

Manhattan Community Board 11
Human Service Organization Questionnaire
(rev. October 2022)

Community Board 11 wishes to establish and maintain healthy working relationships with the organizations serving our community. In addition, we are updating our community resources section on the CB 11 website and would love to share the work that your organization is doing in East Harlem. We ask that you complete the following survey to help us get to know your organization and its work better.

INSTRUCTIONS

We understand that organizations are formed and structured differently. All questions require an answer. Please do your best to answer each question as best as possible and mark “Not Applicable or N/A” where questions don’t apply to your organizational structure.

We also understand that CB 11 is home to many. For the purposes of this questionnaire, we will use the term “East Harlem” to include East Harlem, El Barrio, Spanish Harlem, Randall’s Island, and Ward’s Island

PART 1: ORGANIZATIONAL CONTACT INFORMATION

FULL NAME & WORK TITLE

(Please list the information for the person who is filling out this form)

WORK EMAIL

WORK PHONE:

ORGANIZATION NAME

ORGANIZATION ADDRESS

(Please also list any other locations in NYC)

Primary address

Additional addresses

ORGANIZATION WEBSITE

POINT OF CONTACT

(If this person is different from the person filling out this form, please list the information for the person that will stay in communication with CB11 Staff)

FULL NAME & WORK TITLE

WORK EMAIL

WORK PHONE:

WOULD YOU OR A MEMBER OF YOUR ORGANIZATION BE WILLING TO VISIT THE HUMAN SERVICES COMMITTEE MEETING TO GIVE REGULAR UPDATES ABOUT YOUR WORK IN EAST HARLEM?

(Link to CB11 Calendar here: <http://www.cb11m.org/pmcalendar/>)

Please explain any pertinent information that may conflict with this request

PART 2: ORGANIZATION INFORMATION

What is your organization structure?

(nonprofit, for profit partnership, for profit corporation, local government entity, State government entity, Federal government entity, fiscally sponsored group etc.)

How long has your organization been operating in East Harlem?

Please provide a copy of your most recent annual report

Who has authorized your location in East Harlem?

Answer only if applicable

(e.g., DOH, DOMH, OASAS, City Council, NY Senate, ...etc.)

Does your organization have a community advisory board?

If so, ---When does it meet? ---What is the recruitment process for community advisory board members?

If not,

---Do you believe your organization would be more effective by establishing an advisory board?

(Please take this opportunity to share any capacity limits that your organization may have in this regard.)

PART 3: PROGRAMS, SERVICES, INITIATIVES

What programs/services does your organization provide? (*Why is this service or program important for East Harlem?*)

**You can provide a link to a webpage with this information.*

What are your company's criteria for providing services?

Are services free? If not,

---Are your fees adjusted based on income or other variables?

---Who is left to pay the bill?

---Are there resources/vouchers/referrals, etc. to help offset fees

Please explain your organization's current service capacity
(#of clients, beds, etc.)

What is the current estimated number/percentage of East Harlem residents/families served by your organization?

Does your organization provide services at locations outside of East Harlem? If so, please explain.

What is the current number/percentage of East Harlem residents currently employed by your organization?

What is the percentage of your client base that lives in East Harlem?

How does your organization partner with other organizations, local or otherwise, to provide the best quality of services and resources for East Harlem residents?

***Please share your organization's needs assessment(s) regarding issues impacting your client base in East Harlem. ***

How does your organization address the needs which are identified through your assessment(s)?

***Please provide copies of any complaints received by your organization regarding your East Harlem location: (e.g., issues uncovered by internal or external audit, or complaints filed to you and other government agencies about your services) in the past five years. ***

When is your program next up for review, audit, or reauthorization?

PART 4: REQUEST FOR ADDITIONAL INFORMATION

Please detail what if any client safety and/or public safety measures your organization has put in place to assist its clients and the surrounding community.

What, if any, impact has your organization endured because of the COVID-19 pandemic as it relates to service delivery, staffing, client participation?

CB 11 supports our local businesses and organizations. Please let us know about any issues or complaints that your organization believes CB11 should be aware of.