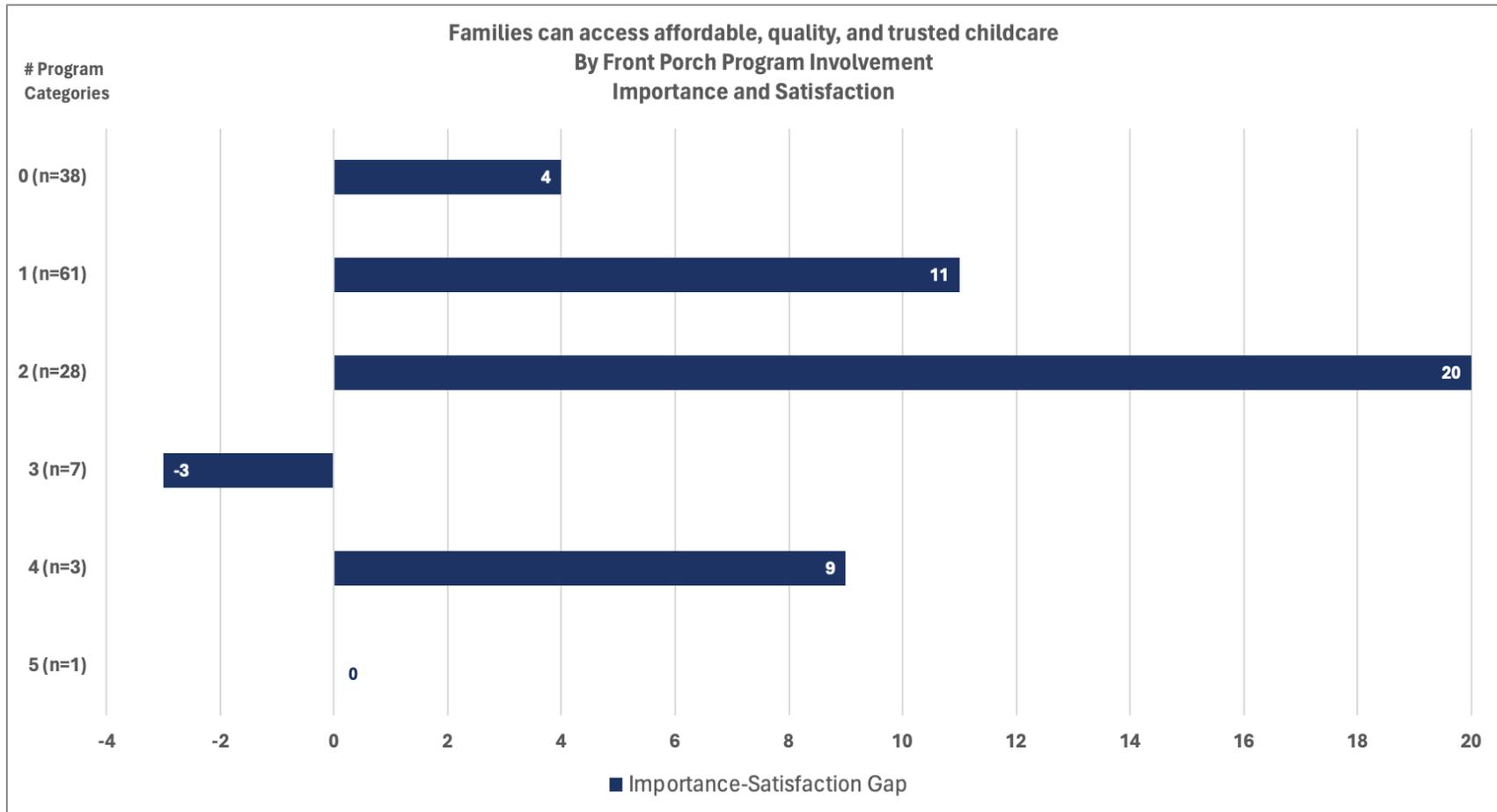
Importance – Satisfaction Gap: By Engagement Indicator (Number of Program Categories)



Topic: Families can access affordable, quality, and trusted childcare (SDOH: Other)
 Importance and Satisfaction: By Engagement Indicator (Number of Program Categories)



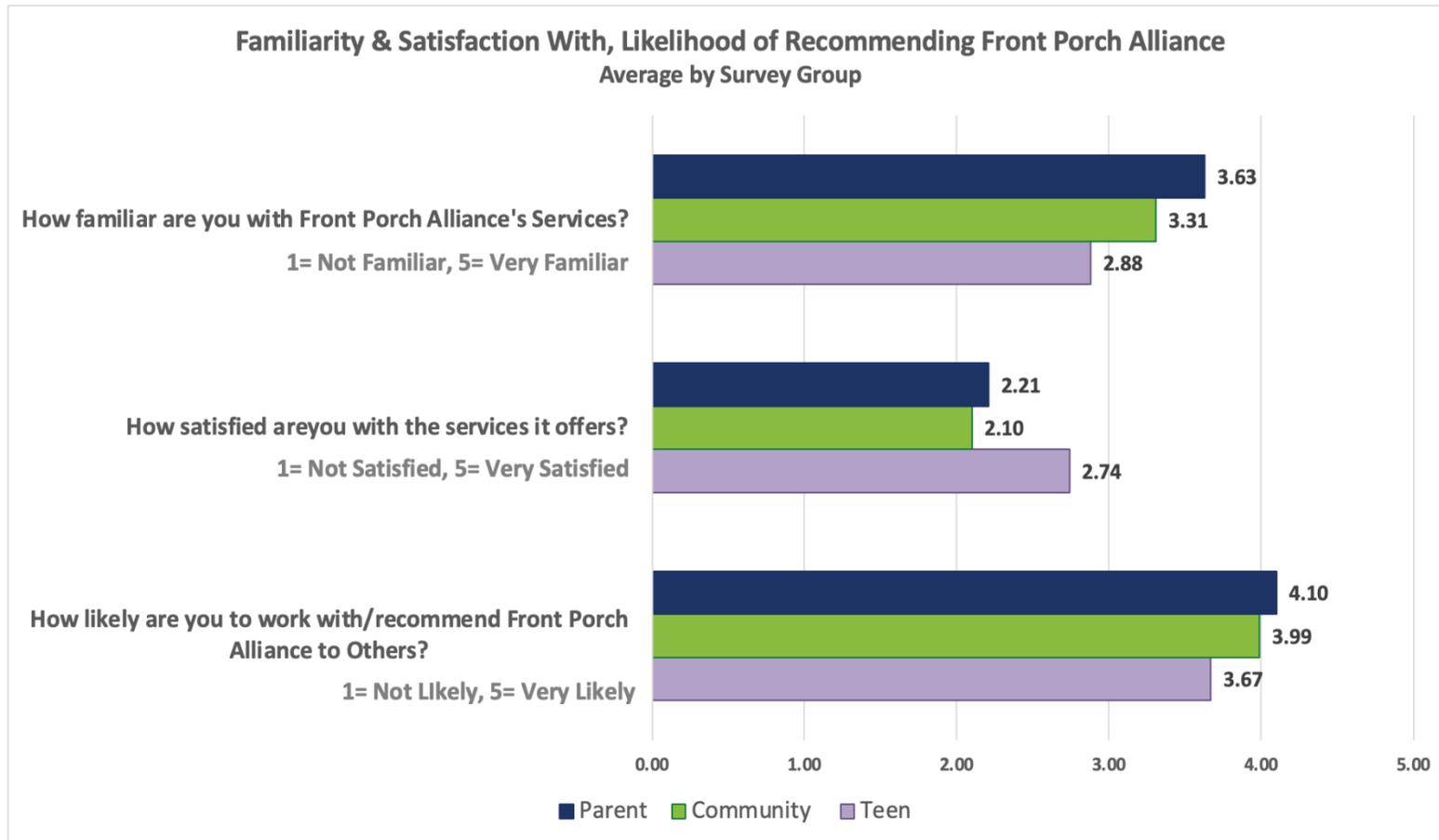
Importance – Satisfaction Gap: By Engagement Indicator (Number of Program Categories)



Front Porch Alliance: Participation and Feedback

Satisfaction With and Likelihood of Recommending Front Porch Alliance

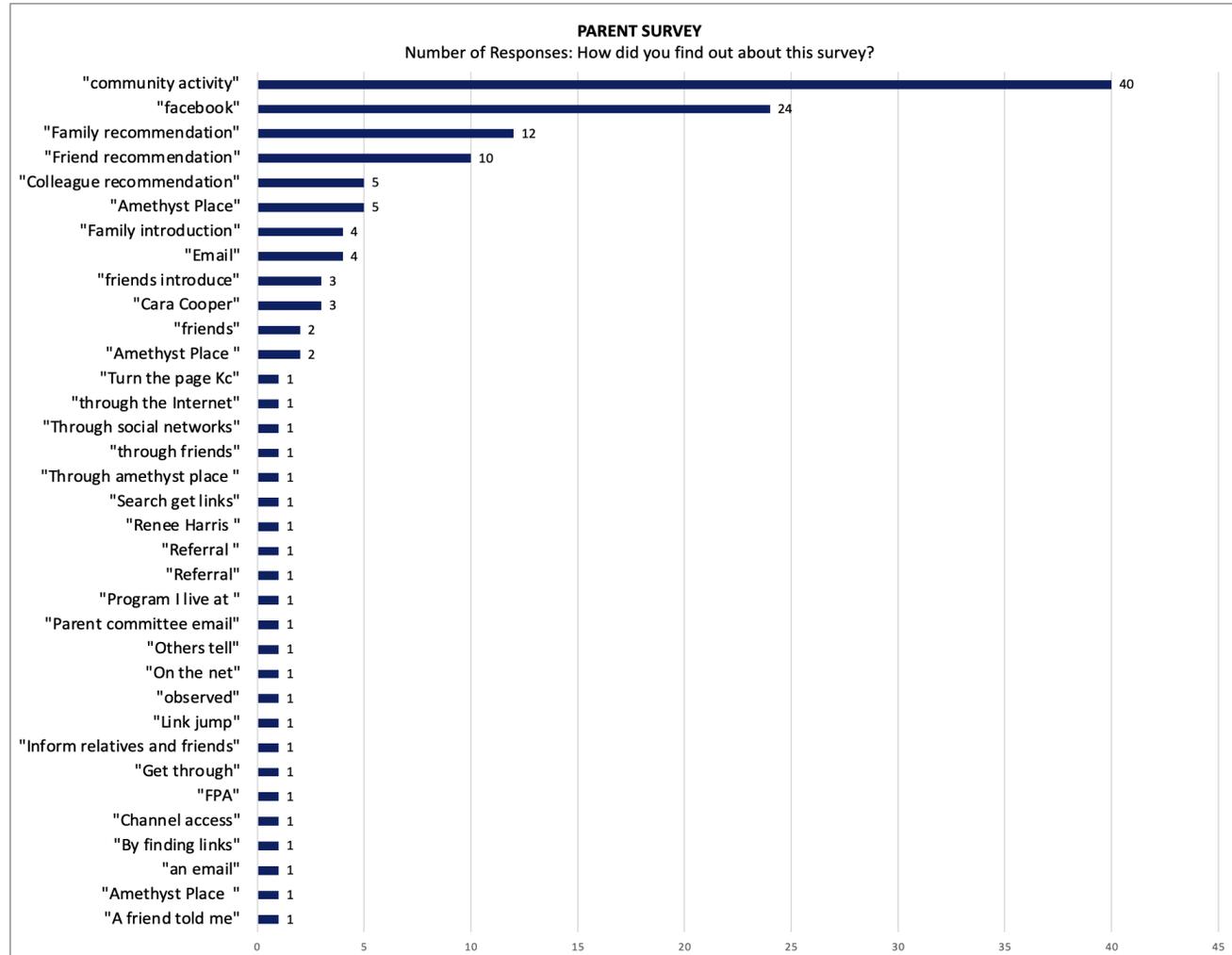
Parent survey respondents were both the most familiar with and likely to recommend Front Porch to others. Teens indicated the least familiarity with and likelihood of recommending Front Porch; however, their satisfaction score was 24% higher than parent respondents and 30% higher than community respondents.



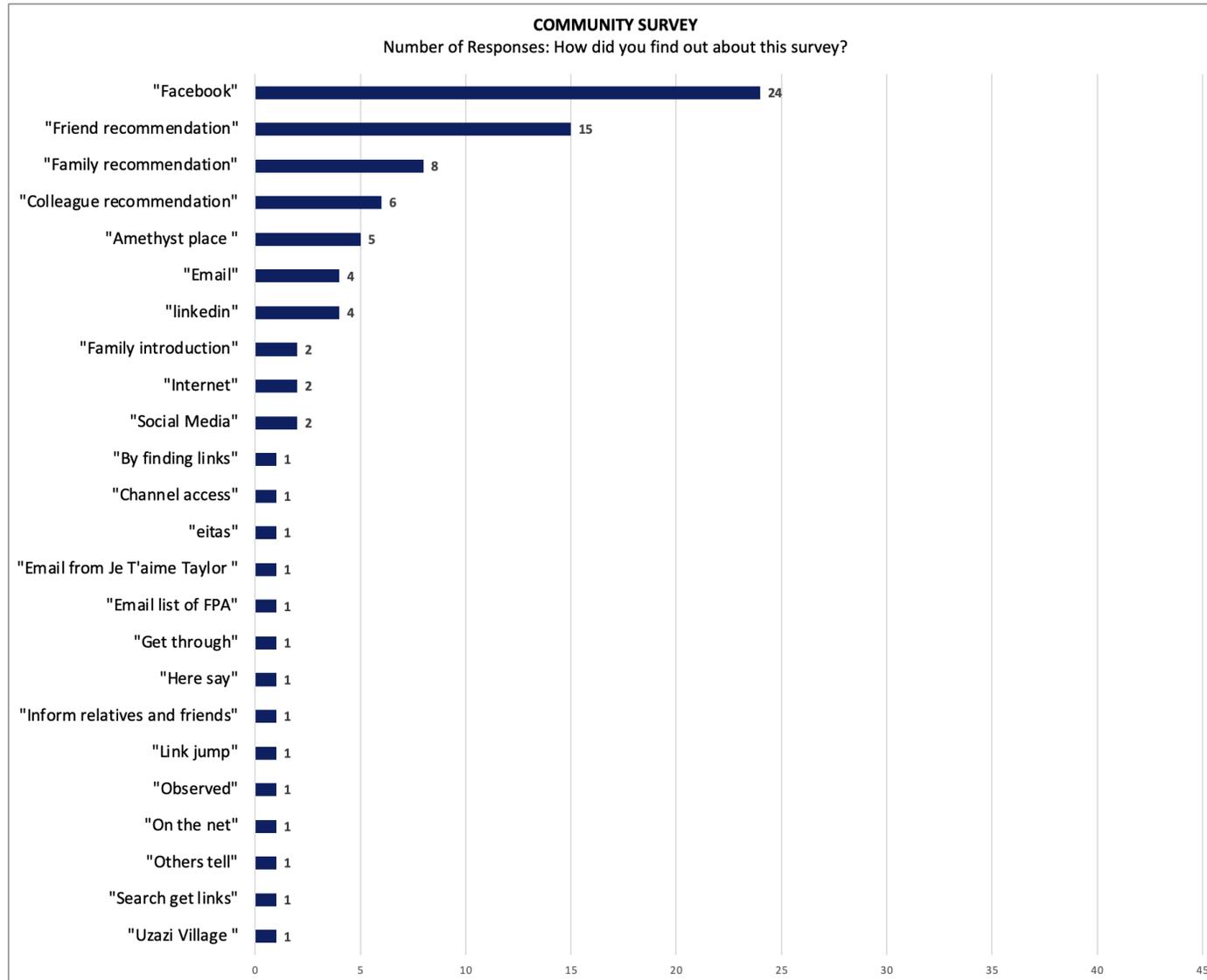
Survey Referral Source

PARENT SURVEY

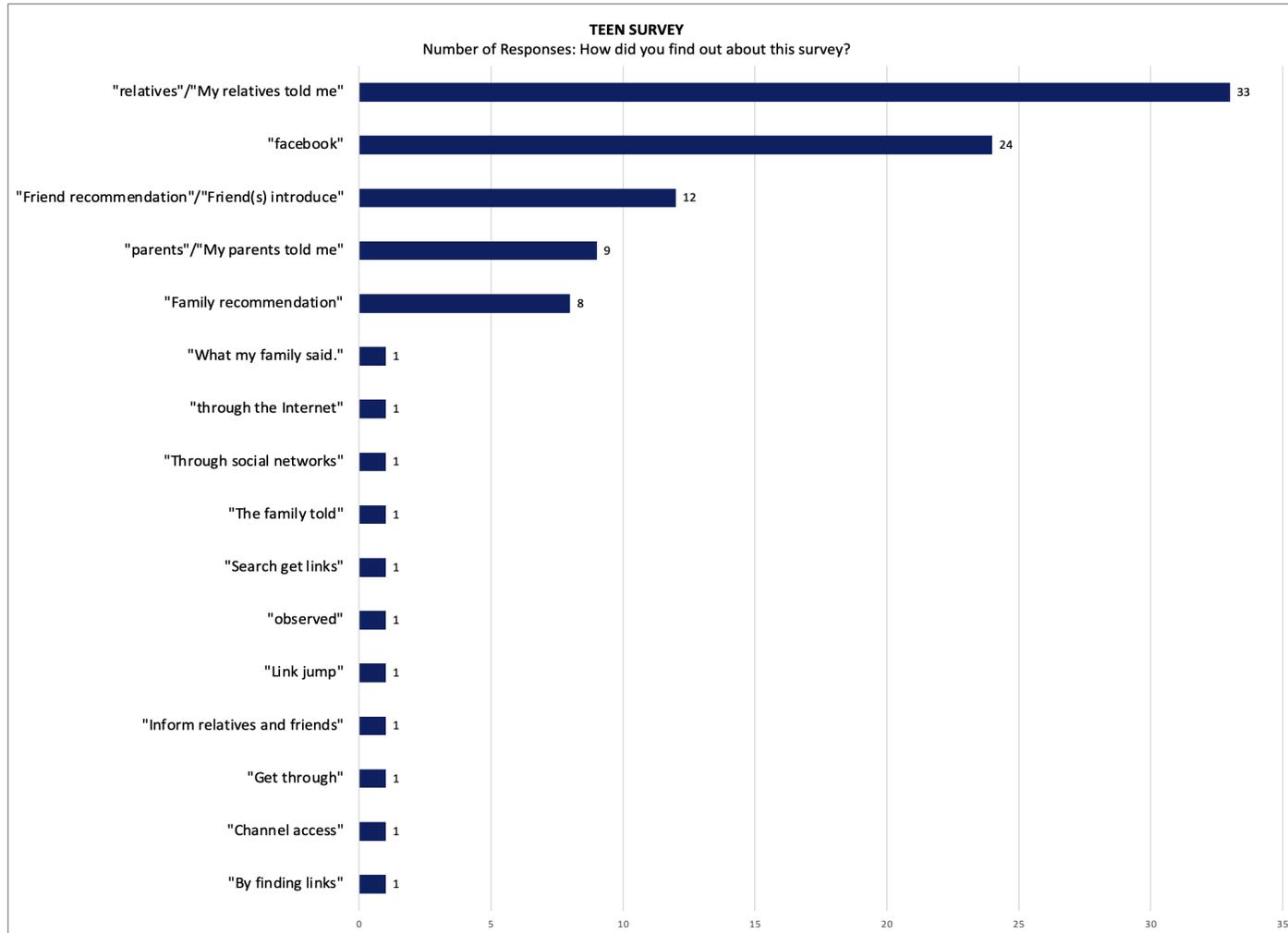
Graphs on survey referral source by group (parent, community, teen) are provided as information for future decision-making. Understanding where people are learning about Front Porch, its programs, and activities may be useful for outreach and marketing purposes. Each survey asked, “How did you find out about this survey?” Respondents were able to type in any response they desired.



COMMUNITY SURVEY



TEEN SURVEY



Appendix A: Surveys

Parent Survey

Front Porch Alliance - Parent Survey

Please share your thoughts on how things are going in the community.

- Give us your input on what could be better.
- Tell us how important some parts of community life are to you.
- Share how well certain needs in the community are being met.
- We want to know if Front Porch Alliance does a good job serving the community.

Instructions:

The survey will give you a topic or statement.

- In the first column, circle the number that shows how important each issue is to you.
- In the second column, circle the number that shows how satisfied you are with your community's efforts to address the issue.



GIVE US YOUR THOUGHTS ON THESE TOPICS/ISSUES	How <i>important</i> is this to you?					How <i>satisfied</i> are you with efforts to address this?				
	NOT				VERY	NOT				VERY
1. Education: Kids are ready for kindergarten.	1	2	3	4	5	1	2	3	4	5
2. Education: Kids have access to safe, quality activities after school and on weekends.	1	2	3	4	5	1	2	3	4	5
3. Education: Kids can access tutors and academic help.	1	2	3	4	5	1	2	3	4	5
4. Health: Pregnant people have access to prenatal health care.	1	2	3	4	5	1	2	3	4	5
5. Childcare: Families can access affordable, quality, and trusted childcare.	1	2	3	4	5	1	2	3	4	5
6. Health: Kids under age 18 have access to quality health care.	1	2	3	4	5	1	2	3	4	5
7. Health: Access to mental health care for kids (such as counseling, therapy, etc.).	1	2	3	4	5	1	2	3	4	5

TELL US HOW YOU FEEL ABOUT FRONT PORCH ALLIANCE

1. Please select ALL of the Front Porch programs you or your child currently participate in:

- No one in my household currently participates in Front Porch Alliance Programs (go to next question)*
- Neighborhood Families (Home Visiting, Early Head Start, Promise 1000) Sexual Reproductive Health
- Youth Programs (PALs, Robotics, Financial Literacy, RISE, Our Stories, Reel Collectors, PORCH) Adult Financial Literacy
- Community Events (Community Baby Showers, Health Fairs, Playgroups) Minor Home Repair

Please use the 1/NOT, 5/VERY scale to answer the next 3 questions

	NOT				VERY
1. How familiar are you with what Front Porch Alliance does?	1	2	3	4	5
2. If you're familiar with Front Porch Alliance, how satisfied are you with the services it offers? Select 1, 3, or 5. <i>(Skip if not familiar)</i>	1		3		5
4. How likely are you to work with Front Porch Alliance and/or recommend it to others?	1	2	3	4	5

ABOUT YOU

1. What ZIP code do you call home? _____

2. **JOIN US FOR DINNER WITH DATA**, a *free* event later this year where we'll talk about what we've learned from the community.

Enter your email and/or phone number below, and we'll send you more information! *(Your information is considered confidential and won't be sold/shared.)*

Email: _____ Cell phone: _____

Thank you!

Community Survey

Front Porch Alliance - Community Needs Survey

Please share your thoughts on how things are going in the community.

- Give us your input on what could be better.
- Tell us how important some parts of community life are to you.
- Share how well certain needs in the community are being met.
- We want to know if Front Porch Alliance does a good job serving the community.

Instructions:

The survey will give you a topic or statement.

- In the first column, circle the number that shows how important each issue is to you.
- In the second column, circle the number that shows how satisfied you are with your community's efforts to address the issue.



GIVE US YOUR THOUGHTS ON THESE TOPICS/ISSUES	How important is this to you?					How satisfied are you with efforts to address this?				
	NOT				VERY	NOT				VERY
1. Health: Access to mental health care for adults (counseling, therapy, etc.).	1	2	3	4	5	1	2	3	4	5
2. Transportation: Access to safe, on-time, transportation.	1	2	3	4	5	1	2	3	4	5
3. Employment: Access to well-paying jobs.	1	2	3	4	5	1	2	3	4	5
4. Employment: Access to schooling that gets a person ready for a well-paying job.	1	2	3	4	5	1	2	3	4	5
5. Housing: Access to affordable places to live.	1	2	3	4	5	1	2	3	4	5
6. Housing: Access to safe places to live.	1	2	3	4	5	1	2	3	4	5
7. Access to the information and tools to buy homes, save money, and/or invest well.	1	2	3	4	5	1	2	3	4	5

TELL US HOW YOU FEEL ABOUT FRONT PORCH ALLIANCE

1. Do you currently participate in Front Porch Alliance programming or have you in the last 2 years? <i>(Please circle one)</i>	YES	NO
<i>Please use the 1/NOT, 5/VERY scale to answer the next 3 questions</i>	NOT	VERY
2. How familiar are you with what Front Porch Alliance does	1 2 3 4 5	
3. If you're familiar with Front Porch Alliance, how satisfied are you with the services it offers? <i>Select 1, 3, or 5; skip if not familiar</i>	1 3 5	
4. How likely are you to work with Front Porch Alliance and/or recommend it to others?	1 2 3 4 5	

ABOUT YOU

1. What ZIP code do you call home? _____
2. **JOIN US FOR DINNER WITH DATA**, a **free** event later this year where we'll talk about what we've learned from the community. Enter your email and/or phone number below, and we'll send you more information! *(Your information is considered confidential and won't be sold/shared.)*

Email: _____ Cell Phone: _____

Thank you!

Teen Survey

Front Porch Alliance - Teen Survey

Please share your thoughts on how things are going in the community.

- Give us your input on what could be better.
- Tell us how important some parts of community life are to you.
- Share how well certain needs in the community are being met.
- We want to know if Front Porch Alliance does a good job serving the community.



Instructions:

The survey will give you a topic or statement.

- In the first column, circle the number that shows how important each issue is to you.
- In the second column, circle the number that shows how satisfied you are with your community's efforts to address the issue.

GIVE US YOUR THOUGHTS ON THESE TOPICS/ISSUES	How important is this to you?					How satisfied are you with efforts to address this?				
	NOT				VERY	NOT				VERY
1. School, learning, and eventually graduating high school	1	2	3	4	5	1	2	3	4	5
2. Free time activities such as sports, classes, clubs, being with friends, etc.	1	2	3	4	5	1	2	3	4	5
3. Your family having enough money to make ends meet	1	2	3	4	5	1	2	3	4	5
4. You <u>having</u> ways to make money to spend and save for yourself and your future	1	2	3	4	5	1	2	3	4	5
5. Access to trustworthy, safe, affordable transportation to and from places	1	2	3	4	5	1	2	3	4	5
6. Access to at least one trusted adult who supports you	1	2	3	4	5	1	2	3	4	5
7. Access to people who can help when you are feeling angry or sad	1	2	3	4	5	1	2	3	4	5
8. Having a vision or plan for your future	1	2	3	4	5	1	2	3	4	5
9. Your neighborhood being a safe place to live, play, work, and hang out	1	2	3	4	5	1	2	3	4	5
TELL US ABOUT FRONT PORCH ALLIANCE using the 1/NOT, 5/VERY scale						NOT				VERY
1. How familiar are you with what Front Porch Alliance does?						1	2	3	4	5
2. If you're familiar with Front Porch Alliance, how satisfied are you with the services it offers? <i>Select 1, 3, or 5.</i>						1	3	5	<i>Skip if not familiar with Front Porch.</i>	
3. How likely are you to recommend Front Porch Alliance to others?						1	2	3	4	5

ABOUT YOU

1. What ZIP code do you call home? _____
2. **How can we contact you?** It's not required, but we'd like to have your email and/or cell phone number to contact you later about this process and other events. *(Your information is considered confidential and won't be sold/shared.)*

Email: _____ Cell Phone: _____

Thank you!

Appendix B: Focus Group Conversation Guide

Focus Group Conversation Guide

Regarding the Community
What do you think are the best parts of life in your neighborhood (as a parent/as a teen)? What makes your neighborhood or community shine?
(For Adults) What do families in your community want most when it comes to raising their kids? What is most important to families?
(For Adults) What do you think are the hardest things families deal with when it comes to raising kids?
What kinds of things would help with the challenges families (teens) face?
What kinds of things would reduce stress on you (as a parent/as a teen)?
What would you like to see happen in your community in the future that doesn't exist today? What kinds of resources or services would help make that vision a reality?
Is anything holding your community back from becoming the place to live that residents want? What could help overcome this?

Regarding Front Porch
How familiar are you with Front Porch Alliance?
Do you think Front Porch's work supports the good things happening in the community that we just talked about? How so? Do you think they do it well? Why or why not?
Do you think Front Porch's work helps with the issues we talked about that the community faces? How so? Do you think they do it well? Why or why not?
Describe your thoughts on what Front Porch does.
What do you think Front Porch does well?
What do you think Front Porch could/should work on doing better?
What could they do more of in the future?
What is Front Porch doing that they should stop doing or do less of?
Is there anything Front Porch or similar agencies do that the community wishes they wouldn't?