

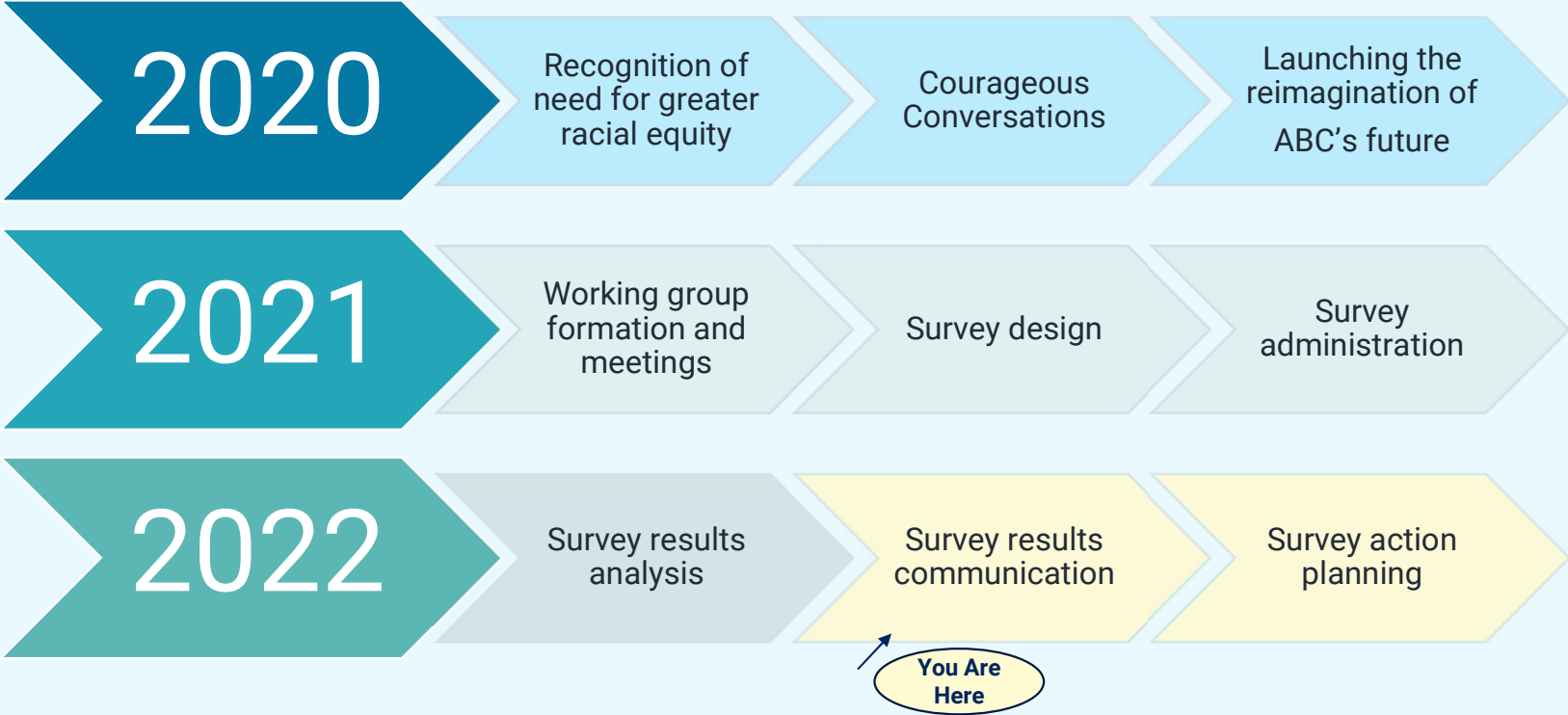


2021 Survey Results



Leading in a
Culturally Diverse
World™

Our Journey: LCW and ABC



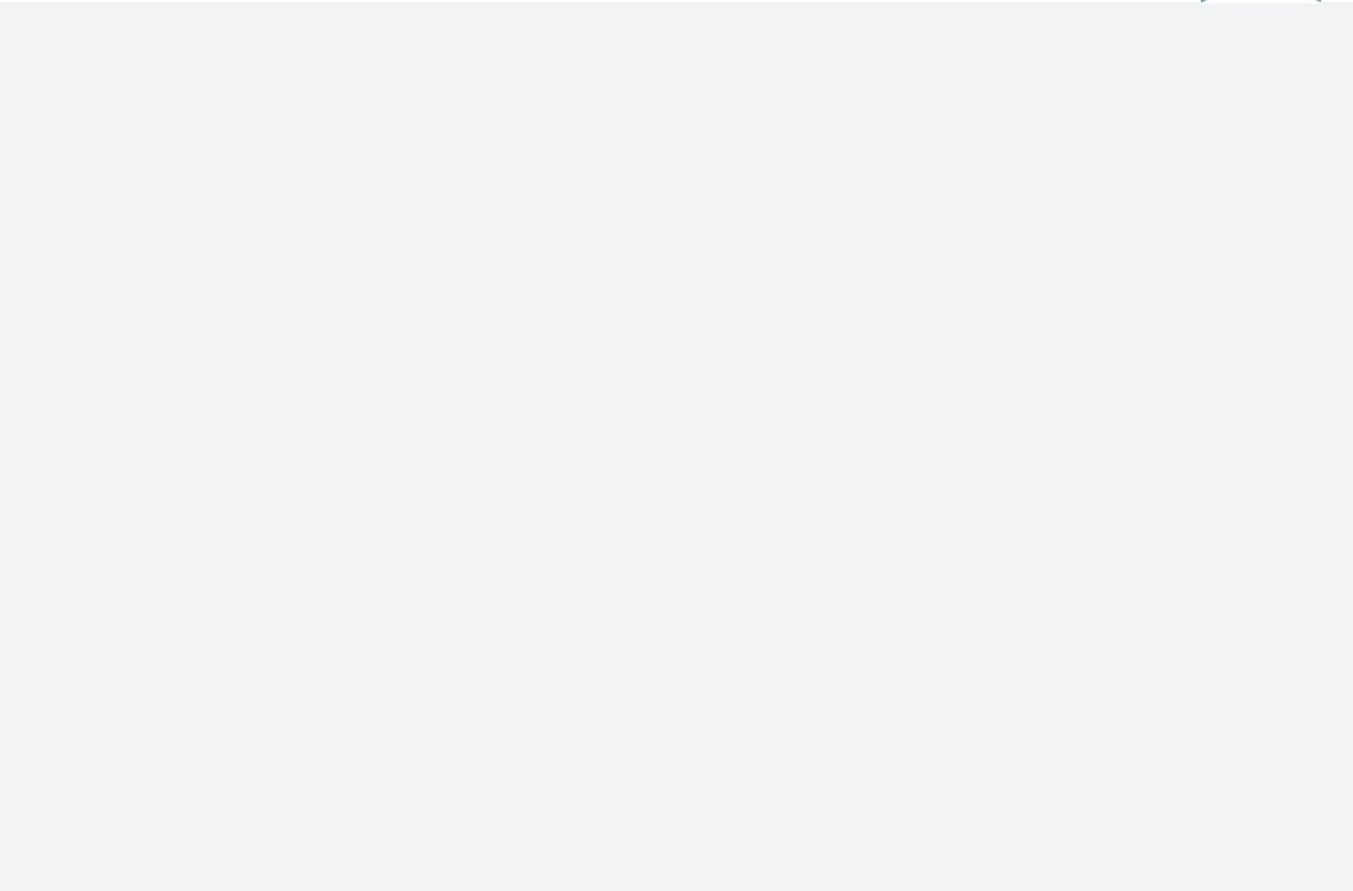
Introduction

Insights to Action





Icebreaker: What are your hopes and dreams for acting on this data?



Demographics

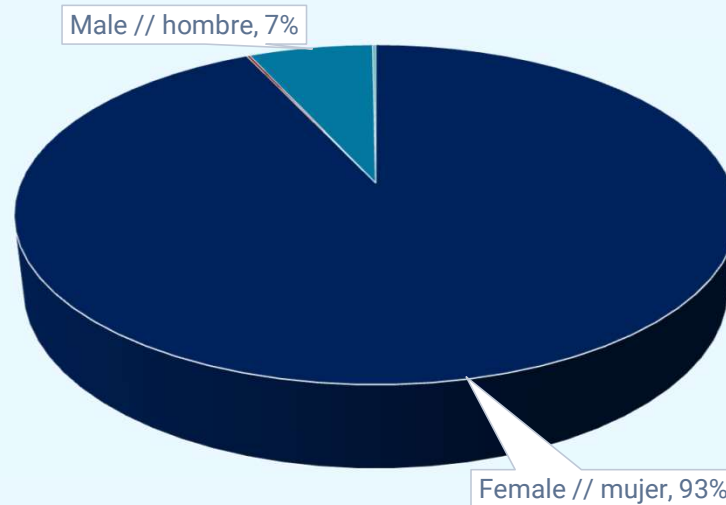
Who Answered the Survey?



Gender

Less than 10% of respondents were male

What is your gender?

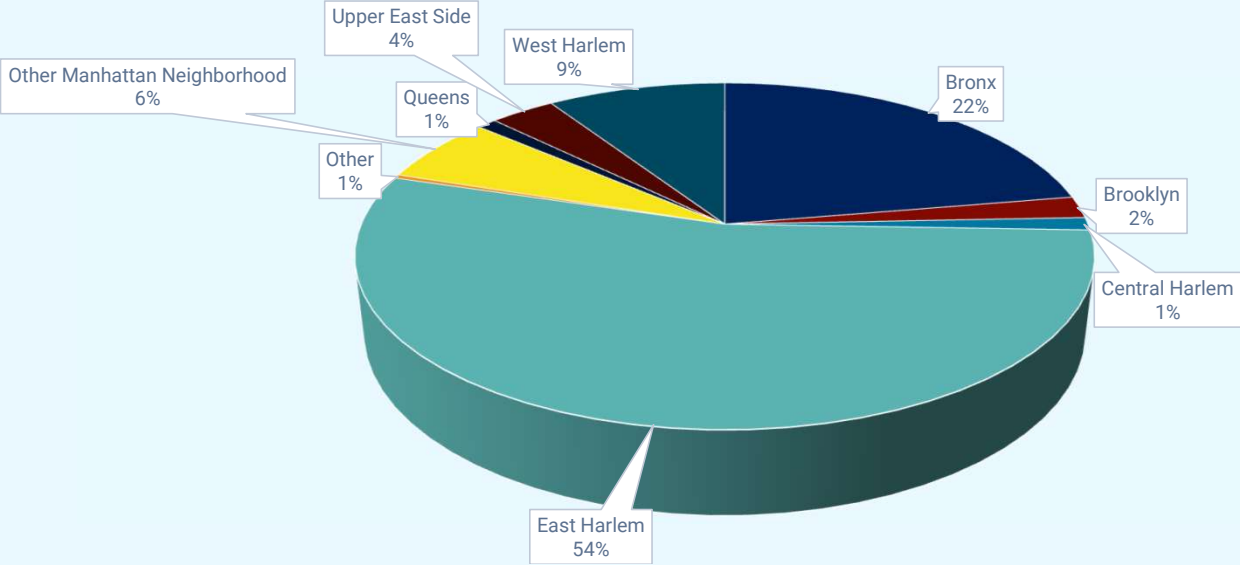


- Female // mujer
- I would rather not say / Yo prefiero no decir
- Male // hombre
- Non-Binary // No binario

Location

Most respondents were from East Harlem (54%) and the Bronx (22%)

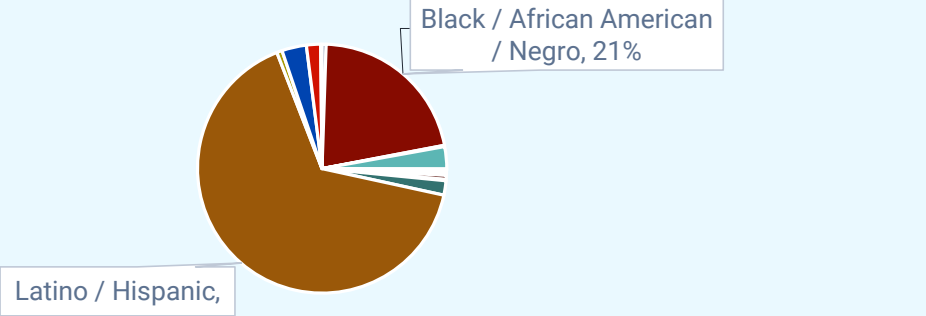
Where do you live?



Race/Ethnicity

Most respondents are Latino/Hispanic (66%) or Black/African American (21%)

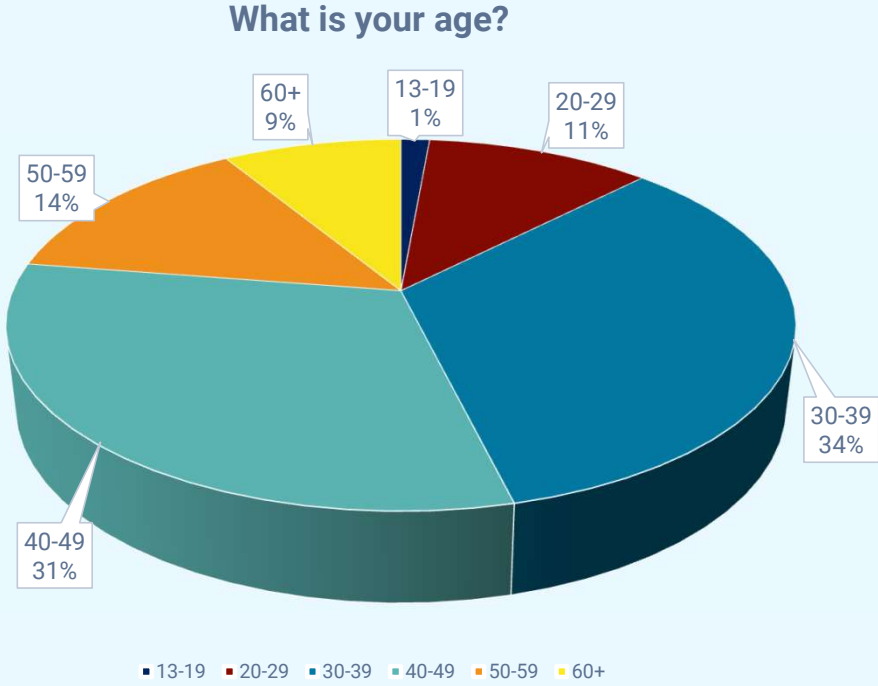
Which race/ethnicity do you identify?



- Asian / Asiático
- Black / African American / Negro, Asian / Asiático, Other / Otro
- Black / African American / Negro, Latino / Hispanic, Other / Otro
- Black / African American / Negro, Latino / Hispanic, White /Blanco, Other / Otro
- Black / African American / Negro, White /Blanco, Asian / Asiático
- **Latino / Hispanic**
- Other / Otro
- White /Blanco, Asian / Asiático
- **Black / African American / Negro**
- Black / African American / Negro, Latino / Hispanic
- Black / African American / Negro, Latino / Hispanic, White /Blanco
- Black / African American / Negro, White /Blanco
- I would rather not say / Yo prefiero no decir
- Latino / Hispanic, White /Blanco
- White /Blanco

Age

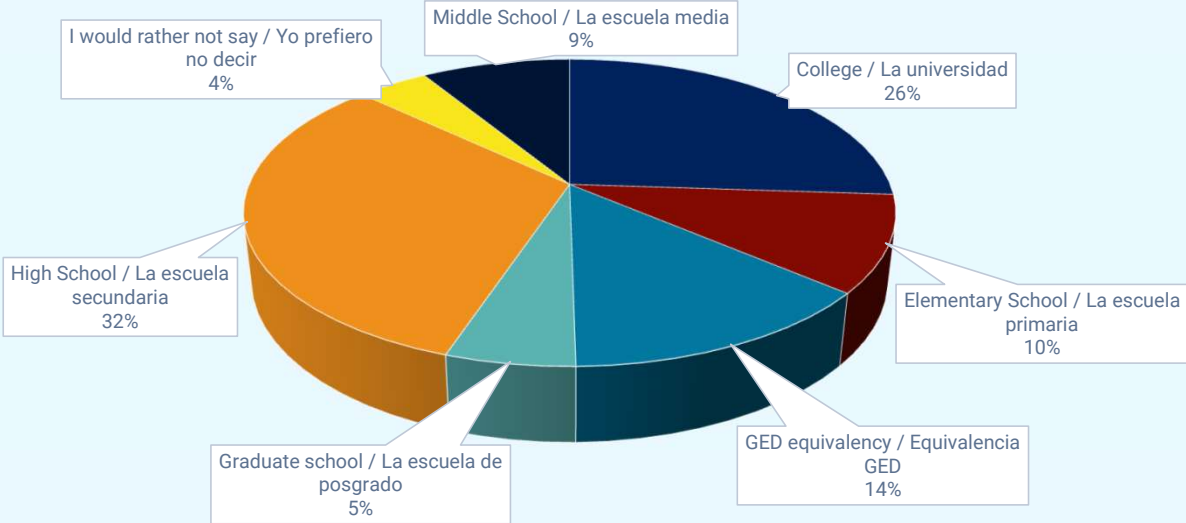
65% of respondents are over 30



Education

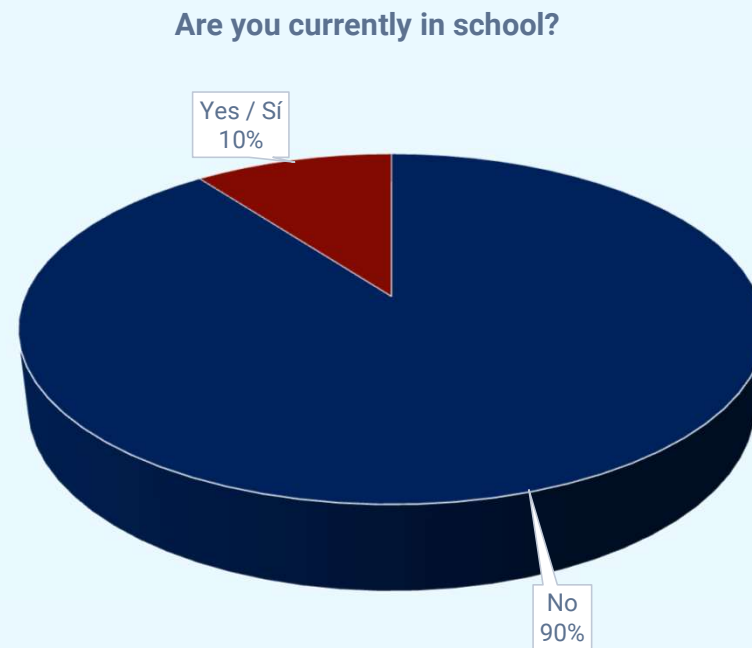
About one third of respondents finished high school, a quarter graduated college

What is the highest level of education you have completed?



Education, continued

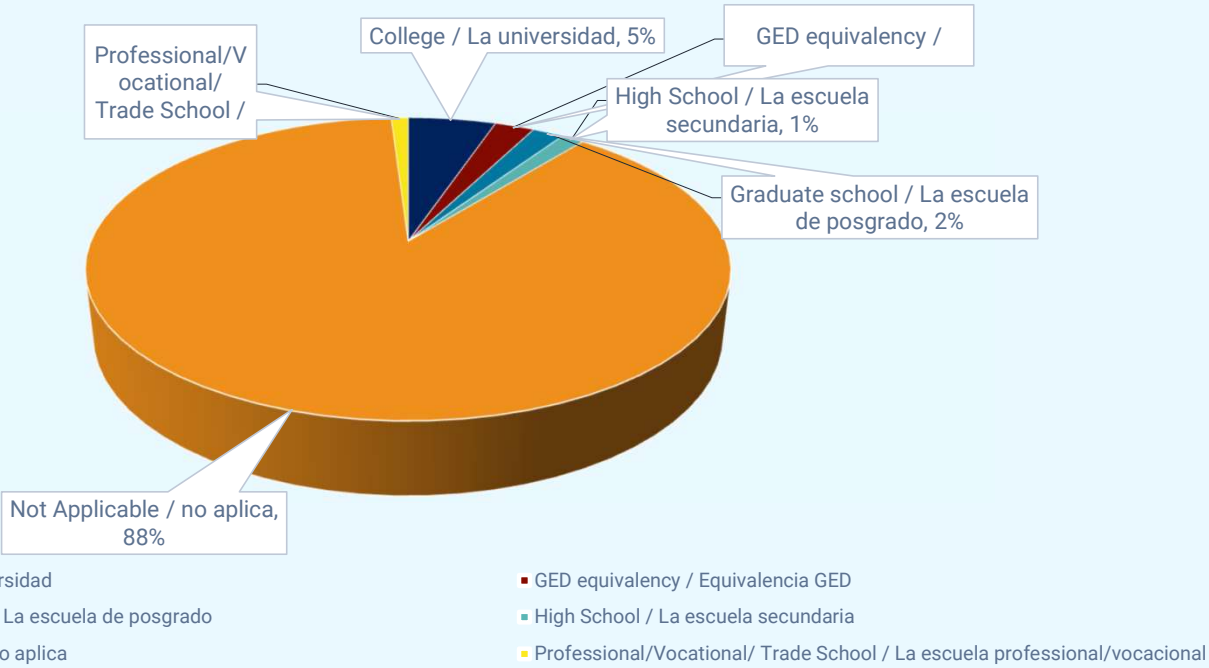
Only 10% of respondents are currently in school



Education, continued

Most responded N/A (88%)

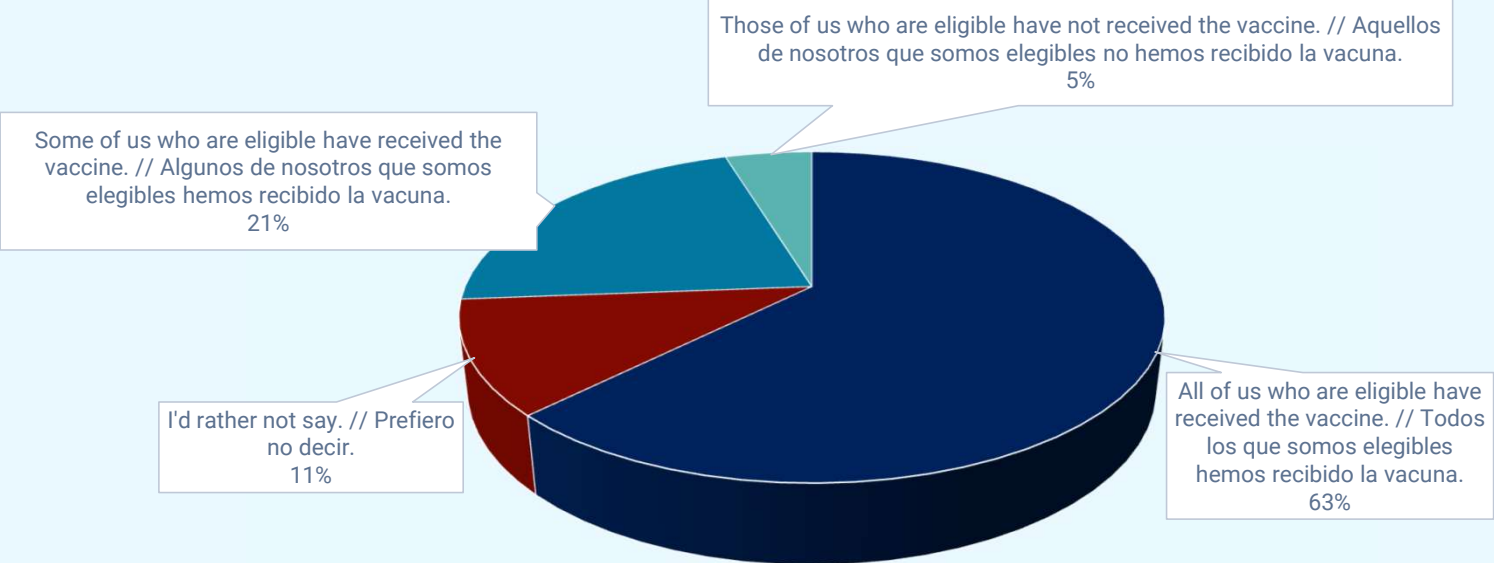
What type of school are you currently in?



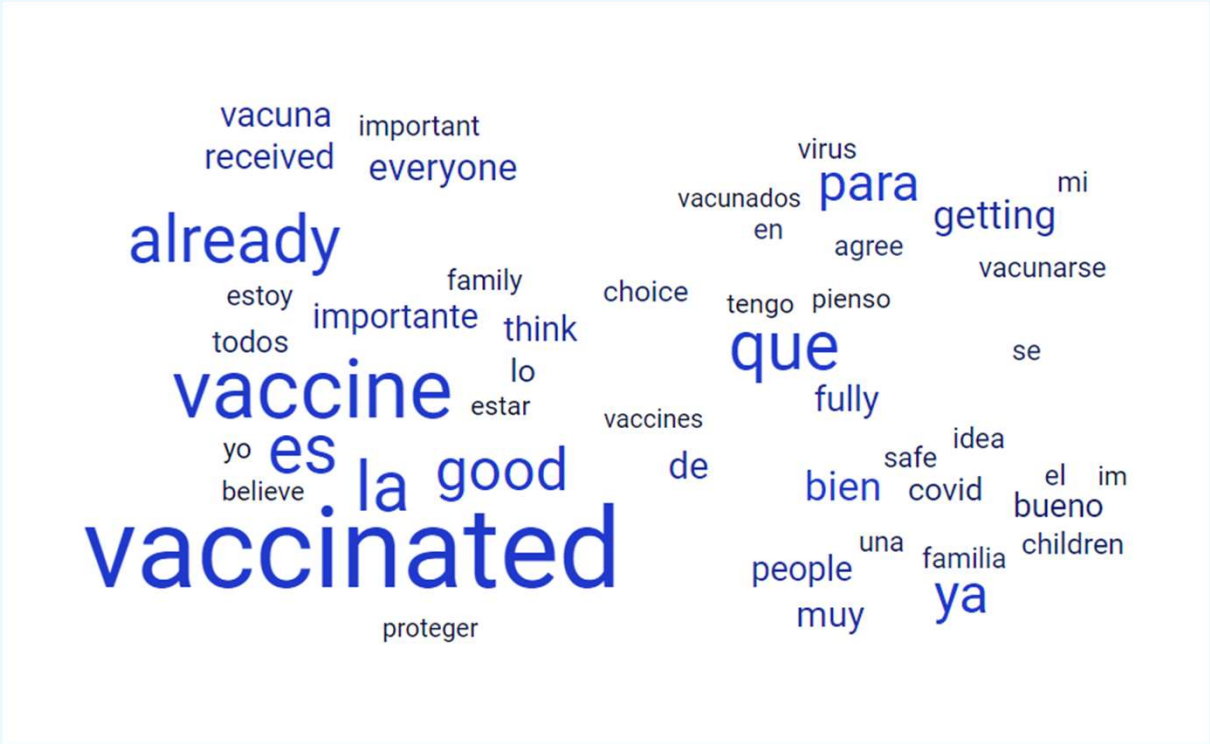
Vaccination Status

Most households are fully (63%) or partially (21%) vaccinated

COVID-19 Vaccination status for those that are eligible. Select the statement that applies.

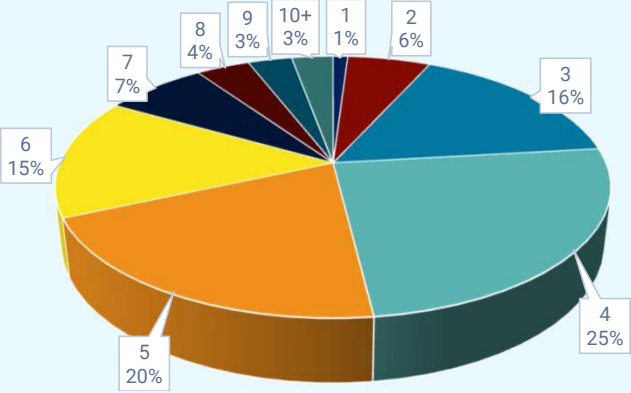


Vaccination Comments

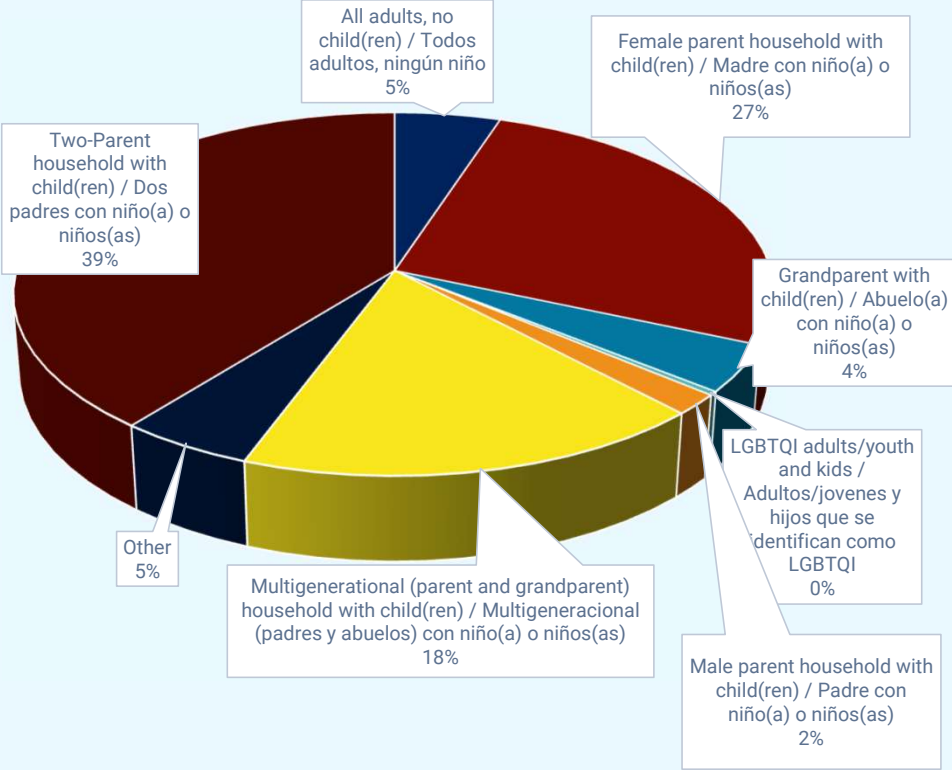


Household Size & Makeup

Including yourself, how many people are in your household?



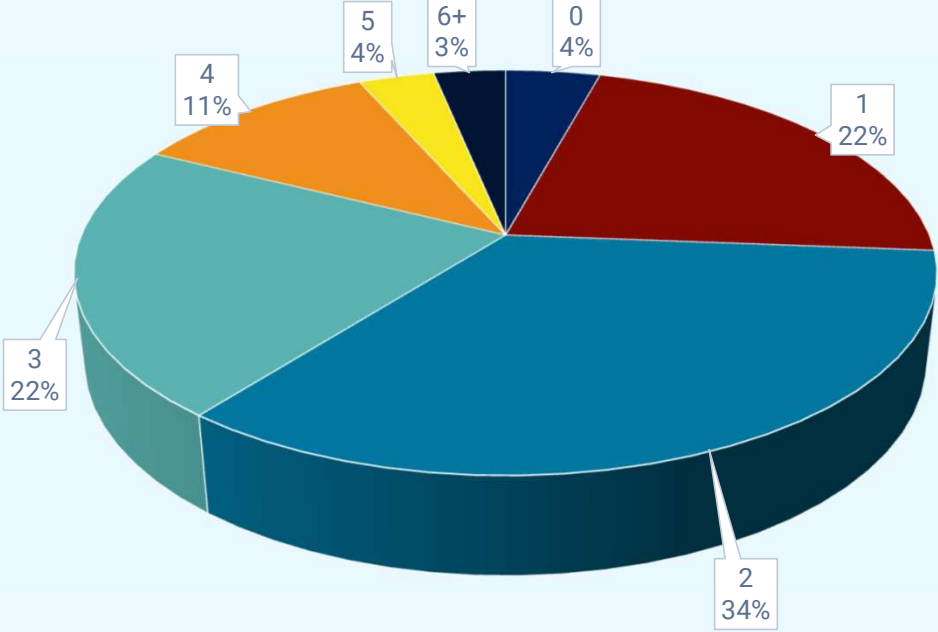
Please select all that apply to your family



Family Size

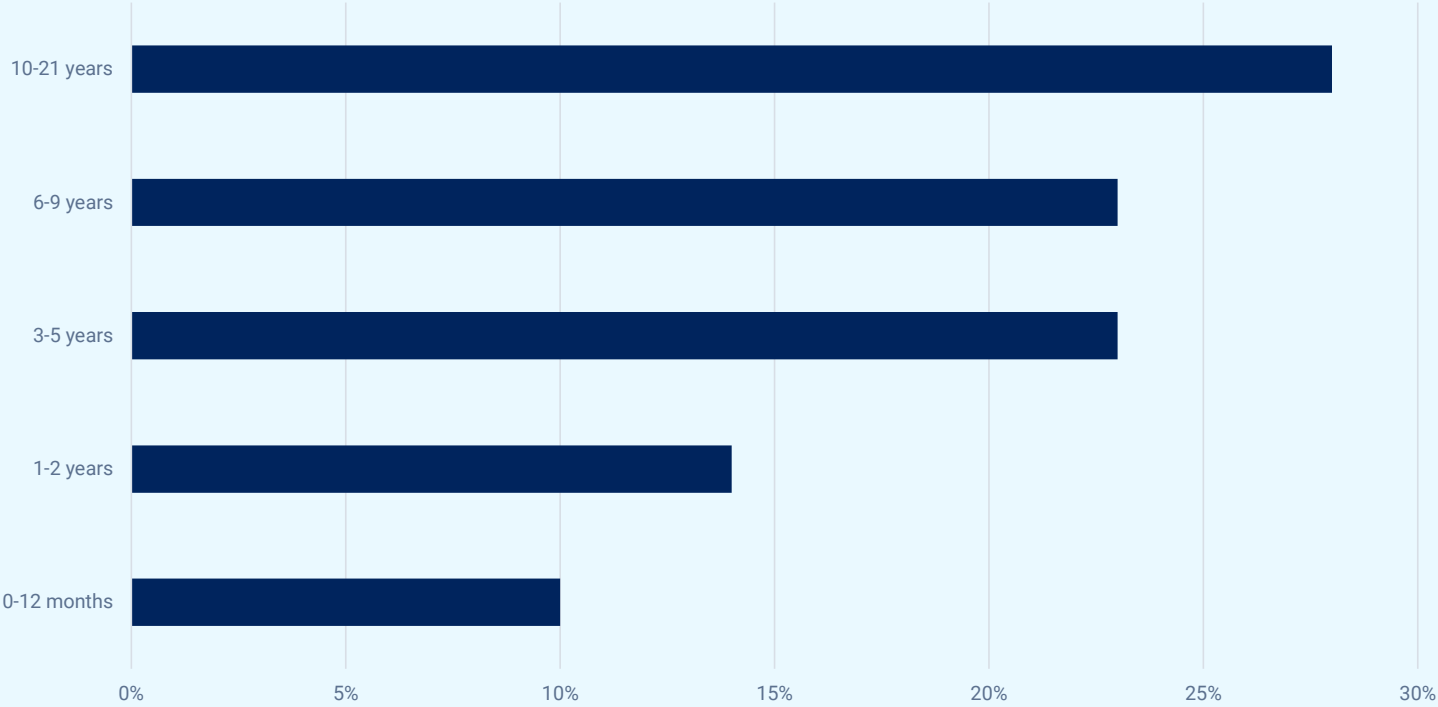
78% have between 1-3 children

How many children under the age of 21 do you have living with you in your care?



Age of Youngest Child

Youngest Child in Your Household



Opinion Questions

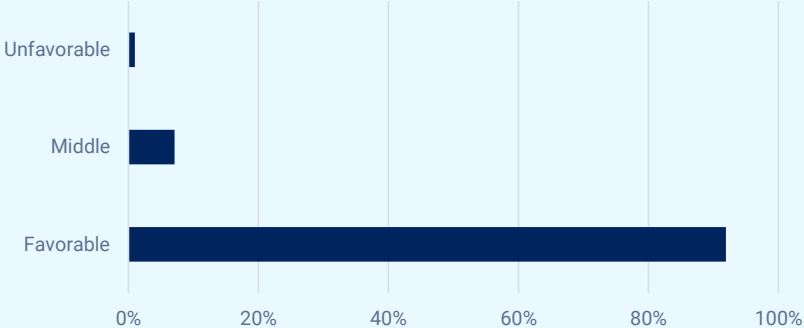
Survey Results



Safety: Families

Most respondents feel that ABC provides a sense of safety for their families

ABC provides a sense of safety for my family.
// ABC proporciona una sensación de seguridad para mi familia.

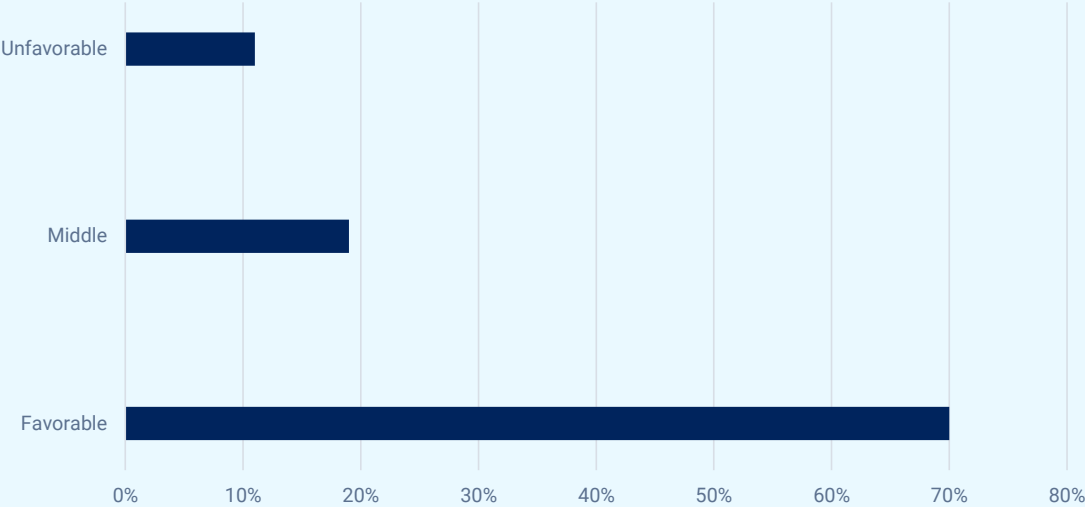


Favorable = Agree // De acuerdo + Tend to Agree // Tiende a estar de acuerdo
Middle = Don't know // No se
Unfavorable = Tend to Disagree // Tiende a estar en desacuerdo + Disagree // Discrepar

Connection to Other Families

Most respondents (70%) feel connected to other families at ABC

I feel connected to other families at ABC. // Me siento conectado con otras familias en ABC.

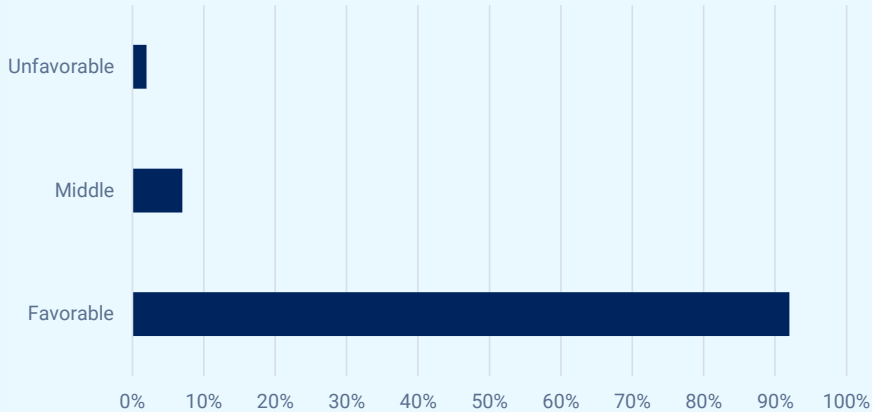


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Interactions with Staff

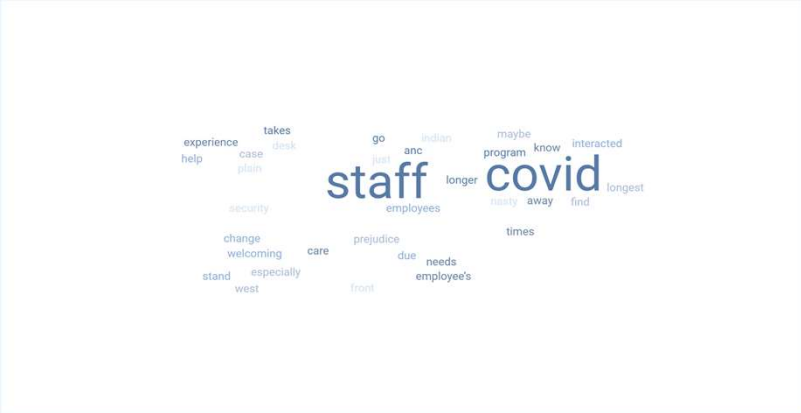
Most respondents (92%) have positive experiences interacting with ABC staff

Interacting with ABC staff members is a positive experience. // Interactuar con los miembros del personal de ABC es una experiencia positiva.



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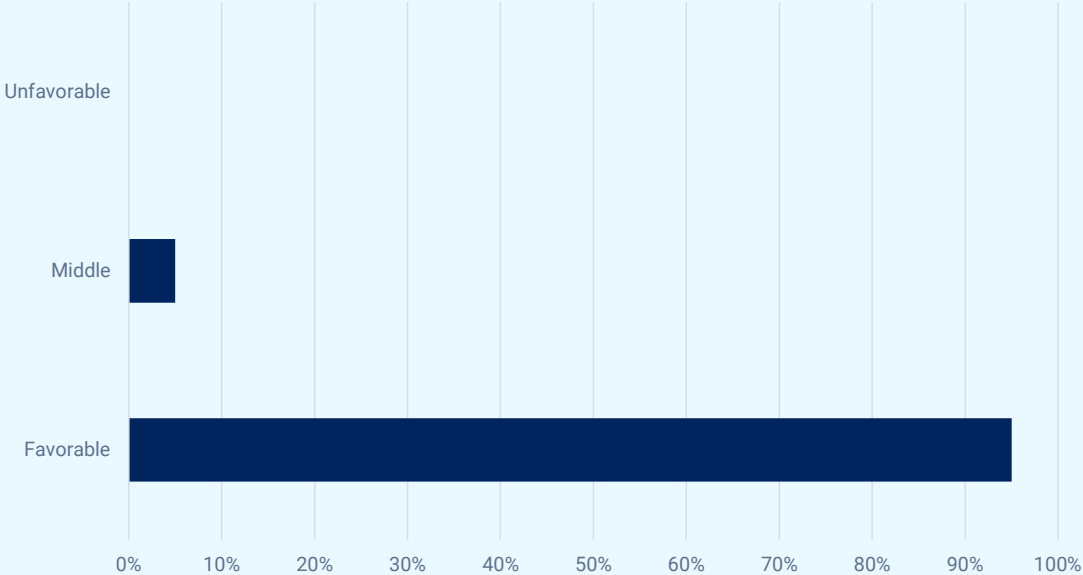
Why is interacting with ABC staff not a positive experience? What would you change, if possible? // ¿Por qué interactuar con el personal de ABC no es una experiencia positiva? ¿Qué cambiarías, si fuera posible?



Building Trust

Most respondents (95%) feel ABC does a good job of building trust

ABC does a good job of building trust. // ABC hace un buen trabajo generando confianza.

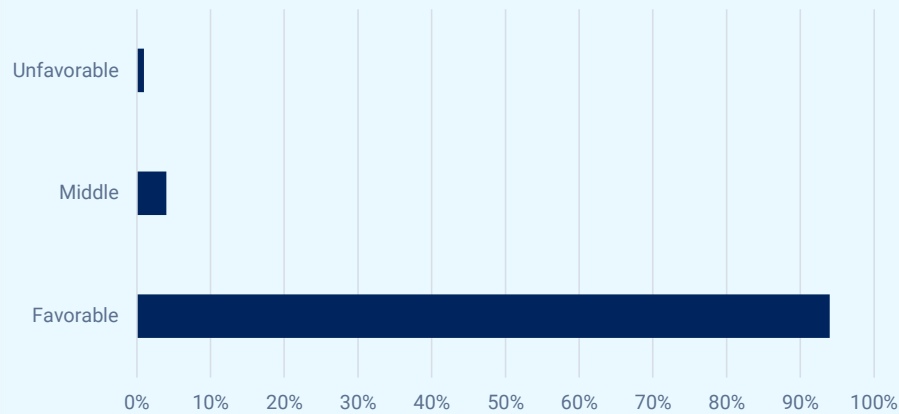


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Fair Treatment

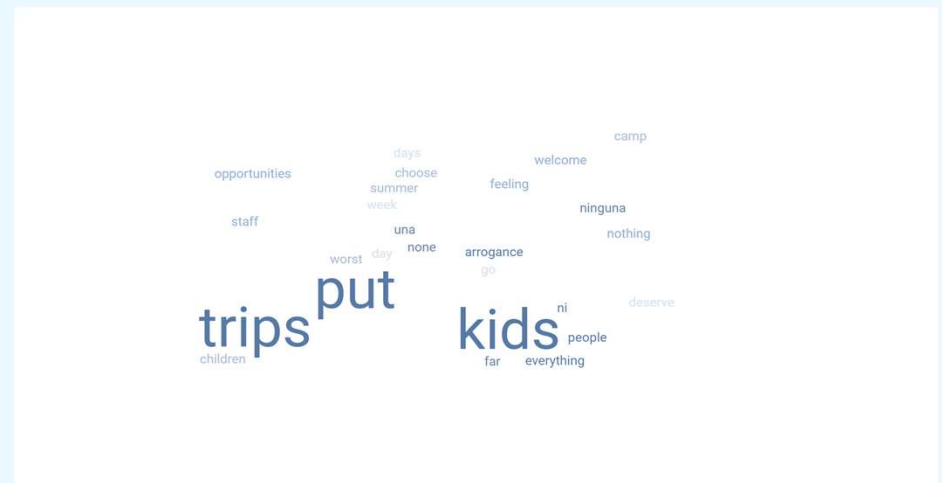
Most respondents (94%) feel they are treated fairly by ABC

My family and I are treated fairly by ABC. // ABC nos trata con justicia a mi familia y a mí.



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What experiences have you had that have not been fair? // ¿Qué experiencias has tenido que no hayan sido justas?



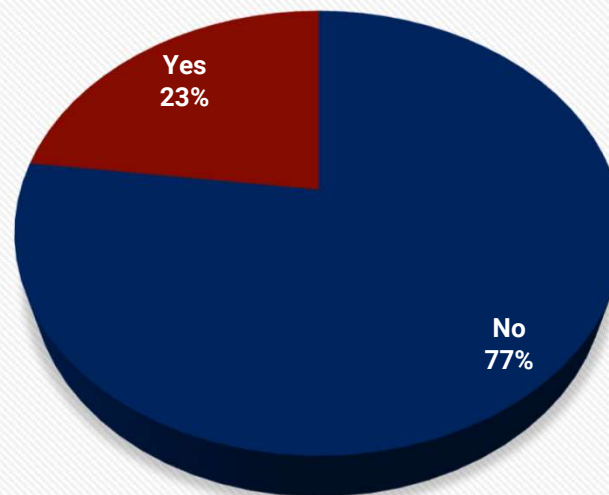
Knowledge of ABC Services

Did you know that ABC offers these services? Please choose yes or no. // ¿Sabías que ABC ofrece estos servicios? Elija sí o no.	Yes // Sí	No
Early Childhood education with wrap-around services for families // Educación de la primera infancia con servicios integrales para las familias	82%	18%
Head Start / Early Head Start	80%	20%
Preschool special education // Educación especial preescolar	79%	21%
Early intervention services for infants/toddlers with developmental challenges // Servicios de intervención temprana para bebés / niños pequeños con problemas de desarrollo	76%	24%
After school program // Programa después de la escuela	73%	27%
Summer day camp // Campamento de verano	67%	33%
Study Buddies Virtual Tutoring // Tutoría virtual de compañeros de estudio	49%	51%
[Supportive housing for medical fragile families // Vivienda de apoyo para familias médicas frágiles	46%	54%
Family preservation program / Child-Parent Psychotherapy (home-based) // Programa de preservación familiar / Psicoterapia entre padres e hijos (en el hogar)	62%	38%
Children's mental health services // Servicios de salud mental para niños	69%	31%
Health home care management for children with multiple/complex needs // Gestión de la atención domiciliaria para niños con necesidades múltiples o complejas	52%	48%
Children's Mobile Crisis Team (2-hour crisis response) // Equipo de crisis móvil para niños (respuesta de crisis de 2 horas)	50%	50%
School-based mental health services // Servicios de salud mental basados en la escuela	60%	40%
Project HOPE Crisis Counseling Services // Servicios de asesoramiento en caso de crisis de Project HOPE	50%	50%

Referral to Services

Most respondents (70%) have not been referred to non-ABC services

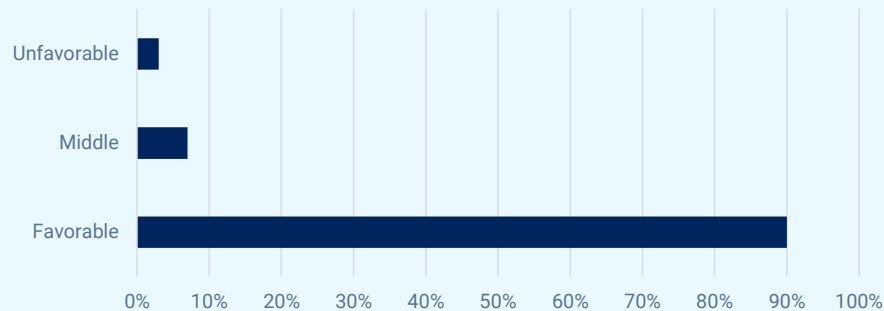
ABC has referred me to another non-ABC organization for services. // ABC me ha referido a otra organización que no pertenece a ABC para obtener servicios.



Referral to Services, continued

Most respondents (90%) feel prepared when being referred for services

Please tell us how much you agree or disagree with the following statement: I felt prepared when being referred for services. // Por favor díganos cuánto está de acuerdo o en desacuerdo con la siguiente declaración: Me sentí preparado cuando me recomienda



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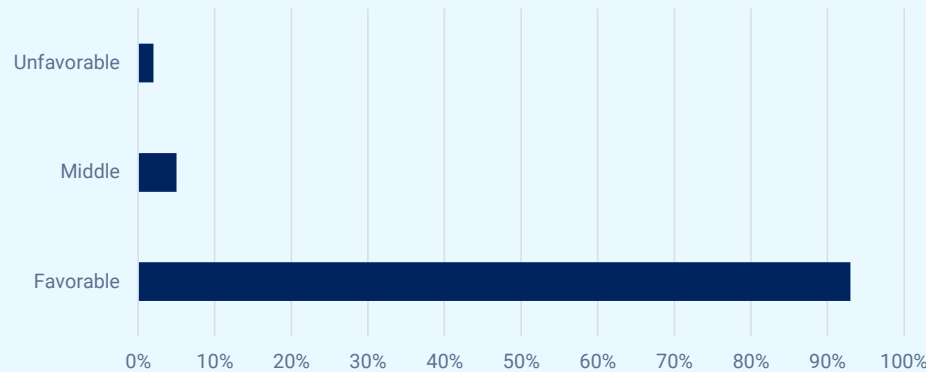
What could ABC have done to better prepare you during the referral/connection process? // ¿Qué podría haber hecho ABC para prepararte mejor durante el proceso de referencia / conexión?



Dignity

Most respondents (93%) feel they are treated with dignity by ABC

Me and my family members are consistently treated with dignity by ABC. // Los miembros de mi familia y yo somos tratados constantemente con dignidad por ABC.



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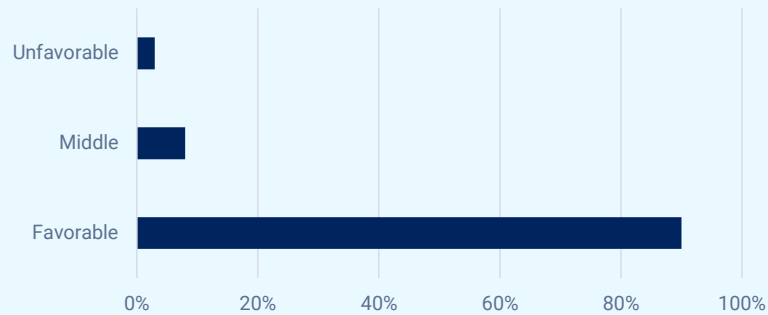
What experiences have you had where you were not treated with dignity? // ¿Qué experiencias ha tenido en las que no fue tratado con dignidad?



Information

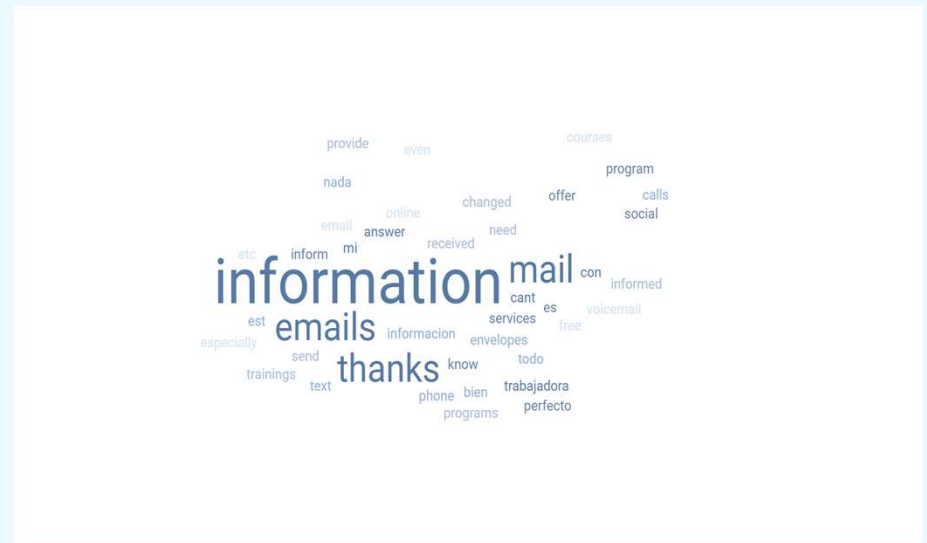
Most respondents (90%) say they receive adequate and appropriate information

I receive adequate and appropriate information from ABC. // Recibo información adecuada y apropiada de ABC.



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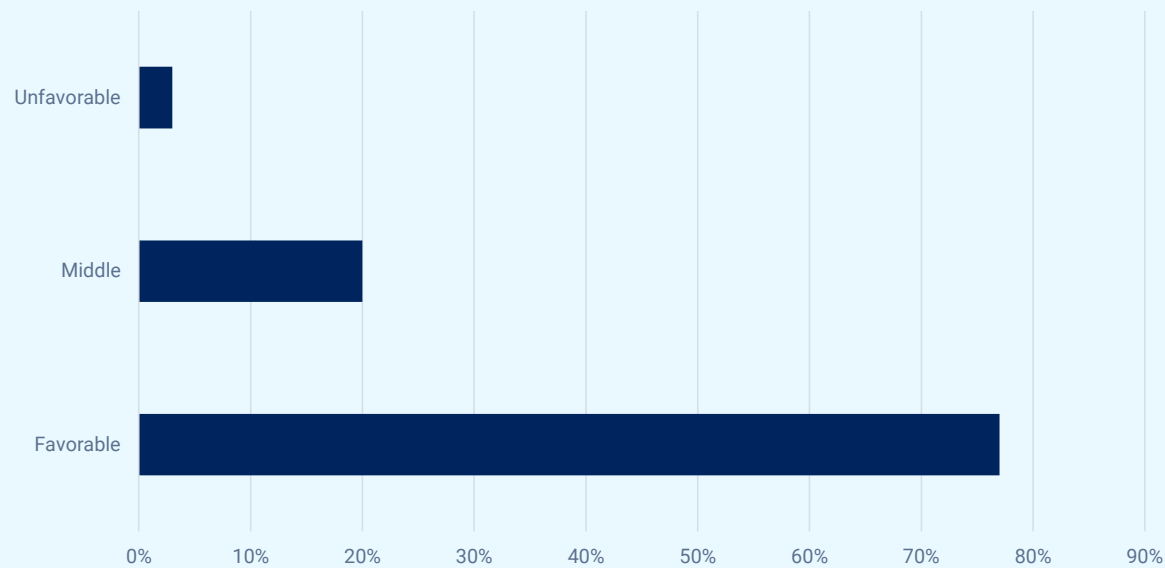
What could ABC do to improve the way it shares info with you? // ¿Qué podría hacer ABC para mejorar la forma en que comparte información contigo?



Feedback, continued

Most respondents (77%) know how to give feedback to ABC

I know how to give feedback to ABC. // Sé cómo dar retroalimentación a ABC.



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Middle = Don't know // No se

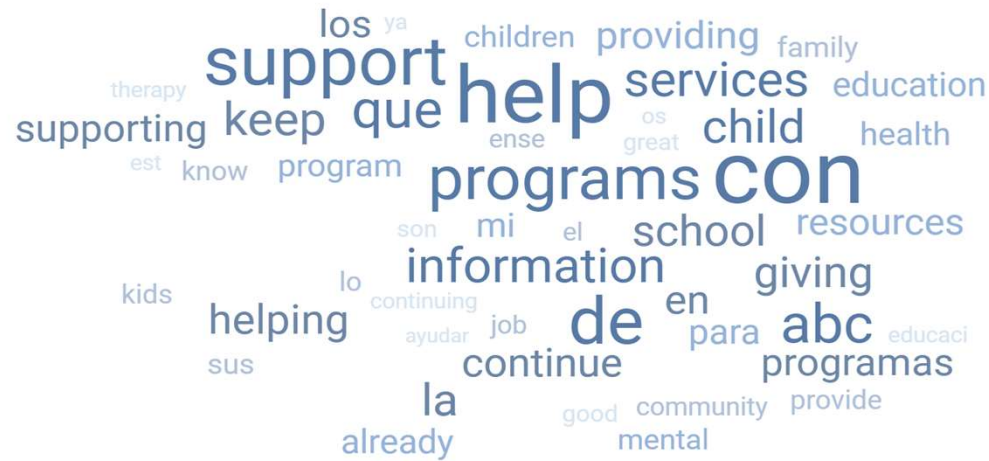
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Verbatim

Open-Ended Responses



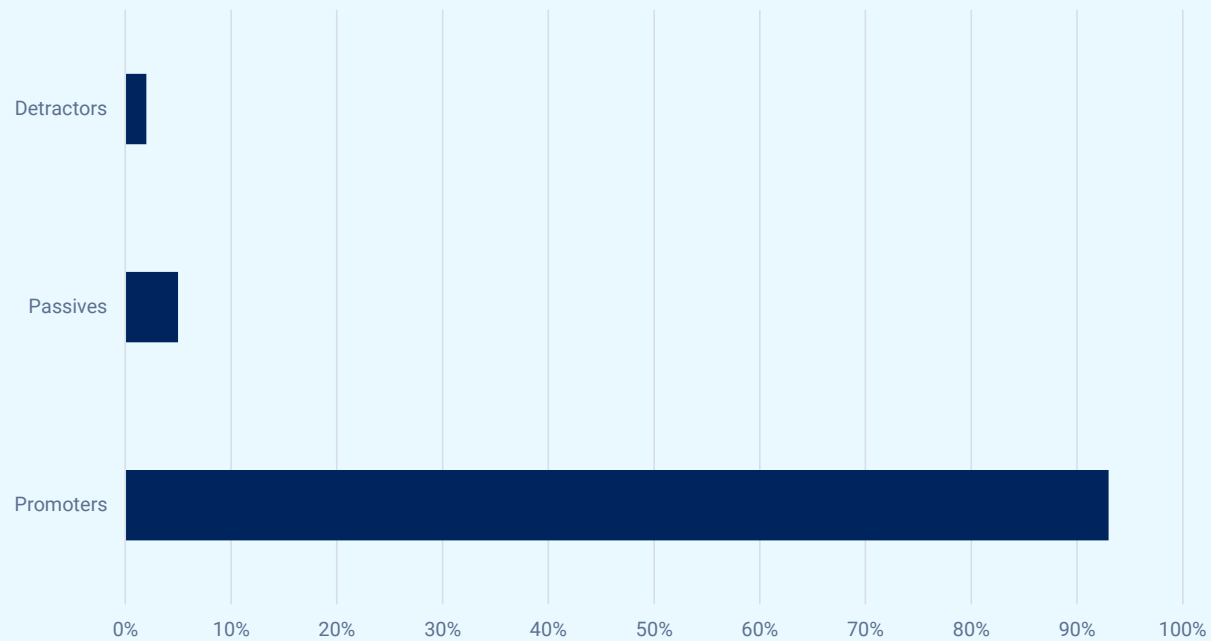
How can ABC support your family in realizing those dreams? // ¿Cómo puede ABC ayudar a su familia a hacer realidad esos sueños?



NPS

Most respondents (93%) would recommend ABC to a friend or family member

How likely would you be to recommend ABC to a friend or family member? // ¿Qué probabilidad hay de que recomiende ABC a un amigo o familiar?



4-Year-Old Responses

“I love the kitchen area.”

“I love Dylan.”

“I love the art center for paint.”

“I love block area to make a big city.”

“I love to the playground at school.”

“I like circle at school.”

“I feel happy!”

“I feel excited being in school.”

“I am good. I like the toys.”

Closing

Reflections and Next Steps





Closing: What are your reactions to this data? What comes next?

Reactions

Next Steps