

Annual Report

Write the Annual Report (and back into it)

Program-by-Program **(Data Use vs Data Collection)**

Write your annual report (Exec. Summary) and back the numbers into it . . .

The _____ Program

Getting Positive Results for _____ Residents

In 2002 the _____ Program provided highly effective assistance to over _____ people. This represents a _____% increase over the number served in 2001 and continues a _____ year trend of providing services to an increasing number of _____ residents.

Beyond the significant total number of people served, we are pleased to report that an extremely high percentage of people were able to use the _____ program to significantly change their behaviors and/or life conditions. Our program is committed to the following outcome.

[Outcome Statement]

In 2002, _____ began a concerted effort to better focus on and track customer outcomes. Part of this agency wide effort involved setting ambitious performance targets for and with our customers. In 2002 we hit many of these targets as follows:

1. Of the _____ people served by the _____ program, _____ achieved, reached . . .
- 2.
- 3.

Also, by focusing on the smaller personal gains (customer milestones) that must be made along the way to accomplish these targets we found that:

1. _____ people obtained _____
- 2.
- 3.

In addition, by verifying how well people can sustain these positive gains after they conclude their involvement with us we found and are pleased to report that after 3...6...9 months:

1.

2.

3.

Further, people served by our program report an extremely high level of satisfaction in the manner in which we worked with them and our significance in helping them to make positive gains and reach their desired outcomes. Our agency commits itself to its customers through a "Pledge" which states:

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Beyond merely reporting whether they "liked" about the _____ program, our customers reported that we provided service consistent with our "Pledge" as follows:

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Here is some direct commentary from our customers:

"The _____ program is . . ."

"

"

"

These comments are especially important because they give further credence to our overwhelming belief that with some support from programs like _____, people, regardless of their circumstances and the conditions and behaviors they bring to their involvement with us, can change and move forward. The following profiles are some of our customers in 2002:

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-
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However, clearly other people make some progress, but new challenges and crisis emerge in their lives. We experienced some of the following emerging trends in 2002. We believe our efforts in the coming year (2003) need to be strengthened as follows:

- 1.
- 2.
- 3.

In addition to the direct benefits to over _____ people, the _____ program also contributes to improving conditions in _____ community. By serving _____ people and helping them reach these targets, the _____ program directly contributed to:

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-
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Conversely, if not for intervention by our program, (no program baseline) these likely occurrences would be found:

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In 2002 these exciting results were achieved by the _____ program through the continued funding support of the _____. The \$_____ investment in public monies enabled us to work with over _____ people. It is estimated that even keeping _____ people from needing benefits not requiring hospitalization, being employed, not placed in a HRF, etc., coupled with _____ numbers of people (paying taxes instead of drawing unemployment) conservatively totals a savings/positive investment of \$_____. When combined with the real life documented improvement in people's lives, we strongly believe that \$_____ in public monies has been wisely and effectively invested.

In 2002 people entered our program or were referred from the following sources:

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-
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-

We especially appreciate the fine work of the following people/agencies in connecting people to our services:

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-
-
-

As you may know, our core services are: [hours, location(s), etc.]

Reader Survey: Please assist us to make this report even more informative in 2003.

1. Did you find this report helpful and informative:

very much ____ somewhat ____ very little ____

2. What did you find especially helpful, or what did you learn that you did not know previously?

3. What further information would you like us to provide?

4. Should we call you to discuss the program or to more fully inform you or your staff? Would you like us to make a presentation to your staff, provide brochures, or would you like to arrange a visit?

5. Do you have any suggestions to better connect your customers or staff to our service?

6. Other comments:

7. Name _____

Phone # _____