

Q1 Please list the program or administrative department you work in.

Answered: 38 Skipped: 2

#	RESPONSES	DATE
1	Head Start	8/28/2020 3:22 PM
2	Head start	8/27/2020 6:21 PM
3	Preschool Head Start	8/27/2020 2:25 PM
4	Energy Assistance Program	8/27/2020 1:48 PM
5	Head Start	8/27/2020 1:08 PM
6	QA & Compliance	8/27/2020 10:05 AM
7	Thriving Connections	8/26/2020 4:49 PM
8	Thriving Connections	8/26/2020 3:03 PM
9	Early Head Start	8/26/2020 2:18 PM
10	Head Start	8/26/2020 2:11 PM
11	Head Start	8/26/2020 9:46 AM
12	Head Start and Energy Assistance	8/26/2020 9:29 AM
13	Education	8/26/2020 9:17 AM
14	front desk receptionists	8/26/2020 8:52 AM
15	WX	8/26/2020 6:42 AM
16	Head Start	8/25/2020 11:50 PM
17	Head Start	8/25/2020 5:52 PM
18	EHS	8/25/2020 5:35 PM
19	Early head start	8/25/2020 4:14 PM
20	Head start	8/25/2020 4:07 PM
21	Education early Headstart	8/25/2020 4:03 PM
22	Administrative	8/25/2020 3:31 PM
23	GO	8/25/2020 3:02 PM
24	Education	8/25/2020 2:20 PM
25	SCCAP Head Start	8/25/2020 2:12 PM
26	Head Start-Education	8/25/2020 2:09 PM
27	County Coordinator	8/25/2020 2:07 PM
28	Head Start	8/25/2020 2:03 PM
29	Head Start	8/18/2020 6:59 AM
30	South Central Community Action Program - Villages - Head Start Preschool	8/17/2020 2:27 PM
31	Housing Choice Vocuer Program and EAP	8/17/2020 1:06 PM
32	Housing and EAP	8/17/2020 12:35 PM
33	Head Start, Education, Lead Teacher	8/17/2020 11:43 AM
34	Energy Assistance	8/17/2020 7:19 AM
35	Weatherization	8/17/2020 6:57 AM
36	SCCAP Headstart	8/16/2020 3:46 PM
37	education	8/14/2020 2:37 PM

Q2 What is the organization's mission?

Answered: 39 Skipped: 1

#	RESPONSES	DATE
1	We provide opportunities for low-income individuals and families to achieve personal and economic independence.	9/9/2020 8:12 AM
2	To work to help families achieve economic independence.	8/28/2020 3:22 PM
3	To empower people to achieve independence through supportive programs	8/27/2020 6:21 PM
4	The mission is to educate and support children and their families in order for them to become self sufficient and accountable members within a healthy thriving community.	8/27/2020 2:25 PM
5	To serve all the clients that are in need of assistance. Advertise, Facebook and, SCCAP page.	8/27/2020 1:48 PM
6	We provide opportunities for low-income individuals and families to achieve personal and economic independence.	8/27/2020 1:08 PM
7	We provide opportunities for low-income individuals and families to achieve personal and economic independence.	8/27/2020 10:05 AM
8	We provide opportunities for low-income individuals and families to achieve personal and economic independence.	8/26/2020 4:49 PM
9	To support families to self-sufficiency.	8/26/2020 3:03 PM
10	Parent education, resources and support. Individualized curriculum and activity planning for the child.	8/26/2020 2:18 PM
11	Head Start (HS) is a family centered child development program whose mission is to promote school readiness by enhancing the social and cognitive development of children through the provision of educational, health, nutritional, social and other services to enrolled children and families. Children participate in a variety of educational activities that reflect best practices in early education. We strive to create a learning environment that will develop cognitive, social, emotional, and physical skills. We encourage parents to build their skills by becoming involved in our program, doing this helps to increase self-confidence and problem solving skills in both the parents and children.	8/26/2020 2:11 PM
12	Provide opportunities for low income citizens to help them move toward economic and personal independence.	8/26/2020 9:46 AM
13	Provide families to achieve personal and economic independence	8/26/2020 9:29 AM
14	providing services to low income families to help move them out of poverty	8/26/2020 9:17 AM
15	to help people in need	8/26/2020 8:52 AM
16	Save energy. Make the homes environment healthy. Help the client out of poverty	8/26/2020 6:42 AM
17	To provide opportunities for low income individuals to achieve economical independence	8/25/2020 5:52 PM
18	Provide opportunities for personal and economic growth	8/25/2020 5:35 PM
19	Not sure at the top of my head	8/25/2020 4:14 PM
20	To support and inspire early childhood development and educate	8/25/2020 4:07 PM
21	To provide opportunities for low income individuals and families and to achieve economic independence.	8/25/2020 4:03 PM
22	We provide opportunities to low-income citizens to move toward personal and economic independence.	8/25/2020 3:31 PM
23	We provide opportunities for low-income individuals and families to achieve personal and economic independence.	8/25/2020 3:02 PM
24	We provide opportunities for low-income individuals and families to achieve personal and economic independence	8/25/2020 2:20 PM
25	Childcare to aide family independence; foundational learning skills for children and social emotional success	8/25/2020 2:12 PM
26	Quality early childhood education, positive educational environment, family support, wellness	8/25/2020 2:09 PM

	and financial help.	
27	To provide opportunities to low-income individuals and families to achieve personal and economic independence.	8/25/2020 2:07 PM
28	To provide opportunities for low-income individuals and families to achieve personal and economic independence.	8/25/2020 2:03 PM
29	We provide opportunities for low-income individuals and families to achieve personal and economic independence.	8/24/2020 10:02 AM
30	To help families in our community succeed, through child care and other resources.	8/18/2020 6:59 AM
31	SCCAP provides opportunities for low-income individuals and families to achieve personal and economic independence.	8/17/2020 2:27 PM
32	We provide opportunities for low-income individuals and families to achieve personal and economic independence.	8/17/2020 1:06 PM
33	We provide opportunities for low-income individuals and families to achieve personal and economic independence	8/17/2020 12:35 PM
34	Not sure of exact wording.	8/17/2020 11:43 AM
35	We provide opportunities for low-income individuals and families to achieve personal and economic independence	8/17/2020 7:19 AM
36	To assist people to reach their full potential	8/17/2020 6:57 AM
37	To provide a safe and healthy learning environment.	8/16/2020 3:46 PM
38	We provide opportunities for low-income individuals and families to achieve personal and economic independence.	8/14/2020 2:37 PM
39	To develop happy healthy families	8/14/2020 2:37 PM

Q3 According to you, how does SCCAP define success?

Answered: 37 Skipped: 3

#	RESPONSES	DATE
1	whether a family/individual moves out of poverty and/or whether our programs help them reach their full potential	9/9/2020 8:12 AM
2	Many ways- Gains or changes that promote economic independence for adults and families and school readiness for children. A child that grows and learns and has a great school/educational start. An adult that gains employment. An adult that gains life skills.	8/28/2020 3:22 PM
3	Client referrals by former clients and agencies/programs and # of new individuals and families served	8/27/2020 6:21 PM
4	Supporting families and their children through education and other means in order for the family to become a healthier self-sufficient unit within the community.	8/27/2020 2:25 PM
5	By doing everything we can to help everyone and to refer them to the correct outlets. Communication!	8/27/2020 1:48 PM
6	In a variety of ways - the small things, data collected, goals met fully and partially	8/27/2020 1:08 PM
7	I believe SCCAP defines success when they're able to ultimately transition low income individuals and families out of poverty by utilizing the resources we have available to help.	8/27/2020 10:05 AM
8	numbers of clients served, successful audits, individual stories	8/26/2020 4:49 PM
9	Number of individuals and households we served. Amount of money disbursed through assistance programs like EAP.	8/26/2020 3:03 PM
10	Growing for a better tomorrow.	8/26/2020 2:18 PM
11	By being able to help families and children develop and succeed.	8/26/2020 2:11 PM
12	Achieving the agreed upon outcomes for each of their programs.	8/26/2020 9:46 AM
13	obtaining a self-sufficiency and quality lifestyle	8/26/2020 9:29 AM
14	Helping families move toward their goals	8/26/2020 9:17 AM
15	by helping as many people as we can	8/26/2020 8:52 AM
16	The Reduction of poverty within the community	8/26/2020 6:42 AM
17	Community Partnerships and relationships that bridge socioeconomic barriers	8/25/2020 5:52 PM
18	When families get their voice and are able to speak and ask for their families. Move into self sufficiency.	8/25/2020 5:35 PM
19	Not always sure.	8/25/2020 4:07 PM
20	When they are fully able to provide for the community.	8/25/2020 4:03 PM
21	A mixture of how many clients we can get to apply for our services, how many many people we are able to serve, and ultimately how many clients we see working towards self-sufficiency, which can look different for every individuals/family. It may be families no longer needing government support, adults and children succeeding in educational or job related efforts, and/or living more happy, fulfilling lives because we could take one burden off their shoulders.	8/25/2020 3:31 PM
22	Self-sufficiency	8/25/2020 3:02 PM
23	Making progress toward our mission.	8/25/2020 2:20 PM
24	Enrollment, in-kind, CLASS scores, and parent engagement for Head Start - I believe this is how admin defines success, now how I personally would	8/25/2020 2:12 PM
25	Working on and reaching departmental goals translate as success.	8/25/2020 2:09 PM
26	By how many of our clients succeed in reaching their goals toward independence	8/25/2020 2:03 PM
27	By the number of individuals who we are able to assist who meet the poverty guidelines. By having successful audits with zero findings and continually looking for new ways and resources to assist our local community members who live in poverty.	8/24/2020 10:02 AM
28	It's measured by community impact.	8/18/2020 6:59 AM

29	Helping families who are in need and provide resources; building relationships with students and their families; and getting children ready socially, emotionally, physically, and cognitively through everyday life situations.	8/17/2020 2:27 PM
30	Staying true to our mission and vision.	8/17/2020 1:06 PM
31	Helping community members in a timely and efficient manner.	8/17/2020 12:35 PM
32	Helping families become independent and on the road to stability in many areas.	8/17/2020 11:43 AM
33	The number of individuals and families we serve on an annual basis.	8/17/2020 7:19 AM
34	To help people, not just with immediate needs, but help them onto a path of positive contribution to society.	8/17/2020 6:57 AM
35	Helping family achieve their goals and success.	8/16/2020 3:46 PM
36	: Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community and are dedicated to helping individuals help themselves and each other.	8/14/2020 2:37 PM
37	The families are healthy and able to meet all essential needs	8/14/2020 2:37 PM

Q4 Share at least three goals of the organization.

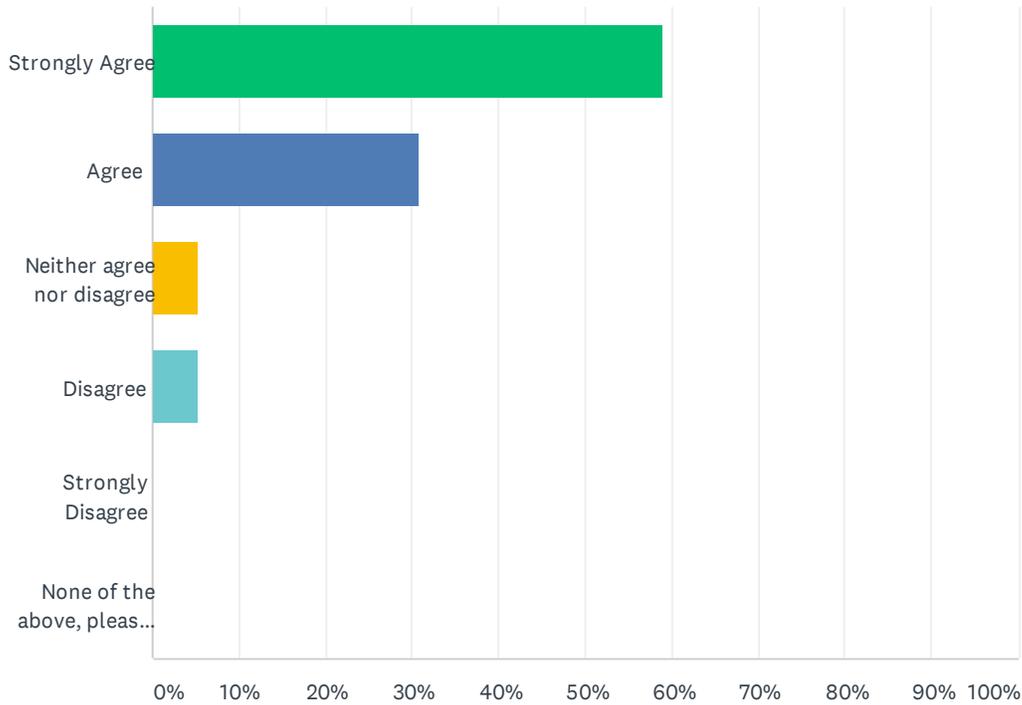
Answered: 32 Skipped: 8

#	RESPONSES	DATE
1	move clients to self sufficiency; advocate for policy change; create a positive culture and deliver operational excellence	9/9/2020 8:12 AM
2	To help individuals and families to be more stable To help individuals and families build networks To provide opportunities to build relationships in the community	8/27/2020 6:21 PM
3	1.Educate children and their families. 2.Be supportive to children, families, and community members. 3.Create opportunities for families and children to partake in school and community activities. 4.Through support, prevention, and intervention, SCCAP helps families become self-sufficient functioning units within our society.	8/27/2020 2:25 PM
4	Serve needy households, in a timely manner. Reach out to public and help people that don't know about our programs.	8/27/2020 1:48 PM
5	We have goals, but it's been awhile since I read them.	8/27/2020 1:08 PM
6	Serve as many eligible clients in the communities we serve as possible. Adapt and make changes when necessary to serve more clientele and offer easier ways to access services. Maintain a positive work culture.	8/27/2020 10:05 AM
7	from our website: Provides support and opportunity for self-development efforts by the low-income community and its members Engages in advocacy and representation of the interests of the low-income community, while facilitating self-representation. Networks with public and private agencies concerned with improving the quality of human life. Demonstrates innovative and effective approaches for dealing with causes and effects of poverty. Operates state and federal programs designed to meet specific needs of low-income individuals and families	8/26/2020 4:49 PM
8	1. Manage state and federally funded programs like EAP and weatherization. 2. Ensure that kids living in poverty get a leg up through early childhood education. 3. Share information about families living in poverty with community partners and other stakeholders.	8/26/2020 3:03 PM
9	School readiness Teaching families how to get involved in their child's education. Family partnership agreements	8/26/2020 2:18 PM
10	to promote school readiness by enhancing the social and cognitive development of children through the provision of educational, health, nutritional, social and other services to enrolled children and families. The goals of the program are: to promote healthy prenatal outcomes for pregnant women; to enhance the development of young children to promote healthy family functioning.	8/26/2020 2:11 PM
11	Show evidence of success in helping citizens achieve economic stability.	8/26/2020 9:46 AM
12	Provide services that help low income families Provide advocacy for the families we provide services to	8/26/2020 9:29 AM
13	have children ready to be successful in kindergarten help families move forward with their goals provide goods and services to low income families in the community	8/26/2020 9:17 AM
14	In the WX dept. Increase comfort while creating a healthy home and reducing heating energy usage.	8/26/2020 6:42 AM
15	Family Development Programming Affordable Housing Outreach	8/25/2020 5:52 PM
16	Provide economic independence. Personal growth. Self sufficiency	8/25/2020 5:35 PM
17	-provide assistance to all families - families to achieve personal and economic independence - to always be able to help	8/25/2020 4:03 PM
18	- Be a well-establish and often turned to resource in the 4 counties we serve. This means if we can't directly address a need a citizen has we know who/where to direct them to. - Be more collaborative in our efforts across departments. This means putting realistic and easy systems in place to keep communication open and be honest about expectations of other staff. - Cross train our employees when possible, so we all understand how different programs function and can answer basic questions at outreach events/be able to cover the front desk phones.	8/25/2020 3:31 PM
19	Provides support and opportunity for self-development efforts by the low-income community and its members Engages in advocacy and representation of the interests of the low-income	8/25/2020 3:02 PM

	community, while facilitating self-representation. Networks with public and private agencies concerned with improving the quality of human life.	
20	Provides support and opportunity for self-development efforts by the low-income community and its members Engages in advocacy and representation of the interests of the low-income community, while facilitating self-representation. Networks with public and private agencies concerned with improving the quality of human life.	8/25/2020 2:20 PM
21	Teacher Raises Home Learning Materials Budget NAEYC accreditation in all sites	8/25/2020 2:12 PM
22	1- Provide positive and nurturing learning environments for children 2- Increasing family involvement 3- promoting health and wellness	8/25/2020 2:09 PM
23	Provides support and opportunity for self-development efforts by the low-income community and its members Engages in advocacy and representation of the interests of the low-income community, while facilitating self-representation. Networks with public and private agencies concerned with improving the quality of human life. Demonstrates innovative and effective approaches for dealing with causes and effects of poverty. Operates state and federal programs designed to meet specific needs of low-income individuals and families.	8/25/2020 2:03 PM
24	1. Expand Head Start and Early Head Start 2. Family Development 3. Affordable Housing	8/24/2020 10:02 AM
25	Building those relationships between parent-teacher-child; building a strong foundation between staff and management; and getting children kindergarten ready.	8/17/2020 2:27 PM
26	Continue to serve our clients with dignity and respect and expand our current programs. Maintain Financial sustainability	8/17/2020 1:06 PM
27	Help keep people housed, helped people pay utility bills, wrap around services via Head Start	8/17/2020 12:35 PM
28	1. Work to provide housing thru Section 8, HCV and PBV 2. Provide early childhood education thru administering Headstart 3. Provide weatherization and energy assistance to clients in the counties we serve.	8/17/2020 7:19 AM
29	Help people Steward the resources well that we have Make sure we follow guidelines	8/17/2020 6:57 AM
30	Keep the site healthy and sanitized, help children with growing and learning milestones, help families in different areas of life when they need it.	8/16/2020 3:46 PM
31	Provides support and opportunity for self-development Engages in advocacy and representation of the interests of the low-income community, while facilitating self-representation. Networks with public and private agencies concerned with improving the quality of human life.	8/14/2020 2:37 PM
32	1,To provide support for all families 2. To make sure everyone is treated equally 3. To have good communication between families and staff	8/14/2020 2:37 PM

Q5 I understand how my work impacts the organization’s business goals.

Answered: 39 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	58.97%	23
Agree	30.77%	12
Neither agree nor disagree	5.13%	2
Disagree	5.13%	2
Strongly Disagree	0.00%	0
None of the above, please specify	0.00%	0
TOTAL		39

#	NONE OF THE ABOVE, PLEASE SPECIFY	DATE
	There are no responses.	

Q6 Strengths (Internal) : Identity at least three strengths of the organization. Strengths can be things your agency does well, qualities that separate you from your competitors, internal resources, or tangible assets.

Answered: 28 Skipped: 12

#	RESPONSES	DATE
1	we finally have a management team which works together. We have increased our public visibility. the culture has improved and there isn't the huge gulf between HS & Upstairs staff that there used to be.	9/9/2020 8:29 AM
2	Provides a variety of programs to meet diverse needs. Uses data and self assessment to better meet the needs of the families and children served.	8/28/2020 3:26 PM
3	1.Head Start supports families and their children. 2.SCCAP has many organizations for the community to be supportive through food programs, housing programs, education programs, community projects, etc. 3.SCCAP supports families and their children to receive education. 4.Head Start offers preventive and intervention care for the children. 5.Head Start has nurses and therapists available for the children. 6.Head Start supports families and their children in order for them to become self-sufficient, accountable, and supportive members of our community.	8/27/2020 2:34 PM
4	Employees Leadership Families	8/27/2020 1:17 PM
5	Caring staff members that believe in the work they're doing. Adaptation of technology to better serve our clients as well as allow employees the ability to work, especially during the recent pandemic. Provides opportunities for staff to broaden their learning and job skills by attending various trainings.	8/27/2020 10:13 AM
6	solid ongoing funding access to information about national best practices Long term fiscal stability dedicated employees at all levels Community Action Partnership nationally connects us with advocacy tools, info, resources etc	8/26/2020 4:56 PM
7	1. Many of our employees come from poverty or are currently experiencing it --- they can understand what our clients are going through. 2. Awesome mission that cuts across so many other areas including race, gender, age, and both ends of the so-called political "spectrum." 3. Good funding stream via federal and state programs. Does not feel like we are fundraising for our basic survival. 4. Many staff have good ideas and are capable of transforming current programs and creating new ones, if identified as priorities by the organization.	8/26/2020 3:18 PM
8	Providing resources to families in need. Hiring staff with educational backgrounds in Early Childhood Education. Getting families involved in the community.	8/26/2020 2:26 PM
9	In the process of cross training through different programs provided in the agency Diverse organization	8/26/2020 9:31 AM
10	preschool services variety of services qualified employees	8/26/2020 9:19 AM
11	Dedicated employees, Focused mission, highly trained.	8/26/2020 7:06 AM
12	Broad range of programs Utilization and Follow Through of Community Assessments Transparency	8/25/2020 6:01 PM
13	Move employees up through the ranks. Provide quality child care. Serve our community with many services and programs.	8/25/2020 5:41 PM
14	Keeping employees who may not care about their stundents and co-workers. Come together when needed.	8/25/2020 4:19 PM
15	Strengths are always finding a way to help and provide for our families and the community. - provide the opportunity for every employee to further their education - Employees are treated equally.	8/25/2020 4:08 PM
16	- Passionate staff - The CAP infrastructure (funding, trainings, networking events, etc.) - We have many programs/services that address different issues	8/25/2020 3:44 PM
17	Leadership support - Range of programs - Willingness to support additional training for employees-	8/25/2020 3:11 PM
18	We provide a variety of services. We have strong community partners. We are well known in the community.	8/25/2020 2:25 PM
19	1- Nurturing positive environments with many learning opportunities for children and families 2- Family involvement 3- Meaningfully planned curriculum and DAP activities 4- outreach	8/25/2020 2:17 PM

20	Putting client's needs first. Providing multiple ways to help client's reach their needs. Reaching out to the community.	8/25/2020 2:08 PM
21	1. Many of our staff are dedicated and passionate about what they do. 2. We advocate for our clients. 3. Finding new opportunities for our agency to help our clients for example Switchyard Park housing and trying to expand Head Start and Early Head Start into the other counties.	8/24/2020 10:41 AM
22	Compassion and empathy for the clients we serve Pride in our communities Strong partnerships	8/17/2020 1:31 PM
23	Hire and teach empathy for clients, administer Head start to our community,	8/17/2020 1:23 PM
24	1. Thriving Connections program 2. Headstart programs	8/17/2020 7:27 AM
25	Administration that cares about employees and clients	8/17/2020 7:14 AM
26	Caring staff, amazing classrooms, headstart is a team that works together, extremely safe procedures, great availability for families, all staff are trained exceptionally in their areas	8/16/2020 3:52 PM
27	building a community of employees with a common goal taking care of employees	8/14/2020 2:43 PM
28	1. We are a total family based organization 2. We serve generations of families 3. We have been in service for awhile	8/14/2020 2:39 PM

Q7 Weaknesses (internal) : Identify at least three weaknesses of the organization. Weaknesses can be things your agency lacks, things your competitors do better than you, resource limitations, or an unclear value proposition.

Answered: 26 Skipped: 14

#	RESPONSES	DATE
1	Stronger leadership from the ED; Frank is nice' but, nice doesn't run an agency. He has to be accessible when he isn't at work. John, Laurie-Ann and Stacey try to keep every thing going but they can only do so much. If you really want something done you go to Laurie-Ann and she usually makes it happen. The director of communication and development is completely worthless.	9/9/2020 8:29 AM
2	Communication Sometimes duplication of efforts	8/28/2020 3:26 PM
3	1.I think there should more order dates available for teacher to order from Lake Shore. 2.I think there should be quicker service for getting things fixed in the classrooms.....ie. fire alarm, blinds replaced, and Hatch moved within the room. These changes would make the environment safer and the room easier for the children to learn in. 3.I would like to learn more on how the keys work within the building and what keys go where. 4.I would like to learn more on where things actually are within the building.....ie paper products, art products, cleaners, etc.	8/27/2020 2:34 PM
4	Employees - we have some employees who are magnificent, but also some who aren't helpful	8/27/2020 1:17 PM
5	Lagging a bit in terms of technologies that can assist in streamlining the client experience, although I feel we've made ample leeway in this regard. I would like to see more people of color and women serving in leadership roles as well. More oppurtunity for ALL staff to attend trainings of interest they feel would supplement thier performance in their given job.	8/27/2020 10:13 AM
6	lack of internal communication of what goes on in agency and vision of where we are going together lack of advocacy for those we serve lack of training around communication, conflict resolution, supporting human capital, creating a healthy workplace, poverty alleviation best practice, advocacy etc for all staff but particularly for management lack of strategies to identify and address implicit bias, whether racial, gender, LGBTQ etc lack of connection and true partnership with other community agencies, institutions and entities	8/26/2020 4:56 PM
7	1. My above strength is also a weakness: Many of our employees come from poverty and are currently experiencing it --- it is difficult to make so little at work and thrive at home, and many challenges impact ability to perform well at work. 2. Little collaboration between departments (or at least, it is an exception, not the norm) -- In my opinion, we need a centralized point where families do intake and then refer to various services. This worked well at Area 10 where I worked previously. 3. Employees lack skills -- front desk receptionists in particular should be highly skilled and paid to help create connections lacking per my #2 weakness.	8/26/2020 3:18 PM
8	Over loaded case load for staff Staff shortage health care benefits	8/26/2020 2:26 PM
9	several intakes for services turn over of staff	8/26/2020 9:19 AM
10	Too much redundancy in completing multiple forms with the exact same information. Amount of paperwork on each job takes too much time. Also hard to keep up with so many added regulations from DOE	8/26/2020 7:06 AM
11	Staff turnover Transportation supports Supports for families transitioning through homelessness	8/25/2020 6:01 PM
12	Sometimes managers are not on the same page. It would be nice to be recognized for all of the years you have worked for the program.	8/25/2020 5:41 PM
13	Always being short staffed at the beginning of each school year. Lack of good communication from the top down and from the bottom.	8/25/2020 4:19 PM
14	- management communication -Staffing	8/25/2020 4:08 PM
15	- Staff turnover - "Treading water" mentality that seems to be constant across departments - Communication between staff	8/25/2020 3:44 PM
16	Social Media and Website (presence as an agency) Outreach events (as an agency) Lack of professionalism at front desk.	8/25/2020 3:11 PM
17	Workload variance. We do not have universal expectations among departments.	8/25/2020 2:25 PM
18	staff turnover	8/25/2020 2:17 PM
19	Huge staff turn over. Inconsistencies with staff. Poor communication	8/25/2020 2:08 PM

20	1. Branding - our clients know about us but the general public in our four counties do not know what we do and how long we have been here. 2. We should have a centralized intake process. Clients should be able in one trip to sign up for Energy Assistance and Head Start and any other of our programs all at one time. To make clients who are already struggling; make multiple trips to SCCAP to sign up for different programs, is a burden on their already limited resources. 3. Lack of technology during this time of COVID-19. All staff should have laptops and Ipads.	8/24/2020 10:41 AM
21	Need more work to determine funding opportunities Need more social media outreach	8/17/2020 1:31 PM
22	Being proactive, innovative and forward thinking. Applying employee expectations equitably.	8/17/2020 1:23 PM
23	1. Lack of Diversity in organization starting with board members, not inclusive, systemic and institutional racism 2. Communication ie; Facebook, social media, website, upper management 3. Stagnant growth resulting in loss of great employees	8/17/2020 7:27 AM
24	Older building that needs some upgrades.	8/17/2020 7:14 AM
25	I can't really think of any weak areas.	8/16/2020 3:52 PM
26	communication can still be an issue between upstairs and down (ie I didn't know we no longer have a CKF dept) never enough money	8/14/2020 2:43 PM

Q8 Opportunities (external) : Share at least three opportunities you see that can advance the mission and impact of SCCAP. Opportunities can be underserved markets for specific programs, few competitors in your service area, emerging community needs, or press/media coverage in your service area.

Answered: 25 Skipped: 15

#	RESPONSES	DATE
1	A Director of Communication and development that does their job because there are countless opportunities to promote SCCAP and create new partnerships. If Laurie-Ann doesn't do it nothing happens. When CKF was here they were great but since that program has closed... Head Start did well while Anna was here but we have really fallen behind since she left. Affordable housing - Frank and Eddy are doing great here. Rentry program - Laurie-Ann worked hard on this but don't know if it's still happening or not.	9/9/2020 8:29 AM
2	Programs to meet social emotional needs of both kids and adults due to COVID 19.	8/28/2020 3:26 PM
3	1.I think the website for Head Start could be made easier to navigate for parents and community members to learn about it as an organization. 2.More people need to be made ware of all the services SCCAP offers. 3.I, myself let people know about the wonderful program Head Start offers within the community and I let them I know how much I enjoy my job.	8/27/2020 2:34 PM
4	Two new centers	8/27/2020 1:17 PM
5	Networking and more community involvement. Volunteer at various community centers, i.e. the community garden, etc. Get to know our clients better by hosting more relevant and hands on events (once social distancing is a thing of the past of course....)	8/27/2020 10:13 AM
6	strengthen partnerships with other agencies, institutions, and entities to provide a holistic approach to poverty alleviation create a more diverse employee base from entry-level to management target programs to address the needs of underrepresented populations create an agency	8/26/2020 4:56 PM
7	1. We BARELY fundraise and we do MINIMAL PR. If these ramped up I think we could really transform our image in the community. 2. With COVID-19, the economic challenges facing our clients are heightened and exacerbated; issue of poverty and financial instability are at the FOREFRONT in the minds of many in our community and everywhere else; we can use this time to do more advocacy and raise awareness of the everyday experiences associated with poverty. Also potentially, do MORE than ever to help people! 3. There is a TON MORE we could be doing in our more rural counties where need is great and service providers are far fewer. There are resources like the Center for Rural Engagement that we could partner with in Owen and Brown counties (I don't think they cover Morgan). Other orgs across Indiana are focused on rural health, poverty, needs.	8/26/2020 3:18 PM
8	underserved markets	8/26/2020 2:26 PM
9	More media coverage like ads or radio/tv appearances	8/26/2020 9:31 AM
10	I have no idea	8/26/2020 7:06 AM
11	-Utilizing radio/newspaper outreach -Food Bank/Personal care bank	8/25/2020 6:01 PM
12	Invite success stories, to do a PSA on websites.	8/25/2020 5:41 PM
13	I'm not sure	8/25/2020 4:08 PM
14	- Learning from other CAPs - Respect/recognition of Head Start name - Lots of local advertising opportunities- radio, Bloom mag, Limestone, Herald Times, IDS	8/25/2020 3:44 PM
15	Increase our online footprint. We have programs that have an active social media presence, however as an agency we are seriously lacking. For all the programs we offer people SCCAP still doesn't have solid name recognition.	8/25/2020 3:11 PM
16	Early Head Start Expansion.	8/25/2020 2:25 PM
17	Media, marketing,communication	8/25/2020 2:17 PM
18	I dont know	8/25/2020 2:08 PM
19	1. Expand opportunities for affordable extended day childcare for working parents. 2. Opportunities for supported childcare and educational needs for our clients who are also parents of school-age children while the local schools are going virtual. Many of our clients struggled in school and if they are not able to help their children with their school work now during distance learning those children will continue to fall behind educationally. We also need to help make sure these families have all the resources needed to help be successful during distance learning whether it is internet capabilities or technology or understanding of the	8/24/2020 10:41 AM

material being taught. I realize that the local school systems are working on this but to what degree are they assisting our families. 3. Help with our families finding affordable health insurance and understanding their benefits. 4. Continue to expand our affordable housing program 5. Offer family development to our clients that teach them to advocate for themselves. 6. Educational opportunities for our clients about COVID-19 and help them get tested. Also, we need to work to develop a plan that once a vaccine is created that our clients are able to easily get the vaccine. Maybe a mobile bus that goes into our clients' neighborhoods and gives them the vaccine. This will, of course, depend on the type of vaccine that is created and whether more than dose will be needed.

20	Better awareness of our programs in the communities we serve. Additional Outreach events Increase Board development	8/17/2020 1:31 PM
21	Outreach, education and social media growth.	8/17/2020 1:23 PM
22	1. More diverse and inclusive team to reach more diverse populations 2. More outreach thru campaigns, social media, etc. 3. Grant writer - someone specifically charged with getting more funding to serve the community	8/17/2020 7:27 AM
23	Work with the city of Bloomington more closely	8/17/2020 7:14 AM
24	There aren't any services like headstart in the community, with the covid there is a great need for us, funding	8/16/2020 3:52 PM
25	continuing to market ourselves in the community for we are the best program	8/14/2020 2:43 PM

Q9 Threats (external) : Share at least three external threats you see that can hinder SCCAP's ability to make an impact in the community. Threats can be emerging competitors, changing regulatory or funder requirements, negative press coverage, changing customer attitudes toward your agency.

Answered: 21 Skipped: 19

#	RESPONSES	DATE
1	people have to know we are here and what we do and why it's important; again The director of communication and development has been here three years and none of us know what she does but it isn't publicity or development.	9/9/2020 8:29 AM
2	1.Depending on public school funding, early childcare centers may struggle with more public school systems opening with the possibility of offering free childcare. 2.Extra funding could become difficult depending on what and how the government decides to handle early childcare with budgeting. 3.I think Head Start could be threatened by groups of people that look negatively down on any childcare system. I know of some religions that look down negatively on childcare centers. I usually verbally let them know how much children socially grow and learn at Head Start. I inform them that this country needs to learn that what a child learns from ages 0-5 makes a life long lasting impact on habits, structure in their lives, and methods on how he/she learns for life.	8/27/2020 2:34 PM
3	COVID-19 mainly. Hard to see other threats right now.	8/27/2020 1:17 PM
4	The hostile political environment that creates uncertainty and division among the clients we serve, as well as our own employees. Competitors offering higher pay than many of our positions, thus leading to increased staff turnover and burnout. Any changes or increases to existing regulatory requirements.	8/27/2020 10:13 AM
5	our poor reputation in the community re employee issues & collaborative work lack of public awareness of what we do and how we do it public negative judgment about people who live in poverty-stereotypes	8/26/2020 4:56 PM
6	1. If we are slow to adapt and embrace social changes such as a recognition of systemic racism at all levels, including local, we may lose credibility as an organization that can advocate in good faith for our clients' needs. 2. Many other local orgs have stepped up a LOT in terms of meeting the basic needs of families in poverty. We are far from the "one stop shop" that we probably need to be to stand out from other places disbursing aid and assistance. 3. Inability to meet in person reduces people's comfort level in trusting staff, makes it hard to access our programs, etc.	8/26/2020 3:18 PM
7	funding requirements attitudes towards the agency	8/26/2020 2:26 PM
8	We are being over regulated by DOE and I can see this program going downhill.	8/26/2020 7:06 AM
9	Ongoing concerns of Covid 19	8/25/2020 6:01 PM
10	Staffing shortage and hour availability	8/25/2020 4:08 PM
11	- Staying on top of changing reporting/grant requirements - Not being able to serve clients in an easy, straightforward way due to requirements from federal/state regulations - Needs are always changing in our community	8/25/2020 3:44 PM
12	Trump Lack of access and communication during Covid.	8/25/2020 3:11 PM
13	Funding cuts	8/25/2020 2:17 PM
14	I dont know	8/25/2020 2:08 PM
15	1. Cut in funding is always a concern 2. The impact of COVID-19 on our staff and their families. Our staff is potentially putting themselves at risk most days by working with our clients who might have been exposed to COVID-19. 3. The lack of fundraising we do. SCCAP relies on grants for all of its funding with very little from donations from private citizens. SCCAP should have two to three big annual events that showcase all our programs and how we help the community. The problem with SCCAP appreciation is that it is only done for Thriving Connections. There is little to no input from other programs. We need to do events that non-clients will want to attend and donate money to.	8/24/2020 10:41 AM
16	Funding cuts at the Federal level Continuing resolutions	8/17/2020 1:31 PM
17	Covid 19	8/17/2020 1:23 PM
18	1. Technology 2. Funding 3. Diversity	8/17/2020 7:27 AM
19	Funding sources could be cut back	8/17/2020 7:14 AM

20	Changes that covid can bring	8/16/2020 3:52 PM
21	never knowing how funding will change	8/14/2020 2:43 PM