INSTRUCTIONS FOR COMPLETING

NEW SOCIAL SERVICES AGREEMENTS

FORM #1: PROGRAM WORK STATEMENT

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1. Your completed Work Statement form should not exceed four pages, size 11 single spaced font: approximately 1,800 words.
2. Do not use any formatting – no bullet points, tables, bolded or underlined words, etc.
3. Do not include information about agency history, past performance, accolades received or needs of the client population. This is not a case-to-be-made for the program. In theory everything in the work statement should be able to be monitored.
4. Complete this form in third person.
5. **Program Goals and Objectives**

* What is the **Goal** of the program? A *goal* is a long-term impact intended as a result of services and resources provided by the program. Do not include goals for the organization unless they are specifically and directly related to achieving the goal(s) of the program. This effect may not be achieved during the timeframe that the program receives funding.
* What is the **Objective** of the program? An *objective* is a specific, measurable, achievable, results-oriented and timely (SMART) indicator of program success. What is the immediate impact of the services and resources provided by the program? Do not include the inputs or resources provided but the outcomes that can be attributed to the program within the timeframe funded.

1. **Program Clients Served**

* What are the demographics and/or characteristics of the population that the program serves?
* How are clients screened for the program? In addition to the standard eligibility requirements, what are other client requirements for program entry? Are clients required to show copy of identification?
* How is client residency documented and maintained for monitors to review?
* How is client income documented and maintained for monitors to review?
* **Insurance:** Does the agency serve youth under 18 years old without the presence of a guardian or state-certified individual?

1. **Program Services and Delivery**

* How does the agency provide services? Provide enough detail so that the agreement reviewer can have a comprehensive understanding of your services and how they are delivered to clients.
* Describe the client flow from referral or application for entry, into the program, through service provision and exit.

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| * **Insurance**: Does the agency own any vehicles? Does the agency transport clients in owned vehicles? Does staff use personal vehicles for work purposes? Does staff transport clients in personal vehicles? |
| * **Insurance**: Does staff require a certificate or professional license to carry out work? |
| * **Insurance**: Are any operations and/or services provided on City owned or leased facilities? |
| * **Insurance**: Is funding being used to purchase property or capital equipment? |

1. **System for Collecting and Reporting Program Data**

* Describe the system that the agency has in place to collect and report program data**.**
* Program data is typically reported through Quarterly Status Reports. If the program is not able to collect demographic information, explain why.
* Please complete a Performance Measure Definition Tool spreadsheet.

1. **Program Evaluation Plan**

* **Performance Evaluation** – describe how the agency will evaluate the program’s performance in achieving program goals. This is tied to the program performance measures.
  + Is there a partner feedback loop?
  + How is program data used evaluate program performance?
* **Quality Improvement** – describe the process for identifying problems or other issues in service delivery, designing activities to overcome these problems, and following up to ensure corrective actions have been effective. This refers to the program design.
  + How often does the Board review program design and service delivery?
  + Does the program use surveys or other types of feedback forms for clients and/or staff administering the program?

1. **Agency Service Cooperation and Collaboration**

* **Service Cooperation with Other Agencies-** How does the agency coordinate their services with services being provided by other agencies? (i.e. minimize duplication, utilize referrals, cover gaps in services, etc.).
* **Service Collaboration with Other Agencies**
  + Does this Agreement have Subgrantees? If it does not, put “Not Applicable”.
  + If the program has at least one subgrantee implementing parts of the program, describe the relationship between the subgrantee and the grantee as relates to administering the program. Describe the nuts and bolts of the collaboration.
  + How are clients affected by the collaboration?
  + How often and regarding what content do the grantee and subgrantee(s) communicate?
  + What is the data flow process from subgrantee to grantee?
  + What is the funding reimbursement timeline from the grantee to the subgrantee(s)?

1. **Community Planning Activities:** Describe your agency's involvement in community planningactivities that are specific to the services provided under this program.