



The mission of the Resource Centers is to help students thrive academically, socially, and emotionally by supporting them and their families through strategic partnerships. Each Resource Center is designed to provide a variety of services and programs to improve student outcomes such as: access to healthy food, job training, safe streets and public spaces, and access to mental health and wellness. These services and programs are provided by partnering with organizations that have the capability to meet the needs of students and families in each community. The first location, Resource Center South (Lincoln), began operation in February 2024.

Key Findings

Implementation

- By June 2024, 349 families received one or more services, which met the goal of 200 families.
- By June 2024, 236 students received one or more services, which met the goal of 200 students.
- By June 2024, seven percent of families with AA or EB students in the Lincoln feeder pattern received services, which did not meet the goal of 10 percent.
- By June 2024, five percent of AA or EB students in the Lincoln feeder pattern received services, which did not meet the goal of 10 percent of students.
- By June 2024, three percent of families with AA or EB students in the Lincoln feeder pattern attended the grocery store at least twice, which did not meet the goal of 10 percent.
- When asked how they heard about the Resource Center South (Figure 2), families most often reported hearing about the program from school staff (26%), school communications (25%), and flyers (17%).

Stakeholder Feedback

- Ninety-eight percent of student and parent/guardian respondents agreed or strongly agreed that they enjoyed their experience at the Resource Center, which met the goal of 85%.
- Between 91 percent and 99 percent of student and parent/guardian respondents agreed that (a) they felt welcome when they arrived at the Resource Center, (b) activities provided by the Resource Center helped them with what they needed, and (c) services provided will help the student do better in school (e.g., improve grades, attendance, or behavior).
- Most student respondents reported that they believed their friends would like the Resource Center (Average score: 9.1 out of 10 stars; Net Promoter Score[1]: 71; n = 167).
- Most parents/guardian respondents also reported that they would recommend the Resource Center to another family (Average score: 9.6 of 10 stars; Net promoter score: 88; n = 91).
- Forty-one percent of parents/guardians reported that their Net Promoter Score was based on the high quality of services they received, and 31 percent rated the customer service that they received as positive.
- Parents/guardians most often reported that they did not have any suggestions for additional services or were satisfied with the current services (48%), followed by more job trainings (16%) and continuing to offer classes in English (11%).

Recommendations

- **Use the early challenges that program staff members successfully overcame at Resource Center South to improve the launch of future locations.**

In Spring 2024, the program staff members at Resource Center South faced several challenges regarding (a) security, (b) registering families, (c) tracking attendance, and (d) collecting feedback. To address these challenges, program staff members improved security, launched a more user-friendly registration portal, improved the check-in process, and increased responses on Satisfaction Survey. The lessons learned from these experiences should be used to improve the launch of future resource centers in Fall 2024 and Fall 2025.



Recommendations

- **Continue efforts to promote resource centers to AA and EB students and families in targeted feeder patterns.**

In Spring 2024, families most often heard about services offered at Resource Center South from school staff, school communication, and flyers. While Resource Center South did not meet its goal regarding the rate of AA and EB students and families at Lincoln who received services, it did meet the goal of serving at least 200 families and at least 200 students in Spring 2024. This indicated that students and families outside the Lincoln feeder pattern were also utilizing the services at Resource Center South. Improving outreach efforts for families of AA and EB students in each feeder pattern will allow future resource centers to more effectively meet the needs of these priority groups.

- **Continue efforts to increase the response rate on the Resource Center Satisfaction Survey.**

While over half of survey respondents did not have suggestions for additional services, some identified job training and English classes as important services that meet their needs. As additional resources centers open in Fall 2024 and Fall 2025, program staff should continue gathering community feedback to allocate resources effectively for future services.

- **Continue efforts to identify services that meet the needs of students and families in each feeder pattern.**

While not all attendees completed the satisfaction survey, the results indicated that almost all respondents (a) reported high levels of satisfaction with the services offered at the Resource Center South and (b) would recommend the resource center to others. Increasing the response rate will allow program staff members to evaluate the services offered at current and future resource centers more effectively.