

Agency Name: _____

Program Name: _____

Executive Director: _____

Program Director: _____

Mailing Address: _____

Phone/Fax/E-mail: _____

Reporting Period: _____

Program Outcomes Report

PROGRAM DESCRIPTION:

DEMOGRAPHIC INFORMATION (brief description of clients served):

UNITED WAY INVESTMENT: \$

*****Please submit the following information for no more than three (3) outcome objectives*****

A. Outcome (as stated in your proposal):

B. Type of Outcome: (Select one: Knowledge, Skills, Attitude, Behavior, or Condition)

C. Indicator(s):

D. Projections and performance for current reporting period:

- | | | |
|----|---|------------------|
| 1) | PROJECTED number of clients to be worked with to achieve this outcome | _____ |
| 2) | PROJECTED number of clients to achieve this outcome | _____ |
| 3) | PROJECTED percentage of clients worked with to achieve this outcome | _____ %= #2 ÷ #1 |
| 4) | ACTUAL number of clients worked with to achieve this outcome | _____ |
| 5) | ACTUAL number of clients who achieved this outcome | _____ |
| 6) | ACTUAL percentage of clients who achieved this outcome | _____ %= #5 ÷ #4 |

E. Outcome Projections for next reporting period:

- 1) PROJECTED number of clients to be worked with to achieve this outcome _____
- 2) PROJECTED number of clients to achieve this outcome _____
- 3) PROJECTED percentage of clients worked with to achieve this outcome _____

INTERPRETATION OF RESULTS:

- 1. Highlight areas with the greatest difference between the target and actual results
- 2. Identify key issues (positive and/or negative) that have impacted the data
- 3. Predict the future effect on the program outcomes, if any

ACTIONS TAKEN: Identify if any changes were made in the following areas in response to the results:

- 1. Program design, implementation
- 2. Data Collection system
- 3. Management system

COUNTIES AND NUMBER OF CLIENTS SERVED:

HINDS: _____

MADISON: _____

RANKIN: _____

HELPFUL HINTS FOR IDENTIFYING
OUTCOME OBJECTIVES
IN REFERENCE TO THE EXAMPLE

1. Each outcome objective clearly states the intended effects of the services on the clients.
2. All three of the outcome objectives are attainable.
3. Each outcome objective is measurable.
4. There is at least one indicator that clearly tracks each objective.

The following are not client-centered outcome objectives:

To provide counseling and education to women seeking work

To provide six resume writing classes of 4 sessions each by the end of this year.

The above statements describe what services will be delivered. They do not describe a client change. While activity objectives like those above might be useful in planning a program, they cannot substitute for client-centered outcome objectives.

Client-Centered Outcome Objectives must describe a change in clients' lives. There are 5 types of client change: Knowledge, Skill, Attitude, Behavior or Condition.

- You must describe how clients' lives change or improve
- Don't mention your agency, or your program's services or activities.
- Making the client the subject of the sentence when writing outcomes objectives helps you stay client centered. ("Teenage youth will....." "Battered women will....." "Seniors who are incapable of feeding themselves will....")
- Writing short sentences helps you stay client-centered.
- Avoid "casual" phrases such as "Clients will 'x' in order to 'y'".

Client-Centered Outcome Objectives you select should be significant...and represent the fundamental change you intend.

- United Way volunteers evaluate the extent to which they are convinced that the outcomes are significant. They do so in light of the client condition you describe.
- Exclude outcomes that address relatively unimportant concerns. Think seriously before including outcomes of secondary significance.
- There is no "set" number of outcome objectives or indicators; this is determined solely by the ultimate intent of the program's goal in working with its clients.