

The Success Foundations Community Resource Book (CRB) '25: Follow-up Responses

Summary of Key Findings (April 2025)



Overview

The Success Foundation distributed the seventh edition of the Community Resource Book (CRB) in March 2025. In addition, TSF concurrently distributed the Summary of Key Contact Information (SKCI) document for the very first time.

Seventy-one organizations submitted information and were included in the CRB '25, 17 of whom were included for the very first time. A follow-up email was sent to all who participated in CRB '25 requesting feedback on the overall effectiveness of the CRB '25 and the SKCI and what should be considered to make it more effective in the future.

Below are the questions TSF sent to all who were included in CRB '25:

1. On a scale of 1-10 (1=lowest, 10=highest) how would you rate the value of the Community Resource Book (CRB) to you and your staff?
2. What value do you/will you and your staff derive from receiving and sharing the Community Resource Book (CRB)?

3. On a scale of 1-10 (1=lowest, 10=highest) how would you rate the value of the new Summary of Key Contact Information (SKCI) to you and your staff?
4. What value do you/will you and your staff derive from receiving and sharing the Summary of Key Contact Information (SKCI)?
5. Did/will you disseminate the CRB and the SKCI among the rest of your staff?
6. Did/will you disseminate the CRB and the SKCI outside of your org? If so, to whom?
7. What changes do you suggest TSF consider for CRB or SKCI for the future?

Organizations who responded

Many thanks to the following organizations who responded:

- Cristo Rey High School Richmond
- Boys to Men Mentoring
- CHSVA
- All Saints Catholic School
- REAL Life
- The LighthouseRVA
- St James Children Center
- RISE Academy
- Anthem HK +
- Moments of Hope Outreach
- Impact Living Services
- VHBG
- Support Works Housing
- Fostering Hope RVA
- STEP Richmond
- CARITAS Virginia
- Homeward

- Robinson Theatre
- Fostering Acadia
- CCWA

Below is a summary of the follow-up responses

- **On a scale of 1-10 (1=lowest, 10=highest) how would you rate the value of the Community Resource Book (CRB) to you and your staff?**

Summary Finding: The overall average rating was 8.9 out of 10, which indicates most participants derive great value by participating and receiving the CRB.

- **What value do you/will you and your staff derive from receiving and sharing the Community Resource Book (CRB)?**

Summary Findings: below are the responses to this question:

Sharing with our families is of great value. It allows them to take ownership of finding the necessary programs

The CRB allows our school to connect with the broader community and raise awareness of the education options available to families. The CRB creates the opportunity to serve more students and help more families. The CRB also serves as a

reference for us to recommend support services available to meet the needs of our families.
Good to review and see what new resources are available for our consumers.
Super helpful when people are asking for resources or where to find something we do not necessarily provide.
Having them condensed into a document that is easily accessible and shareable is extremely helpful.
What a wonderful resource for a variety of reasons! As someone coming from Chesterfield public schools, I did not have a rolodex of organizations and connections when I started my role. This is helpful when thinking of ways to build relationships across organizations.
This is a great tool for my Foster Care Case Manager at the MCO to be able to have a resource guide at their fingertips that have a collective of so many resources that they may not be aware of to help support our youth.
As a smaller organization in Richmond, this information has already been tremendously helpful to us for the purposes of connecting our youth with resources. We also want to continue to network with other like-minded people/organizations that are passionate about this population, and this provides an ideal list of partners.
Consolidated, updated source of community resources that will be used often by support services specialists for our formerly homeless residents and program participants and our HR manager to support our staff of about 155 people.
Intel about new services, confirmation about the space VHBG occupies in the systems of care, and a stronger sense of comradery.
We are hoping to collaborate with other organizations that we partner with
It will be helpful to know who is in our geographic area to connect with more for partnerships and directing others in the community for resources.
It will be helpful to have these collected resources to disseminate to community members in need.

- On a scale of 1-10 (1=lowest, 10=highest) how would you rate the value of the new Summary of Key Contact Information (SKCI) to you and your staff?**

Summary Finding: The overall average rating was 8.7 out of 10, which indicates most participants derive great value by participating and receiving the SKCI.

- **What value do you/will you and your staff derive from receiving and sharing the Summary of Key Contact Information (SKCI)?**

Summary Findings: below are the responses to this question:

This summary is very helpful. Having all of the contact information in one place makes it easier to access information. Reading the CRB increases our knowledge of available resources for our families. The SKCI makes it much easier to share with families.
Knowledge of key contacts; eliminating time researching information for providing external resources for youth and family and having access to the most current information
Knowing more of what is in the community and available
Having them condensed into a document that is easily accessible and shareable is extremely helpful.
This directory is so helpful when a quick search or reminder is needed. I can scan the document and immediately find the contact info that I need, instead of searching through the book or a Google search.
The key contact is a great tool to show how to best contact the key point of contact for an organization that can help you get support.
Having the contact information for these partners is paramount. And being able to reach out to these contacts with the SKCI as a reference will likely open doors and conversations that had previously been difficult to broach. Again, having like-minded partners is paramount, and having a solid contact to connect with is pivotal. Without being able to reference the SKCI as the source of information, many emails and voicemails may have otherwise gone unanswered.
Faster access to resources & assistance
Having program information is great but having a specific person to connect with is sometimes even better.

Saved time looking up contact info
It will be helpful to have a quick "go to" sheet that has current information for 2025.
Just the ease of use without having to scroll through the whole CRB.

- **Did/will you disseminate the CRB and the SKCI among the rest of your staff?**

Summary Findings: below are the responses to this question:

Yes
We send it out during our staff meetings
We will share it with our administrative team.
Yes - we have already done so
I have shared these with some of our staff and some community partners looking for resources
Yes, to staff as well as others whom I think will benefit.
Yes, we will
Yes, I did
The SKCI has already been distributed within the Impact organization and will be provided as a resource to all future staff members as well.
Yes
Yes
Yes
Yes
Yes
This document has been placed in our shared document folder in our system for all staff to utilize. The document has also been sent out to all staff. We will continue to encourage staff to utilize it as needed!
Yes

- **Did/will you disseminate the CRB and the SKCI outside of your org? If so, to whom?**

Summary Findings: below are the responses to this question:

Posting on our website in the area for students/families.
We share with our student interns as well as parents who need additional support. Will also be sent out through our April mailing to all interested parties.
We share it with our administrative staff.
Will distribute to some consumers
We share with some of our staff and community partners looking for resources.
Yes, to a couple of Philanthropic partners
I will happily share this document with families who are in need of additional resources.
I can imagine passing it along to Board members.
No
We have not sent it externally at this time. Mostly because the majority of individuals we could send it to are already included in the document.
Yes, to community partners serving in the Richmond Region
Yes, as appropriate to fellow providers, parents, referral and funding sources, and other membership organizations (VAISEF, VCOPPPA, VALCPA, VACBP).
Not yet
Yes, throughout the community based on client need.
Yes
I have not heard of any staff disseminating these resources outside of our organization. This is something we will definitely consider in the future!

- **What changes do you suggest TSF consider for CRB or SKCI for the future?**

Summary Findings: below are the responses to this question:

Once an org confirms their material, they should be removed from the reminder email and return when the CRB is complete.

Consider sending just our section next year to edit v the whole document.

Maybe just post the link online to your website and update it throughout the year as resources change.

Maybe shorten info/narrative about missions/description of services and asking what the best way for a person is to access your resources easily/the process and qualifications in bullet point so easier to read.

Page breaks or lines between sections of text would make for easier readability.

Larger font, or digital versions to share.

Please continue to update at least annually (a lot is changing right now due to federal funding uncertainty/reductions)

Let's collaborate on a networking mixer so we can meet the founder of these organizations and make physical contact. I can host at my place if it can be done on a weekday. This should be done in December.

There are a few other resource guides available in the Richmond area, however The Success Foundations Resource guide is easy to use, well thought out and packed with additional resources and links. It is the only guide that I emailed to all CARITAS employees.

I wonder if it could live online somewhere so people can have quick access and it would be dynamic with contact information always staying up to date if any changes occur. Maybe each main contact would have a sign in to update their information or even provide current resources, ways to partners, needs, etc. to share with the larger group in real time.

Categorized division of "other" resources", specific needs around childcare, low-income housing, transportation, etc.

I would recommend making the table of contents clickable links that will take you directly to the page of the resource you are trying to access. This would eliminate someone having to scroll all the way through the document to find something and would make it much quicker and easier. In Microsoft Word there is a way to add a table of contents that allows you to do this! The CRB has a lot of information, which is great, but it can seem overwhelming when you are trying to find one specific resource to fit a need for an individual. It often takes me a while to find what I am looking for due to the sheer volume of information. For some organizations, I would recommend simplifying the descriptions and allowing only a certain number of words per organization to make it more concise. I would also recommend that for each organization, there is a very short and to the point description (30-50 words) at the top that could even be bolded of what the organization does and who they serve so someone doesn't have to read

paragraphs of the organization's mission and purpose. For some organizations it is easy to find information but for others, the mission is so long that it takes a while to figure out exactly what they do and who they serve. For Fostering Acadia, the short description might be "Fostering Acadia is an independent living program for youth in and aging out of foster care in Virginia, ages 17-21 that provides housing, support with daily living skills, and connections with community resources". Once the person knows the purpose of the organization, they can choose whether to continue reading on about the specific services or support offered. Maybe a simple solution would be to add a "Who We Serve" line item that is concise. There could be different ways to approach this!