

2018-19 Grant Application Narrative Questions and Instructions

Year 1 - (July 1, 2018 to June 30, 2019)

Heart of Illinois
United Way



Listed below are the Narrative Questions and Instructions for the 2018-19 Grant Application (Year 1). Please note that the questions are listed in the Heart of Illinois United Way Electronic Grant and Reporting System. Partner agencies should submit application responses in the System.

This handout is provided as a summary of the questions/instructions prompts included in the System.

Application Section	Question Number	Question	Instruction Prompt
<i>Executive Summary for Program Application</i>	1	Briefly describe your agency's mission, years of service, service area and notable accomplishments/expertise.	No Prompt Provided
<i>Executive Summary for Program Application</i>	2	Provide a summary of the program's purpose, goals and alignment with your agency's mission.	No Prompt Provided
<i>Description of Need</i>	1	Explain why this program is needed in our community utilizing the Heart of Illinois United Way 2017 Community Assessment.	<u>Instructions for Question 1</u> - Explain why the program is needed, how you determined the need, the scope of the need and a specific reference to the 2017 HOIUW Community Assessment. Include other information that cites the need for the program. Be sure to identify the source of the citation (e.g. national, regional or local data).
<i>Description of Need</i>	2	Briefly describe how the program will address the identified need(s) as well as how it benefits clients and our community.	No Prompt Provided
<i>Program Service Delivery</i>	1	Identify the intended client population and program service area within the HOIUW counties.	<u>Instructions for Question 1</u> - Indicate percentages of program clients who are low-income and represent an at-risk population. Include the definition used for low-income and the characteristics of the at-risk population.
<i>Program Service Delivery</i>	2	How many unduplicated clients/individuals will be served annually by the program?	<u>Instructions for Question 2</u> - The number of unduplicated clients should match the total number of clients to be served listed in the Program Indicator(s) Section of the Application. PLEASE NOTE - clients may participate in more than one Program Activity, but should ONLY be counted ONCE in the unduplicated client count.

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<i>Program Service Delivery</i>	3	How many Units of Service (UOS) will be provided annually by the program?	<u>Instructions for Question 3</u> - The number of Units of Service should equal the sum of ALL Units of Service listed in each Program Activity Section of the Application.
<i>Program Service Delivery</i>	4	Describe what is included in a Unit of Service for the program.	<u>Instructions for Question 4</u> - HOIUW defines a Unit of Service as 1 hour of either direct or indirect services to clients. Examples of Units of Service could be direct client contact hours, advocacy, connection to other resources, data entry, transportation, etc.
<i>Program Service Delivery</i>	5	Describe the specific services provided by the program and the methods of service delivery from client recruitment/marketing to intake/assessment to exit/follow-up.	<u>Instructions for Question 5</u> - Describe program activities and reference any evidence-based and/or promising practices on which your program is structured. Explain the marketing strategies, intake process, how client needs are assessed, and how barriers are addressed. Explain how clients advance from your program to positive resolution and how you follow-up with them. Explain why your approach is expected to achieve the selected HOIUW Outcomes.
<i>Program Service Delivery</i>	6	Describe the program's service availability for clients.	<u>Instructions for Question 6</u> - Include hours of operation, location of services, accessibility of facilities and the availability of program staff to meet the needs of clients.
<i>Program Service Delivery</i>	7	Describe how the program and services align with the HOIUW Community Outcomes and corresponding Indicators listed in the selected funding Issue Area.	No Prompt Provided
<i>Program Service Delivery</i>	8	Does your agency collaborate with other agencies or partners for program service delivery? If yes, describe the specific partnerships necessary for program service delivery.	<u>Instructions for Question 8</u> - Describe how your agency works with collaborative groups, program partners, and other service providers to integrate and link service delivery.
<i>Program Service Delivery</i>	9	Illustrate the impact of the program by providing a client success story.	<u>Instructions for Question 9</u> - Please use only non-identifying information when sharing a client success story.

No Separate Narrative Questions or Prompts provided for the following Application Sections: Program Outcomes, Indicators, Activities and Measurement Tool(s)

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<i>Program Evaluation / Measurement – Narrative</i>	1	Describe each of the uploaded program Measurement Tools and how they correspond directly to the HOIUW Indicators.	<u>Instructions for Question 1</u> - Explain why the uploaded Measurement Tool(s) were selected as the best methods to accurately collect and measure program outcomes. Specifically indicate which sections and/or questions will be used within each uploaded Tool to measure the HOIUW Indicators. Include how and when the Tool(s) will be administered by program staff and/or volunteers.
<i>Program Evaluation / Measurement – Narrative</i>	2	Describe the process for monitoring/evaluating the program to foster continuous program improvements.	<u>Instructions for Question 2</u> - Describe the overall program evaluation methods that are used to evaluate activities, staffing levels, the effectiveness of the measurement tools and intended outcomes. Include the frequency of data evaluation and the participation of staff, executive leadership, Board and clients. Provide specific examples of improvements that have been made as a result of program evaluation efforts.
<i>Agency Staff and Volunteers</i>	1	How many Full-Time Equivalent (FTE) employees work in this program?	No Prompt Provided
<i>Agency Staff and Volunteers</i>	2	Describe key leadership and program staff names, titles, qualifications, years of agency service and a brief summary of experience.	No Prompt Provided
<i>Agency Staff and Volunteers</i>	3	How many volunteers are assigned to this program?	No Prompt Provided
<i>Agency Staff and Volunteers</i>	4	If volunteers are utilized in this program, describe their roles and responsibilities.	No Prompt Provided
<i>Client Feedback</i>	1	How will client feedback be collected?	<u>Instructions for Question 1</u> - What formal methods are used to actively seek feedback from clients? At what point(s) are requests made for feedback from clients and how frequently does this occur?
<i>Client Feedback</i>	2	Have similar methods of client feedback been used by the program in the past?	No Prompt Provided

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<i>Client Feedback</i>	3	If yes, what was the rate of client participation in feedback requests?	<u>Instructions for Question 3</u> - The rate of participation is the number of responses received divided by the number of responses requested. For example, if 100 surveys were distributed and 90 of them were completed and returned, the rate of client participation is 90%.
<i>Client Feedback</i>	4	How will client feedback be used by agency staff, Board and/or volunteers to address areas of program improvement and/or enhance service delivery?	<u>Instructions for Question 4</u> - Describe the process by which client feedback is shared or presented to agency staff, Board and/or volunteers. Be sure to include specific examples of how client feedback will be used within your agency.
<i>Internal Communication and Engagement</i>	1	Describe the interaction between executive leadership staff and program staff, volunteers, clients and Board members to effectively facilitate program success. Provide evidence of executive leadership involvement in outputs, outcomes and continuous improvement.	<u>Instructions for Question 1</u> - Describe the involvement of executive leadership in day-to-day operations, outputs/outcomes, program monitoring/evaluation, continuous improvement activities and interaction/communication with program line staff. Also, describe how the Board is regularly informed about program needs and results.
No Separate Narrative Questions or Prompts provided for the following Application Sections: Program Budget and Cost of Service			
<i>Program Budget - Revenue/Expense Detail</i>	1	How will HOIUW grant funds be used to support this program? (e.g. Staff Salaries, Client Assistance, Program Materials, Facility Space, Matching Source, etc.)	No Prompt Provided
<i>Program Budget - Revenue/Expense Detail</i>	2	How will the program's budget be reviewed/monitored by 1) program staff/volunteers; 2) agency executive leadership; and 3) agency board members?	No Prompt Provided

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Application Section	Question Number	Question	Instruction Prompt
<i>Program Budget - Revenue/Expense Detail</i>	3	Provide a breakdown of the amount that is included in the Grants - Line Item 300 in Program Budget (e.g. explanation of source, amount, stability and length of grant). Indicate whether grant funds are secured at time of the HOIUW Year 1 Application.	No Prompt Provided
<i>Program Budget - Revenue/Expense Detail</i>	4	Provide a breakdown of the amount that is included in Government Support - Line Item 400 in Program Budget (e.g. explanation of source of income, amount and stability).	No Prompt Provided
<i>Program Budget - Revenue/Expense Detail</i>	5	Provide a breakdown of the amount that is included in the In-Kind Support - Line Item 500 in the Program Budget (e.g. explanation of source of income and estimated value). Only include In-Kind Support if the amount is included in your agency's audit.	No Prompt Provided
<i>Program Budget - Revenue/Expense Detail</i>	6	Provide an explanation of the fees charged to clients included in the Program Service Fees - Line Item 600 in Program Budget. Include how the rates are determined, frequency of charges and how fees support the program.	No Prompt Provided
<i>Program Budget - Revenue/Expense Detail</i>	7	Provide a breakdown of the amount that is included in Other Income - Line Item 800 in Program Budget (e.g. explanation of source of income and amount).	No Prompt Provided
<i>Program Budget - Revenue/Expense Detail</i>	8	Provide a breakdown of costs that are included in Administration - Line Item 1200 in Program Budget. Include percentages of time spent by specific administrative staff (e.g. 5% of Executive Director, 10% of Receptionist, etc).	No Prompt Provided
<i>Program Budget - Revenue/Expense Detail</i>	9	Provide a breakdown of costs that are included in Professional Fees - Line Item 1300 in Program Budget.	No Prompt Provided
<i>Program Budget - Revenue/Expense Detail</i>	10	Provide a breakdown of costs that are included in Other Expenses- Line Item 1900 in Program Budget (e.g. description of expense and amount).	No Prompt Provided