

Planning Committee Minutes
Wednesday, December 1, 2021
via zoom/telephone/in person

MEMBERS PRESENT: Paula Freedman, Steve Hodgins

MEMBERS EXCUSED: Shirley Copes

MEMBERS ABSENT: Elizabeth Hakanson

STAFF PRESENT: Carolyn Brown, Mary Beth Welch, Stephanie Bingham

CALL TO ORDER:

The December 1, 2021 Planning Committee meeting called to order at 4:49 PM by Steve Hodgins. It was noted for the record that a quorum was present.

APPROVAL OF PREVIOUS MINUTES

Steve Hodgins requested a motion to approve the November 2021 minutes. The motion was moved by Paula Freedman and seconded by Steve Hodgins, and was unanimously approved.

PRESENTATION

Customer Satisfaction Survey Results 2021

Stephanie Bingham, Associate Director & Mary Beth Welch, Director of Family Services presented the Customer Service Satisfaction Survey Results 2021.

180 clients were surveyed in the month of November 2021, to determine their level of customer satisfaction related provided by PEACE, Inc. Surveys were sent via a text message to all active clients in our MyCap database who had cell phone numbers on record. The text included a QR (Quick Response), code. Survey Monkey was used to tabulate the results.

The following questions were presented to our clients:

1) Did you feel safe while receiving services at PEACE, Inc.?

- a. 97% Yes
- b. 3% No

The results are consistent with prior year.

2) The facilities were clean?

- a. 97% Yes
- b. 3% No

9% improvement over prior year.

3) Were you treated with respect?

- a. 92% Yes
- b. 8% No

3% reduction from prior year.

4) Were your needs met?

- a. 92% Yes
- b. 8% No

New question this year.

5) Would you use Telehealth services at PEACE, Inc.

- a. 44% Yes
- b. 41% Maybe
- c. 15% No

New question this year.

6) I would recommend PEACE, Inc. to my friends and family?

- a. 96% Yes
- b. 4% No

2% reduction from prior year.

What other services would you like added to PEACE, Inc.?

- Transportation 18% (majority Head Start comments for more bus routes)
- Food/Item Giveaways 15% (toiletries, holiday giveaways, not Pantry related)
- Health 15% (dental, healthcare, help with insurance, counseling)
- Programming 13% (field trips, extracurricular, community events)
- Education 13% (back to 100% in-person, GED for parents, longer hours for Head Start)
- Benefits Assistance 10% (help with forms and DSS)
- Housing 10% (grants for roofing & first-time home buyers, services for homeowners)
- Employment 3% (jobs for seniors & youth/young adults)
- Bilingual 3% (more Spanish speakers at all sites & language classes in Head Start)

Additional Notes:

- The collection of client feedback fulfills the requirement of Standard 1.3 – The organization has a systematic approach for collecting, analyzing and reporting customer satisfaction data to the governing board.
- Client based surveyed included all clients in database, this included Family Resource Centers, Head Start and Foster Grandparents.
- Survey is available in English and Spanish.
- Average survey time is 1 minute.
- Ability to reach out to those who leave contact information.
- Clients completed the survey while pandemic protocol was still in place – limited in person contact is still place, programming has been limited for the past 18 mos.
- Poll for interest in new programs or services - Telehealth is a new program for PEACE, Inc. no clients have been service to date.
- Broad members can have access to survey on demand.

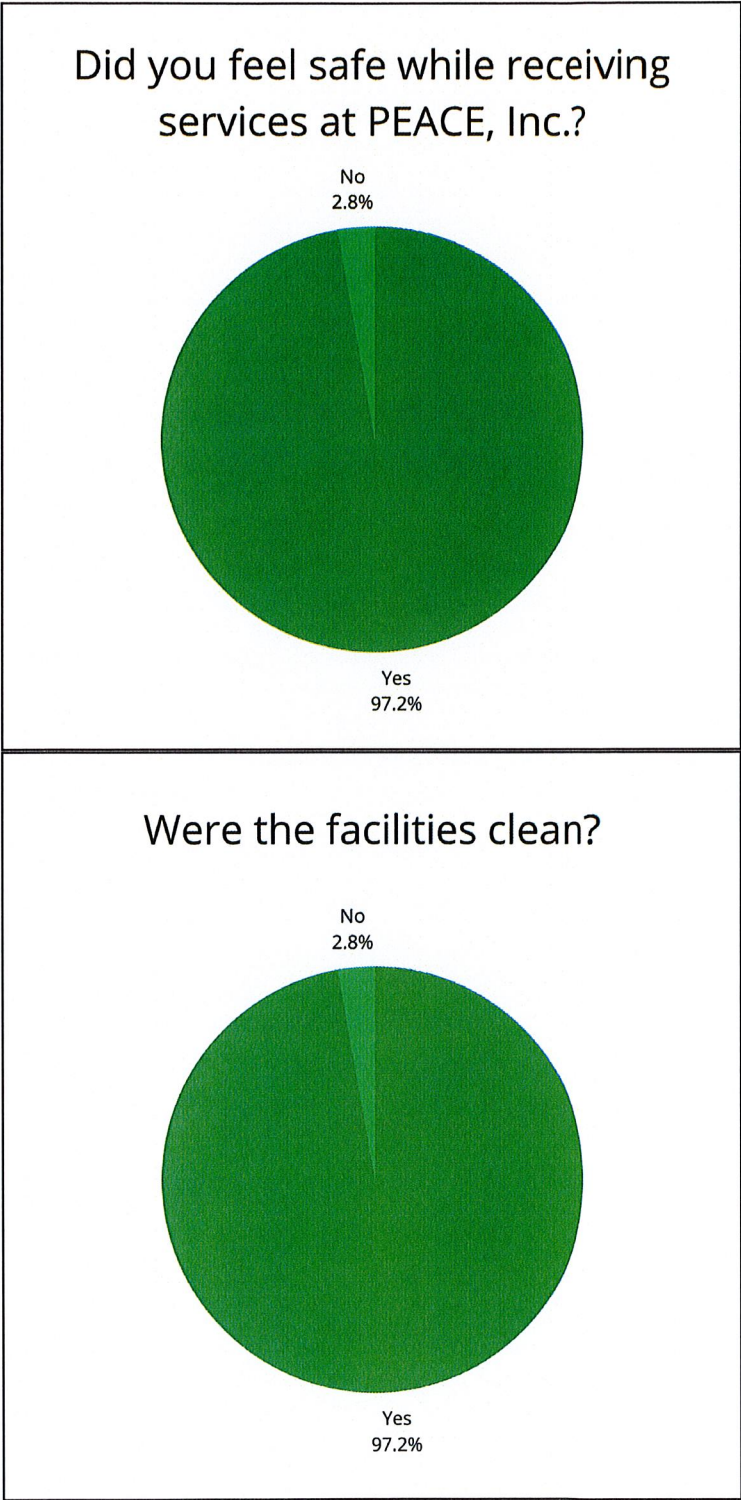
Your feedback matters



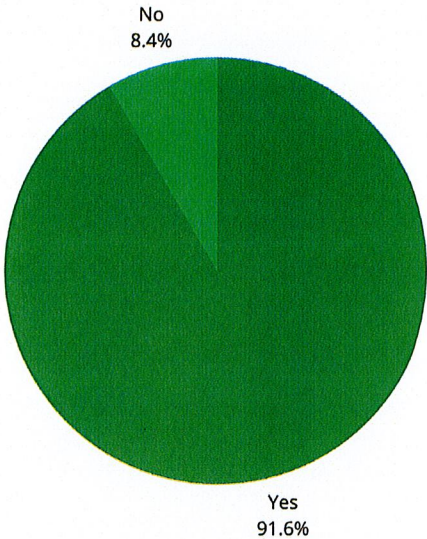
Instructions:

**On your Smartphone, open the camera app.
Focus the camera on the English or Spanish QR codes above.
Follow the instructions on your phone to open and complete
the anonymous survey.**

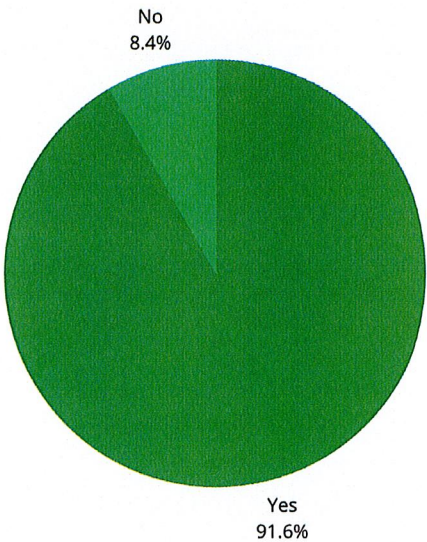
Customer Satisfaction Survey Results 2021



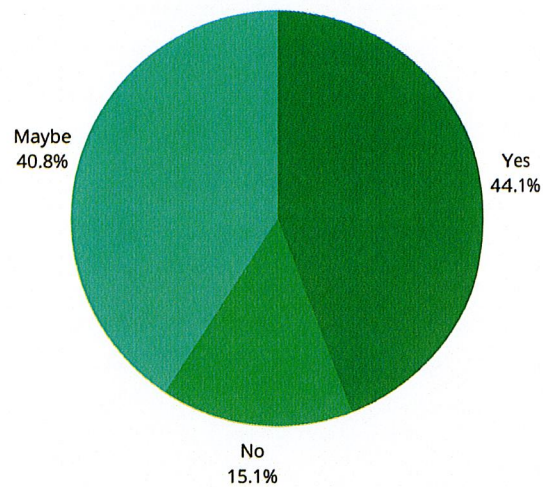
Were you treated with respect?



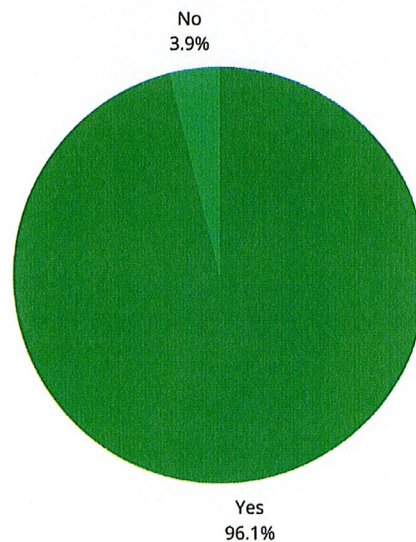
Were your needs met?



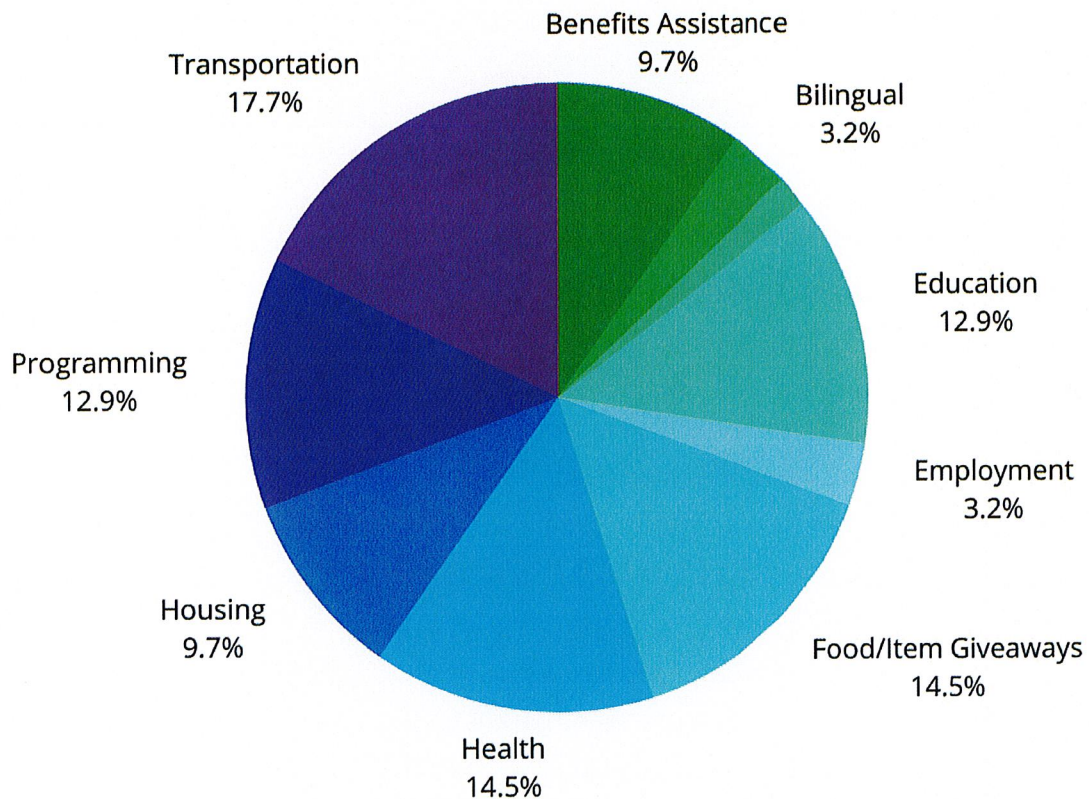
Would you use Telehealth services
at PEACE, Inc.?



Would you recommend PEACE, Inc.
to friends and family?



What other services would you like added to PEACE, Inc.?



GRANT SUMMARY REPORT:

Current Grant Summary report was distributed to the Committee in the meeting packets for their review.

OLD BUSINESS: None

NEW BUSINESS:

Carolyn Brown discussed the Board Meeting and Holiday Party scheduled for Monday, December 13, 2021 @4:00PM, at PEACE, Inc. Free Tax Prep Office (Conference Room) on 1201 E. Fayette Street, Syracuse NY 13210.

Carolyn Brown also discussed options for staff retention including the possibility of retention incentives.

OTHER: None

ADJOURNMENT

Steve Hodgins requested a motion to adjourn the December 1, 2021 Planning Committee meeting; the motion was moved by Paula Freedman, and seconded by Steve Hodgins. The meeting adjourned at 5:20 PM.

<u>Funding Source</u>	<u>Project</u>	<u>Program</u>	<u>Submission Date</u>	<u>Request Amount</u>	<u>Status</u>	<u>Award Date</u>	<u>Award Amount</u>	<u>FY Submitted</u>	<u>Lead Writer/Submitter</u>
City of Syracuse CDBG	Dunk Your Junk	Family Services	11/12/2021	\$71,637.04	Pending				Lucy Totino
Inspire Brands/Arby's - Utica Branch	BBBS Salaries	BBBS	11/8/2021	\$2,000.00	Pending				Todd Goehle
Inspire Brands/Arby's - Syracuse Branch	BBBS Holiday Event	BBBS	11/8/2021	\$27,800	Pending				Todd Goehle
OCFS and Onondaga County	Gun Violence Funding	Family Services / BBBS	9/27/2021	\$20,835	Awarded	9/27/2021	\$20,835		Carolyn Brown
Fatherhood Connection, Inc.	Fatherhood Initiative	Family Services	9/24/2021	\$8,000	Awarded	9/24/2021	\$8,000		Carolyn Brown
CO-OP Fund (EITC Funders Network, Community Foundation Opportunity Network, and CFLeads)	EITC Tax Recruitment and Enrollment	EITC	10/1/2021	\$100,000	Awarded	10/21/2021	\$100,000		Todd Goehle
National Grid	BBBS Corporate Mentorship Program	BBBS	9/8/2021	\$13,000	Pending				Todd Goehle
United Way	Free Tax Program	Free Tax Program	9/3/2021	120,000.00	Awarded	11/1/2021	\$110,000		Todd Goehle
United Way	BBBS	BBBS	9/3/2021	16,150.00	Awarded	11/1/2021	\$16,000		Todd Goehle
OPWDD	Project Connections	ESFRC	8/29/2021	\$73,238	Awarded	8/18/2021	\$73,238		Mary Beth Welch, Nancy Turo
NYSOFA (Magnirelli)	Senior Meals, Trips	Foster Grandparents, Eastwood Community Center, Senior Nutrition	8/27/2021	\$20,000	Awarded	7/23/2021	\$20,000		Lucy Totino
SCSD	SCSD Alternative Classroom	ESFRC	8/23/2021	\$65,000	Awarded	Waiting for Contract	\$65,000		Mary Beth Welch, Nancy Turo
BNY Mellon	BBBS Corporate Mentorship Program	BBBS	7/16/2021	\$25,000	Awarded	9/1/2021	\$20,000		Todd Goehle
Mother Cabrini Health Foundation	Southside Revitalization Project	SSFRC	5/20/2021	\$75,000	LOI Accepted				Todd Goehle
Housing and Urban Development	Agnig in Place Program	Weatherization	5/18/2021	\$500,000	Not Awarded	8/1/2021			Todd Goehle

PEACE, Inc. Recent Grant Applications 11/19/2021

St. Augustine's Roman Catholic Church	CWFRFC Food Pantry	CWFRFC	5/3/2021	\$700	Awarded	5/3/2021	\$700.00	Mary Beth Welch
Syracuse HOPE/United Way	Let Me Be Great, Dunk Your Junk, Additional Summer Funds	ESFRC	5/1/2021	\$75,000.32	Awarded	7/19/2021	149,933 Total	Carolyn Brown, Nancy Turo
CNY Food Bank	2021-2022 HPNAP	CWFRFC	4/30/2021	Amount Decided by CNY Food Bank	Awarded	6/25/2021	\$14,660	Mary Beth Welch, Meg Tamilio
CNY Food Bank	2021-2022 HPNAP	ESFRC	4/30/2021	Amount Decided by CNY Food Bank	Awarded	6/25/2021	\$15,542	Mary Beth Welch, Meg Tamilio
CNY Food Bank	2021-2022 HPNAP	SSFRC	4/30/2021	Amount Decided by CNY Food Bank	Awarded	6/25/2021	\$14,790	Mary Beth Welch, Meg Tamilio
CNY Food Bank	2021-2022 HPNAP	WSFRC	4/30/2021	Amount Decided by CNY Food Bank	Awarded	6/25/2021	\$15,232	Mary Beth Welch, Meg Tamilio
Onondaga County Office of the Aging	EISEP- 3 Year Contract	Senior Supports	4/23/2021	Amount Decided by Onondaga County	Awarded	6/17/2021	\$171,000	Beth O'Hara
Onondaga County Office of the Aging	NAP- 3 Year Contract	Senior Supports	4/23/2021	Amount Decided by Onondaga County	Awarded	6/17/2021	\$130,000	Beth O'Hara
ARISE Food Insecurities Distribution	Not determined yet which senior program will use these funds	Agencywide	2/22/2021	\$27,000	Awarded	2/22/2021	\$27,000	NA Misc check was mailed to the Agency
Housing Visions	Housing Visions/ESFRC Housing Eviction/Rental Relief Program	FRC	2/1/2021	\$23,088	Awarded	2/1/2021	\$23,088	Mary Beth Welch, Todd Goehle, Nancy Turo
Jon Ben Snow Foundation	BBBS School-Based Mentoring Program	BBBS	1/31/2021	\$7,500.00	Awarded	9/9/2021	\$7,500	Todd Goehle
Romano Automat	Romano Automat Holiday Hope/FRC Toiletry Program	FRC	12/1/2020	\$2,500	Awarded	12/8/2020	\$2,500	Todd Goehle
Vera House	Vera House/FRC Elder Abuse Outreach	FRC	12/1/2020	\$24,172	Awarded	4/29/2021	\$24,172	Mary Beth Welch
Onondaga County Youth Bureau	BBBS School-Based Mentoring- Onondaga County	BBBS	12/1/2020	\$15,000	Awarded	1/4/2021	\$15,000	Todd Goehle
Oswego County Youth Bureau	BBBS School-Based Mentoring- Oswego County	BBBS	12/1/2020	\$6,000.00	Awarded	3/11/2021	\$6,000	Todd Goehle
Charter Communication (Spectrum)	BBBS laptop giveaway, Nutrition Basic Needs Distribution	BBBS, Senior Nutrition	10/28/2020	\$5,000	Awarded	10/28/2020	\$5,000	Carolyn Brown
CNYCC	Partner MY5 Rebase Payment Part 1	Agencywide	10/15/2020	121,181	Accepted	10/15/2020	\$121,181	Nancy Turo, Carolyn Brown, Todd Goehle