

Jewish Family Services, Inc. 2024 NIATx Project

sink or swim?

**DETERMINING THE EFFECTIVENESS OF
JFS' BRADLEY CROSSING SERVICES**

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Bradley Crossing Supportive Housing



A supportive housing community benefiting adults, seniors, individuals with disabilities, and families with low-household incomes - 114 households and 232 residents.



On-site Community Resource Coordinator who provides social services and programming.



Goal is to mitigate negative effects of poverty and promote stability, inclusion, community engagement, and wellbeing for residents.



Aim

JFS will determine the effectiveness of current Bradley Crossing services by October 2024 through a multi-year evaluation of resident surveys.

Impact

Research shows that supportive housing empowers the vulnerable populations that we serve to have improved health outcomes, reduced dependency on costly interventions, achieve independence, and experience lower risk of eviction and homelessness.

Bradley Crossing services addresses resident needs through community engagement and social services support.

Annual Bradley Crossing Satisfaction Survey



Survey method: techniques used

- Paper-based Likert-scale satisfaction survey
- Anonymous primary data collection
- Qualitative and quantitative data collection

Areas to determine effectiveness of current Bradley Crossing services:

- Social inclusion
- Independence
- Programming (educational and social)
- Bradley Crossing supportive services (case management - resource referrals, minor crisis intervention, conflict mediation)

The following questions were used to determine the effectiveness of the current Bradley Crossing Services:

Social Inclusion:

- I feel like I am part of the Bradley Crossing community.
- I am satisfied living in the Bradley Crossing community.

Independence:

- I can be independent in the Bradley Crossing community.
- Living at Bradley Crossing has improved my daily living skills.

Programming

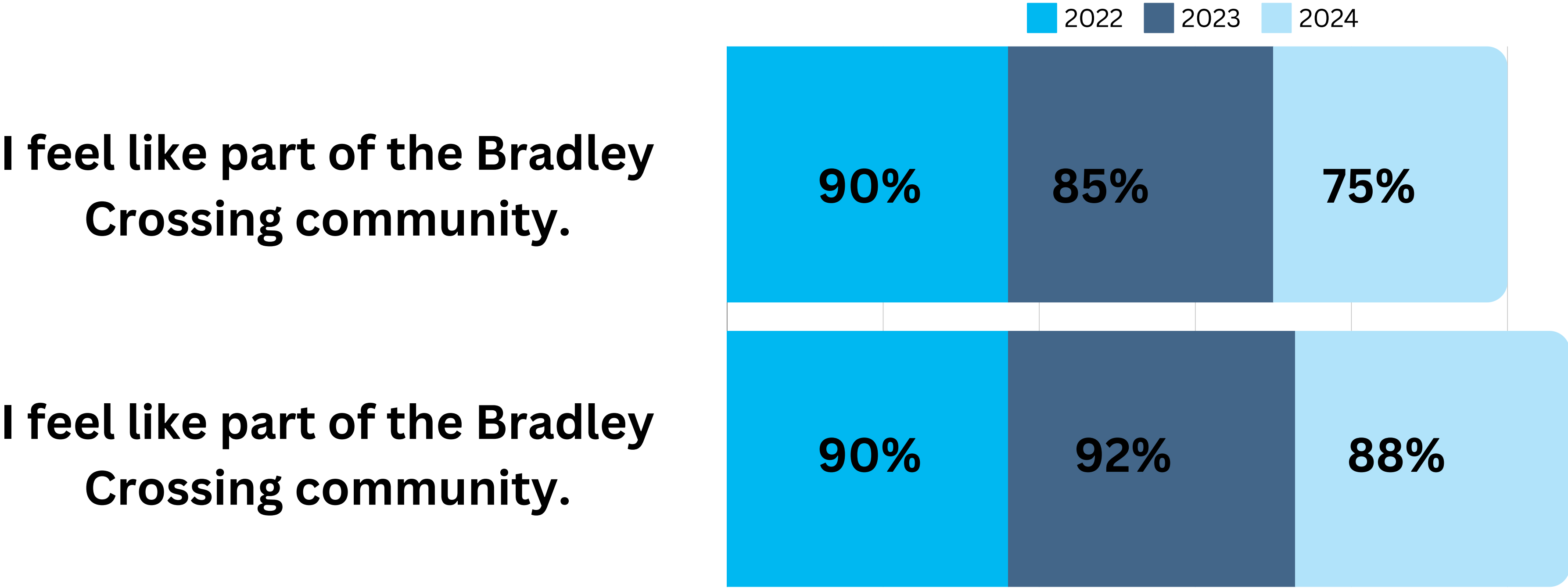
- I am satisfied with the programming at Bradley Crossing.

Bradley Crossing Social Services

Support

- Since living at Bradley Crossing, has there been any change for better or worse in your living situation?

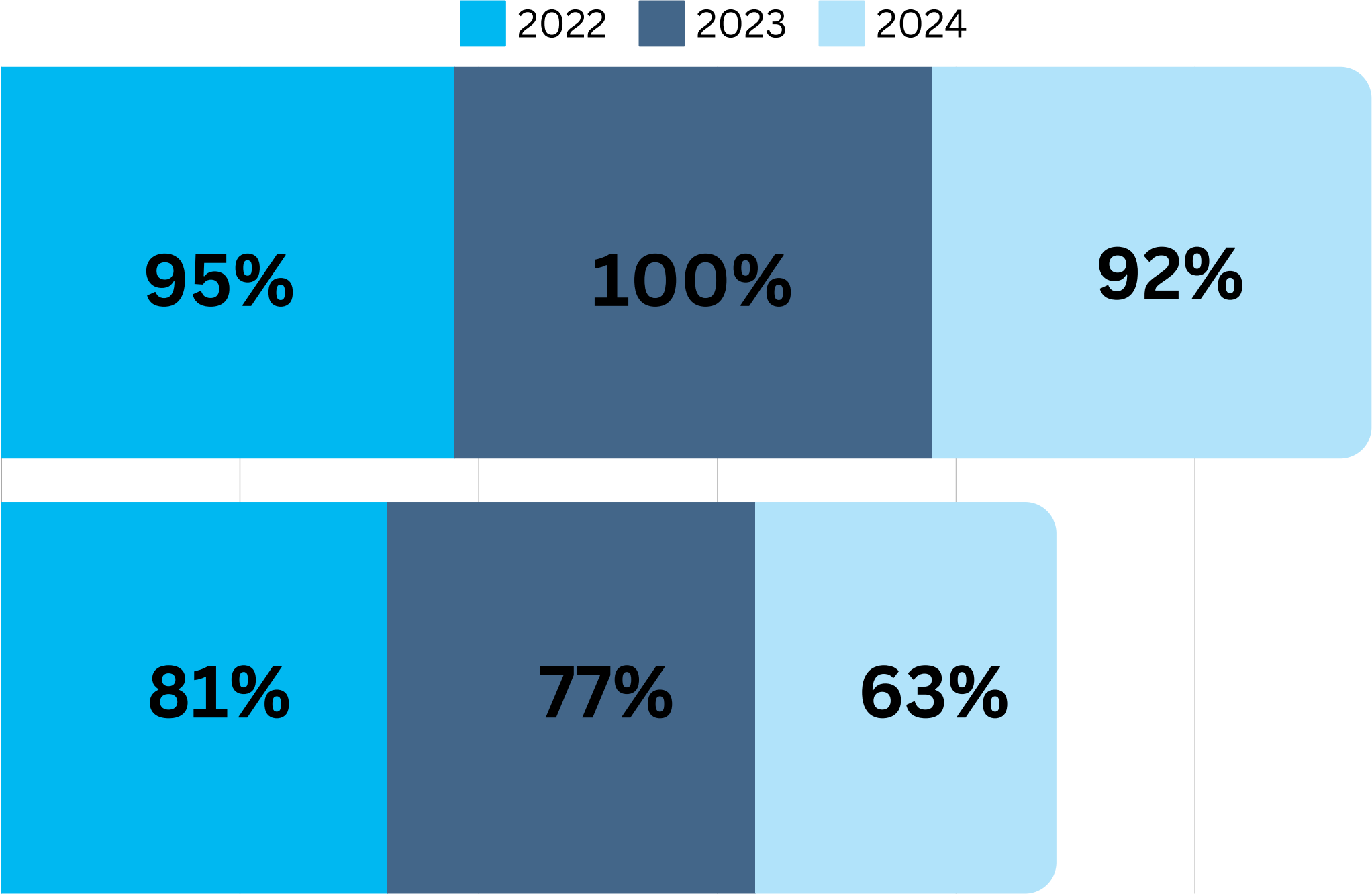
Data Analysis: Social Inclusion



Data Analysis: Independence

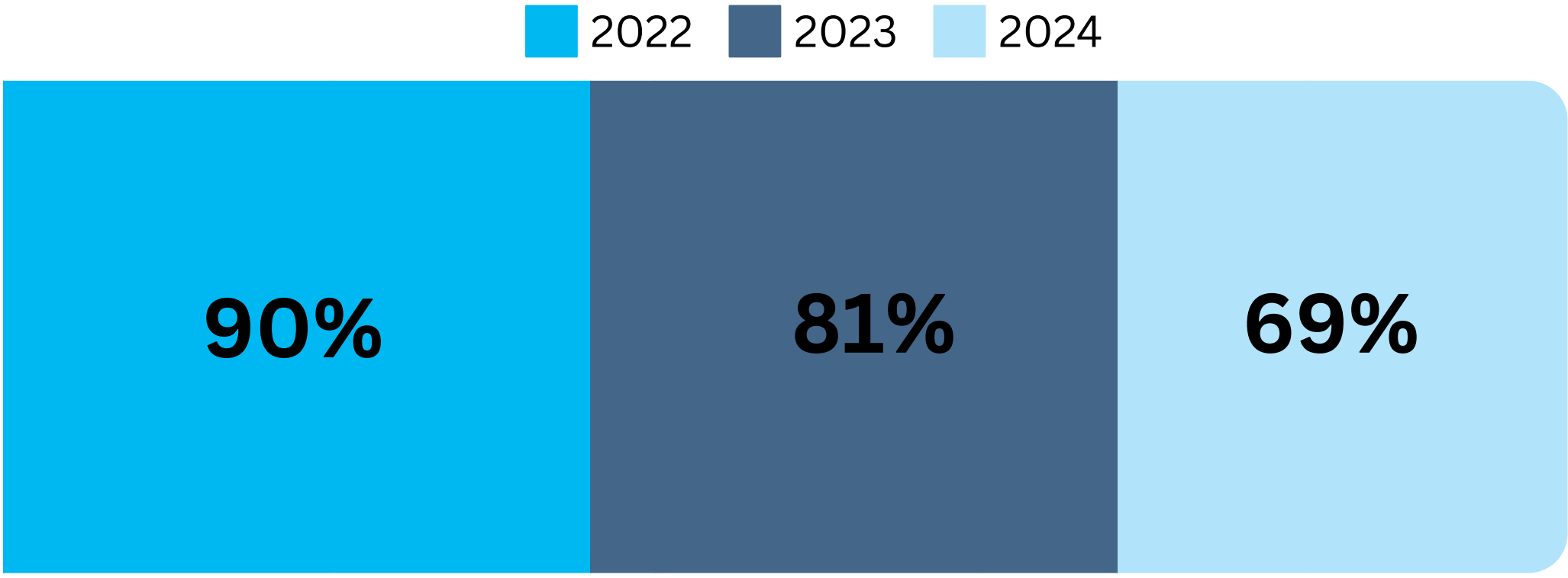
I can be independent in the Bradley Crossing community.

Living at Bradley Crossing has improved by daily living skills.



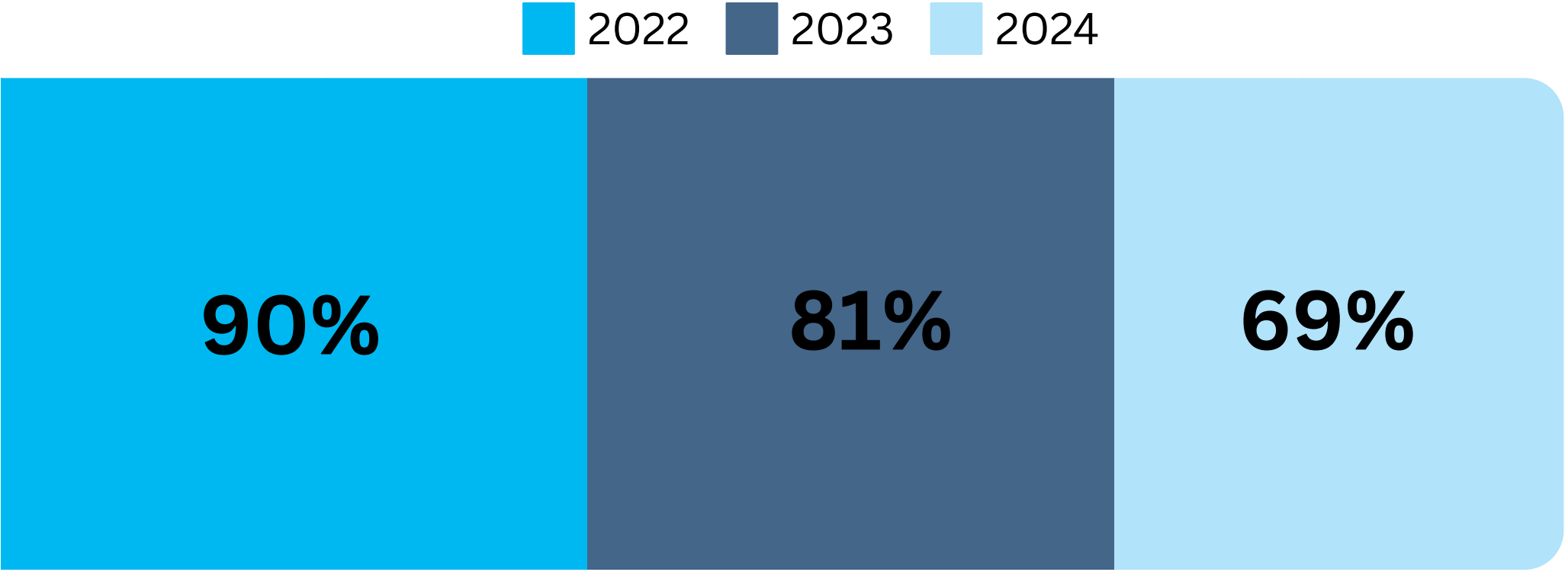
Data Analysis: Programming

I am satisfied with the programming at Bradley Crossing.



Data Analysis: Social Services Support

Since living at Bradley Crossing, has there been any change for better or worse in your living situation?



Data Analysis - A Deeper Dive into Programs

2022:

117 programs; 597 duplicated participants

Satisfaction rating the highest (90%) with primary programs targeted at older adults

2023:

161 programs; 1212 duplicated participants

Satisfaction rating lower than 2022 (81%) with increased programming efforts for youth/kids without lowering older adult programming numbers

2024:

107 programs so far; anticipate 155 programs with similar participation numbers to 2023

Satisfaction rating the lowest in 2 years (69%) with very similar programming model to 2023

An increase in program satisfaction would be expected due to the number of programs being offered and more targeted programming efforts, however we are seeing the opposite happen. Between 2023 and current 2024 data, the number of programs and model is very similar and we are already seeing a 12% decrease in program satisfaction. **Why?**

We're Treading Water & Might Need a Flotation Device Soon

- Restructure programming to be more inclusive - general population, intergenerational
- Include programming around Healthy People 2030, Daily Living Skills, and connections with community partners.
- Increase opportunities for one-on-one connections with Bradley Crossing Resource Coordinator to lead to targeted support efforts. Begin to see trends of support that can be used for large-scale efforts.
- Goal is to increase metrics around social inclusion, independence, programming, and social services support.

