

## **CNA Avoyelles Parish (example) take from computer under CNA**

### **CNA Process (Jacob Crawford)**

# **Community Needs Assessment**

“For even the Son of Man came not to be served but to serve others and to give his life as a ransom for many.” Matthew 20:28

## **Frequently Asked Questions**

### **1. *What is a Community Needs Assessment (CNA)?***

A Community Needs Assessment is an in depth analysis of local social/religious organizations concerning the services provided and the needs there of. The CNA involves the surveying of community social organizations and the compilation of the data.

### **2. *What is the purpose of a CNA?***

The CNA allows churches and individuals to learn about community services that are available in one’s community as well as assess community problems and unmet needs. The CNA also provides opportunities for churches/individuals to establish relationships/networks with community agencies and organizations. The CNA provides the local church the opportunity to reach people for our Lord through compassionate ministries based on those unmet needs.

### **3. *Who can implement a CNA?***

Anyone can implement a CNA: pastors, mission directors, individuals, associations, or churches.

### **4. *What will I have to do to host the implementation of a CNA?***

The only responsibilities that you have as a host is: 1. Selecting a date 2. Reviewing list of social agencies 3. Recruiting and communicating with volunteers 4. Setting appointments 5. Providing meals on day of CNA. The LBC will provide a CNA representative who will provide training, CNA information/supplies, a list of agencies for your community, and an in depth analysis of the survey results.

### **5. *Will all the agencies be interviewed on the same day?***

Our goal is to interview as many agencies as possible on the date of the CNA. However, this rarely occurs. Follow-up visits and phone calls will be made for those agencies that were not surveyed.

### **6. *How do we begin?***

- Select a date.
- Create a list of local social agencies and religious organizations that provide services within the parish. (Will be provided by CNA director; however you will be responsible for reviewing)

- Contact each agency to set an appointment (10am and 11am) with the director of each agency for the day of the CNA. (If director is not available set an appointment with a representative of the agency).
- Enlist workers for the one-day assessment. Two people per agency are needed. You can use pastors, laymen and the LBC.
- Complete CNA. (Training, interviews, compilation of surveys)
- CNA's will be provided two weeks later by the LBC representative.
- Use CNA to create a ministry plan.

**7. *What takes place on the date of the CNA?***

- Meet at 8:30 AM for training (provided by LBC representative)
  - Review the questions that we will be asking and why.
  - Instructions on what to look for.
  - Teams are assembled and given packets (include interview forms, addresses, maps, etc...)
- At 9:30 AM
  - Teams leave for the two preset appointments (10AM and 11AM).
  - Teams meet with their contact person and ask the pre-set questions
  - One team member ask the questions and the other takes notes.
- Return at 12 Noon. (
  - Light lunch
  - Share feelings and highlights.
  - Turn in interview reports.
  - ADJOURN at 1:30 PM
- LBC Staff will take copies of the interviewed reports with them. They prepare the report and return it to you to duplicate and distribute as needed.

**8. *What questions are asked during the interview?***

- What services do you provide?
- What are the qualifications for receiving your services?
- What are the strengths you see in this community?
- What problems do you face as an agency?
- What problems and needs exist among those you serve?
- What problems and trends do you see that will affect your work over the next five years?
- What can a church, a group of churches, or volunteers do to help? And/or what are your volunteer needs?
- If you had an opportunity to speak to challenge church people, what would you say?

**9. *What will the CNA report include?***

The CNA includes: an initial analysis of data which will summarize unmet needs, at-risk populations, trends found within data, services provided by current agencies, and a comprehensive list of agencies.

# My Community Needs Assessment

LBC CNA Representative \_\_\_\_\_ Email \_\_\_\_\_  
Phone \_\_\_\_\_

Local CNA Host \_\_\_\_\_ Email \_\_\_\_\_  
Phone \_\_\_\_\_

Description of area to be surveyed (City, zip, ring study, etc...) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Initial purpose of CNA \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of CNA \_\_\_\_\_

Location of CNA training \_\_\_\_\_

A list of agencies will be provided by (date) \_\_\_\_\_

Volunteers who will make appointments (names) \_\_\_\_\_

All appointments will be made by (date) \_\_\_\_\_

# of Agencies to be interviewed \_\_\_\_\_ # of Volunteers Needed \_\_\_\_\_

Volunteers need to be recruited by (date) \_\_\_\_\_

Date of finalized CNA \_\_\_\_\_

## Questionnaire

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Agency Name \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

Phone Number \_\_\_\_\_ Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Agency Spokesperson \_\_\_\_\_ Position \_\_\_\_\_

Website \_\_\_\_\_ Interviewer Name \_\_\_\_\_

***Ask the following questions and accurately record answers:***

- What services do you provide?
- What are the qualifications for receiving your services?
- What are the strengths you see in this community?
- What problems do you face as an agency?
- What problems and needs exist among those you serve?
- What problems and trends do you see that will affect your work over the next five years?
- What can a church, a group of churches, or volunteers do to help? And/or what are your volunteer needs?

OBSERVATIONS \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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## Phone Script

### SCHEDULING APPOINTMENTS

Hello! My name is \_\_\_\_\_ and I am with \_\_\_\_\_ and the Louisiana Baptist Convention. We are conducting a Community Needs Assessment. May I schedule an appointment with your director on \_\_\_\_\_ at \_\_\_\_\_ am. The community needs assessment is comprised of eight questions concerning your agency and the community. It should only take 30 minutes of your time.

\*\*\*If the director is not available, schedule an appointment with a worker or volunteer\*\*\*

WRITE DOWN THE NAME OF THE AGENCY, SPOKESPERSON TO BE INTERVIEWED, and TIME OF INTERVIEW on CAN INTERVIEW FORM!

### INTERVIEWING OVER THE PHONE

Hello! My name is \_\_\_\_\_ and I am with \_\_\_\_\_ and the Louisiana Baptist Convention. We are conducting a Community Needs Assessment. May I speak with someone in your agency who could answer a few short questions?

When the spokesperson gets on the phone introduce yourself again.

Explain that a Community Needs Assessment is simply a survey we are using to find out what services are being provided in the community and ways in which we as a church can help.

COMPLETE THE AGENCY INTERVIEW FORM FOR EACH AGENCY