



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/1/2022
Agency Visited	A New Leaf
Program(s) Observed	SafeDVS/DVSTOP

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

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IMPACT: The funded project responds to a critical need identified in the 2019 Community Needs Assessment.

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STEWARDSHIP OF FUNDS: The agency demonstrates the efficient and effective use of resources, including City of Chandler funds.

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SUSTAINABILITY: The organization has secured diverse funding support for this program.

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Based on the agency presentation and tour, I would rate this experience as:



Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- Provides an effective hotline and shelter referral system
- Keep in contact with shelters 5 times a day and being able to get clients into shelter within 2 hours

What concerns or “red flags” did you observe, if any?

- They said they use Chandler funds to pay for the majority of their database system, which supports more than just Chandler clients.

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/15/2022
Agency Visited	About Care
Program(s) Observed	Empowering Independent Living

Please rate the following statements using the scale below.

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☐ Exceeds Expectations ☒ Meets Expectations ☐ Below Expectations

Additional Feedback:

What did you like about the program?

- Organization is heavily volunteer driven and there is not any restriction on services.
- Main goal is to keep people independent in housing as long as possible. Provide relationship building with clients by mailing cards out to clients for their birthdays etc.

What concerns or "red flags" did you observe, if any?

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/15/2022
Agency Visited	AZCEND
Program(s) Observed	Chandler Food Bank Basic Needs Program

Please rate the following statements using the scale below.

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Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- They have seen a larger increase for holiday food boxes.
- Pick up food from stores every morning for distribution.
- Utilizes over 800 volunteers in FY 21-22.

What concerns or “red flags” did you observe, if any?

Additional Comments:

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/21/2022
Agency Visited	AZCEND
Program(s) Observed	Neighborhood Assistance Services (formerly CAP)

Please rate the following statements using the scale below.

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☐ *Exceeds Expectations* ☒ *Meets Expectations* ☐ *Below Expectations*

Additional Feedback:

What did you like about the program?

- Provides overall referral and partnerships.
- "Overarching case management"

What concerns or "red flags" did you observe, if any?

Additional Comments:

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/20/2022
Agency Visited	AZCEND
Program(s) Observed	Senior Nutrition Program

Please rate the following statements using the scale below.

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Based on the agency presentation and tour, I would rate this experience as:



Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- Provides about 1,200 meals per week.
- Provides welfare checks through mobile meal delivery.
- Crisis meals for homebound clients.

What concerns or “red flags” did you observe, if any?

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/16/2022
Agency Visited	Boys and Girls Club
Program(s) Observed	Great Futures for Chandler Youth

Please rate the following statements using the scale below.

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Based on the agency presentation and tour, I would rate this experience as:



Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- The number of youths they can serve due to the size and set up of their facility and the variety of options they are able to offer is impressive.
- Mandatory orientation for both staff and parents is great for everyone to develop a deeper understanding.
- Spaces such as the makerspace, 2 gymnasiums and commercial grade kitchen really set them apart in terms of what they can offer local youth.

What concerns or "red flags" did you observe, if any?

- Building condition – cosmetically could use improvement in some areas but the more updated spaces are excellent, and they have plans to continue to update older areas.
- Concerns that they are using Chandler funds to benefit low-income families over medium income families where the need is greatest.
- Concerns regarding staffing sustainability.

Additional Comments:

- The Great Futures for Chandler Youth program offers a wide variety of activities, learning opportunities and nutrition to local youth in Chandler. They source and utilize grant funding well to expand the opportunities they can offer such as Robotics and Coding. The facility is the real star here, but they are big enough and long-established organization to utilize it to its full potential.

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/7/2022
Agency Visited	CeCe's Hope Center
Program(s) Observed	Trauma Informed Services for Trafficking Survivors

Please rate the following statements using the scale below.

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☐ *Exceeds Expectations*
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☐ *Below Expectations*

Additional Feedback:

What did you like about the program?
• This program is a fantastic intermediary between resources while providing a safe space to maximize their effectiveness. • Appreciate the candor when discussing challenges they face. • The multiple planned fundraisers speak to significant community support. • The founders have done a significant amount of research and networking to ensure continued success. • Real housing for participants. Case managers. Health benefits, progression program.
What concerns or "red flags" did you observe, if any?
• Underutilization. Currently 6/10 beds are being used at this location. • Location can make it difficult although this may be remedied with the upcoming fundraiser in April/May. • Low "graduation" rate. Out of "over 350" individuals who have been provided services only "16" have "graduated". Although this may be expected standard.
Additional Comments:
• Organization appears to have the appropriate infrastructure needed to effectively implement the program in process but need additional support. • Wonderful community engagement & leveraging participants' finances to teach skills while supporting the program. • As we were there a landscaping company was donating their time & resources. • Uniqueness. Only 4 other organizations across the country provide this service. None at this scale. • There is an increase in cost for housing so CeCe's really needs every bit of help (monetary, other) that they can get.



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/30/2022
Agency Visited	Chandler CARE Center/Dignity Health Foundation East Valley
Program(s)	Medical Clinic and Dental Clinic
Observed	

Please rate the following statements using the scale below.

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Based on the agency presentation and tour, I would rate this experience as:



Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- Enhancing their partnership with a core of specialists.
 - Offer adult vaccines for flu, shingles, covid, etc.
 - Offer or refer families based on their individual needs.
 - Level of customer service and level of care is incredible.
 - Community mirror & aware. Compassionate & definition care.
- The sincere support kindness that's provided to the less fortunate and the unaware.

What concerns or "red flags" did you observe, if any?

Additional Comments:

- The presentation was outstanding, I learned so much.

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/21/2022
Agency Visited	Chandler Gilbert Arc
Program(s) Observed	Employment Program

Please rate the following statements using the scale below.

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Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- Chandler Gilbert Arc's value system focuses on choice for people with disabilities, and employment support at various levels of cognitive disability. They also are focused on ensuring that the people they serve are integrating with the community.

What concerns or "red flags" did you observe, if any?

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/6/2022
Agency Visited	Child Crisis Arizona
Program(s) Observed	Fostering Homeless Youth

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Additional Feedback:

What did you like about the program?

- Focus on preventative programs and providing loving homes for kids.
- Provides services for the length of stay needed.
- Able to go up to the age of 24 as of April 7, 2023.

What concerns or "red flags" did you observe, if any?

Additional Comments:

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/16/2022
Agency Visited	Dress for Success
Program(s) Observed	Workforce Development and Job Training for Chandler Youth

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☒ Meets Expectations

☐ Below Expectations

Additional Feedback:

What did you like about the program?

- Provides clothing via a mobile closet
- Helps teens with preparing for interviews etc.

What concerns or "red flags" did you observe, if any?

- Serving more than just Chandler clients with City of Chandler funds.

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/13/2022
Agency Visited	EMPACT – Suicide Prevention Center
Program(s) Observed	Senior Suicide Prevention Center

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Additional Feedback:

What did you like about the program?

- Senior mindfulness workshops provided to participants.
- EMPACT utilizes a peer support and base model.
- Unique growth opportunities and leveraging COVID-19 to expand programs.
- Empact provides community engagement and partnerships with the City.
- The participation of volunteers and how they go over and beyond support.
- Even through the pandemic it didn't stop them. They found ways to keep the program going safely.

What concerns or "red flags" did you observe, if any?

- Possible lack of viable volunteers and volunteer marketing (about 5 volunteers).

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/18/2022
Agency Visited	East Valley Jewish Community Center
Program(s) Observed	All programs, emphasis on JBox

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Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- They offer programs and resources to all ages (families, children, teens, seniors), their outreach is non-denominational, and they are helping so many through programming, meals and even just a place to be. What friendly and positive staff, as well!
- Organization and cleanliness of the facility. Welcoming staff.

What concerns or "red flags" did you observe, if any?

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/29/2022
Agency Visited	Hope for Addiction, Inc.
Program(s) Observed	Freedom House

Please rate the following statements using the scale below.

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Additional Feedback:

What did you like about the program?

- Women are able to learn basic life skills and are able to continue to improve their lives. It is a 2-year program with an exit plan beginning at least 6 months prior to exiting the program.
- Assist women that are at least 30 days sober and provide weekly meetings and goal setting.

What concerns or "red flags" did you observe, if any?

Additional Comments:

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/8/2022
Agency Visited	Matthew's Crossing
Program(s) Observed	Emergency Food Assistance

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1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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IMPACT: The funded project responds to a critical need identified in the 2019 Community Needs Assessment.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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STEWARDSHIP OF FUNDS: The agency demonstrates the efficient and effective use of resources, including City of Chandler funds.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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SUSTAINABILITY: The organization has secured diverse funding support for this program.

1 = strongly agree	2 = agree	3 = neither agree nor disagree	4 = disagree	5 = strongly disagree
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Based on the agency presentation and tour, I would rate this experience as:

☐ Exceeds Expectations

☒ Meets Expectations

☐ Below Expectations

Additional Feedback:

What did you like about the program?

- Matthew's Crossing Food Bank has many partnerships and receive donations from various places.
- Receives 26,000 pounds of dry goods monthly
- Provide meals through school program called Meals to Grow

What concerns or "red flags" did you observe, if any?

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/23/2022
Agency Visited	Operation Shock Wave
Program(s) Observed	Integrative Healing to Veterans

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

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STEWARDSHIP OF FUNDS: The agency demonstrates the efficient and effective use of resources, including City of Chandler funds.

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SUSTAINABILITY: The organization has secured diverse funding support for this program.

1 = <i>strongly agree</i>	2 = <i>agree</i>	3 = <i>neither agree nor disagree</i>	4 = <i>disagree</i>	5 = <i>strongly disagree</i>
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Based on the agency presentation and tour, I would rate this experience as:



Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

Operation Shock Wave is building a strong presence in Chandler, providing a sense of community for at-risk veterans and a safe place to heal. The volunteer staff is passionate about the mission and clearly dedicated to the growth and success of the organization. OSW has built a collaborative network with other organizations serving and/or supporting veterans, effectively increasing service capacity in the community.

What concerns or "red flags" did you observe, if any?

Additional Comments:

OSW has created a safe, welcoming work/service space to serve Chandler veterans. A financial plan to sustain this space past September 2023 (when the current funding elapses) will enhance the ongoing viability of the organization.

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/19/2022
Agency Visited	Recreation and Athletics for Individuals with Disabilities (RAD)
Program(s) Observed	Payment Assistance for Individuals with Disabilities (PAID)

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

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IMPACT: The funded project responds to a critical need identified in the 2019 Community Needs Assessment.

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STEWARDSHIP OF FUNDS: The agency demonstrates the efficient and effective use of resources, including City of Chandler funds.

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SUSTAINABILITY: The organization has secured diverse funding support for this program.

1 = strongly agree	2 = agree	3 = neither agree nor disagree	4 = disagree	5 = strongly disagree
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Based on the agency presentation and tour, I would rate this experience as:

☐ Exceeds Expectations

☒ Meets Expectations

☐ Below Expectations

Additional Feedback:

What did you like about the program?

- It is very clear this program and agency provides not only Recreation and Athletic opportunities for individuals with disabilities but more importantly creates a community among its participants. I heard firsthand from participants about what the program means to them and it's very clear that it is extremely important and enriching their lives. Everyone involved seemed very passionate and dedicated to the program.

What concerns or "red flags" did you observe, if any?

- A potential over-reliance on volunteers, perhaps looking at implementing some structure to secure long term sustainability may be beneficial.

Additional Comments:

General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	11/21/2022
Agency Visited	Raising Special Kids
Program(s) Observed	Navigating the Education System

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

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SUSTAINABILITY: The organization has secured diverse funding support for this program.

<i>1 = strongly agree</i>	<i>2= agree</i>	<i>3 = neither agree not disagree</i>	<i>4 = disagree</i>	<i>5 = strongly disagree</i>
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Based on the agency presentation and tour, I would rate this experience as:

☐ *Exceeds Expectations* ☒ *Meets Expectations* ☐ *Below Expectations*

Additional Feedback:

What did you like about the program?

- They have resources to support parents with various aspects of their child's well-being (education, behavior, health, etc.).
- One of the only providers that provides services to this target population.

What concerns or "red flags" did you observe, if any?

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/14/2022
Agency Visited	Resurrection Street Ministry, Inc.
Program(s) Observed	Feeding Our Chandler Neighbors

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

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SUSTAINABILITY: The organization has secured diverse funding support for this program.

1 = strongly agree	2 = agree	3 = neither agree nor disagree	4 = disagree	5 = strongly disagree
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Based on the agency presentation and tour, I would rate this experience as:



Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- Lots of options for food.
- Pantry style where individuals can get food.
- Lots of different options for food availability.

What concerns or "red flags" did you observe, if any?

Additional Comments:



General Fund Agency Tour Feedback Form: FY 2022-2023

Tour Participant	
Date	12/14/2022
Agency Visited	Resurrection Street Ministry, Inc.
Program(s) Observed	Driving Our Chandler Veterans

Please rate the following statements using the scale below.

ALIGNMENT TO MISSION: The organization is serving the target population as defined by its mission and as stated in the contract.

1 = strongly agree	2 = agree	3 = neither agree not disagree	4 = disagree	5 = strongly disagree
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FEASIBILITY: The organization appears to have the appropriate infrastructure (facilities, equipment, staff/volunteer resources) needed to effectively implement the program.

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SUSTAINABILITY: The organization has secured diverse funding support for this program.

1 = strongly agree	2 = agree	3 = neither agree nor disagree	4 = disagree	5 = strongly disagree
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Based on the agency presentation and tour, I would rate this experience as:



Exceeds Expectations



Meets Expectations



Below Expectations

Additional Feedback:

What did you like about the program?

- Multiple vehicles to be able to transport individuals.
- Able to provide various levels of transportation.
- Accessible for individuals with disabilities.

What concerns or "red flags" did you observe, if any?

Additional Comments: