

**About the partner:**

The Hope Center is a nonprofit organization whose programs began in 2011. Using the profits from a second-hand thrift store and donations, they offer community support through several programs. Their main program is the Hope at Work program that provides employment and life skills to adults struggling to secure and/or keep entry level employment. Hope at Work employees agree to participate in a plan tailored to their particular needs, with graduation goals of finding sustained employment, financial responsibility, personal accountability and healthy social relationships.

The full list of programs offered by the Hope Center are

- Thrift Store
- Voucher Grants
- Hope at Work Programs
  - Employment Training
  - Budgeting
  - Matched Savings
  - Education
  - Support Coach
  - Celebrate Recovery

**Problem Statements:**

1. Develop and apply metrics that measure the impact that the Hope Center has on their program participants to make positive life changes toward

- personal accountability
- financial independence
- healthy social relationships.

2. Develop and apply metrics that measure the impact that the Hope Center has on the community with regards to

- Volunteer opportunities
- Employment
- Rehabilitation assistance
- Relapse prevention
- Assistance for people in need
- Environmental impacts.

Data has been collected and is available (although not complete). Included in the data is information about finances (business and donation), participant achievements, activities, and status, thrift store inventory, assistance type and numbers, recycling, and employee schedules.