

 OLD NATIONAL BANK® presents

MID-NORTH PROMISE PROGRAM

Year in Review
2019–2020



2020 Scholarship Recipients


CHILDREN'S
MUSEUM
INDIANAPOLIS®

Introduction

As a nonprofit organization, The Children's Museum of Indianapolis provides transformative learning experiences to all children and their families who reside in our immediate neighborhood, our city, our state, and even around the globe. The museum has long been an active participant of the Mid-North community, which comprises six distinct neighborhoods—Crown Hill, Highland Vicinity, Historic Meridian Park, Historic Watson Park, Mapleton-Fall Creek, and Meridian Highland.

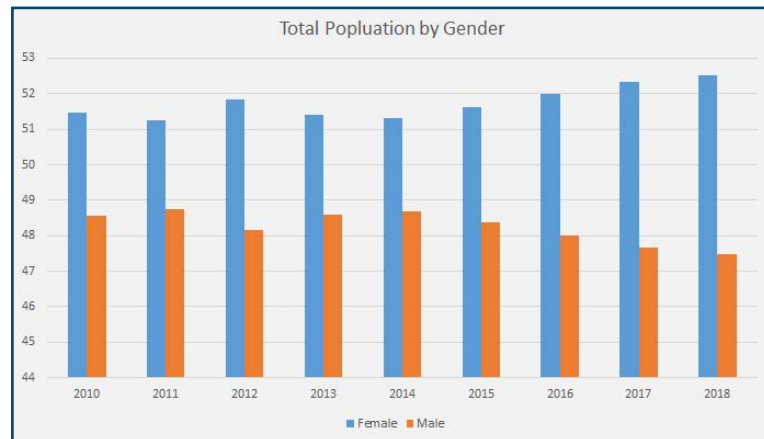
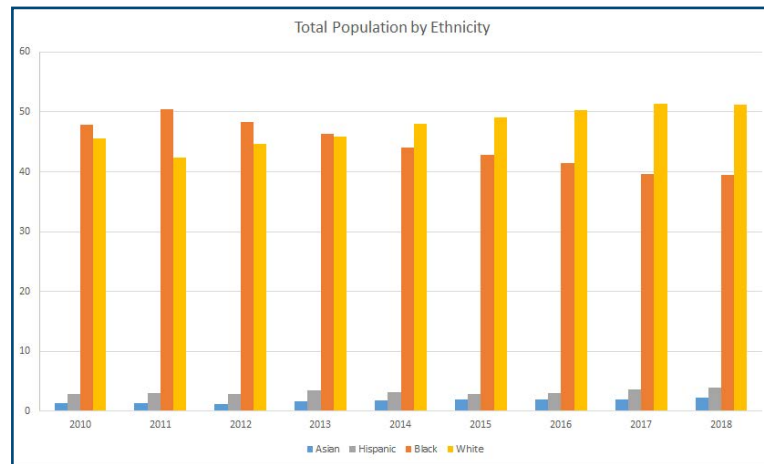
The museum moved to its current location in 1946, and its subsequent decades of commitment to neighborhood engagement and community programming has made it an anchor within the Mid-North. Today, the museum offers a continuum of innovative, nationally recognized programs to help Mid-North children and families achieve their educational and career aspirations. In 2019, the museum was recognized in a Kresge Foundation-funded report by the Initiative for a Competitive Inner City as one of four arts and cultural organizations nationally with “robust” anchor strategies for engaging underserved communities (*The Overlooked Anchors: Advancing a New Standard of Practice for Arts and Culture Organizations to Create Equitable Opportunity in America's Cities*). The report went on to highlight the Old National Bank Mid-North Promise Program as an emerging best practice, lauding the museum for developing and implementing “strategies that intentionally drive inclusive, equitable development,” and for its evolution to “become a leading voice for its surrounding neighborhoods.”

Through the years, The Children's Museum of Indianapolis has made neighborhood revitalization a significant part of its strategic plan, investing more than \$20 million in community revitalization efforts. The museum has served the community by offering free museum memberships, low-cost summer and after-school programs, and the development of green spaces and affordable housing. The museum has also invested millions of dollars in time, talent, and treasure in support of its Mid-North neighbors through its programming and community partnerships.

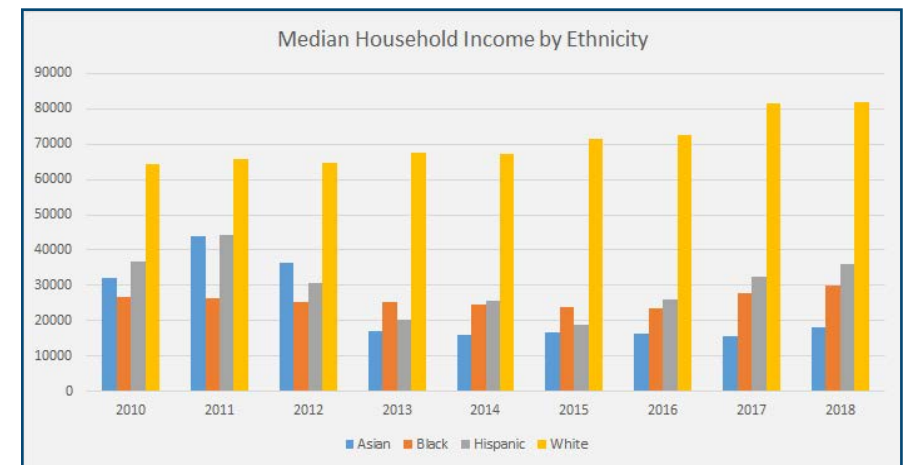


Why the Need for a “Promise” in Mid-North?

The Mid-North neighborhoods of Indianapolis are home to more than 10,000 residents, including 1,558 households with children. The Mid-North is a vibrant community; however, like many other urban communities around the country, disinvestment in the area has led to population decline, vacant homes, decreasing property values, and blight. The majority of community residents are African American, 18 years of age and older, and live in rented homes or apartments.



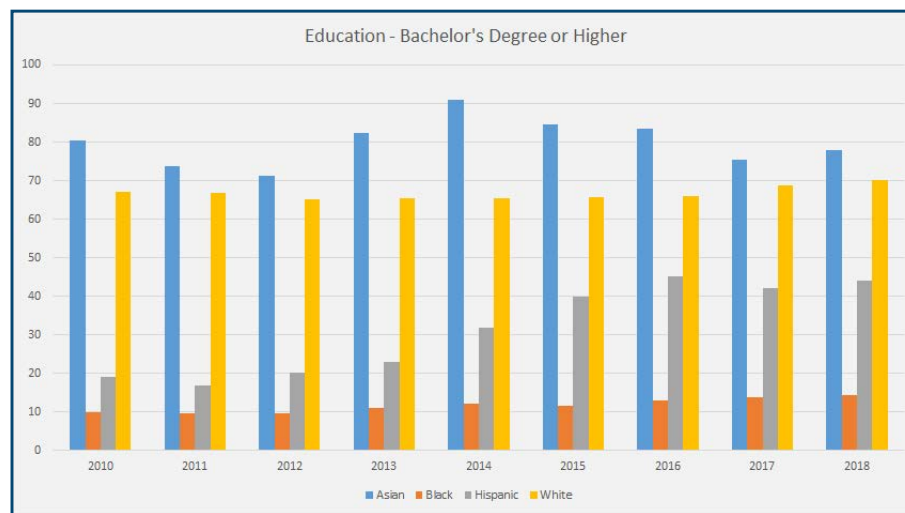
Many of the residents residing in Mid-North lack access to what is considered a livable wage (for a single adult, a living wage is \$11.55 per hour, but minimum wage is \$7.25 per hour). In 2018, the median household income in metropolitan Indianapolis was \$59,232 per year while the median income in the Mid-North area was \$53,180. However, further examination reveals that there is a significant difference between the incomes of white residents and those of Blacks, Latinos, and Asians living in the Mid-North. These staggering inequities can be attributed to lack of access to quality education and career opportunities for people of color and those living below the poverty line.



The graduation rate for students in Indianapolis Public Schools (IPS), the city’s largest school district, is 88%. Statewide, 12% of Hoosiers do not have a high school diploma; this is consistent in the Mid-North, where 11% do not have a high school diploma.

Of those Mid-North residents who do complete high school, only 25% go on to receive post-secondary or vocational education (compared to 33% of all Hoosiers), with 43% obtaining a bachelor's degree and 7% an associate's degree.

Despite numbers that show a high percentage of residents obtain a four-year degree, African Americans play a small role in these educational achievements, as only a little more than 10% of Mid-North African American residents have gone on to obtain a four-year degree (SAVI, 2020).



Understanding that these challenges negatively impact everyone in the community, members of the Mid-North neighborhoods came together through 2010 and 2011 to lay the foundation for implementation of a Quality of Life Plan (QOLP) in 2012. The Children's Museum played a key role, serving as convener for the development of the QOLP. The plan's goal was to unite the community through a vision of improvement to include aesthetics, business development, crime and safety, education, housing, senior advocacy, and youth development.

The Quality of Life Plan identified education as one of the key areas for improvement in the Mid-North. Some of the priorities identified in the plan included:

- Create a "cradle to career" family learning initiative
- Educate, empower, and involve parents/guardians in educational opportunities and learning
- Increase resident awareness of, access to, and connectivity with educational facilities
- Develop and leverage more accessibility to and engagement with youth programs
- Develop youth-led, project-based, community learning programs

With this list of improvements in mind, and with The Children's Museum leading the charge for the education pillar of the Mid-North QOLP, the Old National Bank Mid-North Promise Program was created.

The Old National Bank Mid-North Promise Program

The Old National Bank Mid-North Promise Program (MNPP) connects families to valuable resources by working with community partners that support college and career readiness, health and wellness, and more. MNPP is unique in the nation because it supports both children and their parents as they work to further their education, build a financially stable home, and improve their health and wellness.

The program enhances family learning by offering:

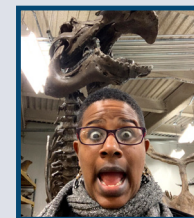
- Accountability partners that help MNPP participants achieve short- and long-term goals
- Direct referrals that connect MNPP families with supportive services and resources
- Engaging workshops for MNPP parents and children geared towards college and career readiness, financial literacy, and health and wellness
- Community with other neighborhood families that have similar goals
- Scholarships of up to \$2,500 (annually renewable for up to four years or eight semesters) to be used toward a two- or four-year degree or a workforce certification.

Mid-North Promise Program Highlights from July 2019–June 2020

During the 2019–2020 academic year, the Mid-North Promise Program saw unprecedented change. The Community Initiatives team welcomed two new staff members: Shanna Martin joined the

museum in late October as the Director of Community Initiatives, quickly followed by Angela Henderson, who joined in early November as the Mid-North Promise Program Manager. Both Shanna and Angela bring years of community experience and are both strong advocates for access, equity, and inclusion in the areas of education and employment for marginalized communities.

In February of 2020, Angelina Moore joined the team as the Community Initiatives Program Coordinator. Angelina has a strong background in communications and customer service, essential skills needed to help improve how information is communicated to MNPP partners and families. The addition of Shanna, Angela, and Angelina, along with the continued work of Kelsey Hambleton as the Family Learning Navigator, has been paramount to the success achieved by the Mid-North Promise Program this past year.



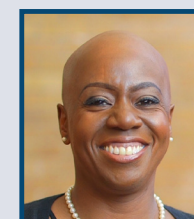
**Shanna Martin, Director of
Community Initiatives**



**Angela Henderson, Mid-North
Promise Program Manager**



**Kelsey Hambleton, Family
Learning Navigator**



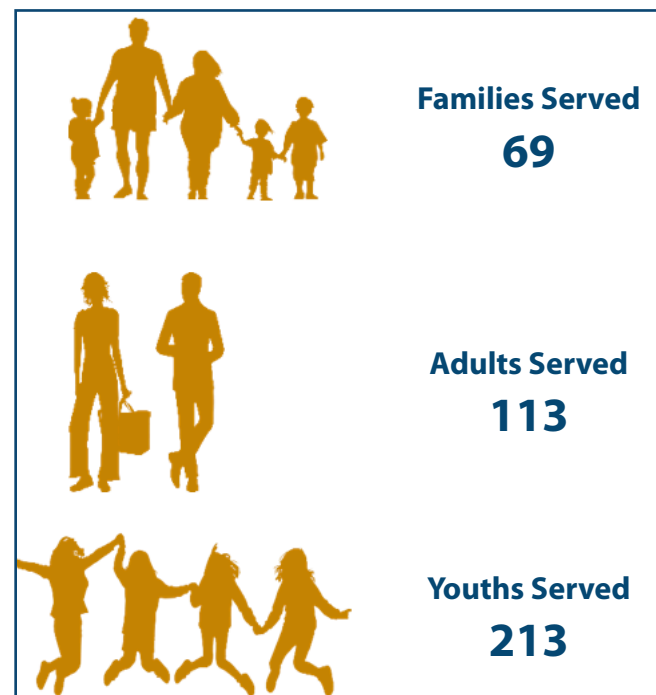
**Angelina Moore, Community
Initiatives Program Coordinator**

While COVID-19 has significantly influenced the way MNPP staff worked with families beginning in March 2020, the work did not slow down. Rather, MNPP services adapted quickly so that the following components were able to continue virtually:

- One-on-one meetings with families and participants were conducted by phone, email, text messaging, and through virtual platforms.
- Partner meetings were conducted through video conference with over 25 partners in attendance.
- MNPP staff collaborated with community partners, museum staff, and MNPP families to create a Community Resource List, connecting families to resources developed in response to COVID.
- The annual June Celebration, titled “Zooming Towards Success,” was conducted via Zoom and featured Dr. Khaula Murtadha of IUPUI as the keynote speaker, along with participant speakers Abeo Peterson, Lucas Gordon, and Tatijana Gordon. Remarks were also made by MNPP donor Jim Naus and corporate sponsor representative Nashelle Frazier with Old National Bank.
- Workshops transitioned from in-person to virtual, attracting participants who had previously been unable to attend.
- A total of 19 scholarships were awarded to be used for college or a workforce certification for graduating seniors and adults.

Even in the face of COVID-19, MNPP families showed great resolve and resilience, demonstrating their ability to be flexible while pushing toward completion of their goals.

Below are just a few data points that highlight the success of this program year.



“I’m interested in Engineering, Music, and Computer Science. I plan to go to IU Bloomington to study Informatics.”

Lucas Gordon
MNPP Scholarship Recipient Fall 2020
Indiana University, Bloomington



Scholarship Information

MNPP Scholarships Awarded 2019–2020 Academic Year						
Adults	Youth	Total	New	Renewal	Workforce (Adult)	Total
10	9	19	7	9	3	19

Total Scholarship Dollars (2016–2020)					
2016	2017	2018	2019	2020	Total
\$3,897	\$22,000	\$30,450	\$34,151	\$51,000	\$141,498

Schools Attended by MNPP Scholarship Recipients (2016–2020)

Colleges

Ball State University
 Bethune-Cookman University
 Butler University
 Fuqua Institute of Beauty Culture
 Indiana University
 IUPUI
 Ivy Tech
 Martin University
 Purdue University
 Tarleton University

Workforce Institutions

FC Tucker
 Institute of Health Science
 LTC Language Solutions
 Society for HR Management
 Walden University



"I attend Bethune-Cookman University in Daytona Beach, FL. My major is Business Administration . . . MNPP has provided so much for my family, and all the families, as part of the program. I'm so glad that I was able to be a part of it."

Dior Jackson
 MNPP Participant
 Bethune-Cookman University



Old National Bank Mid-North Promise Program Evaluation

Overview

As in prior years, a year-end survey was conducted with adult and teen participants of MNPP. The goals of the survey were to: 1) gauge satisfaction levels with the program's offerings, 2) gather participant perceptions of program benefits, and 3) provide actionable feedback for the upcoming program year.

A total of 38 adults and two teens responded to the survey. Only one teen completed the entire survey; therefore, the teen responses are not included in this report. The 2019–2020 year-end survey response rate was higher than in prior years; for example, for the 2018–2019 program year 28 adults and no teens completed the year-end survey.

As a result of the year-end survey (see appendix), the Community Initiatives team was able to make program adjustments to improve the overall experience for families in the upcoming 2020–2021 program year.

Where do we go from here?

2020–2021 Workshop Series


2020 has been a year of unprecedented loss due to COVID-19. Unfortunately, Mid-North residents have also been negatively affected, with more than 75% of residents participating in the Old National Bank Mid-North Promise Program finding themselves in positions of financial hardship and job loss for the first time.

Despite these losses, MNPP staff have focused on finding even more ways to meet the needs of families by building new partnerships with schools, community service organizations, and individuals who offer support. In the 2020–2021 academic year, the program is offering workshops geared toward addressing the most pressing needs of families. Workshop topics will include:

- Employment Search Resources
- Returning to School during a Pandemic
- Grief Support
- Financial Literacy



Photo taken prior to COVID-19



This is only the beginning of what promises to be a workshop series filled with new and exciting learning opportunities for families. To offer all of the workshop topics requested by families, two workshops will be offered in some months.

Career and Professional Development Opportunities

Old National Bank Mid-North Promise Program, and the museum as a whole, recognizes the need for diversity in the workplace. As a result, the museum has taken an intrinsic look at the organization's hiring practices and culture, especially in the area of hiring and retaining talented persons of color. As an anchor institution, the museum is committed to taking the lead in the Mid-North area by making sure its neighbors have access to career opportunities at The Children's Museum of Indianapolis and/or are equipped for other positions with partner organizations. With that in mind, in August 2020, MNPP and the museum's Human Resources team launched a new initiative to help program members to be identified and considered for potential career opportunities within the museum. This will include advance notice of employment opportunities within the museum to the Community Initiatives/MNPP team and résumé and cover letter review and feedback from a museum HR professional.


Scholarship Program

Across the country, COVID-19 has adversely affected many who have had lifelong careers or have never been out of work. Residents of Mid-North are no exception. Since COVID, there has been increased interest in MNPP scholarship opportunities, and specifically workforce/vocational scholarships, as individuals look for new opportunities to enhance their skills or take the opportunity to learn new skills that may lead to new job opportunities.

MNPP will continue to work with families to encourage those who are eligible to take advantage of the offered scholarship opportunities. The Mid-North Promise Program is one of hundreds of promise programs across the country. However, we are proud to say that MNPP remains the ONLY program geared toward education for the whole family, providing scholarships to both youths AND adults.

Community Partner Support

MNPP Community Partners play an integral role in supporting program participants as they advance toward their academic and career goals. These partners, selected by the Community Initiatives team, have a proven history of providing services to children and adults to prepare them for social/emotional, financial, academic, post-secondary, and workforce development achievements.



Below is an abbreviated list of partners that have been actively involved with the program from year to year:

- Big Brothers Big Sisters of Central Indiana
- Center for Leadership Development (CLD)
- Center for Working Families at Ivy Tech
- Christel House Drop-Out Recovery School (DORS)
- Dress for Success
- Goodwill Excel Center
- EmployIndy
- Indiana Commission for Higher Education
- Indianapolis Public Schools (IPS)
- infoZone, a branch of the Indianapolis Public Library located inside the museum
- IUPUI
- Ivy Tech Community College
- MLK Center
- Old National Bank

In 2020, the program made efforts to strengthen these partnerships and develop congruent strategies that allowed families to have a richer, more fulfilling experience in achieving their goals. Just a few of the highlights follow:

- \$500 match from IUPUI for those MNPP Scholarship recipients who attend IUPUI. This match is given every year that the student receives the MNPP scholarship.
- Redevelopment of a partnership with Ivy Tech that has created opportunities campus- and museum-wide in the areas of communication between students and staff as well as new student internships at the museum.

- Joint grant award with Big Brothers Big Sisters of Central Indiana allowing for collaborative work that benefits Mid-North families.
- Partnerships with organizations like Brooke's Place and the Fathers and Families Center that help address the social and economic struggles of families.

Grant and Funding Opportunities

In response to the shifting needs of MNPP families during the COVID-19 pandemic, MNPP staff have worked closely with the museum's Development Department to identify and pursue funding sources. Resulting funds have enabled MNPP to start a temporary internet scholarship program and barrier-busting fund to respond to immediate needs expressed by Mid-North families in 2021.

"... MNPP connected me with the proper resources that helped me transition back into school. I obtained my Payroll Certification during the Fall 2019 semester and I am working toward graduating in Spring 2021."

Monica Allen
MNPP Participant
Ivy Tech Community College



Conclusion

Promise programs throughout the country have proven to be the single most effective educational reform initiative in recent years. Through promise programs, high school completion rates, college attendance and performance, and the economic stability of enrolled families have all increased. Promise programs also create feelings of unity as neighbors and residents become partners in their common pursuit of education and career success. The Old National Bank Mid-North Promise Program is no exception.

Due to COVID-19, promise programs that serve families like the residents of Mid-North have been met with unanticipated needs and challenges. This has increased the importance and necessity of the work of the Mid-North Promise Program. The Children's Museum of Indianapolis and Mid-North Promise Program are committed to helping families meet these challenges head on. MNPP will continue to recruit families and work with community partners, donors, and volunteers to support families.

REFERENCES

Chart and Mid-North Demographic Information from: SAVI. (2020). SAVI. <https://www.savi.org/data-tools>



Photo taken prior to COVID-19

"Thank you soooooo much for motivating me to begin this year and all your support in making it happen! I truly am appreciative."

Lesley Mann
MNPP Participant on her new career in Real Estate.
FC Tucker

Appendix

Evaluation Findings from Adult Participants

Participant Satisfaction

Participants were asked to rate the Old National Bank Mid-North Promise Program overall, program offerings, and aspects related to the Family Learning Navigators. Participants viewed MNPP positively, with 95% rating their overall satisfaction a 4 or 5 on the 5-point scale (Figure 1).

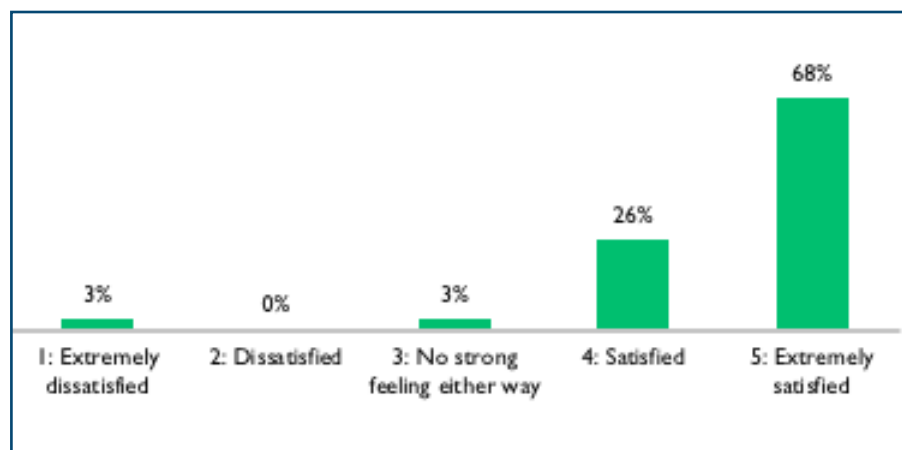


Figure 1. When asked to rate their overall satisfaction with MNPP, two-thirds of respondents rated the program a 5 out of 5 (n=38).

When describing the reason for their overall satisfaction rating, adult program participants tended to cite 1) resources and workshops (50%), 2) customer service with a focus on the Family Learning Navigators (46%), and 3) support in meeting educational goals (38%).

Many participants cited multiple reasons for their high ratings. The participant quotations below illustrate the major themes in responses:

"Over the years, Mid-North Promise Program has been a great resource regarding helping my family with life issues. Anything from referring to counselors, helping my kids filling out financial aid forms, providing them with summer employment, helping me to get my finances in order—just to name a few. Words cannot express my appreciation for this wonderful resource program; it has been the best thing that happened to my family since we moved to the Indianapolis location. I am very grateful for this program."

"I enjoy the workshops and the communication has been great."

"I could not ask for more from the MNPP program or staff. The resources and support exceed my expectations each year! "

"Kindness, compassionate, resourceful, relevant interactions and supports which strengthen families individually and collectively."

"The MNPP has been a wonderful resource for myself, my family, and my friends. I was able to complete my BA because of the program; the graduation on Zoom was a real encouragement."

Participants were asked to rate aspects of the program, including their Family Learning Navigator, the workshops, and the communication channels. As seen in Table 1, all aspects were highly rated with the Family Learning Navigators rated highest.

Table 1. Aspects of the program were rated highly by participants. All aspects received ratings of 4.4 or higher.

Program Aspects	# of Responses	Average Rating out of 5	% with "Extremely Satisfied" rating
Your Family Learning Navigator in general	33	4.7	63%
Workshop presenters	35	4.6	63%
Virtual workshops	27	4.6	47%
Workshop topics	35	4.5	54%
Community partners you've been referred to	33	4.5	50%
MNPP texting service	35	4.5	61%
In-person workshops	32	4.4	50%
MNPP email updates	37	4.4	50%
MNPP Facebook page	21	4.4	32%

** Respondents could select "N/A" for options they did not use; therefore, the number of respondents who rated each item varies.*

Table 2. Participants were highly satisfied with the qualities of their Family Learning Navigator. All qualities were rated at 4.5 or higher.

Family Learning Navigator Qualities	# of Responses	Average Rating out of 5	% with "Extremely Satisfied" rating
Interpersonal skills (like listening asking questions, and problemsolving)	33	4.6	67%
Personal presence (like being authentic, caring and nonjudgmental))	36	4.5	67%
Timeliness in responding	34	4.5	66%
Connecting you to community resources	33	4.5	66%
Flexibility in being able to meet when and how it works best for you	36	4.5	67%
Consistency in scheduling 1-on-1 meetings	34	4.5	66%

Program Benefits

Two open-ended questions were asked in order to understand the program benefits from the families' points of view. The first question was "please share how your child or children have benefited from MNPP." The following responses are representative examples of how adults perceive their children to have benefitted from MNPP:

"Son has received scholarship funds in the past and the younger son has a new outlook on education through some of the workshops he participated in."

"I have two children with learning issues and I was given information that helped me get what I needed to make sure their needs are met in school."

"Kids can attend the after-school program and MAP (Museum Apprentice Program). Kids are enrolled in 21st-Century Scholars."

"They have taught her things to prepare her for life and as she gets older."

"[My child] has benefitted from being in the MNPP and engaging with students from many different backgrounds."

"The support in the college process and applications was very helpful."

"They are more open-minded and outgoing."

The second open-ended question on program benefits was, "How has your family benefited from being put in contact with community partners?" The cumulative impact of working with the partners is illustrated by the following participant response:

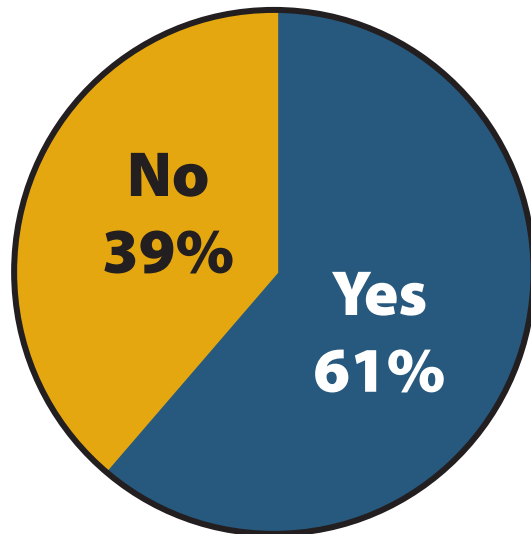
"Due to the assistance I received from contact with community partners MNPP referred us to, I was able to increase my credit score in order to qualify for low-interest rate on home equity loan. With the loan I was able to do long overdue repairs to my home. Most urgently, [I] had my exterior house painted; I was not able to obtain homeowner's insurance without the paint job."

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Family-to-Family Relationships

While the goals of MNPP are related to opening up educational and career opportunities for participants, as the program has matured, the importance of family-to-family relationships formed through the program has become more apparent. As part of the 2019–2020 end-of-year survey, participants were asked if they had been able to build relationships with other families. Nearly two-thirds of participants indicated that they had (Figure 2).



When asked to describe what the benefits of these relationships have been, participants focused on the friendships and sense of community (8 of 17 responses), encouragement and motivation (5 of 17), information and resource sharing (5 of 17), and advice or help with making decisions (3 of 17). For example, one participant

wrote, “Encouragement to keep doing my best. I loved seeing people in the program graduate adults and kids!” Another participant emphasized problem-solving with a group of peers: “Sharing experiences and solutions, collaboration, and networking have been very beneficial.”

Suggestions for Improvement

Participants were asked to list up to three suggestions to improve the program for the 2020–2021 program year. Importantly, there were very few suggestions that indicated major needs, dissatisfaction, or gaps in the program. Instead, suggestions focused on improving current offerings. This included suggestions for:

- Workshops (new topics, speakers, locations, and logistics), suggested by 9 participants
- Options for fun, community-building events (5 participants)
- Improving logistics and productive use of time (4 participants)
- Encouraging the continuation of online options for participating (3 participants)
- Ways to engage more families to join the program (2 participants)
- Formal and informal learning opportunities for children (2 participants)
- Finance-related learning opportunities and resources (2 participants)

Planning for Workshops

Due to the COVID-19 pandemic, MNPP workshops and events like the year-end celebration became virtual. To measure interest in the online format and participant preferences, a series of questions on the year-end survey focused on workshops.

Generally, the online format for workshops was viewed positively. Of those who indicated they attended at least one virtual workshop in April or May 2020, 100% felt they were helpful. When asked which workshop format they preferred, more than half indicated that either in-person or virtual would work for them, a third preferred in-person, and 11% preferred virtual (Figure 3).

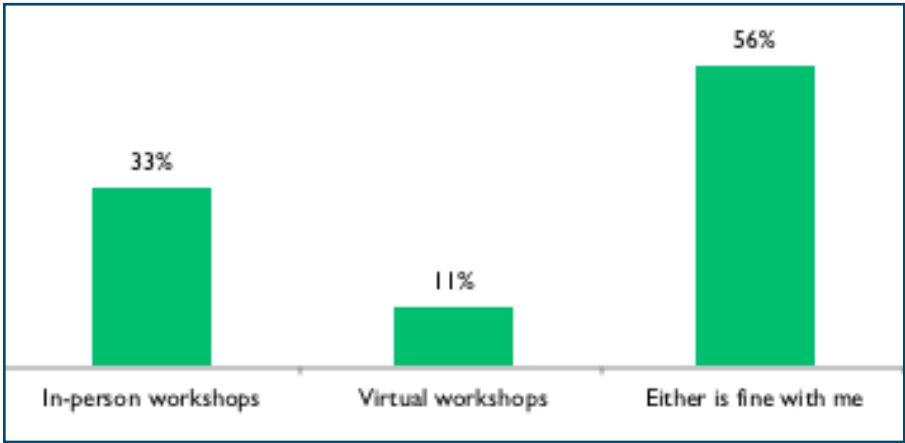


Figure 3. Many participants responded that either virtual or in-person workshops would work for them (n=36).

To aid in selecting workshop topics for the coming year, participants were asked to review a list of possible topics and indicate their likelihood to attend. Workshops on financial aid, communication and parenting, and fitness were the most likely to attract an audience (Figure 4).

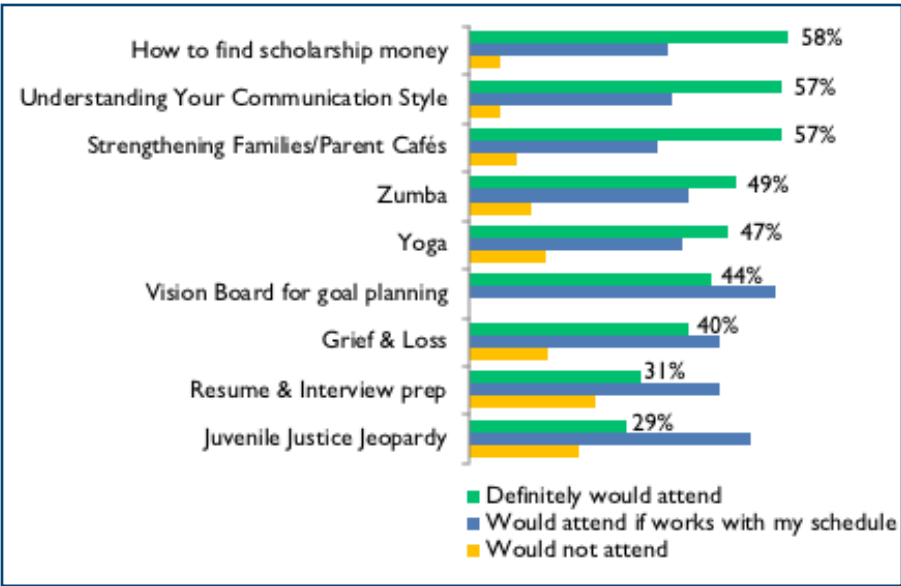


Figure 4. When participants were asked to review suggested workshop topics for 2020–2021, preferred topics ranged from financial topics to fitness (n=36).

Old National Bank Mid-North Promise Program Donors

The Mid-North Promise Program would like to thank our Donors, Community Partners, and Volunteers for assisting us in making sure that our families receive the necessary supports to meet their educational and career goals.

Donors \$5,000+

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Big Brothers Big Sisters of Central Indiana
Julie Phillips
Mark and Jill Boyce
The Brougher Family Foundation
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Big Brothers Big Sisters
Center for Leadership Development (CLD)
Christel House DORS
Cliff Johnson Agency
Coburn Place
Day Early Learning
Dress for Success
Edna Martin Christian Center
EducateMe
Fathers and Families Center
Flanner House
Goodwill of Central and Southern Indiana
John Boner Neighborhood Center
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Indianapolis Public Schools (IPS)
Indy Reads
IUPUI
Ivy Tech

The Mind Trust
MLK Center
Old National Bank
Paramount School of Excellence
Purdue Extension
Raphael Health Center
Riverside High School
The Scholarship Expert
Starfish Initiative
TAB Recreation
Teach for America
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Ntxemusxb Xiong
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Louis Zee



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