



CONSTITUENT VOICE

FISCAL YEAR 2016 KEY FINDINGS

At LIFT, we believe our members are the experts on their own lives. That's why, when working with LIFT staff, they drive the agenda in setting their goals and the path to achieve them. In 2013, this commitment to member-driven work led LIFT to implement Constituent Voice, a process for systematically gathering input from those we serve.

A big part of this process is asking our members to complete short surveys about the quality of LIFT services as well as their own social connections and personal well-being (e.g., resilience and self-efficacy) each time they come in. We analyze the responses to learn what we're doing well and what we need to improve, and to gauge members' perceptions of their strengths and weaknesses.

In addition, we match members' survey responses against measures of their progress at LIFT (like the number of goals they've completed) to explore whether or not survey responses are related to member progress (spoiler alert: they are!).

A recent in-depth analysis of our Fiscal Year 2016 survey responses – conducted by an independent, third-party researcher – has provided reliable evidence that our intense focus on **engaging members and building strong relationships** has been **vital in empowering members to achieve critical change for themselves and their families**.



Our Constituent Voice process has empowered us to think critically about what we're doing well and what we need to improve. And the survey results speak loud and clear: by putting members first in all that we do, we empower them to achieve transformational outcomes for themselves and their families.

WHAT IS CONSTITUENT VOICE?

Constituent Voice is an approach for systematically collecting member feedback and looping that information back into program design and implementation.

Constituent Voice encompasses a member survey, member interviews, focus groups and the process of making changes based on member input. These findings primarily focus on the results from our survey.

HERE'S WHAT WE'VE LEARNED



LAST YEAR WE FOUND THAT:



- 1. LIFT members are engaged and view the organization positively.** Three out of four members were high scorers across almost every question related to LIFT services (service quality, relationship quality and loyalty and engagement).
- 2. Engaged members made up to three times as much progress on their goals (e.g., accessing employment and benefits).** High scorers completed up to 2.7 times as many goals as low scorers during their time at LIFT. This suggests that higher engagement supports progress on goals.
- 3. Members who felt they made progress during their first meeting were more likely to return for subsequent visits.** Members who reported making progress on their goals in their first meeting were more than 20 percent more likely to return for subsequent meetings – an early predictor of retention.
- 4. Women were less likely to report having strong social connections and personal well-being.** The difference was especially stark when members were asked if they have family, friends, or neighbors in their life that support them; on this question, women were 15 percent less likely to be high scorers than men.
- 5. Members' social connections and resilience showed improvement while working with LIFT.** Half of members reported increased social connections and about 40 percent reported increased resilience after engaging with LIFT.
- 6. Stronger social connections and resilience translated to more progress on goals.** Members who reported having strong social connections and personal well-being completed more goals than members who did not, with high scorers completing up to 1.6 times as many goals during their time at LIFT.

For additional information on LIFT's Constituent Voice process, check out our recent publication [Listening Better: 10 Lessons from LIFT's Member Feedback Survey](#) or contact us at feedback@liftcommunities.org.