



**Pecos Senior Center Good Neighbor Executive Summary**  
**Program Dates: June 17, 2010 – July 29, 2010**

The Good Neighbor Program (GNP) has been in existence since 1995. Because of its successful track record in bringing diverse groups together, and developing local leadership, the program is one of the vehicles being used city-wide to help embrace the great diversity of our community and help recent and long-term residents understand and respect each other's differences and foster vibrant neighborhoods.

The Good Neighbor program self surveys itself to provide the best possible program for the residents of Phoenix. The Pecos Senior Center GNP was a new venture to bring the program to senior citizens from the community who participate in programs at the Pecos Senior Center. The Pecos GNP averaged 15 residents per session. Upon completion of the program, the residents were thankful for the information shared and felt more empowered to access the city of Phoenix.

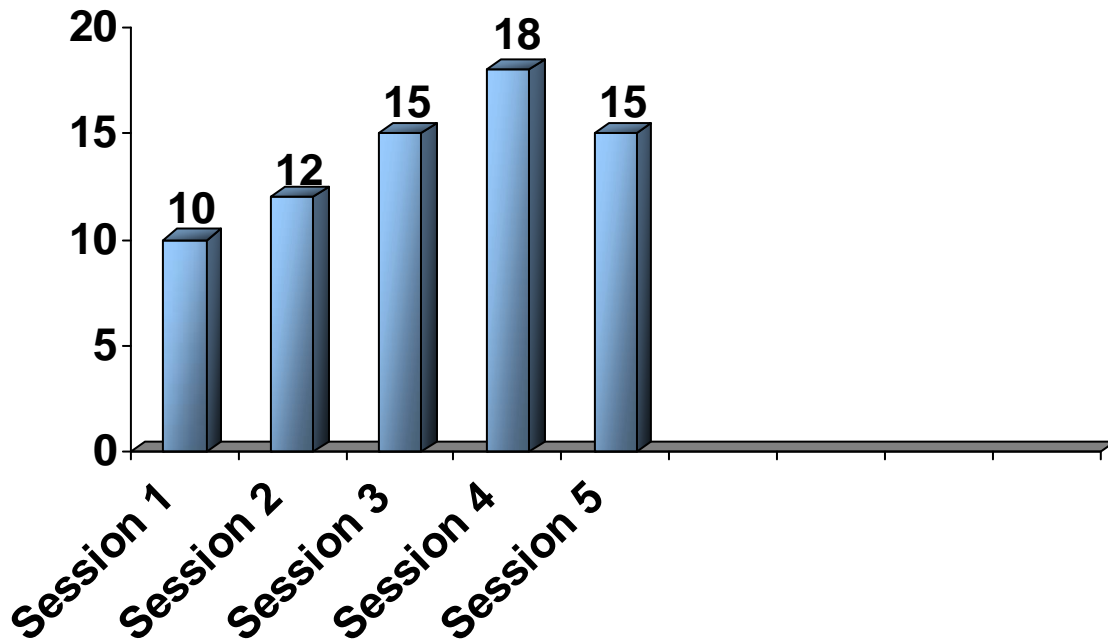
One chief strategy of the Good Neighbor Program is to offer a series of educational/awareness classes on such topics as: Building Leadership in Youth and Adults, Neighborhood Pride and Community Spirit, The Role of the Neighborhood Association, Improving Communication, The Most Common Blight Violations, Landlord/Tenant Counselor Education, Understanding Culture and Diversity in our Neighborhoods, and Improving Communication between Residents and the Police Department.

The program curriculum was adjusted to satisfy the needs of the residents utilizing the Pecos Senior Center. As such, topics included: the role of the neighborhood association, the most common blight violations, how to access the city of Phoenix, and resources available to seniors.

The program is free and open to any Phoenix resident who wishes to participate. Residents who participated walked away with a sense of camaraderie, a renewed spirit of cooperation, and knowledge of city resources. A network of support is developed based upon shared experiences and knowledge of processes to access services. The series provides the city of Phoenix with valuable resident feedback to improve services at all levels, and language barriers are overcome between neighbors, residents, and service providers.

## Pecos Good Neighbor Program

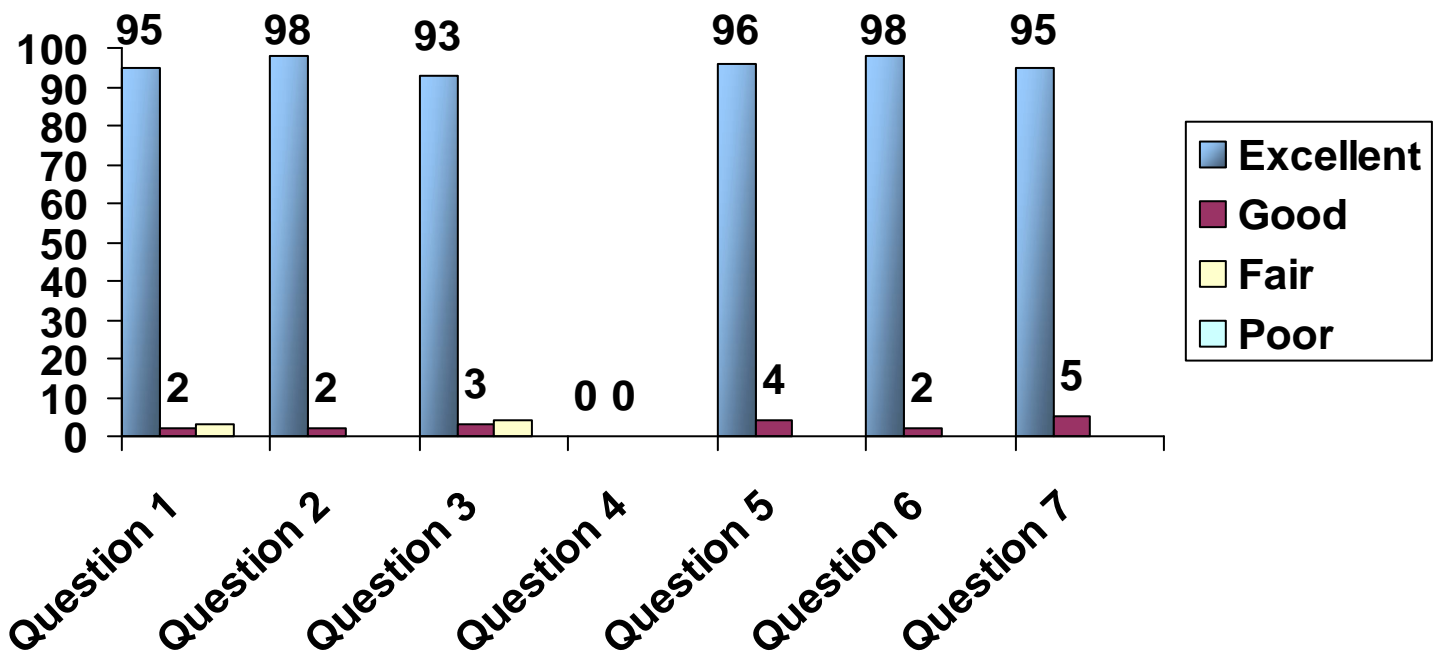
	Session	Attendance	Issues
1.	Neighborhood Pride / Visioning exercise	10	
2.	The role of the Neighborhood Association	12	Open/vacant homes
3.	The Most common Blight Violations	15	Crime, Blight, Graffiti, Trash
4.	Accessing the city of Phoenix	18	
5.	Resources for Seniors	15	
	<b>Total:</b>	<b>70</b>	



## Customer Service Survey

	Criteria	Excellent	Good	Fair	Poor
1.	Information was clear and useful	95%	2%	3%	
2.	Opportunity for class involvement	98%	2%		
3.	Content and format of program materials	93%	3%	4%	
4.	Program meal and child care	N/A	N/A	N/A	N/A
5.	I know how to get involved in my community	96%	4%		
6.	Overall Presentation and Content	98%	2%		
7.	Training time and location	95%	5%		

### Survey results



### Next Steps

Goal	Action
Report Blight	Group agreed to utilize information received to report blight.
Report Crime	The group is committed to becoming the “eyes and ears” of their community and to report any suspicious activity in their community
Be Good Neighbors	The group plans to share information that they learned with their neighbors and to help one another to make their community the best place to live.