LISTEN for GOOD
Advancing the practice of feedback loops in the social sector
Shared Insight

Please complete this online form.

Created: 06/05/2018 • Last updated: 06/19/2018

Technical tips:

- In all of our "tests" of this system, clicking "**Save and Continue**" has worked and we've never lost any data/responses. That said, we worry that you might spend time entering data in the longer/narrative questions and lose what you've written. SO, we suggest you write answers in a word document and then paste them in here, just to be safe. We would hate for you to spend time writing and lose the work (again even though we haven't experienced that happening).

- If you click "**Save and Continue**" at the bottom of this form, it will save but you will stay IN the form to continue working. If you start the form but aren't finished yet and want to go back to the task list, please hit "save and continue" at the bottom AND THEN use the "Back" button at the top of the form on the righthand side.

- Please complete the appropriate fields for each question and treat them all as "required." Most fields in this form are technically required and this task won't be marked complete until you've filled them out. That said, a few aren't marked "required" for technical reasons. For example, in the chart in #19, it is not technically required by the form (becasue we'd have to require all three columns and you might only need one). That said, we do ask that you fill out at least one column/program. You can *partially* complete this form, save it ("save and exit" below) and come back later to finish.

- Once you start the form, if you click "**Save and Exit**" at the bottom, any field that isn't completed will have a red "required" note next to it *until* you come back complete it. That is just to serve as a reminder to you that a given field is still blank -- but again, it doesn't mean you can't save and exit the form and come back later using the steps above. If you want to confirm that you've completed all the fields, click "Save and Exit" and it will note any that you haven't yet done with RED Xs.

06/28/2018 Original sent to Leticia Hernandez, HHS-Social Services dept.

1. Organization Information

Applicant Organization's Legal Name | Fort Bend County

Publicly Used Name (Doing Business As) if Different than Above | Fort Bend County

EIN # | 1-74-6001-969

Street Address 1 | 301 Jackson Street

Street Address 2 (if needed) | (No response)

City | Richmond

State (please write out full state name) | Texas

Zip Code | 77469

Website URL | https://www.fortbendcountytx.gov/

Total number of full time staff that work in your organization | 19

Total number of part time staff that work in your organization | 3

Total number of volunteers annually | 5

2. Head of the Organization

Name   Robert E. Hebert

Title   County Judge

Phone Number   281-341-8608

Email Address   county.judge@fortbendcountytx.gov

Brief Bio   Judge Hebert assumed the office of Fort Bend Constitutional
                        County Judge on January 1, 2003. As County Judge, he
                        presides over Commissioners Court of the 10th largest
                        county in Texas with a population exceeding 770,000; and
                        oversees the county's 2800 employees and its $366 Million
                        budget. He also serves as Fort Bend Emergency
                        Management Director and as a member of the County
                        Juvenile Board, Purchasing Board and Elections Commission.

                        Judge Hebert is a member of the Policy Committee of the
                        Texas Conference of Urban Counties and serves as its
                        Chairman. He a member of the Region H Water Planning
                        Committee, the Texas Leadership Roundtable on Water, the
                        Texas Water Conservation Association and the National
                        Water Resource Association. He was recently awarded the
                        Public Official of the Year award from the University of
                        Houston Master of Public Administration program, for his
                        exemplary service during Hurricane Harvey.

3. Primary Contact for this Grant Proposal

Name	Anna M. Gonzales, MSW
Title	Director
Phone Number	281-238-3506
Email Address	anna.gonzales@fortbendcountytx.gov
Brief Bio	Anna Gonzales is the Director of Fort Bend County Social Services. She holds a Master's degree in Social Work and has 28 years of experience working in the non-profit arena with 6 of those years working for Fort Bend County. She has extensive experience in program development, implementation and evaluation. As the director of Social Services Anna expanded access to services by providing case management services to the county's most vulnerable populations. In addition, she partnered with seven non-profit organizations to create the county's first centralized data collection system, better known as the Fort Bend County Collaborative Information System (FBCCIS) in 2015. In the last three years, she has successfully secured funding to continue the project's efforts of identifying and serving the County's most vulnerable populations.

4. Primary Contact for Listen for Good Implementation

If you are selected to participate in Listen for Good, please share information for the person who will serve as the primary contact/project manager for implementation

Name	Anna Gonzales
Title	Director
Phone Number	281-238-3506
Email Address	anna.gonzales@fortbendcountytx.gov
Brief Bio	Ms. Gonzales is responsible for the writing of the grant proposal and will be ultimately responsible for implementing the project.
If you don't know yet who will serve as the primary contact/project manager, please use this space to describe more about why not (yet) and when/how you would identify this person.	(No response)

5. Additional People Involved with Listen for Good

In addition to the project manager, please share a little more information on any other staff you think will be working on the Listen for Good project. **Leave blank if not applicable.**

Name, Title and Brief Bio - Person 1	Stasha Scruggs, FBCCIS Program Coordinator. Ms. Scruggs holds a Master's degree in Public Administration and has approximately 10 years experience working in various social service settings. She has a strong background in community engagement and program development. Ms. Scruggs began employment with FBCCIS on June 18, 2018. In her capacity as Program Coordinator will be responsible for implementing the Listen for Good Project under the direction of Ms. Gonzales. Ten percent will be dedicated to this project.
Name, Title and Brief Bio - Person 2	(No response)
Name, Title and Brief Bio - Person 3	(No response)

6. Financial Information

Annual Organization Budget for your Current Fiscal Year (please enter a number without commas)	2119923.00
Fiscal Year End Date for your Organization (mm/dd)	09/30

7. Nominating Funder

Nominating Funder for this Proposal	The George Foundation
Name of the Contact Person at your Nominating Foundation	Sache Cantu
Title of the Contact Person at your Nominating Foundation	Program Officer
Email Address of the Contact Person at your Nominating Foundation	scantu@thegeorgefoundation.org
Phone Number of the Contact Person at your Nominating Foundation	281-342-6109 ex.114

8. How did you first hear about Listen for Good?

The George Foundation informed us about this opportunity via email and scheduled a conference call to discuss details and clarify any questions.

9. Please confirm that we may share this proposal with all of the core funders and staff of Fund for Shared Insight, and everyone selected for the proposal review team.   Yes

10. Please list the program for which you are applying to Listen for Good.

You do not need to apply for more than one program, but you may apply to start in up to three programs (and you can expand to more after that, we just recommend starting with a manageable number). Please use a different set of fields for each program. (Note: You do not need to list other (all) programs here.)

	Program(s)	Annual Program Budget (please enter a number without commas)	Number of beneficiaries served in the program annually (please enter a number without commas)
1	Fort Bend County Collaborative Information System	73,127.00	2500
2			
3			

11. Please provide an overview of your organization with a focus on the program(s) for which you are applying to Listen for Good. What is the goal of the program(s)? What outcomes do you seek in the program(s) and how do you measure progress? (500 words or less please)

Fort Bend County established the Fort Bend County Collaborative Information System (FBCCIS) in 2015. Since the program's inception, the County has been the fiduciary agent of the program, with management and oversight of the program being the responsibility of the Fort Bend County Social Services Department. The collaborative contributes to a centralized data collection system with the goal of reducing duplication of services, improving the efficiency and effectiveness of service delivery and coordinating service delivery to the county's most vulnerable populations. The FBCCIS currently consists of 11 organizations, which includes 2 County departments, (Fort Bend County Emergency Medical Service and Fort Bend County Social Services), and 9 non-profit organizations: Second Mile Mission, East Fort Bend Human Needs, Rosenberg/Richmond Helping Hands, Fort Bend Meals on Wheels, Katy Christian Ministries, AccessHealth, Fort Bend Hope, Fort Bend Clubhouse, and the Rosenberg Housing Authority. Six of these organizations provide basic human needs services, one is the local federally qualified health center, one is the local Housing Authority, one is a local community paramedic program, one provides services to the mentally ill, and one provides educational services. FBCCIS partners share client data over a secure platform, work in collaboration to identify additional resources for the county's most vulnerable populations and work together to move clients from crisis to sustainability. In the last three years the collaborative has collected and analyzed the data to provide more comprehensive, targeted services to clients. This year, FBCCIS partners will be trained on the Multi-Chronic Conditions Management Curriculum and in August of 2018, FBCCIS will begin the provision of additional services aimed at improving the quality of life for approximately 80-100 clients living with chronic diseases. The Collaborative seeks to evaluate the outcomes achieved with each client and to understand its impact on the social determinants of health at the client level.

12. Please tell us more about the ecosystem in which you work. Are there similar providers to yours? How does that affect (or not affect) your work? (500 words or less please)

Note: There is no right answer here; we want to better understand the context in which you operate.

The FBCCIS operates in a county without a hospital district and with a number of non-profit agencies serving the population. Since its inception, FBCCIS partners have examined how to optimize working together to provide basic human needs to the clients they serve. For example, when one partner can only provide rental assistance to an elderly client, that partner may reach out to another partner to request food assistance or a third partner to assist the client with completing the Supplemental Nutrition Food Assistance Program (SNAP) application. At the macro level FBCCIS partners have examined and revised their policies, as needed, and partners have agreed to accept referrals over the phone and receive required documents via fax or emails. These changes in protocols have reduced duplication of effort and improved efficiency, thus reducing the number of organizations a client must visit in order to receive assistance. FBCCIS currently consists of partners providing a comprehensive array of services needed by the county's most vulnerable populations. Six partners provide basic needs, two partners provide healthcare, one partner provides educational services, one partner provides housing and one partner provides mental health services. The system of care provided by the collaborative allows for smoothly transitioning from one partner to the next, so when services are exhausted by one partner, another partner can pick up where the previous partner left off. In addition, the collaborative strengthens the collective knowledge base of available services both within and outside the county. The unified effort of the collaborative alleviates the burden of one organization attempting to meet all the needs of one client, and allows the organization with the most expertise or available resources to assist the client. These efforts also assist to make the client aware of other services available within the county.

13. Who are the beneficiaries served in the program(s) for which you are applying to Listen for Good? What do you know about who they are? (500 words or less please)

FBCCIS partners submit data to Fort Bend County Social Services weekly or bi-weekly. From October 1, 2017 through April 30, 2018, a total of 1,545 clients were entered into the system. Of the 1,545 clients served in that time period 74% were females, 24% were male and 2% reported other. Of this same population 43% were White, 41% were African American and 16% reported other. With regards to ethnicity 24% reported they were Hispanic or Latino, with 46% reporting Non-Hispanic or Latino; 30% of clients did not respond to this question. When asked what service they requested, 74% reported food assistance, 19% reported needing financial assistance, 4% reported needing housing assistance and 3% reported needing utility assistance. Fifty-two percent of the clients reported having no income in the household, with 28% reporting an income of $1,200 or less per month, 13% reporting $2,000 or less per month and 7% reporting an income of $2,400 or less per month. Clients reported living in the 28 zip codes in Fort Bend County with 30% living in Missouri City, 16% living in the City of Stafford, 10% living in the City of Rosenberg, 8% living in the City of Houston, 7% living in the City of Richmond and 29% living in the other cities of Fort Bend County. Social Services data in 2017 reported 47% of the clients are receiving SNAP/Food Stamps. When clients were asked have you gone without food to buy medications, 46% of the clients reported yes, and 45% reported they had gone without medication to buy food. When clients were asked how are you feeling today, 12% of the clients reported feeling bad, 10% reported feeling good, 46% reported not so good and 31% percent reported okay. When asked are you feeling this way because you have not taken your medications, 65% said yes and 27% said no and 6% did not respond to the question. When asked, how long have you been feeling this way, 17.34% reported a month, 11.56% reported 1 week, 19.08% reported 1-2 days, 17.92% reported 2 weeks, 15.61% reported 3-5 days and 18.50% reported longer than a month. FBCCIS will identify 100 clients from its existing database to participate in the
Listen for Good Project. Currently FBCCIS maintains more than 2,500 beneficiaries in its database, making it relatively easy to identify unique beneficiaries to respond to the surveys at a minimum of two times per year.

14. Why are you interested in participating in Listen for Good and implementing high quality feedback loops with the people you seek to help? What makes this a particularly opportune time for you to pursue this work? (500 words or less please)

The opportunity to participate in Listen for Good will impact 11 organizations in Fort Bend County as they begin the practice of listening to the people we seek to help in a way that is meaningful and insightful both for the organizations and clients. Learning the process of collecting, interpreting and responding to client feedback has the potential to make an impact on how services are currently provided. This creates the opportunity for insightful change for the future within each organization and aiding in standardizing social services practice. Furthermore, the training has the potential to change how each organization interacts with each other and allows for further discussion to improve collaborative service delivery among and within organizations. Finally the training will also allow for organizations to streamline their existing practices where feasible, utilize data to make ongoing improvements, communicate and advocate the value of beneficiary feedback to staff and stakeholders. Lastly, it begins to set the standard and expectation of how services are provided and closes the gap on client feedback loops.

15. How would you describe your organizational capacity to collect, analyze, and respond to feedback (from any audience - donors, volunteers, staff, beneficiaries, others)? If this is a lower capacity area, that is ok -- we want to hear about it! (500 words or less please)

Currently FBCCIS has one full-time employee Program Coordinator who collects data from partners, reviews and uploads data into the Caseworthy software system. Data is analyzed by the county's Epidemiologist approximately twice a year. FBCCIS' biggest strength is the ability to collect data, however data analysis and feedback response are more time intensive and difficult to manage on a monthly basis.

16. Have you ever collected feedback from the people you seek to help before? Will Listen for Good be building on a system you already have for feedback collection, or will it be a new project (ok if it's new, we just want to learn more)? (500 words or less please)

Recently FBCCIS administered a Beneficiary Assessment to more than 300 clients. The assessment was administered from March through June 1, 2018 via paper and pencil. At this point, the data is being entered by a graduate level intern into Excel and the data will be analyzed by the County's Epidemiologist in July, 2018. We anticipate this will be a new project for FBCCIS and will be administered to the beneficiaries identified to participate in the Multi-Chronic Conditions Management Curriculum that will be implemented in August, 2018.

17. If this is new for you, why do you think your organization hasn't collected feedback before (and remember it's absolutely ok if you haven't done this before)? If this builds on existing work, tell us about what you did (what you collected, how, when, and at what intervals), what you learned, and what you did with that data. Did the data collected lead to any programmatic changes? Did you share what you learned back with those from whom you collected feedback? (500 words or less please)

Beneficiary feedback has been collected by individual agencies, however beneficiary feedback from the collaborative has not been completed. This is due in part to the level of collaborative readiness in previous years. To date the collaborative is ready and primed to collect and receive this type of feedback. FBCCIS partners have proven that as the data is analyzed and presented to them, they are ready to make changes and work together to improve the lives of the beneficiaries we serve collectively in Fort Bend County. This was evident when recent data was presented and the FBCCIS agreed to move forward with implementing the Multi-Chronic Conditions Management Curriculum and also agreed to move forward with the submission of this grant.

18. What do you think are going to be the biggest hurdles for you in systematically collecting and using beneficiary feedback? How might your organization manage those challenges should they arise? (500 words or less please)

The biggest hurdles FBCCIS faces as a collaborative are to explain to beneficiaries how all the organizations
are working together to assist him or her and the need for them to complete the questionnaire. While this may be a simple task it will take time to educate the beneficiary of the need to capture his/her feedback. An additional challenge will be getting and receiving data returned from each partner in a timely manner. FBCCIS partners will have to identify which agency will be responsible for capturing the data on a regular basis and how the data will be captured.

19. FEEDBACK DESIGN AND IMPLEMENTATION PLAN

Please use this chart to lay out a rough draft design and implementation plan for your Listen for Good data collection efforts. Use one column for each program in which you plan to implement. There is no word limit here but aim for quality over quantity please.

If your organization is selected to participate in Listen for Good, we will work with you to refine and finalize this plan before you begin implementation. We want to reiterate and underscore that we understand and expect that the plan below will change between the proposal and implementation. There is a lot that we will all learn together as we continue to learn from this work and there are a lot of unknowns at the outset too.

	YOUR DRAFT PLAN - Program 1	YOUR DRAFT PLAN - Program 2	YOUR DRAFT PLAN - Program 3
1 - Pending September 2018 grant announcements, when do you want to begin collecting feedback as part of Listen for Good?	September, 2018 receive letter/email notification of grant award. Mid-September inform Commissioner's Court of notification of award and place on court agenda for approval and acceptance of award. Late September/early October receive training and technical assistance from Listen for Good. Data collection on feedback from beneficiaries will late October or early November, 2018		
2 - On what kind of cycle/interval, might you regularly collect feedback? Why? How does this dovetail with your program cycles?	Feedback from beneficiaries will be collected upon the completion of the Multi-Chronic Conditions Management Curriculum. It is anticipated that feedback will be collected quarterly.		
3 - How many beneficiaries will you request feedback from in each cycle (approximately)? How many beneficiaries do you anticipate requesting feedback from overall in the first year?	FBCCIS will target 100 beneficiaries to complete the feedback questionnaire quarterly. It is anticipated that approximately 200-300 total beneficiaries will complete the feedback questionnaire in the		

first year.

4 - What do you think will be the most effective method(s) for administering surveys to your beneficiaries (e.g. web, phone, tablets, paper etc.)?

The most effective method for administering the surveys will be through tablets upon completion of the curriculum. It is anticipated that the questionnaire will be administered by the case managers working with client.

5 - In what language(s) do you plan to collect feedback? Please share any other language- or literacy -related details here.

Feedback will be collected in English and Spanish. It is anticipated that there may be a need to collect feedback in other languages, however that need will be addressed as the need arises.

6 - When you receive feedback data, how will you share it within your organization? Do you anticipate that both staff and volunteers will be involved in this process and, if so, how?

Feedback will be shared with FBCCIS partners quarterly. Data will be shared with executive members of each organization and they in turn will share data with board members, staff and volunteers. It should be noted that all FBCCIS meetings are attended by the executive director of each organization.

7 - How will you close the loop with the people who gave feedback?

Upon completion of each survey each beneficiary will receive a phone call and/or home visit to discuss feedback received. Beneficiaries will be thanked for their participation and if necessary asked for clarification of their

responses.

"Save and continue" will save your data and return you to the top of this form. If you want to finish later, hit "save and continue" here and then use the "Back" button at the top right of the page.

"Save and exit" will return you to the "Application Components" task list, and only works once all required fields are complete.

LISTEN FOR GOOD
Budget Template

INSTRUCTIONS:
Please complete all fields shaded in gray.
Everywhere else, the formulas in the spreadsheet will auto-fill.
The two totals in green (both will auto-fill) should match.

Organization Name __Fort Bend County__

Project/Program Name __Fort Bend County Collaborative Information System__

Total grant amount requested from Fund for Shared Insight: (1)	30,000	over 18 months, $20,000 in Year 1 and $10,000 for final six months
Project/Program funding expected from other sources:	0	We assume you won't have other funders for this -- though if you have a larger budget for it and want to note that here, you certainly may.
Total Project/Program amount	30,000	

Proposed Project Budget - complete the categories as applicable	DETAILS ON COSTS INCLUDED IN EACH CATEGORY	Start: End: Year 1	Start: End: Six Months	Total
Salaries	10% of Program Coordinator's time will be allocated to this project.	5,034	2,517	7,551
Payroll Taxes & Employee Benefits	Fringe benefits were calculated based on 10% o	2,279	1,140	3,419
Supplies to implement the program	Generaal office supplies for 18 months.	250	863	1,113
Other ongoing costs to implement the program -	Travel for the cost of 2 employees S. Scruggs and A. Gonzales for 18 months, Travel will include local, in-state and out of state travel for training purposes or meeting with consultant.	1,517	1,000	2,517
Other - please note what you are including	will be purchased in the first year of funding. Surface Pro tablets have been calcuated at $1,400 each X 6= $8,400. The one program coordinator, 3 Fort Bend County Social	10,920	4,480	15,400
Overhead (1)		0		0
Total Project/Program Budget (totals in the two green boxes should match)		20,000	10,000	30,000

NOTES
(1) Overhead typically includes occupancy (rent, utilities, etc.), information technology, and wireless / telecommunications costs.
It can also represent overhead allocations of common costs.
(2) We know that this budget is your best assessment right now of how you'll spend the grant funds and that your actual expenses may be different than what you list here. That is ok. And we're especially aware that you really don't know yet exactly how you will spend the year 2 funds, so just share your current best thinking here please.