



Scope Strategic Work Group

BOARD WORKSHOP PRESENTATION

OFFICIALS:

Brian P. McGuire, Supervisor ♦ Katy Dolan Baumer, Clerk ♦ Thomas S. Smogolski, Assessor ♦ Thomas O. Schneider, Highway Commissioner
Mary Alice Benoit, Trustee ♦ Craig Essick, Trustee ♦ Eugene N. Martinez, Trustee ♦ Khaja Moinuddin, Trustee

Scope Work Group Overview

The purpose of the Scope Work Group is to:

- A) Measure and collect data on the utilization of programs and services and potentially identify correlating gaps or opportunities for growth
- B) Create and conduct a community needs assessment survey to collect data and analyze input from Hanover Township residents
- C) Present findings to administration and the board and make recommendations for potential program/service development based on trend analysis and findings from community survey

Trend Analysis Findings

- Metrics were collected from department board reports from fiscal years 2014, 2015, and 2016
- Department heads were asked to provide a detailed description of the metrics, as well as input on the findings of the trend analysis
- Findings included programs and services participation across all four departments were affected by the following:
 - Staffing fluctuations-turnover, recruitment, onboarding, maternity/paternity/medical leave
 - Cyclic programming offerings-school calendar, insurance enrollment periods, seasonal labor
 - Inclement weather

Community Needs Assessment Survey

- Conducted June 2016 through December 2016
- Survey promoted at Township and community events, press releases, social media, newsletters and website
- 496 completed surveys collected and analyzed

“A lot! I may have been homeless or without lights or heat or meals at a time without the Township.”

“They have been a lifesaver – we could not have done it without them.”

“Hanover Township is my lifeline....I do not drive and I use the services provided many times a month for doctors’ appointments, shopping and personal errands.”

*See your Findings Report for a copy of the Community Needs Assessment Survey

Community Needs Assessment Survey Recommendations

1. Conduct further assessment of the Tutoring Services Program, staff and participants to better determine the needs of program expansion.
2. Create and implement a targeted survey to senior residents specifically addressing interests in the types of art classes and trips.
3. Increasing health educational programs by both Hanover Township nurses and outside providers.
4. Pilot Office of Community Health evening hours twice per month.
5. Identify current English as a Second Language class offerings and locations in surrounding Township areas and refer when appropriate.
6. Continue to recruit employees who are bilingual and bicultural as well as provide staff with opportunities for professional development in cultural competency and conversational Spanish.