

CARE FORCE™ After Action Report



Event	Inc. Magazine 500/5000
Location	Washington D.C.
Date	Wednesday, September 23, 2009
Service Partner	Bald Eagle Recreation Center
Volunteers	40, including City Year
Hours Served	160

Where we served: Bald Eagle Recreation Center

The Bald Eagle Recreation Center is operated by the Washington D.C. Department of Parks and Recreation and is located in Ward 8 of Washington D.C. Ward 8 is home to some of our Nation's Capital's most pressing urban challenges. As of the 2000 census in Ward 8 (*statistics taken from Neighborhoodinfo DC*):

- Thirty-six percent of families live in poverty, the highest rate in Washington DC
- Forty-seven percent of children live in poverty, the highest rate in Washington DC
- The average family income is the lowest in Washington DC, and is more than \$40,000 lower than the city's average
- There is the highest instances of violent crime in Washington DC

To help residents combat these problems and provide them with the skills and opportunities to be successful, Bald Eagle Recreation Center provides a myriad of programs designed to give all residents of Ward 8 a safe and productive place to learn, grown and come together as a community.

Some of the programs include:

- After School Programs for children that include tutoring, academic support and recreational activities
- One of the largest and best run boxing program for youths and adults in the city, if not the country
- Senior citizen programs which combat isolation and alleviate hunger
- Recreation and sport programs for residents of all ages
- Cultural activities such as dancing, drama and music
- Computer classes with open lab access for children to complete their school work
- Youth clubs designed to mentor young men and women such as Concerned Black Men and Young Ladies on the Rise
- Summer programs for children during the school vacation period

The Bald Eagle Recreation Center engages almost 5,000 residents a year and provides them a welcoming oasis. Our service was designed to help Bald Eagle become an even more useful and pleasing environment for local residents and families.

500/5000 in Action

Thirty Inc. Magazine 500/5000 Conference attendees rolled up their sleeves to help create a brighter and more functional recreation center for the residents of Ward 8. Tasks included:

- Creating a Learning Zone and a Library in an underutilized room for children to learn, relax and explore their world
- Painting a series of murals to inspire the residents and build pride in the Bald Eagle Community
- Painting hallways and affinity rooms to create a more vibrant area for residents to congregate and learn
- Creating a Trophy Room in the entrance of the center to display the many accomplishments and awards won by the children of the Bald Eagle Recreation Center and instill a sense of pride in the community

Care Force After Action Report – Before and After

Learning Zone and Library

Before



After



Trophy Room



Hallways



CARE FORCE™ Survey Results

Notes on Employee Surveys – 27 Respondents:

Below are comments on the collated survey data from the **Inc. Magazine 500/5000 Conference Service Event** which took place in Washington, D.C. on September 23, 2009. This report is sectioned in three parts. The first section is an overview of key points from the quantifiable survey questions. The second section gives a selection of some of the responses to the open ended questions. The third section is an overview of the data collected from the event participants.

Section I – Overview of Key Points

First Twelve Questions:

In the first 10 questions of the survey below 1 = Strongly Disagree, 2 = Disagree, 3 = Agree, 4 = Strongly Agree.

- The most frequent response to all questions was “Strongly Agree.”
- The four questions that received the highest results were:
 - “I understand the mission of the community organization we served today” (4.0)
 - “You would participate again in a future volunteer opportunity” (4.0)
 - “Overall, your project coordinator and the event logistics were well organized throughout the day” (3.93)
 - “You feel it is important to you that the Inc. Magazine Community engages in community based partnerships.” (3.93)
- The four questions which received the lowest rating were:
 - “I understand how the service completed will be sustained.” (3.72)
 - “You learned something new about other people or businesses.” (3.73)
 - “You felt inspired after completing your volunteer experience.” (3.81)
 - “Overall, you feel that your service met community needs.” (3.81)
- All told there were three responses of a “2”, or “Disagree” out of a possible 270 responses. There were no responses of a “1” or “Strongly Disagree.” This is less than a 1% “Disagree” response rate
- There were 235 responses of “Strongly Agree.” This is an 87% “Strongly Agree” rate.
- There were 29 “Agrees,” which when combined with the “Strongly Agrees,” gives us a 98% “Agrees or Strongly Agrees” response rate

Net Promoter Score

The last quantifiable question on the survey below is the “Net Promoter” score which is based on a scale of 1 to 10. Respondents answering 9 or 10 are considered promoters, respondents answering 7 or 8 are considered passives, and those answering 6 or below are considered detractors.

- The Net Promoter question asked was: “On a scale of 1-10 (10 being the highest), how likely would you be to recommend the Care Force service day experience to a friend?”
- There were twenty-three responses of a “10”, one response of a “9” and one response of an “8.” There were no responses below an “8.”
- The Net Promoter Score for this event is 96%

▪ Promoters	96%	(24 volunteers)
▪ Passives	4%	(1 volunteers)
▪ Detractors	0%	(0 volunteer)
- Only 25 of the respondents chose to answer the Net Promoter question

Section 2 - Sample of Survey Comments:

What was the best part of the service day?

- “The finished project is the BOMB!”
- “Seeing the completed project and bonding with others over the work.”
- “Accomplishing the task and knowing we made a difference.”
- “[The] entire day.”
- “Completing the projects we started and knowing the organization would directly benefit.”
- “Knowing that we helped others.”

What suggestions for improvement do you have?

- “Proper tools & better materials.”
- “More time and more tasks.”
- “More time for sure, felt rushed and there was more to do.”
- “Have a way for participants to do more after they leave.”
- “Good job. Everything was well organized. We had tools & supplies.”
- “Can't think of anything. Great Job!”

Section 3 – Data Overview

In the 10 questions of the survey below 1 = Strongly Disagree, 2 = Disagree, 3 = Agree, 4 = Strongly Agree.

Questions	Average Response	Most Frequent Response
I understand the mission of the community organization we served today	4.00	4.00
Overall, your project coordinator and the event logistics were well organized throughout the day	3.93	4.00
You had a good opportunity to strengthen relationships with other attendees.	3.85	4.00
Overall, you feel that your service met community needs.	3.81	4.00
You understand how your service will be sustained when you leave.	3.72	4.00
You feel it is important to you that the Inc. Magazine Community engages in community based partnerships.	3.93	4.00
You learned something new about other people or businesses.	3.73	4.00
You felt proud to represent Inc. Magazine at the volunteer day.	3.89	4.00
You felt inspired after completing your volunteer experience.	3.81	4.00
You would participate again in a future volunteer opportunity	4.00	4.00
Net Promoter Score		96%