



Fresh Start
Women's Foundation

**PROGRAMS AND SERVICES
REPORT**

July 1, 2015 – June 30, 2016

Client Services: Front Desk

Client Relations operations: welcomes and on-boards new clients, existing client check-ins for all services, management of the education center and scheduling of workshops, and workshop evaluations.

Highlights

- The Client Services team was able to implement distinct, standard workshop times for each day. This has been very successful for clients and the front desk team, as it allows for a more efficient flow of services with check-in times and room set-up.
- The workshop membership model launched in January 2016 with a two for one membership sale. One workshop is \$10, five-workshop gift cards are \$40, monthly memberships are \$35, and quarterly memberships are \$65. Women who purchase memberships attend an average of 8 workshops per month.
- The Education Center was furnished with new tables and chairs, increasing the professional atmosphere for women.
- April 12 is Equal Pay Day, and Fresh Start hosted the YWCA's Work Smart Salary Negotiation for Women workshop.
- Security cameras were installed in the lobby, warehouse and outside of the building to increase safety.

Feedback

"Thank you for all your help each day and thank you for the services you provide."

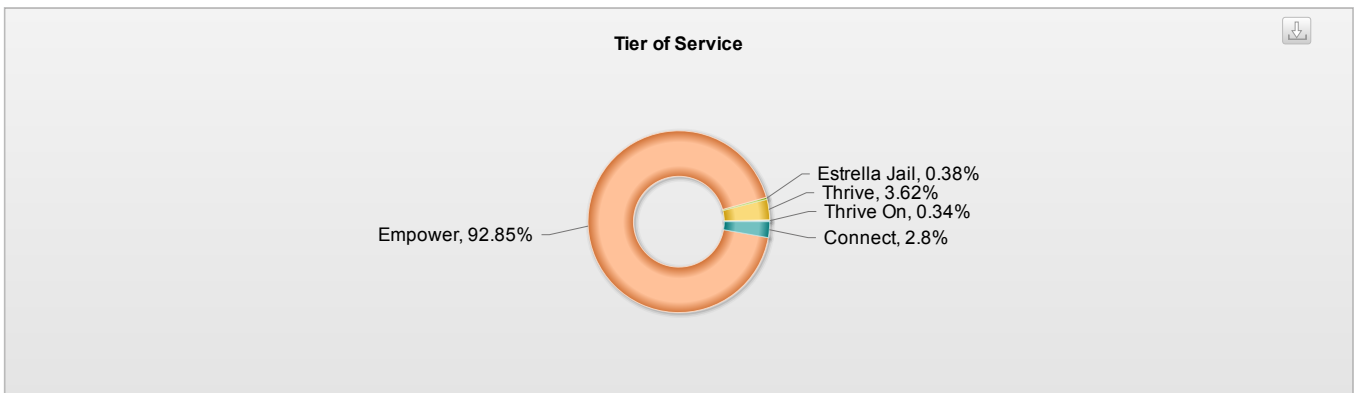
"Front Desk & Trinkia, good job! Thank you all."

A client made a "pay it forward" cash donation in appreciation of her waiver card and the services she has been able to utilize in the center.

Front Desk

New Clients	Individual Visits	Total Visits	Active Clients (September 2014 to June 2016)
3100	3463	21082	5984

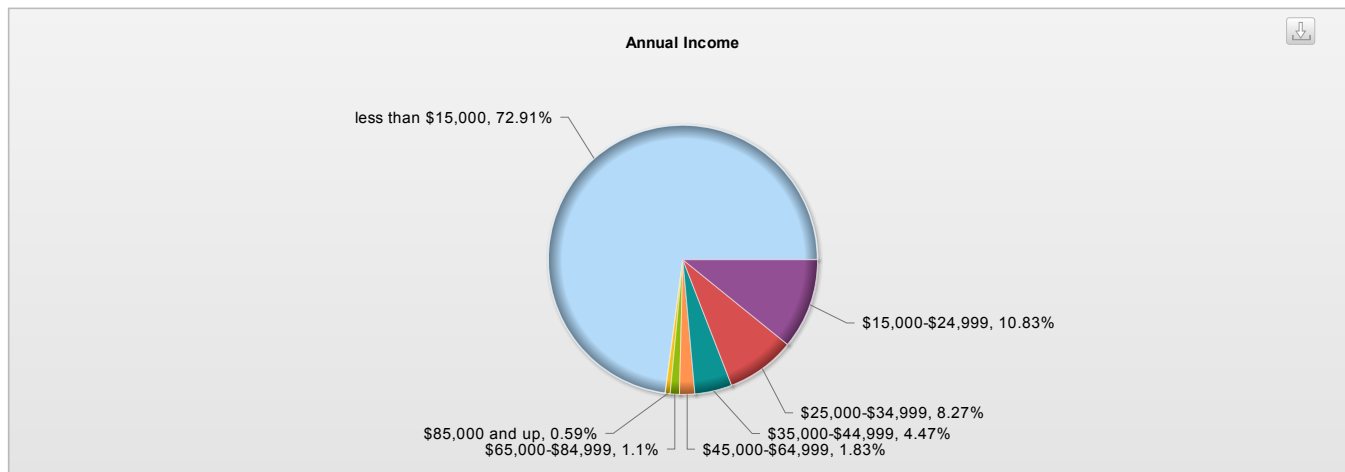
Tier of Service



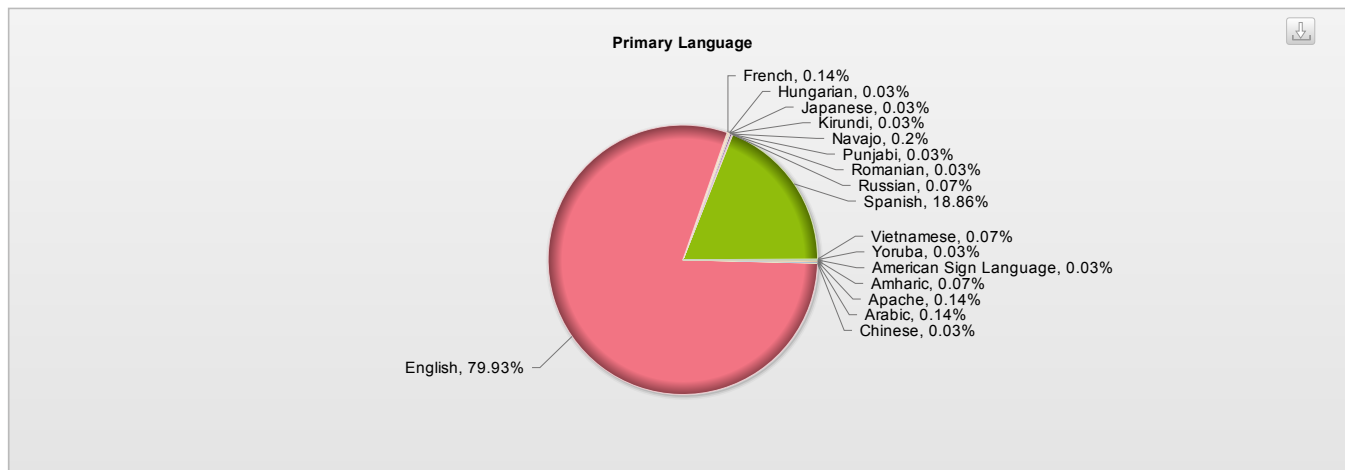
Client Relations

Orientation	Memberships	Waivers	Wardrobing
2875	21	552	276

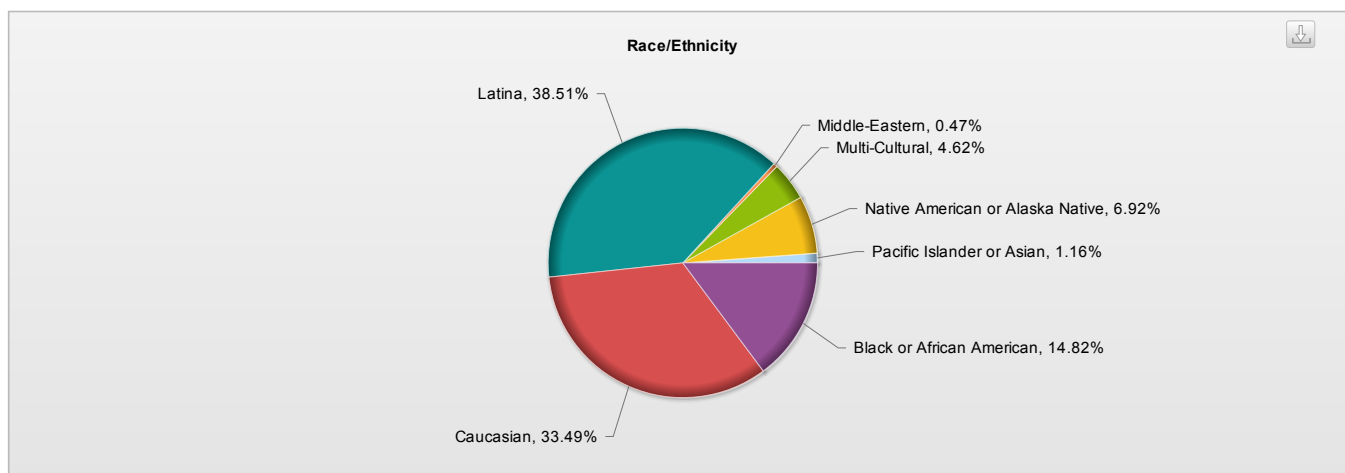
Annual Income



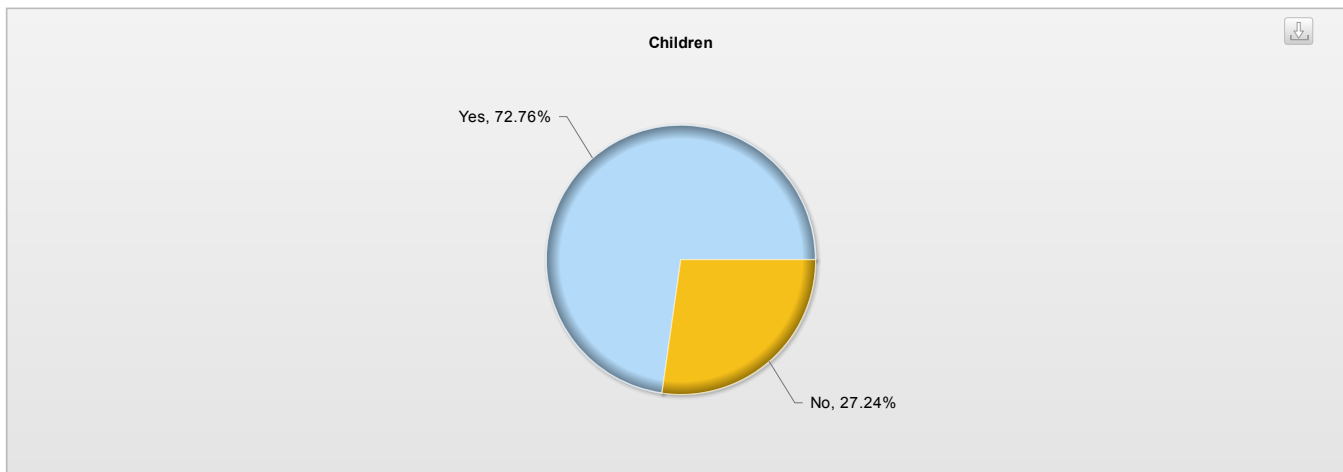
Primary Language



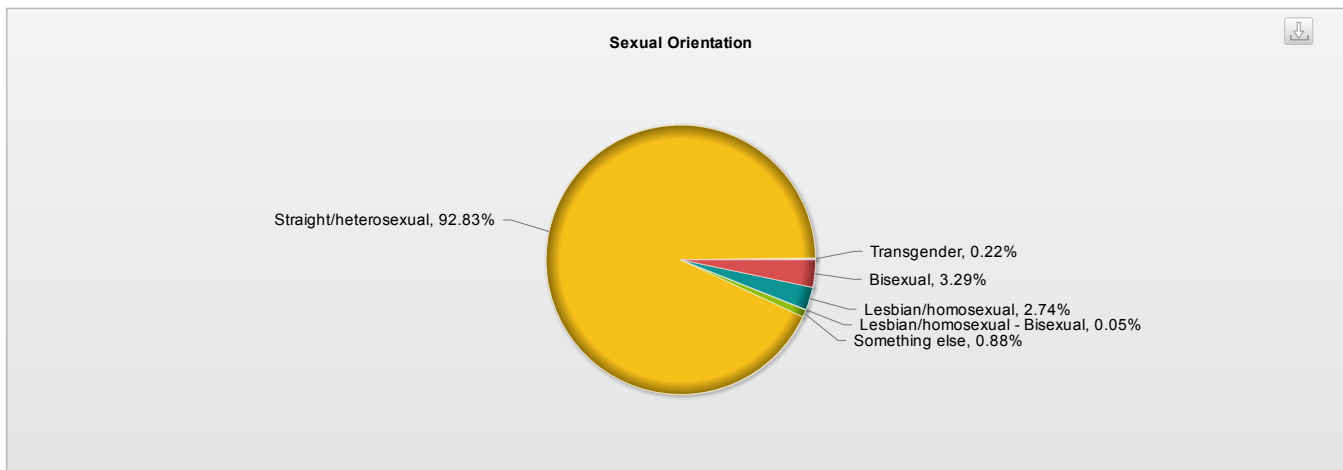
Race/Ethnicity



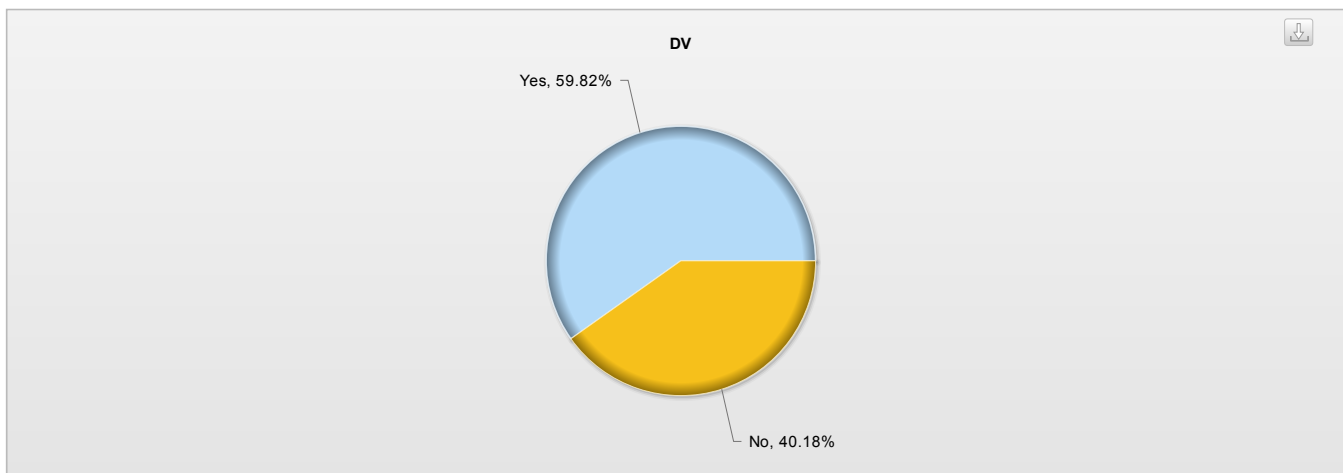
Children



Sexual Orientation



Domestic Violence - % of women who are currently or have in the past experienced



Client Services: Education Center

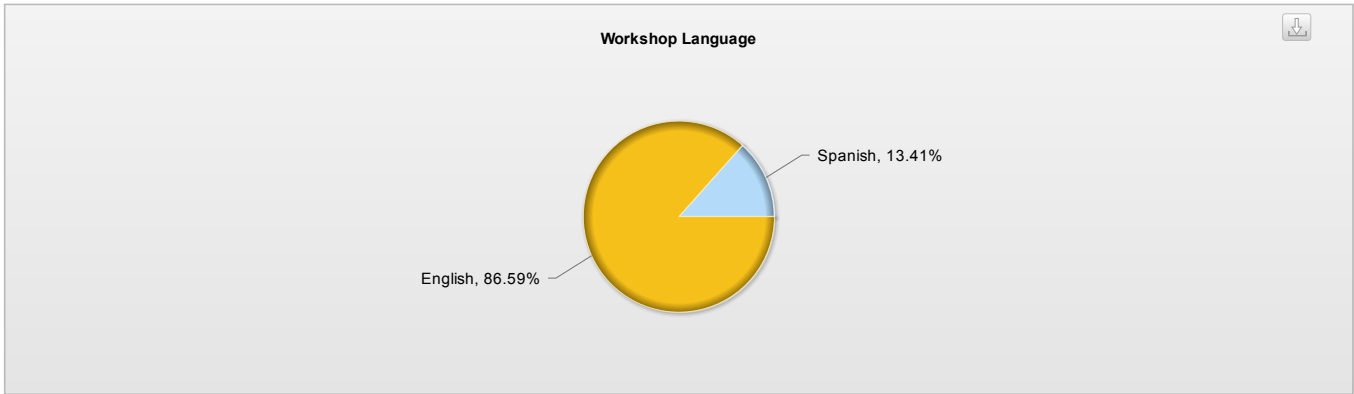
Workshop Attendance

Workshop Attendance	Average Attendee Per Workshop	Workshop Satisfaction	% of Clients Utilizing Workshops
10172	5.64	98%	54%

of Workshops Offered

English Workshops	Spanish Workshops	Total Workshops	Cancelled Workshops
1442	363	1805	176

Workshop Language



Workshop Attendees by Topic

Total Career Workshop Attendees 1324	Total Computer Workshop Attendees 200	Total Education Workshop Attendees 1121	Total Financial Workshop Attendees 115
Total Family Law Support Workshop Attendees 339	Total Girls Thriving Workshop Attendees 122	Total Orientation Workshop Attendees 2870	Total Parenting Workshop Attendees 8
Total Personal Development Workshop Attendees 1909	Total Support Group Attendees 2164		

Average Attendees by Topic

Total Career Services Average 8.60	Total Computer Average 5.56	Total Education Average 10.58	Total Family Law Support Average 1.61	Total Financial Average 9.58
Total Girls Thriving Average 7.18	Total Parenting Average 0.80	Total Personal Development Average 4.43	Total Support Group Average 4.30	

Client Services: E-Learning Center

Fresh Start is proud to partner with Goodwill of Central Arizona to provide a range of services within our E-Learning Center. The Center is equipped with free access to:

- Full-time support staff
- Computers and printers
- Internet access
- Telephones
- Fax machines

E-Learning Center

Visits	Career Coach Visits	Career Expo	Job Placements
7176	134	47	2882

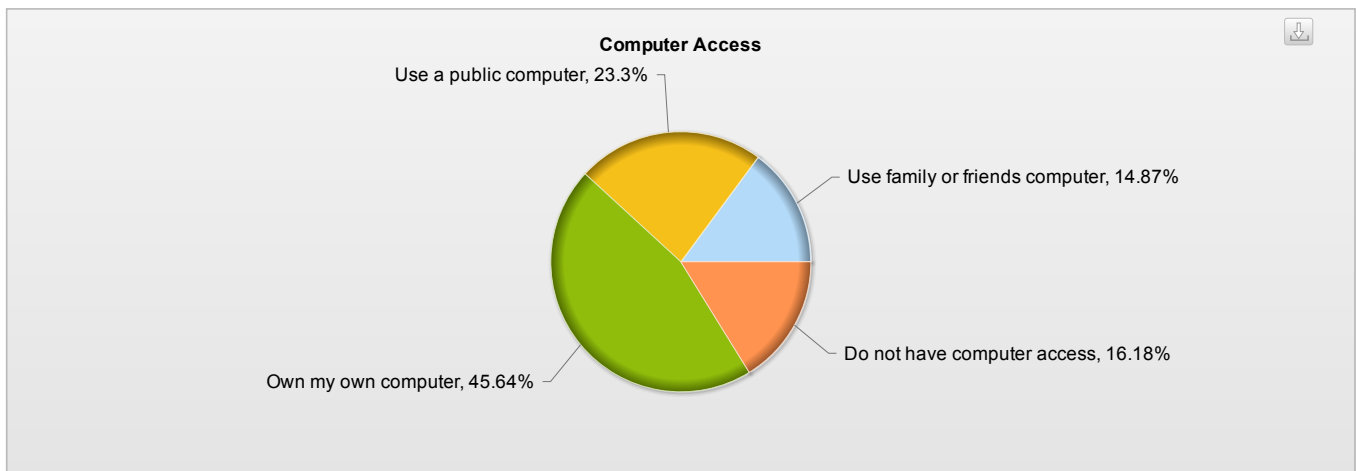
Computer Classes

Computer Literacy - Computer Basics	Row Count 31
Computer Literacy - Easy Steps	Row Count 95
Computer Literacy - Microsoft Excel Basic	Row Count 34
Computer Literacy - Microsoft Power Point Basic	Row Count 21
Computer Literacy - Microsoft Word Basic	Row Count 18
Computer Literacy - Tech Coach	Row Count 1

Utilization

Total Clients Utilizing E-Learning Center 54%	Total Average Attendees in Computer Classes 5.56
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Computer Access



Client Services: Child Watch

Fresh Start provides free child care for clients while they access workshops and support services within the Center. This service is available for infants to children 12 years of age, and proof of guardianship is required.

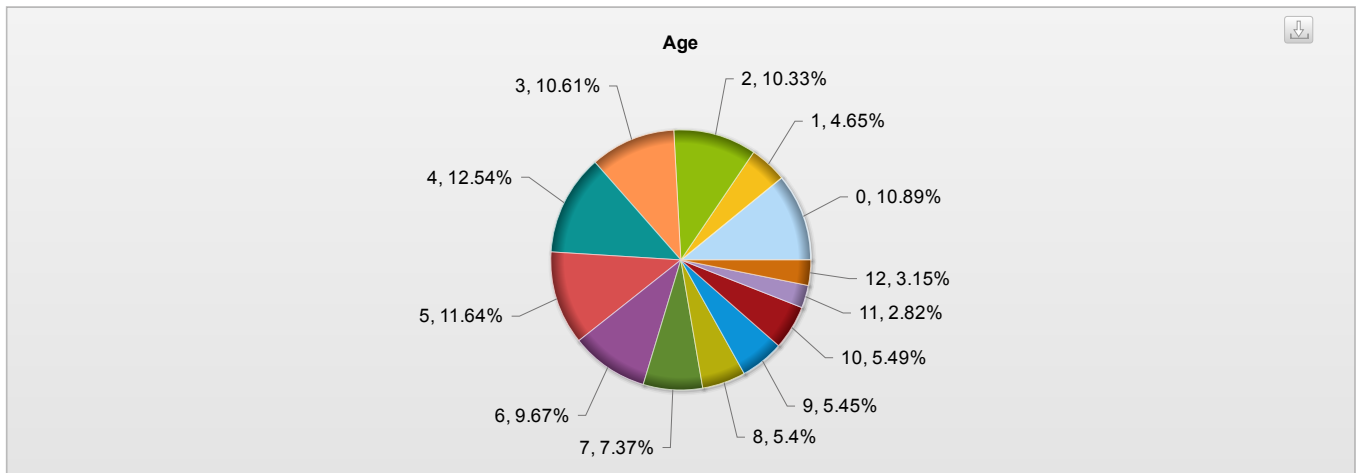
Due to low demand for Child Watch services for the past several years, to strengthen Fresh Start's already healthy financial position, and to further the sustainability of Fresh Start's programs for women, Child Watch, which is a supportive service, will no longer be provided at Fresh Start beginning Monday, Aug. 8.

Until that time, Child Watch will remain open Monday through Thursday from 9 a.m. to 8 p.m, beginning July 1.

Child Watch Children

Child Watch Visits	Individual Children	Average Visits Per Child
2165	716	3.02

Age



Child Watch Events

Halloween

Row Count
20

Santa

Row Count
31

Hours and Usage

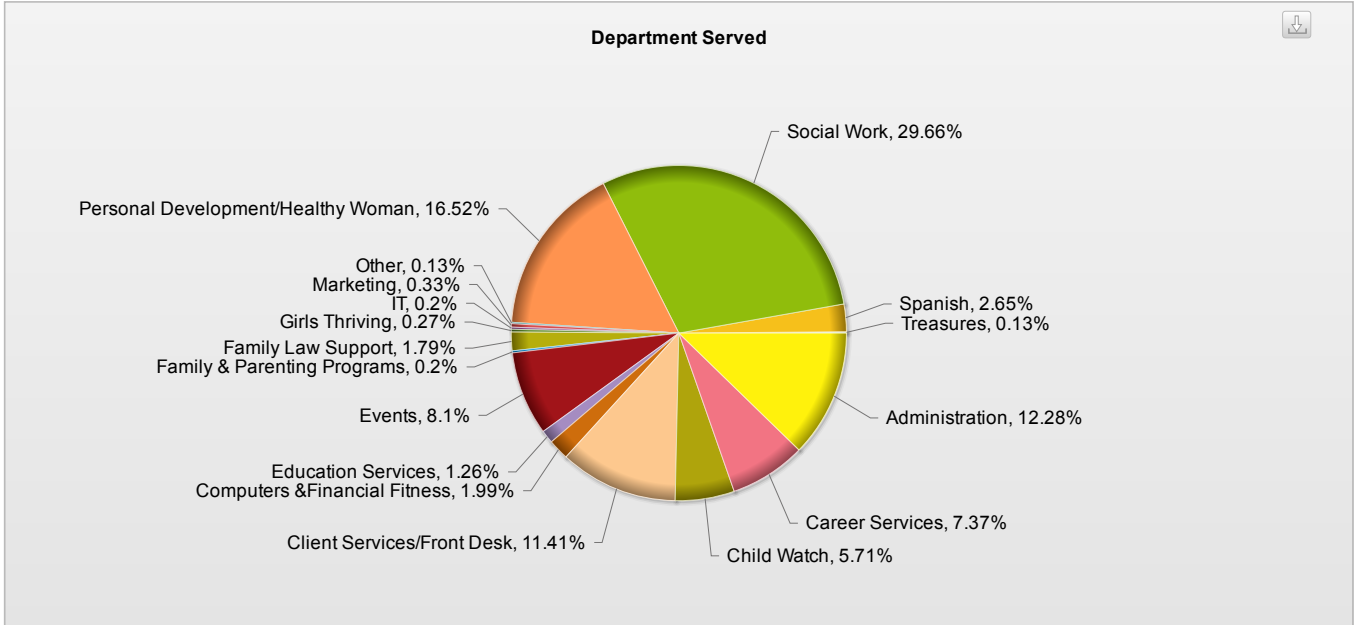
Total Hours Children in Client Watch 4506	Total Clients Utilizing Child Watch 20%
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Client Services: Volunteer and Outreach

Volunteers

Active Volunteers	Individual Volunteer Visits	Volunteer Hours
279	1548	7836.50

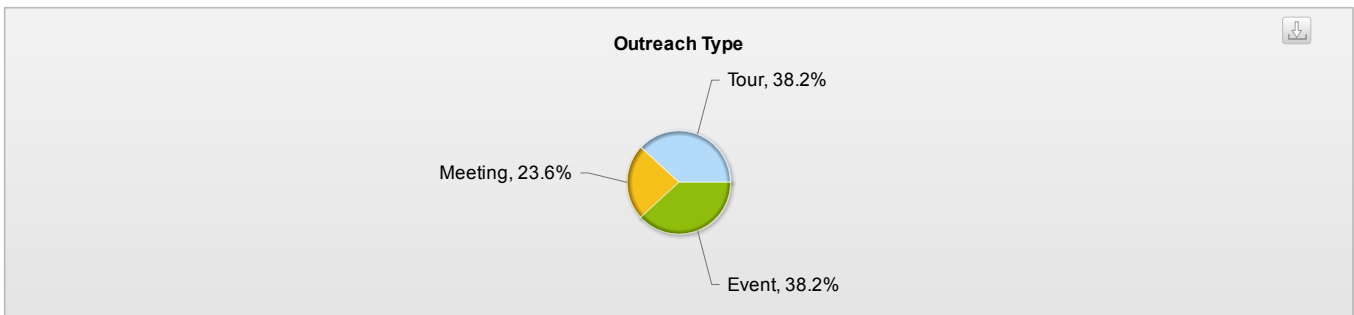
Department Served



Outreach

Outreach Events	Outreach Contacts
46	1794

Outreach Type



Social Work

Sessions – This includes only significant interactions with a client. Significant interactions include providing emotional support, assistance with problem solving, goal setting and referral to external resources.

Outcomes – Percentage of clients reporting completion of previously set action steps and making significant progress toward goal. This is documented at each session.

Highlights

The social work team has seen many changes in the last year! After Carolyn Quinn and Kelly Cook left the agency, Rebecca Christ took on the role of manager and the team is on-boarding, Becky Onken, LMSW!

The department continues to have a robust set of offerings of support groups and personal development workshops. Frances Rodriguez has offered a number of support groups, including Meorando Tu Vida, Carol's Courage, and a support group for women inmates at Estrella Jail. She continues to offer a Next Steps workshop that assists women in creating their own action plans for their major goals moving forward, as well as continues to take the lead in updating our resource lists, and has begun to compile resource lists specific to the Hispanic population.

Merle Salus-Herbig also provides a number of supportive groups and workshops, including Continuing Healthy Boundaries, The Second Half, and a support group for women at a local shelter called The Women's Group.

Rebecca Christ is excited to continue offering the Women's Group to clients at Fresh Start, and will be beginning a Healing Life Transitions support group in the fall.

Becky Onken will be co-facilitating a Career Readiness Support group in the fall, and looks forward to future support group offerings. The entire social work team continues to offer the Developing Boundaries workshops as well as teach the boundaries section in Jump Start.

The team is looking forward to opening up our MSW intern training to the entire staff later this month. This will provide staff training on topics such as vicarious trauma and boundaries. The social work team is proud to continue giving presentations to partners in the community about how the services at Fresh Start can augment services for their clients. Finally, we look forward to continuing to partner with United Healthcare in order to receive referrals from their network for potential client matches with the services at Fresh Start!

Feedback

- "Fresh Start and you have helped me grow up. I didn't have an adequate family growing up and now I have Fresh Start. I know that I can do what I need to. I finished PVCC."

- "I am over the severe depression and ready to move on with my life, thanks to Fresh Start, the workshops and groups. I now am able to speak up in group, when before I was too unsure of myself."

- "I have been divorced for two years and am surprised at my feelings. Talking to you has helped me feel that it is normal and that I am where I am supposed to be."

- "I set boundaries with my ex-husband and son without caving in and being in fear. I didn't even experience Emotional Backlash. I am learning and growing through Fresh Start. I love the way you (Merle) have the women in Continuing Healthy Boundaries give each other ideas and then bring it all together. It is so helpful."

- "My eyes are open in relationships. I see the similar patterns that I never saw before. I am learning so much. I have hope. I now believe I have the right to take care of myself."

Sessions and Support Groups

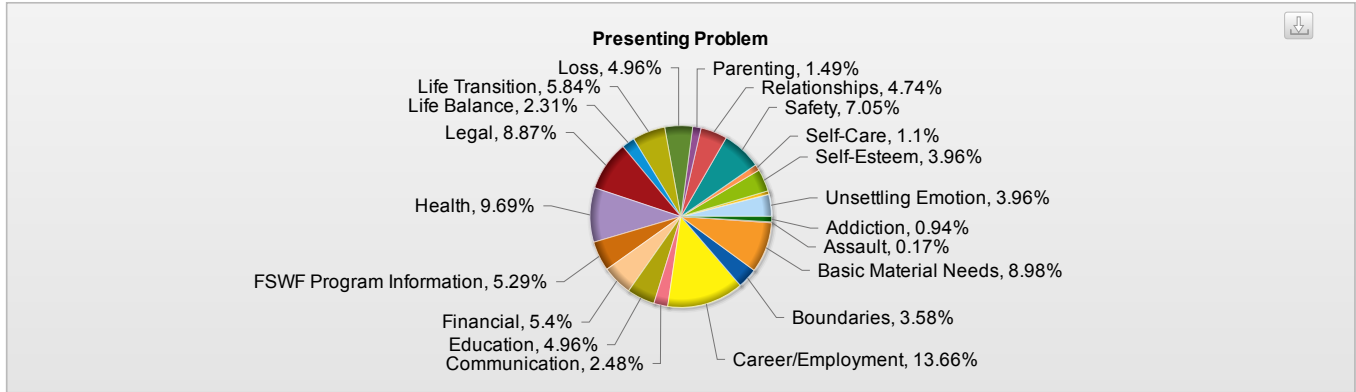
In Person Sessions	Triage Sessions	Phone Sessions	Email Sessions	Total Sessions
1962	199	451	480	3092

Social Work Outcomes

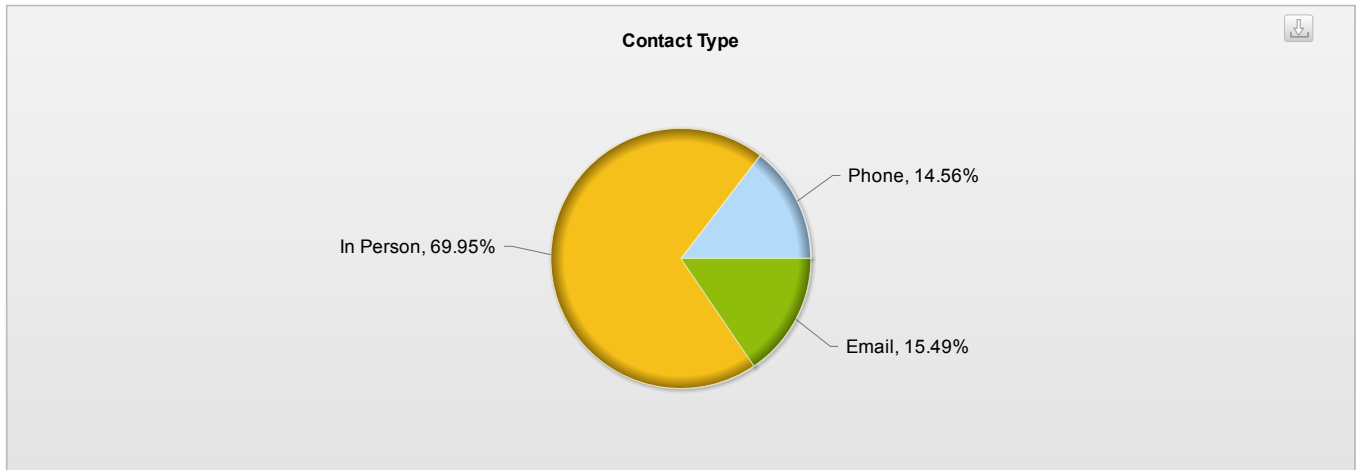
Goal Progression / Action Step Completion

89%

Presenting Problem



Contact Type



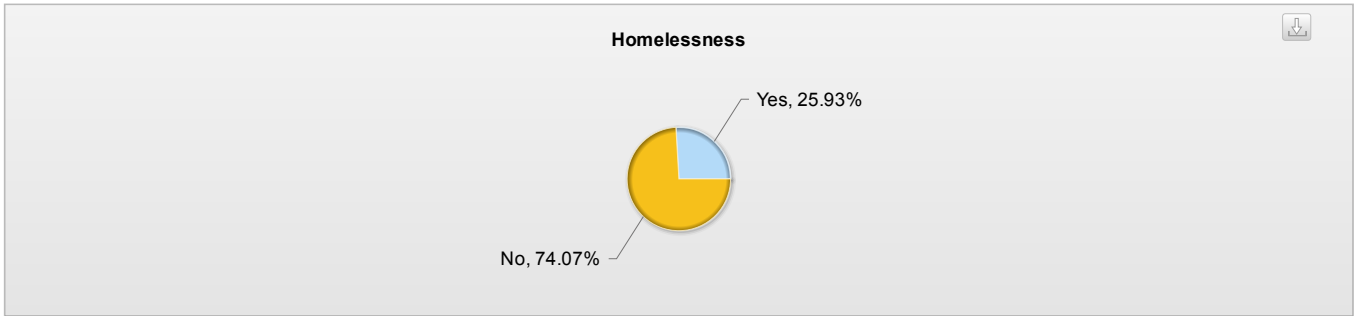
Support Groups

Support Group Attendance	Support Groups Offered	Average Attendees Per Group	Satisfaction
2164	503	4.30	97%

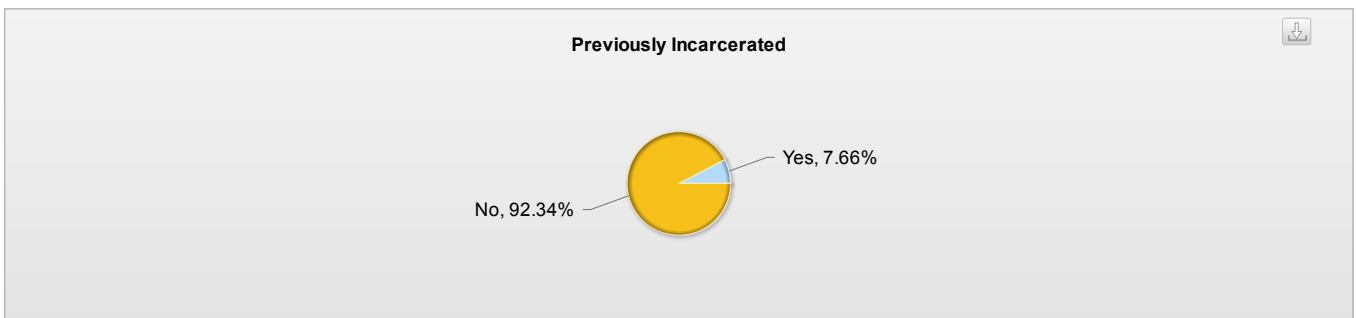
Utilization

Total Clients Utilizing Direct Social Work Services 24%	Total No Show Rate 18%
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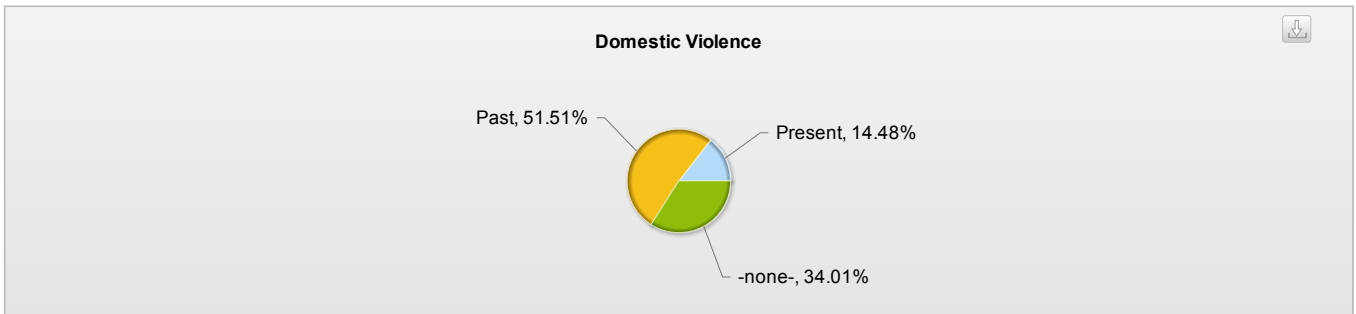
Homelessness in Social Work Clients



Previously Incarcerated Social Work Clients



Domestic Violence (Past or Present) in Social Work Clients



Family Law Support

Workshops – Family Law Support staff and volunteers educate women about the family court process and domestic relations laws.

Sessions – One-on-one appointments to provided individual family law information, review and document preparation.

Presenting Problem – Type of family law matter (divorce, parenting time, child support, etc.)

Highlights

- Family Law Support Services provided over 900 in-person sessions.
- Over 60% of our services are for divorce with and without children.
- Our Legal Information Sessions and Special Topic Classes were attended over 400 times by women seeking information on divorce, legal separation, legal decision-making, parenting time and child support.
- The Supreme Court's Board of Legal Document Preparer's has approved Fresh Start Women's Foundation as a certified business offering document preparation services until June 30, 2017.

Family Law Support Workshops

Info Sessions Attendees	Specialty Workshops Attendees	Total Workshop Attendees	Family Law Workshops Offered	Average Attendees per Workshop	Law Day
237	102	339	210	1.61	114

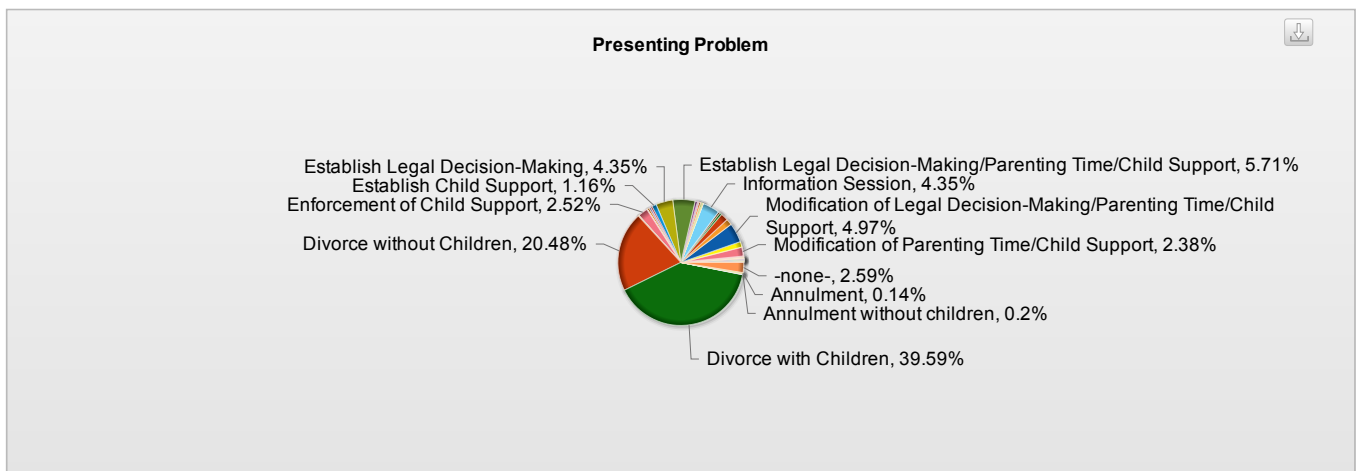
Family Law Support Sessions

In Person	Phone	Email	Walk In / Triage	Total Sessions
914	298	50	3	1265

Utilization

Total Clients Utilizing Family Law Support 12%	Total No Show Rate 16%
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Presenting Problem



Programs

Objectives

1. To help women understand their unique abilities, interests, and aptitudes and identify their potential
2. To encourage and promote the attainment of higher educational goals for women
3. Build a network of collaborative women working towards the betterment of the community
4. Provide women with the ability to identify, write, and achieve personal and professional goals
5. Shape women into confident women with excellent leadership, communication, and critical thinking skills

Outcomes

1. Women will become gainfully employed and better support themselves and their families
2. Women will develop critical and reflective thinking abilities
3. Women will exhibit responsible decision-making and personal accountability
4. Women will exhibit the ability to work effectively with those different from themselves
5. Women will develop a range of leadership skills and abilities such as effectively leading change, resolving conflict, and motivating others

Program Outputs

Total Program Participants 1970	Total Individual Women 810	Total Completion 81%	Total engaged in 2 or more programs 46%	Total Satisfaction 97%	Total Utilizing Programs 44%
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Connect Level Program Participants

Total Career Expo 128	Total Estrella Jail 61	Total Girls Thriving 126	Total Leadership 790	Total Special Events 281	Total Connect Level 1386
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Empower Level Program Participants

Total DreamBuilder 41	Total Easy Steps 31	Total Jump Start 147	Total Kick Start 104	Total VITA 65	Total Empower Level 388
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Thrive Level Program Participants

Total Mentoring 84	Total OJT 32	Total PVCC 14	Total Scholarship Awardees 62	Total SpeakHER 4	Total Thrive Level 196
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Program Outcomes

% who exhibit responsible decision-making and personal accountability and ability to work with those different than them 87%	% who develop a range of leadership skills and abilities as well as critical and reflective thinking abilities. 91%
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Program Workshop Attendees

Career Workshop Attendees 1324	Education Workshop Attendees 1121	Personal Development Workshop Attendees 1909
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Programs: Career Services

To assist women with career development through assistance with career exploration, career planning and decision making, and job search skills and strategies.

Objectives

1. Career Development services directed at providing all women with career awareness, self-development and career decision-making skills
2. To help women understand their unique abilities, interests, and aptitudes and how they apply to multiple industries and career paths
3. To help women develop a realistic understanding of themselves in regard to decision making and how that opens up options and opportunities in their career exploration
4. To provide up-to-date occupational information and other labor market data and how to utilize the data in their action plan
5. To provide the opportunity for women to become acquainted with a wide range of occupational and educational opportunities
6. To provide information about the world of work that will assist women in making short-term through long-term educational and career plans
7. To open up new and exciting career path opportunities that were previously unknown or not considered by the women prior to attending
8. To provide the resources and skills for women to create a career path by creating a plan of action based on exploration and career information gained through the process
9. To assist women in making appropriate educational and occupational choices based on all of the information gained through the process

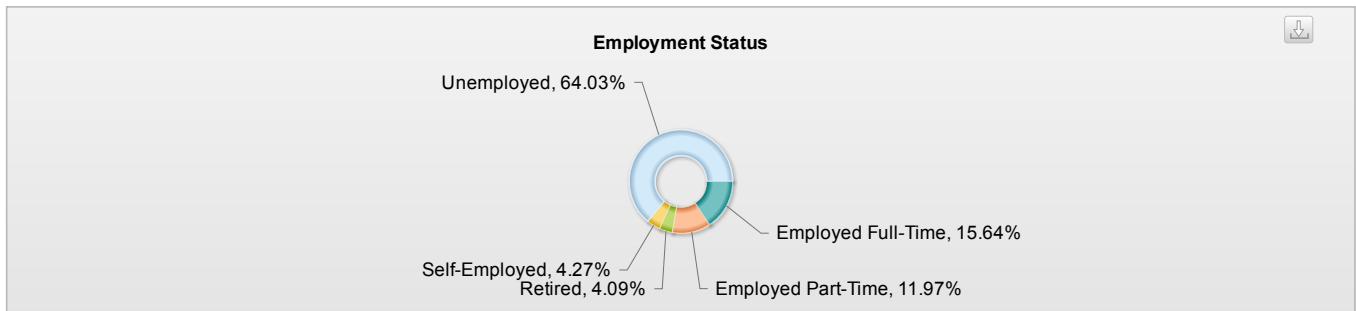
Outcomes

1. Have higher self-confidence to actively seek employment
2. Have the skills to communicate effectively in the workplace
3. Create a short-term, mid-term, and long-term career plan with an outline of a career path
4. Become aware of all of the opportunities they can take on their specific career path
5. Actively seek gainful employment
6. Ability to successfully create an appropriate resume
7. Ability to conduct a successful interview
8. Become financially responsible as a product of gainful employment
9. Return to school or enroll in a training program with a plan for future training to move along her career path
10. Become gainfully employed and better support themselves and their families
11. Have the skills to retain their positions

Career Services

Career Workshop Attendees	Career Workshops Offered	Average Attendee Per Workshop	Job Placements	Career Coach	Career Expo
1324	154	8.60	2882	134	128

Employment Status



Programs: Education Services

Apollo Group / University of Phoenix Scholarship

This scholarship allows prospective students to complete an undergraduate or master's degree program at University of Phoenix.

E. Jean Goulet Education Scholarship

Established by Barbara Anderson in honor of her mother, this scholarship fund assists women currently utilizing Fresh Start services to attain their educational goals.

E. Jean Goulet Career Scholarship

Established by Barbara Anderson in honor of her mother, this scholarship fund assists women currently utilizing Fresh Start services to attain their professional goals.

Real Estate Scholarship with the Arizona School of Real Estate and Business

This scholarship will cover all educational and certification costs for earning a license in Real Estate.

Objectives

1. To encourage and promote the attainment of higher educational goals for women
2. Reduce financial barriers that limit women from furthering their education
3. Increase female students opportunity to maximize full potential
4. Motivate our women to further pursue college or vocation/trade schools and certifications

Outcomes

1. Knowledge of a variety of education programs and scholarships
2. Complete the semester/training program for the scholarship awarded.
3. Complete her degree program
4. Attain job placement at the completion of her degree program
5. See wage increase as a result of furthering education

Highlights

- Through the E. Jean Goulet Education scholarship, 24 women were awarded 31 partial or full-tuition scholarships towards 16 schools this year
- Of those recipients, 16 are currently participating in or have previously completed the Fresh Start Mentoring program
- In addition, Apollo Education Group, CE Wilson Consulting, and the Arizona School of Real Estate and Business have continued partnering with Fresh Start to provide clients with scholarships to attend the University of Phoenix, Paradise Valley Community College, and the Arizona School of Real Estate and Business

Education Services

Education Services Workshops Attendance	Workshops Offered	Average Attendees Per Workshop
1122	106	10.58

Education Scholarships

Total Career Scholarships 21	Total Apollo Scholarships 5	Total Other Scholarships 5	Total EJM Scholarships 31	Total Scholarships Awarded 62	Total Amount Awarded \$405,689.85
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Education Scholarship Outcomes

Total % of applicants who receive a scholarship. 68%	Total % of women who receive a scholarship who complete a semester/certificate/training program 89%
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Scholarship Information Sessions

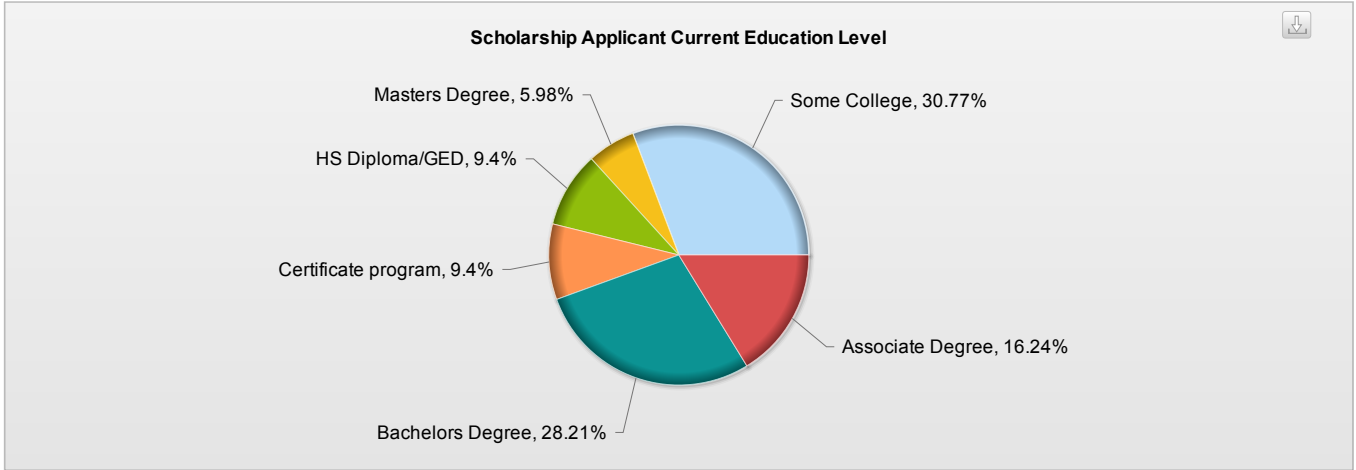
Education Services - Scholarship Info Session

Row Count
126

Education Services - University of Phoenix Information Session

Row Count
60

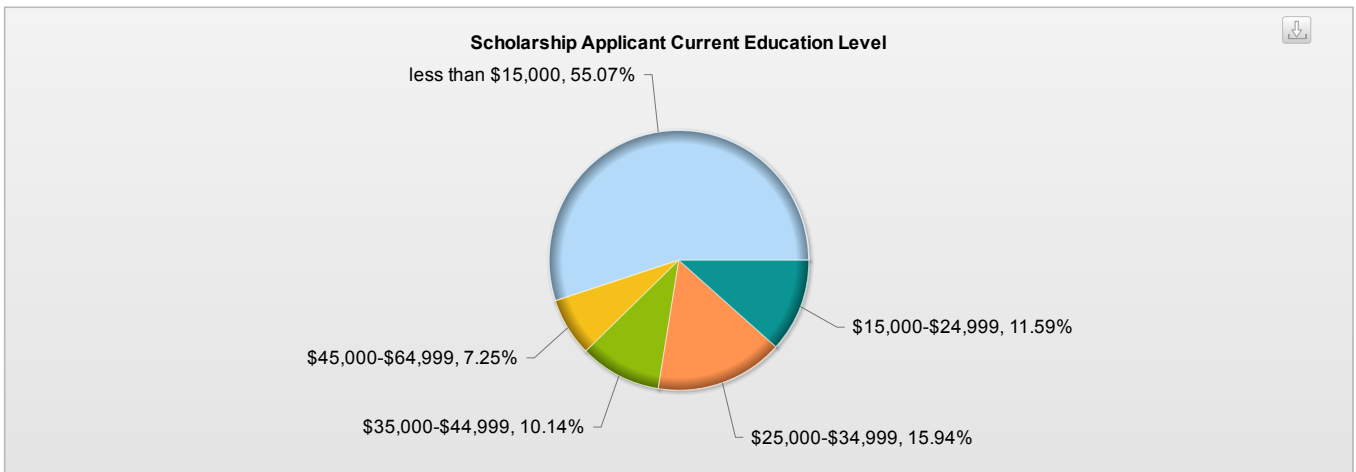
Scholarship Applicant Current Education Level



Back to School Events

Total Starting Fresh (Adult Re-Entry)	Total College Bound (High School)	Total Back to School Attendees
34	92	126

Scholarship Applicant Income Level



Programs: Entrepreneur Services

DreamBuilder

Offered through an initiative with Thunderbird School of Global Management, this unique online, self-paced business training program helps women start or grow their own business and leads them through the creation of a business plan.

Small Business Start-Up Certificate

In collaboration with Paradise Valley Community College, college level courses provide a background in marketing, management, finance, and a capstone course in which students complete a business plan.

Objectives

1. Provide women with the skills and knowledge necessary to start and grow a successful small business
2. Develop a supportive network of fellow entrepreneurs and mentors
3. Provide opportunities to showcase and promote their services and products
4. Identify and apply the elements of entrepreneurship and to entrepreneurial processes
5. Write a business plan that creates and starts a new venture

Outcomes

1. Women engaged in entrepreneur services will have an understanding of operating and owning a small business
2. Apply sound business and economic principles to successfully launch and effectively manage a new venture
3. Develop analytical and critical thinking skills necessary to make sound financial decisions in business and personal arenas
4. See wage increase as a result of furthering education
5. Own and operate her own business

Highlights

Dreambuilder

- The overall average grade for the year has been 84%.
- The number of participants in DreamBuilder has quadrupled since offering it on a more flexible format this year.

PVCC Small Business Start-Up Certificate

- Thirteen graduates joined the growing network of Small Business Start-Up CCL alum, bringing the total number of graduates in the past 5 years to 59.

DreamBuilder

DreamBuilder Admitted	DreamBuilder Completed	DreamBuilder In Progress
41	4	37

Small Business Start-Up Certificate

PVCC Admitted	PVCC Completed	PVCC Completion Rate	Received Scholarship
14	13	92%	71%

Entrepreneur Services Workshops

Education Services - DreamBuilder Information Session

Row Count
19

Education Services - Entrepreneur 101

Row Count
38

Education Services - PVCC Class

Row Count
278

Education Services - PVCC Small Business Start-Up Orientation

Row Count
39

Entrepreneur Services Outcomes

Total Women engaged in entrepreneur services will have an understanding of operating and owning a small business.
92%

Total Apply sound business and economic principles to successfully launch and effectively manage a new venture.
84%

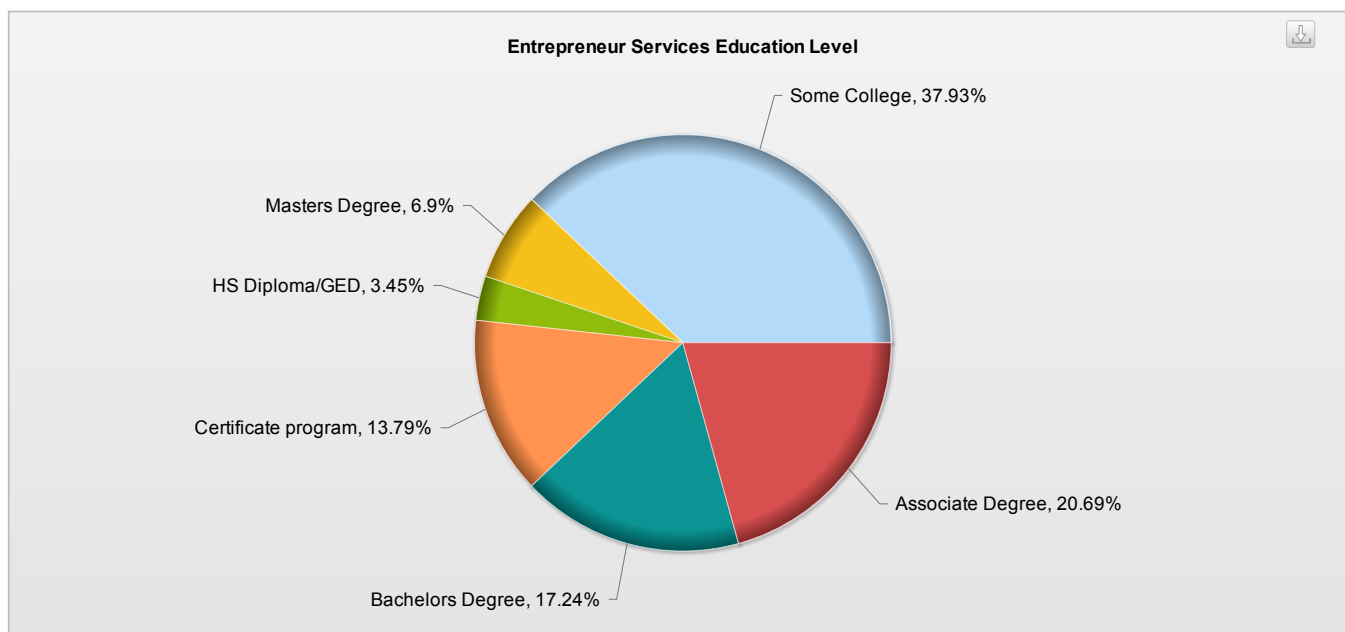
Total Develop analytical and critical thinking skills necessary to make sound financial decisions in business and personal are
92%

Total Own and operate her own business.
84%

Total See wage increase as a result of furthering education.
72%

Total Median Income Increase
\$5,000.00

Entrepreneur Services Education Level



Programs: Girls Thriving

Girls Thriving offers an educational and interactive approach to allow for the exploration and learning of more effective social and emotional coping strategies for middle and high school aged girls. The program provides day-long sessions during the summer, as well as monthly workshops year-round.

Objectives

1. To improve the awareness for girl's grades 6th to 12th of social problems they may face and build their skills to resolve them
2. To strengthen girls self-esteem while connecting them to a support network mentors and role models
3. Facilitate activities that foster civic responsibility and respect for cultural diversity
4. Promote girl's sexual and reproductive health through education

Outcomes

1. Increase in communication skills, self-esteem, healthy boundaries, and goal setting
2. Long-term reduction in teen pregnancy rates in the Phoenix metropolitan area
3. Increased high school graduation rates amongst participants
4. Increased college attendance and preparedness amongst participants

Girls Thriving Workshops

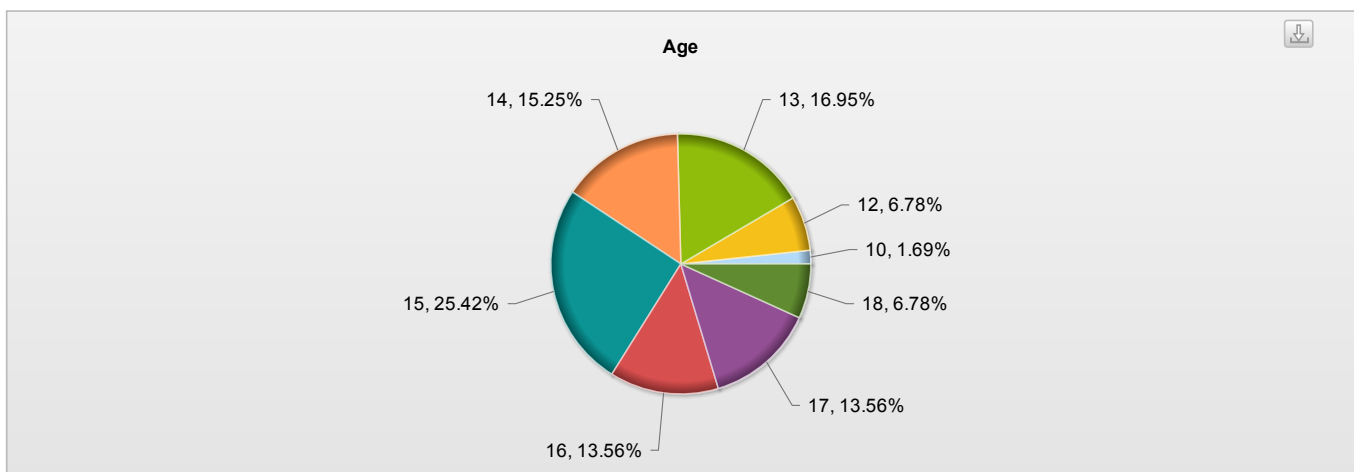
Workshops	Personal Development	Total Attendance	Average Attendees Per Offering	College Bound
54	72	126	7.41	92

Girls Thriving Outcomes

Total % Knowledge Gained from Pre to Post Test	Total Satisfaction Rate	Total Completion Rate
51%	98%	98%

Total attendees who see an increase in communication skills, self-esteem, healthy boundaries and goal setting	95%
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#girlsthiving Age



Programs: Jump Start and Kick Start

Jump Start

This week-long series allows participants to concentrate on job readiness skills, improve boundaries, self-esteem, and personal goal setting.

Kick Start

This series allows participants to concentrate on job readiness skills, improve boundaries, self-esteem, and personal goal setting while moving at their own pace and flexibility.

Objectives

1. Jump Start and Kick Start services directed at providing all women with career awareness, self-development and career decision-making skills
2. To help women understand their unique abilities, interests, and aptitudes
3. Communicate effectively in writing and verbal forms
4. Prioritize and manage resources effectively (time, money, etc.)
5. Ability to manage and resolve conflict productively
6. Master independent living skills
7. Establish and maintain balance in life
8. Practice physical, emotional, and spiritual wellness
9. Develop a variety of leadership skills

Outcomes

1. Higher self-confidence to actively seek employment
2. Skills to communicate effectively in the workplace
3. Actively seek gainful employment
4. Ability to successfully create an appropriate resume
5. Ability to conduct a successful interview
6. Financially responsible as a product of gainful employment
7. Return to school or enroll in training program
8. Become gainfully employed and better support themselves and their families
9. Develop the skills to retain their positions
10. Gain a greater understanding of their own personal identities and how their identities shape their leadership
11. Learn how to communicate effectively in order to develop relationships, manage conflicts, and work across differences
12. Learn the skills to engage in conflict productively and work toward conflict resolution

Client Story:

One Jump Start grad shared that she had been homeless during Jump Start, and hoped nobody had noticed that she had worn the same few outfits the entire week. She shared with us that she had previously been a massage therapist, and due to health issues and loss of employment, she had not been able to renew her license. She was stuck in a cycle of being unemployed, homeless, but unable to pay for clothes or the fees for her license. She applied for the Career Scholarship and was awarded the fees to obtain her massage therapist license. Within the past two months, she has received her new license and has begun to look for current openings in her field. She credits Fresh Start and Jump Start for giving her the tools necessary to take those major next steps. She is hopeful to reestablish her career, then come back to Fresh Start to volunteer her services.

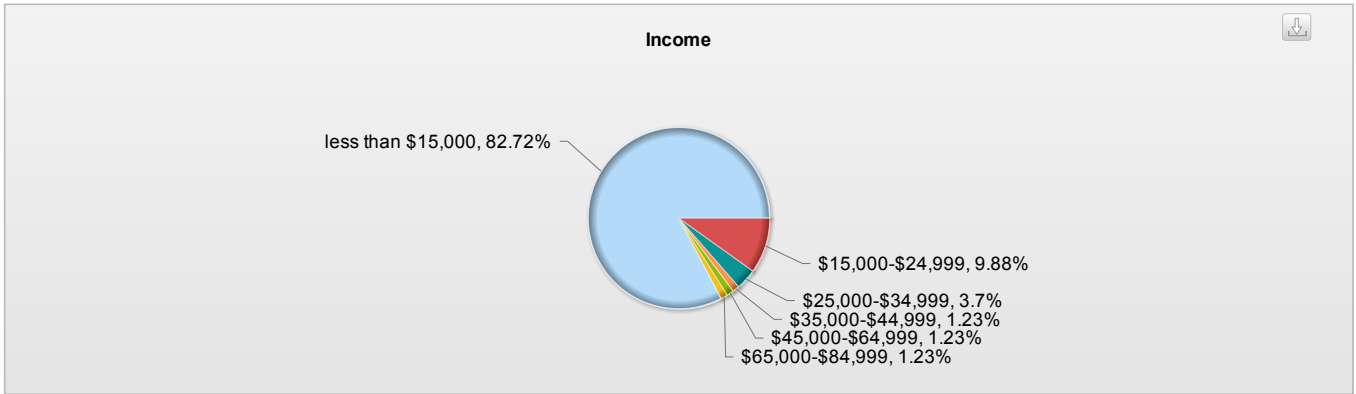
Jump Start

Admitted	Completed	% Achieved Completion
147	132	90%

Kick Start

Admitted	Completed	In Progress
112	11	101

Jump Start and Kick Start Income



Jump Start Outcomes

Total Satisfaction 98%	Total Women will have the skills to communicate effectively in the workplace. 86%	Total Women will have higher self-confidence to actively seek employment. 90%
Total Women will be able to successfully create an appropriate resume. 90%		Total Women will be able to conduct a successful interview. 90%
Total Women will actively seek gainful employment. 90%	Total Women will return to school or enroll in training program 72%	Total Women have the skills to retain their positions. 90%
Total Women will gain a greater understanding of their own personal identities and how their identities shape their leadership 90%		
Total Women will learn how to communicate effectively in order to develop relationships, manage conflicts, and work across dif 87%		
Total Women will learn the skills to engage in conflict productively and work toward conflict resolution. 90%		

Kick Start Outcomes

Total % Knowledge Gain 49%	Total Average Completion Time in Months 2.83
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Client Comments

Client Comments
Everything about this center is awesome and I am so blessed to have the opportunity to be in an environment with women experiencing some of the same issues as me.
I am very appreciative! The resources available through Fresh Start are amazing!
I'm very happy with the program. The presenters ALL served well in each area they presented. I'm ecstatic with the feelings I got from each area presented-all necessary pieces in my life right now.
It is wonderful to know that this resource existed for all women regardless of their life circumstances. It was a wonderful week with both participants and staff members.
Thank you so much for the time and attention that you have given to this week. Kudos!

Programs: Leadership

Inspired Leadership Series

This free lunch-and-learn event offers entry to mid-level professional's information to help define future career goals and gain knowledge for professional growth.

Objectives

1. Inspire women to accept leadership roles
2. Increase awareness challenges faced by leaders
3. Build a network of collaborative women working towards the betterment of the community
4. Develop a variety of leadership skills

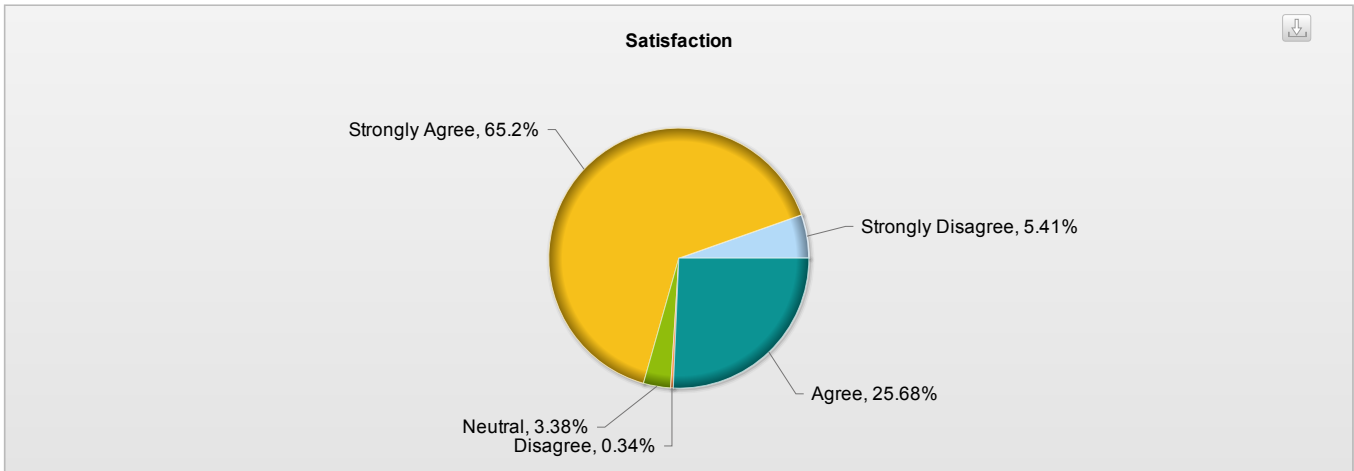
Outcomes

1. Increase in knowledge gained for each participant per series topic
2. Actively engage in networking
3. Use the connections they made during the Leadership Series to network and enhance their leadership skills on an ongoing basis
4. Develop a range of leadership skills and abilities such as effectively leading change, resolving conflict, and motivating others

Leadership Numbers

Clients	Non Clients	Total
551	239	790

Satisfaction



Leadership Outcomes

Total Women will increase in knowledge gained for each participant per series topic. 65%	Total Women will actively engage in networking. 79%
Total Women will use the connections they made during the Leadership Series to network and enhance their leadership skills on 98%	
Total Women will develop a range of leadership skills and abilities such as effectively leading change, resolving conflict, an 97%	

Programs: Mentoring

A Fresh Start cornerstone program, Mentoring matches professional female volunteers who provide support, insight, and guidance to Fresh Start women so they can grow and prosper during life transitions and achieve their goals.

Objectives

1. Provide women with the ability to identify, write, and achieve personal and professional goals
2. Provide general guidance and support to women
3. Promote personal and social responsibility among women
4. Help identify career paths for mentees and support mentees' personal growth
5. Provide an opportunity for mentees to learn and practice professional networking skills
6. Equip mentees with the understanding and tools to make ethical and informed decisions
7. Shape mentees into confident women with excellent leadership, communication, and critical thinking skills

Outcomes

1. Mentees will increase knowledge around boundaries and healthy relationships
2. Mentees complete a minimum of one goal within 12 months
3. Mentees learn how to identify, write, and achieve personal and professional goals throughout the 12 month program and specifically by using SMART Goals curriculum
4. Mentors and mentees participate in networking opportunities

Participant Quote:

"I feel that Ellen and I met to meet my individual goals. I believe that Ellen was a perfect match for me because she could see how to chart a course of action to meet the goals, and she gave me permission at the very beginning to change my goals if need be. This was very important for me because my background dictated that if you did not meet your goals you were a failure. Rather, the positive influence of Ellen allowed me to re-evaluate what my goals were for me today as things changed and became more apparent. The need for home was very great—greater than having a large sum of money in the bank. It allowed me to nest. :) In this process, other things of a personal nature came to be, resolved themselves, and strengthened me."

- Donna, Mentee

Mentoring Matches

12 Month Matches	PVCC Matches	OJT Matches	Total Mentoring Matches	% matched
41	13	30	84	99%

Outcomes

Total Mentees complete a minimum of one goal within 12 months. 87%	Total Mentors and mentees participate in networking opportunities. 95%
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Total Mentees learn how to identify, write, and achieve personal and professional goals throughout the 12 month program and sp 96%
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Total Mentees will increase knowledge around boundaries and healthy relationships. 98%	Total Completion Rate 85%	Total Satisfaction Rate 98%
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Support Services

Total Social Work 21%	Total Family Law Support 2%	Total Programs (Non Mentoring) 42%	Total E-Learning Center 34%	Total Workshops 86%	Total Child Watch 25%
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Programs: On-the-Job Training

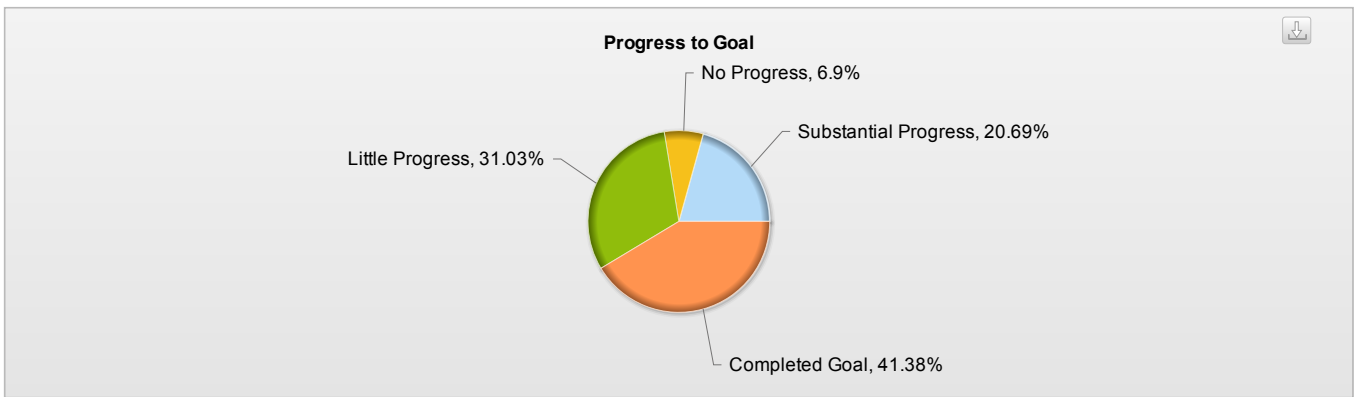
On-the-Job Training Program which consists of workshops, professional development courses, continual career support, hands-on experience and leadership training.

This program ended in March 2016.

On-The-Job Training

OJT Orientation	OJT Admitted	OJT Completed	% Achieved Completion
96	32	30	94%

OJT Progress to Goal & Goal Completion



OJT Outcomes

Total participants who earn hands on experience that will promote self worth 96%	Total Satisfaction 97%
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Income Level

