

Engaging in Conversation: Documenting How 1 Meal Program is Serving More Than Food

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Objectives

1. Describe the process and methods of our project.
2. Illustrate the opportunity for bidirectional learning.
3. Take approaches back with you to use with your organizations or programs.

Background:

Purpose: To assist Cross Lutheran BOHEM in identifying measurable outcomes and assessing its impact.

Process: BOHEM, Siebert, and IMPACT partner to develop a survey to be administered by volunteers from other congregations.

Payoff:

- Guests have the opportunity to express opinion and thanks, offer suggestions and note changes in their lives because of their involvement in BOHEM.
- Volunteers and staff have a better understanding of the guests they serve.
- Siebert (and other funders) have a better understanding of the work of BOHEM.

Methods

1. Survey development

Cross Lutheran BOHEM Survey
Final Questions, July 20, 2015

Introduction:

Hello, my name is _____ and I am a volunteer from _____ Church, a partner congregation with Cross Lutheran Church. Thank you for taking the time to talk with me today. As you know, Cross Lutheran is trying to learn more about the programs that would be helpful for you and they want to get your ideas. I will be asking you a few questions and taking notes about what you say. The staff here will get a summary of all the answers. They won't see your individual responses or your name.

The survey will take about 20 minutes. There are questions about how you participate in the programs here, what your experience has been, and some final questions about you. Do you have any questions before we get started? Let's begin.

1. First, can you tell me how long have you been coming here to any of the programs at Cross Lutheran?
 - a. Less than a year
 - b. One to two years
 - c. Three years or more
2. About how often would you say you come here?
 - a. Every week
 - b. 1 or two times per month
 - c. Only a few times a year
 - d. This is my first time here.
3. Can you tell me how you participate when you're here? (Listen and check all that apply. Then, use the probe below and check any they have heard of or express an interest in.)
Probe: Here are some of the other services that are offered. Have you heard of any of these or are there some you'd like to know more about? (Check any that they've heard of or would be interested in learning more about. If guests ask questions about programming, the volunteer should let the respondent know that they can get more information about services from the staff.)

	Participate in	Heard of	Interested in
a. Meal program			
b. Food Pantry			
c. Medical Clinic			
d. Volunteer to help			
e. Bible Study following the meal			
f. Adult Center (Tuesday program)			
g. Jobs program			
h. Men's Group			
i. Women's group			
j. Worship services on Sunday			
k. Member of the church			
l. Individual support (someone talking to you one on one)			
m. Mentoring			
n. Other?			

Cross Lutheran BOHEM Survey
Final Questions, July 20, 2015

4. Besides the things that are mentioned, are there other things that you would like to see offered here if resources were available?
5. The next question will probably differ for everyone, but for you, what is the most important reason that you come to Cross Lutheran Church?
6. You probably know that the programs here are known as Bread of Healing Empowerment Ministries. What does "empowerment" mean for you?
7. Can you tell me something that's changed or is different in your life since you started participating in the programs at Cross Lutheran BOHEM?

8. Have you helped someone else in the community because of what you've learned at Cross Lutheran?

Cross Lutheran BOHEM Survey
Final Questions, July 20, 2015

9. We want to make sure we get a good cross-section of people responding. Would you mind telling me your age group? Are you in your
 - a. 20's
 - b. 30's
 - c. 40's
 - d. 50's
 - e. 60's
 - f. 70's or older
10. Gender (read out loud and note any variance)
 - a. Male
 - b. Female
11. Race (read out loud and note any variance)
 - a. Black, African American
 - b. ~~White~~, Caucasian
 - c. Asian
 - d. American Indian
 - e. Multi-racial
12. Do you consider yourself to be Hispanic?
 - a. Yes
 - b. No
13. What is the ZIP Code you live in? (If they don't know, ask for a cross street.)
14. Is there anything else you'd like to add?

Note: If the interviewer believes that the community member might be a good candidate for participation in a ~~video taped~~ focus group, consider the following additional question.

15. Bread of Healing Empowerment Ministries will be conducting another session to talk more about this with a group of community members. That session will be videotaped and used to help tell the story of the work that's done here. Would that be something you might be interested in participating in? It's completely up to you. But if you would be interested in helping out, would you mind signing up on this sheet with your name and the best way to reach you?
Thank you.

Thank you very much for your participation today. It's very helpful to hear about why you come here and what it means to you.

Methods continued

2. Pretest

3. Volunteer training

4. Recruiting participants

5. Survey administration

6. Debrief

7. Analysis

8. Dissemination





THE RESULTS ARE IN...

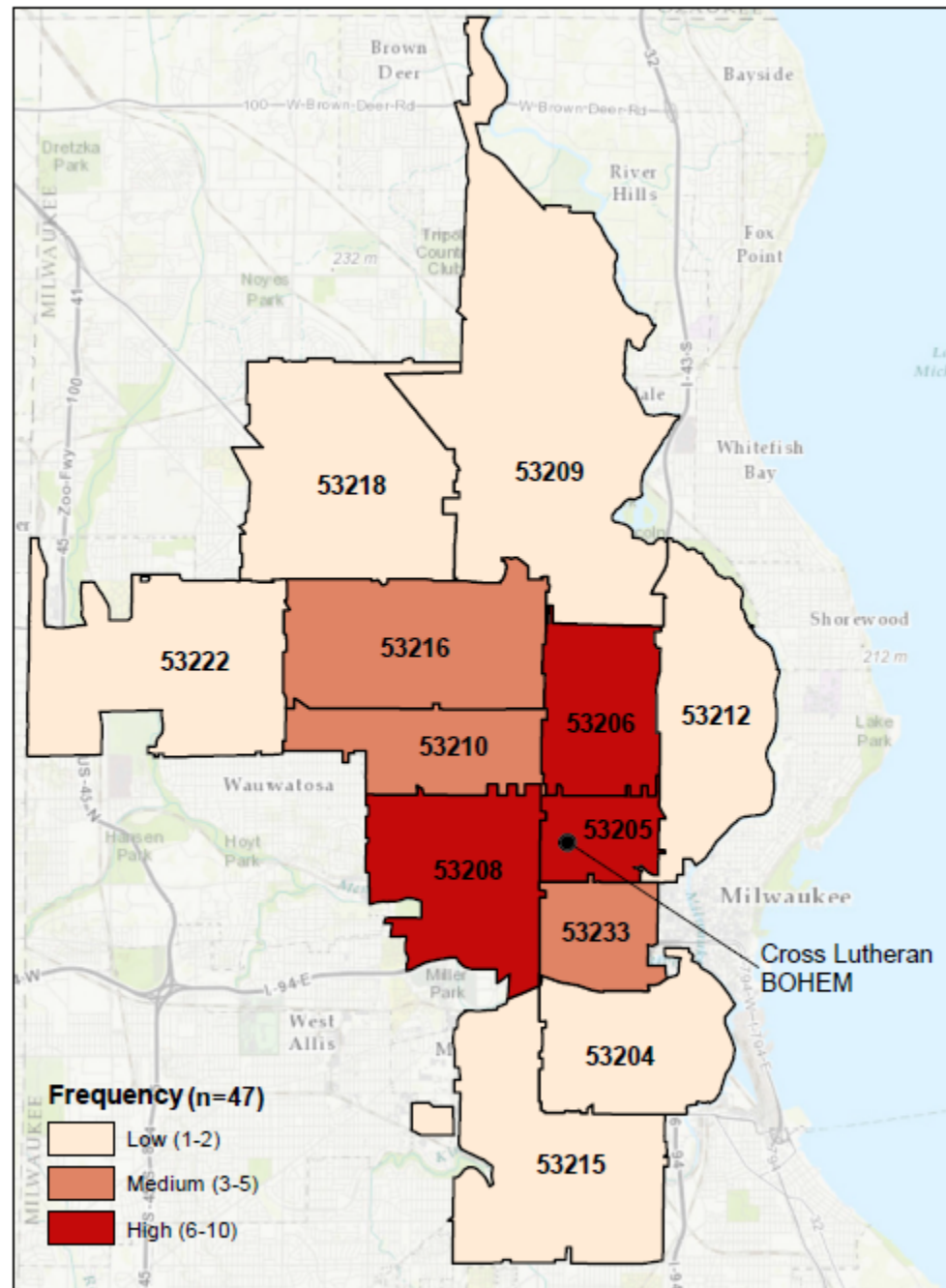


Survey Participants

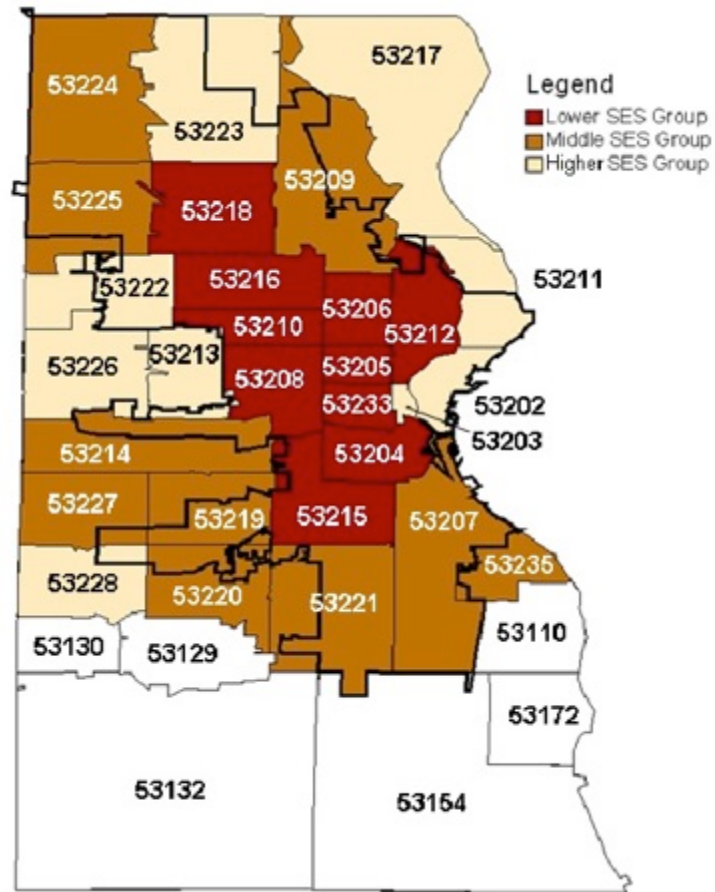
- Longstanding or frequent visitors of Cross Lutheran BOHEM
- The majority were middle-aged, African American men, residing in neighborhoods near the church.



Survey Participant Residence by ZIP Code



Socioeconomic Status Groups and ZIP Codes within the City of Milwaukee





Why Cross?

To be surrounded by a positive environment

"I am getting better and Cross is helping me."

Differences made in lives



"It's not just the food. When I get home at the end of the day, I feel good knowing I helped other people."

"[I give] to make [the] neighborhood better for children."

"[I] was homeless one time and know what it's like. [I want to] pay it forward."

"Best thing I ever did coming here...Here you come every week... it gets to be like family. They do a lot for you here. I don't schedule nothing for Wednesdays. This is where I'll be on Wednesdays."

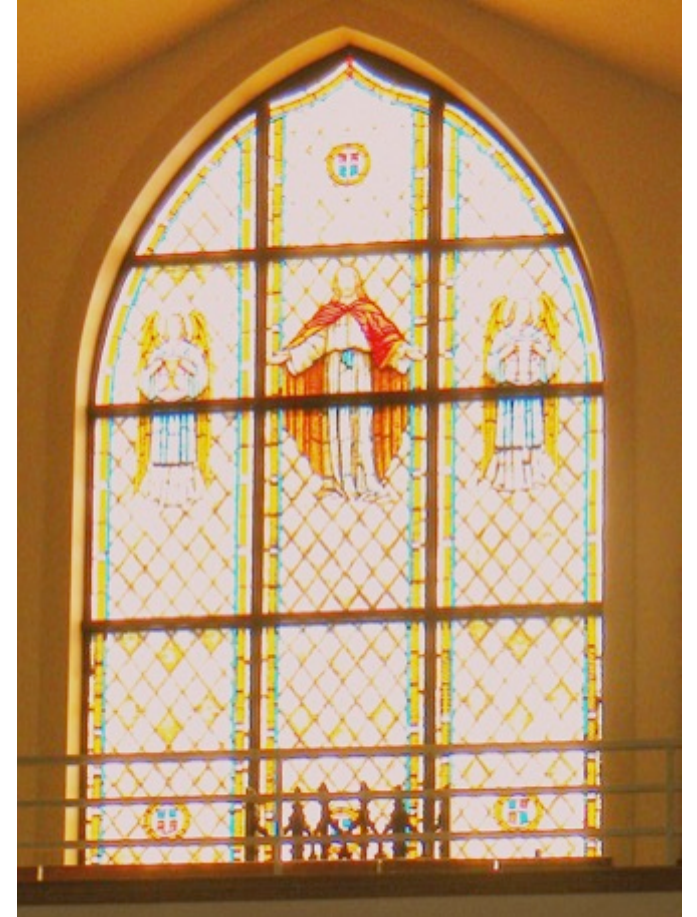
"[I'm] not so hungry."



Empowerment



“[I want to] spread the word for others to come so they can share my joy.”



Getting to Empowerment: Relief to Development

Reasons to come to Cross

- Positive environment and community
- Programs and resources, including meal program, food pantry, bible study, etc.



Changes in your life

- Access to resources
- Improved sense of self and purpose in life
- Community involvement
- Increased spirituality and religiosity



Feeling empowered

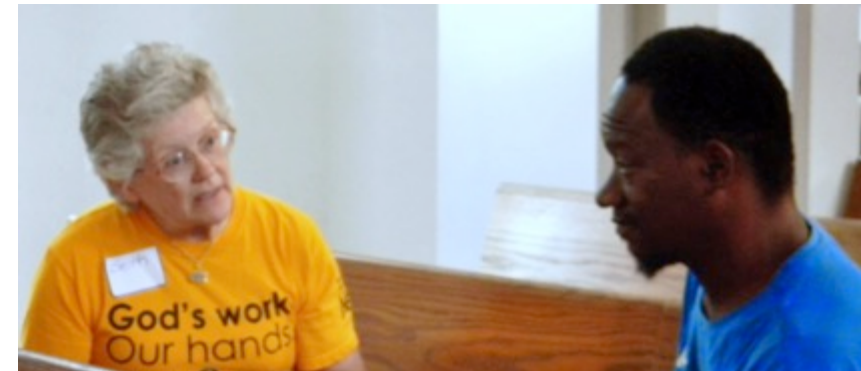
- Nearly all respondents reported helping someone since being at Cross
- Gain independence
- Find solace and peace in religion

The Volunteers

“They have had a rougher time than us but we are the same. The people’s stories are no different than our own.”

“How lucky do I have it.”

“To be exposed to another way can be a real blessing.”



“I have never had to wonder when my next meal would be, or worried about having shelter, or having clothes. For some people, that’s a huge luxury. I am richly blessed.”

“The interviews gave [the volunteers] a chance to receive and the guests to give.”

USING IT
IS THE HARDEST PART.

BIG
DATA

A cartoon illustration of a man with a large black mustache and hair, wearing a blue suit, pointing at a screen. The screen is yellow and has the words "BIG DATA" written on it in black. Above the man is a speech bubble containing the text "USING IT IS THE HARDEST PART." The background is a light purple gradient.

Thank you!

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