Listen for Good
Findings and Recommendations

Number of Surveys Collected: 300 total surveys were collected (175 from Head Start and 125 from AVANCE/Pasitos)

Key findings:

Program specific data showed that families rated all of our early learning programs. Here are the key areas that came up for participants through the survey:

1. There is a need for more community awareness for Community Action Partnership of Sonoma County (CAP Sonoma). Participants knew their own program, however, were unaware of the link to the agency. In some instances, the participants had to be informed of that their program was a CAP Sonoma program.
2. The amount of paperwork associated with Head Start was mentioned as a barrier for participation.
3. The length of time for participants to learn if they were accepted to Head Start was mentioned as a barrier for participants.
4. Low income levels for Head Start were mentioned as a barrier for participation in the program.

Recommendations from CAP Sonoma Listening for Good project staff. These recommendations are based on feedback from both participants and staff.

1. Ensure branding of all agency documents, materials, and giveaways with the agency current logo.
2. Develop specific strategies to educate staff about agency resources available to participants (building meetings, presentations across staff meeting, opportunities for staff to get to know each other and what they do, etc.).
3. Ensure that agency programs table together at community events.
4. Ensure that the agency and programs provide a feedback loop that accessible to both participants and staff. These loops should include survey summaries, recommendations based on feedback, and program improvement tied to feedback.
5. Increase interdepartmental communication and collaboration
6. Evaluate and recommend systems improvement to reduce wait times for participants.
7. Evaluate enrollment and registration system to look at ways to streamline the process for enrollment of participants.
8. Evaluate current data collection to determine necessity (Is the data going to be used or is it some we collect and never use?)
9. Agency advocate for more affordable housing in Sonoma County.
10. Agency advocate for more affordable child care options in Sonoma County.