



UNITED WAY OF TARRANT COUNTY



# MISSION UNITED



SERVING NORTH TEXAS MILITARY AND VETERANS

## REQUEST FOR PROPOSALS

### Veterans Fund

Application Release: Wednesday, April 3, 2019

Mandatory Bidder's Conference: **Wednesday, April 10, 2019, 9 a.m. – 11 a.m.**  
Location: United Way of Tarrant County – Ft. Worth  
1500 N. Main Street, Second Floor,  
Fort Worth, TX 76107  
or  
**Friday, April 12, 2019, 1 p.m. – 3 p.m.**  
Location: United Way of Tarrant County – Arlington  
401 W. Sanford, Suite 2600  
Arlington, Texas 76011

Application Deadline: Thursday, May 9, 2019, 3:00 p.m.

Notice of Funding: Monday, June 3, 2019

Funding Period: July 1, 2019 – June 30, 2020

Questions related to the RFP should be directed to

Regina R. Williams, LMSW  
Vice President, Community Investment  
United Way of Tarrant County  
817-258-8083  
[Regina.Williams@unitedwaytarrant.org](mailto:Regina.Williams@unitedwaytarrant.org)

## **A. Purpose and Scope:**

This RFP puts up for bid approximately \$300,000 for services in Tarrant County for “returning veterans”. It is expected that multiple proposals will be funded. Funds will be awarded for one year, July 1, 2019 – June 30, 2020.

## **B. Background**

United Way launched its Veterans Fund in 2013 with a generous corporate contribution by Lockheed Martin Aeronautics Company specifically designated for needs of “returning veterans” and an additional gift from Bell Helicopter.

In the fall 2016 campaign, United Way added “veterans” to the campaign pledge card which has generated additional donor-designated contributions and memorials.

In 2016, United Way Worldwide (UWW) formed a consortium of United Ways around the country that are serving or plan to serve veterans, using a model called MISSION UNITED™, developed by United Way of Broward County (Fort Lauderdale, FL). United Way of Tarrant County has joined this consortium, making a commitment to:

1. Convene a group of multi-sector stakeholders;
2. Conduct a local needs assessment, including planning to include local veteran population priorities, and set goals and target outcomes specific to the community;
3. Coordinate features of a system, such as a single point of entry, linked services, convened stakeholders; and use of a common data base;
4. Brand with MISSION UNITED™ and co-brand the initiative with UWW; and share marketing/communication plans/materials with the UWW network.

## **C. Target Population - Definition**

For purposes of this RFP, the term “returning veterans” is defined as men and women approximately 18-46 years of age who have returned from deployment since 9/11/2001, usually to Iraq and/or Afghanistan [Operation Enduring Freedom (OEF)/ Operation Iraqi Freedom (OIF)]. Proposed services may address the needs of OEF/OIF veterans, active military personnel or National Guard/Army Reserve personnel, their immediate family members and surviving spouses.

## **D. Characteristics of returning veterans**

In April 2018, the U.S. Census Bureau published the following portrait of Post-9/11 veterans:

1. They are more diverse than their predecessors. About 17 percent are women, 15.3 percent are black, and 12.1 percent are Hispanic. Almost half (47.6 percent) are still under the age of 35.
2. They are an educated group. More than 46 percent have some college education and 32 percent have a Bachelor’s degree or higher. In 2016, about 612,000 post-9/11 veterans were in college.
3. Over a third of Post-9/11 veterans used or were enrolled in VA health care in 2016. Under 6 percent were without health insurance of any kind. Post-9/11

veterans have the highest percentage of any wartime cohort reporting a service-connected disability (36.1 percent).

4. Three-quarters of Post-9/11 veterans were employed in 2016. Common occupations for this group of veterans include managers, truck drivers, police officers, and security guards. About 7 percent of employed Post-9/11 veterans work in health care-related occupations such as registered nurses, physicians, and home health aides.

In March 2018, the U.S. Department of Veterans Affairs posted a nation-wide profile of Post-9/11 veterans, including a comparison with other veterans groups and a comparison of gender differences.

[https://www.va.gov/vetdata/docs/SpecialReports/Post\\_911\\_Veterans\\_Profile\\_2016.pdf](https://www.va.gov/vetdata/docs/SpecialReports/Post_911_Veterans_Profile_2016.pdf)

1. Post-9/11 veterans are more likely (than other veterans) to be under the age of 45 (74%); married (54%); racially diverse.
2. 36% of male Post-9/11 veterans (more than veterans of other eras) were in Management/Professional and Service jobs; and almost 50% of female Post-9/11 veterans were in Management/Professional jobs (same as females of other eras).
3. A higher percentage of Post-9/11 veterans had a service-connected disability, used VA health care only, lived in a household that received food stamps, had no health insurance coverage, lived in poverty and had no income compared to their counterparts.
4. Post-9/11 veterans had higher median personal incomes and lower median earnings (from employment) than all other veterans regardless of gender.
5. The Post-9/11 veteran population is expected to increase 22 percent between 2016 and 2021.
6. A lower percentage of Post-9/11 veterans enrolled in VA health care than all other veterans. Of those enrolled in VA health care Post-9/11 veterans used VA health care at a lower rate than all other veterans.
7. Compared to their male counterparts, Post-9/11 female veterans were more likely to be divorced, have college education, but more likely to live in poverty and less likely to access VA health care benefits.

## **E. Challenges for returning veterans**

Challenges returning veterans face are documented in a 2017 study from the Costs of War initiative of Brown University's Watson Center for International and Public Affairs, entitled "US Military Veterans' Difficult Transitions Back to Civilian Life and the VA's Response" (<https://news.brown.edu/articles/2017/02/vets-0>):

1. The difficulties veterans have in easing back into civilian life correlate with age, education level and work experience – and many of these veterans are young and lack a college degree.
2. Many young post-combat veterans leave the military without established careers to which they can return.
3. Those who enter a college or vocational program may be older than traditional students and may have families to support.
4. They have unrealistic expectations of employment options and salaries in the civilian job market. Although highly motivated to work hard...veterans were frustrated by having to start in low-paying, entry-level positions and many reported feeling like they were starting over completely.

5. Young veterans report social difficulties with greater frequency than the rate at which they are diagnosed with specific mental health concerns. Veterans of the Post-9/11 wars reported adjustment difficulties at 61-68%.

The Veterans Fund is very timely, due to the winding down of the wars in Iraq and Afghanistan and the sequestration (across-the-board cuts) of military and domestic discretionary programs through 2021.

Returning veterans deployed during Operation Enduring Freedom (OEF) and Operation Iraqi Freedom (OIF) face numerous obstacles to successful reintegration into civilian life including physical injuries, mental health issues including substance abuse and suicide potential related to Post-Traumatic Stress Disorder (PTSD), Traumatic Brain Injury (TBI), Military Sexual Trauma (MST), frustration at the long backlog of benefits claims at the U.S. Department of Veterans Affairs, as well as transition to a less structured lifestyle, the need to immediately find employment, problems with a lack of transportation, the need for financial literacy, and the process of re-establishing emotional bonds with family.

Some veteran populations face unique situations. National Guard/Reserve troops have faced multiple deployments and may be impacted to an even greater extent. Female veterans make up 11% of the DFW veteran population and have special needs related mental health, family support, child care, and employment. Female veterans are also more likely to be accompanied by children than their male counterparts and face unique problems when trying to access specialized medical care and female/family centered shelter options.

#### **F. Existing services:**

A *2019 Veterans Resource Guide*, published by United Way of Tarrant County in cooperation with the Texas Veterans Commission, provides a comprehensive list of government and community services available in the Tarrant County area.

<https://www.unitedwaytarrant.org/wp-content/uploads/2019/03/2019-Veterans-Guide.pdf>

In November 2018, United Way of Tarrant County launched *TXServes – North Texas*, which coordinates between public, private and nonprofit organizations to benefit active duty military veterans and their families in the North Texas region.

#### **.G. Priority needs and gaps in services for this RFP include the following:**

United Way of Tarrant County previously identified a similar array of needs and gaps in services from the three local studies:

1. In 2019, United Way of Tarrant County shared the results of the 2018-2019 Community Assessment. The assessment, made possible by a grant from the Sid Richardson Foundation, is the third and final phase of discovery in support of our new Strategic Plan, which we launched in the spring of 2018. The Strategic Plan introduced Systems Change, a new way for United Way of Tarrant County to lead and allocate resources geared toward not just managing social issues, but solving them for particular populations.
2. A March 2016 “Needs Assessment: Veterans in the Dallas-Fort Worth Region”, commissioned by North Texas area foundations and conducted by

the Center for a New American Security, identified the need for programs focusing on women veterans, lifestyle transition, financial education, services for children of veterans' families, and transportation assistance.  
<https://www.cnas.org/publications/reports/needs-assessment-veterans-in-the-dallas-fort-worth-region>

3. A March 2013 United Way of Tarrant County study entitled "A Rapid Analysis of Needs and Gaps in Services for Returning Veterans" identified employment, education, mental health, and affordable housing as key to reintegration into civilian life as primary needs. The Veterans Coalition of Tarrant County (VETCO) substantiated a number of these needs during its 2013-14 strategic planning process.  
[http://vetconnectntx.org/assets/files/resources/united-way-tarrant-county-rapid-analysis-of-nees-and-gaps-in-services-for-returning-veterans/united\\_way\\_tarrant\\_2013\\_assessment.pdf](http://vetconnectntx.org/assets/files/resources/united-way-tarrant-county-rapid-analysis-of-nees-and-gaps-in-services-for-returning-veterans/united_way_tarrant_2013_assessment.pdf)

Outreach efforts to identify returning veterans, assessment of their need for your proposed services and referrals to other needed government and community services must be addressed in all proposals.

1. Case management: assessment of clients who have multiple needs, referral to government and community services, and follow-up;
2. Employment and training services, particularly those services which would provide training to companies about the unique needs of veterans and provide a career mentor within the company that hires the returning veteran;
3. Supportive and transition services co-located at post-secondary schools and higher education institutions where returning veterans are enrolled, particularly where a consortium exists to share information across institutions;
4. Homelessness services, particularly for women veterans with children who are seeking shelter, but cannot be housed in shelters with male sex offenders;
5. Financial education services which couple classes with financial coaching and those that provide concrete help (for example, transportation);
6. Services to children of military and veterans;
7. Transportation services, particularly those which assist returning veterans living outside the reach of public transportation with transport to medical/mental health appointments, job interviews, and benefits appointments;
8. Mental health and addiction services, particularly for women veterans, related to post traumatic stress syndrome and military sexual trauma;
9. Peer-to-peer support groups for veterans and their family members, particularly those that link well to services provided by non-profit organizations;
10. Community mentoring services for returning veterans, particularly those provided by a network of faith-based organizations;
11. Legal services for veterans and their families;
12. Transition to civilian life services, particularly those that partner with the armed forces to begin the transition process before discharge and again at intervals after discharge and link with community resources which provide assistance with housing and skills translation;

## I. Important Information

**A. Eligibility:** Organizations eligible to apply are not-for-profit organizations and civic organizations or institutions with a history of addressing or the capacity to address the needs/services for returning veterans in Tarrant County.

Applicants must be able to accurately document services provided to unduplicated “returning veterans” including whether they are individuals/ family members, identify anticipated program outcomes, capture client demographics, account for program revenue and expenditures quarterly, and evaluate program outcomes annually (report to be submitted with the 9-months report).

**B. Deadline and Application Submission:** Applications must be received **by Thursday, May 9, 2019 at 3 p.m.** One electronic copy and 10 hard copies, each secured with a binder clip, are required.

The electronic copy should be emailed to [Veteransfund@unitedwaytarrant.org](mailto:Veteransfund@unitedwaytarrant.org) as one complete scanned document.

The 10 hard copies secured with a binder clip should be delivered to the attention of:  
Regina R. Williams, Vice President of Community Investment  
United Way of Tarrant County  
1500 N. Main Street, 2nd floor, Fort Worth, TX 76164-0448  
(Fort Worth Mercado building – North Wing elevator to 2<sup>nd</sup> floor Receptionist.)  
Office hours are Monday-Friday from 8 a.m. to 5 p.m.

**C. Cover Page with Proposal Summary:** Each proposal requires a Cover Page using the attached template, which identifies the applicant organization and contact information, type of services proposed, amount of United Way funding requested, and a short summary of the proposal.

**D. Program Outcome Evaluation Plan:** The proposal must include a Program Evaluation PLAN that identifies expected program outcomes to be reported with the 9 months (3<sup>rd</sup> quarter) report. “Program outcomes” specify how the proposed services will benefit the individuals/families who participate in those services. (Please see attached Program Evaluation PLAN form and PLAN Instructions.)

**E. Budget:** The completed budget form included in the proposal along with a concise budget narrative. Although match funding is not required, leveraged cash or in-kind support is desirable.

**F. Criteria for Proposal Review:** The assembled review team will use the following criteria to evaluate proposals. The organization’s proposal demonstrates:

- The capacity, including the cultural competence and equitable methods, to deliver service(s) in Tarrant County to returning veterans, their families, and/or surviving spouses
- Evidence of high probability of reaching and engaging the target population
- A history of effective collaboration with other organizations to provide integrated services
- A sound methodology for evaluating and measuring program outcomes

- Cost-effective services that expand the organization's capacity through leveraged funds and partnerships
- If previously awarded, your history in timely reporting

### **G. Required Reports and Site visits:**

- Funded applicants may be required to enter client data into a common database intended to generate reports or trends that can be compared with other communities;
- Funded applicants will submit to a pre-scheduled site visit once per funding cycle;
- Failure to submit timely reports may result in suspension or loss of funding;
- CUMULATIVE program/financial reports are due every quarter on October 15, 2019; January 15, 2020; April 15, 2020 and July 15, 2020, the format for which will be provided by United Way;
- RESULTS of the program evaluation must accompany the nine months report that is to be submitted by April 15, 2020. (Please refer to attached Program Evaluation RESULTS form and RESULTS Instructions.) Evaluation results will be considered if the applicant re-applies for these funds in a subsequent year;
- Demographics of clients served through this grant are required with the year-end report July 15, 2020. This includes, age, gender, race and ethnicity.
- Recognition of United Way funding: All programs funded, fully or in part, by UWTC will use current UWTC logo and/or the Mission United logo and provide recognition to United Way of Tarrant County, along with the Lockheed logo with approval from United Way. Social media promotion of programs with photos on Facebook and Twitter is welcomed and encouraged.

## **II. The Proposal**

**Components:** Each proposal should include the **Cover Page**, using the attached template (no longer than 1 page), affixed to the front of the proposal, the Program Narrative (no more than 4 pages for sections A-J), the Budget form and one-page budget justification, and the Program Evaluation PLAN, plus Appendix A. Board List, and any other appendices. See further details below.

The **Program Narrative** should succinctly address the following questions in no more than 4 pages (not including appendices) in 12 point font, with 1-inch margins, single-spaced (double-spaced between paragraphs). Please identify your organization by using a footer on each page; number the pages. Retype the number/letter of each question and the bold section heading.

- A. **Organization's Qualifications** (5 points): State the name of your organization. Briefly summarize the qualifications and capacity of the organization agency to deliver the service. Specify how long your organization has been serving veterans/military families.
- B. **Program/services** (15 points): Describe fully the program/service your organization proposes to offer; specify whether this is an existing program of your organization or a new program/service for your organization. If applicable, briefly identify lessons learned from previous experience. Specify if you are proposing an evidence-based program. Describe what actually happens when clients participate in the program. Describe how these services will be delivered with cultural competence and

equitable delivery. Specify Tarrant County locations and proposed dates/hours where services will be provided.

- C. **Target population** (15 points): Describe the specific target population (including the geographic area, if applicable). Describe your outreach plans: how you plan to identify, reach and engage the target population for your services.
- D. **Unduplicated number served, units of service** (10 points): Specify the unduplicated number of people you plan to serve and describe the volume of service you will provide (define the “unit of service”).
- E. **Staff Qualifications and Volunteers** (5 points): Briefly list the qualifications of the proposed staff to fill specific positions and deliver the program/service and, if staff is known, specify experience. For all positions to be paid through this grant specify whether the staff positions are full-time or part-time [i.e., percentage of a full-time equivalent (e.g., 0.5 FTE)]. If applicable, describe the role of volunteers.
- F. **Implementation time line** (5 points): Use a chart to project a quarterly timeline at three, six, nine, and twelve months with benchmarks to be accomplished.
- G. **Collaboration** (10 points): If the proposal includes partnerships with other organizations, describe the role each organization will play and the resources each organization will contribute. Explain how clients will be referred or made aware of these partnerships. Letters of support from collaborating organizations are optional; up to 3 letters of support may be scanned/attached as Appendix B, each specifying how that organization agrees to partner. If one organization plans to pay another with these grant funds for delivery of services, describe the process that triggers payment and include as Appendix C a sample Memorandum of Agreement (MOA) that will be used. Include if organization is a current provider in the TXServes-North Texas Network.
- H. **Sustainability** (5 points): Project any plans to continue the program beyond the period of this grant. Are there other resources you expect to be able to call upon?
- I. **Other Information:** If there are other factors we should consider, please briefly outline them here.
- J. **Budget Form and Budget Justification** (10 points): Complete and include the one-page budget form to provide a 12-month budget for the proposed project year for the period July 1, 2019-June 30, 2020. Include any administrative costs that directly relate to the proposed program in the Direct Program Costs; additional Indirect costs must be limited to 10% of direct costs. If applicable, show subcontracts with other organizations that are directly related to this proposal in the budget and attach a sample Memorandum of Agreement (MOA) marked as Appendix C.

In no more than 1 additional page, attach a concise Budget Justification narrative that explains key budget line items. List all other sources of revenue for the proposed service; specify in the Budget Justification whether other revenue sources comprise cash or in-kind support and whether they are already secured or are anticipated.

K. **Program Outcome Evaluation PLAN** (20 points): After referring to the PLAN INSTRUCTIONS, attach a completed Program Evaluation PLAN. Describe the program outcomes expected, how you will gather data and how you will measure achieved outcomes. (You will report against these outcomes when you submit RESULTS at 9 months.)

**Appendix A. Current board of directors list (specify officers)** – Please attach.

**Optional Appendices**

- **Appendix B: Letters of Support from collaborating organizations** (up to three may be included) in the proposal.
- **Appendix C: Memorandum of Agreement (MOA)** with collaborating organizations (sample or actual), if applicable.



**VETERAN FUND 2019-2020  
Cover Page**

Organization/Agency	
Mailing Address	
Name of Executive Director/CEO	
Signature of ED/CEO	
ED/CEO's phone number and Email address	
Contact person, if different, and contact info	
Name of Proposed Program or Type of Service:	
Amount Requested:	
<b>Proposal Summary:</b>	

**United Way of Tarrant County  
2019-20 Veterans Fund  
Program Evaluation PLAN**  
*(Please refer to Program Evaluation PLAN Instructions. You may reproduce/edit this form)*

Name of Organization: \_\_\_\_\_ Program Name: \_\_\_\_\_

<b>Description of Program</b>	<b>What actually happens when clients participate in the program? (ACTIVITIES. Be specific.)</b>
	<b>Briefly describe unique client characteristics or circumstances, or program characteristics that may influence program cost or effectiveness.</b>
	<b>What resources are used to operate this program? (INPUTS)</b>
	<b>How many and what types of products does this program produce? (OUTPUTS)</b>
	<b>Please describe a unit of service.</b>
<b>Performance standard</b>	<b>Specify the performance standard against which you will report results in 9 months: (see PLAN Instructions for writing a Performance Standard)</b>
<b>Indicators/Measures</b>	<b><u>What will you measure</u> to determine if the clients have benefited?</b>

	<u>How</u> will you measure it?
<b>Data collection methods</b>	<b>Sampling Method (if applicable)</b>
	<b>Data Collection Method</b>
	<b>Period Covered</b>
	<b>Data Collection Schedule</b>

**United Way of Tarrant County  
2019-20 Veterans Fund  
Program Evaluation PLAN INSTRUCTIONS**

<p><b>Description of Program</b></p>	<p><b>What actually happens when clients participate in the program? (ACTIVITIES)</b></p> <p>Describe the target population. Tell how often and how long clients participate in the program. Describe the experiences clients have while participating in your program. Do they receive counseling, watch movies, go on field trips? Do they attend classes, read books, practice speech? Do they eat meals, play sports, get clothes, learn job skills?</p>
	<p><b>Are there unique client characteristics or circumstances, or program characteristics that may influence program cost or effectiveness?</b></p> <p>Are the clients you serve particularly difficult to reach? Are they underserved in their community? Are they chronically mentally ill? Illiterate? Transient? Is your program the first to use a particular type of intervention?</p>
	<p><b>What resources are used to operate this program? (INPUTS)</b></p> <p>Describe the resources your agency uses to operate this program. For example, how many staff are involved and to what extent? How many volunteers? What are the physical plant requirements?</p>
	<p><b>How many and what types of products does this program produce? (OUTPUTS)</b></p> <p>Your program produces outputs that reflect a volume of <u>service to the client</u> (not your outreach efforts). These outputs might be the number of parenting classes taught, counseling sessions conducted, meals provided and participants served. Include the main types of outputs and how many of each you produce, e.g., 500 hours of counseling, 3,000 hours of child care, or 14 parenting classes.</p>
	<p><b>Please describe a unit of service.</b></p> <p>Specify a unit of service for this program. Examples: one hour of counseling, one day of attendance per participant, or one meal delivered.</p>
<p><b>Performance Standard</b></p>	<p><b>What percentage of the clients who participate in the program will achieve the performance standard? How much will the clients who participate in the program benefit?</b> Write the Performance Standard as one sentence that addresses both components.</p> <p>Examples:</p>

	<p>90% of participants will achieve employment with a starting salary of at least \$15/hour.</p> <p>75% of clients who participate in at least 4 sessions of counseling will improve their coping skills by at least 5 points on (a particular scale).</p>
	<p><b>What will you measure to determine if the clients have benefited?</b></p> <p>Describe what you will measure that will indicate clients have improved. For example, an indicator of improved academic performance could be school grades or test scores; an indicator of social isolation might be how often the client participates in social activities.</p>
<p><b>Indicators/Measures</b></p>	<p><b>How will you measure it?</b></p> <p>Once you have decided what you will measure as an indicator, you must also decide how you will measure it.</p> <p>For example, you could measure school grades by studying report cards or social isolation by using a standardized instrument of social isolation.</p>

**BUDGET FORM** Complete the following budget form, specifying here or on the Budget Justification form whether revenue is cash/in-kind support and whether revenue is already secured or anticipated. You may edit this form to fit on one page; delete this wording.

REVENUE		Proposed (July 1, 2019-June 30, 2020)
United Way of Tarrant County (requested)		
Government Grants		
Foundations/Corporations		
Other (Specify)		
<b>TOTAL PROGRAM REVENUE</b>		
EXPENSES		
Personnel/Salaries		
Fringe Benefits/Payroll Taxes		
<b>Sub-total: Salaries/Fringe/payroll taxes</b>		
Non-salary Expenses:		
Contracted Services (if applicable)		
Contractor A		
Contractor B		
Rent or building costs/utilities		
Supplies and Materials		
Other Operating Expenses (specify)		
<b>Sub-total: Non-salary Expenses</b>		
<b>TOTAL DIRECT PROGRAM EXPENSES (Sum of two sub-totals)</b>		
INDIRECT COSTS (If applicable, must be limited to no more than 10% of direct costs)		
<b>GRAND TOTAL: EXPENSES</b>		

**BUDGET JUSTIFICATION** – Briefly explain what is included in key line items and amounts. For Revenue, cite sources. You may edit this form. Do not exceed one page.

REVENUE	EXPLANATION
United Way of Tarrant County (requested)	
Government Grants	
Foundations/Corporations	
Other (Specify)	
<b>TOTAL PROGRAM REVENUE</b>	
EXPENSES	
Personnel/Salaries	
Fringe Benefits/Payroll Taxes	
<b><i>Sub-total: Salaries/Fringe/payroll taxes</i></b>	
Non-salary Expenses:	
Contracted Services (if applicable)	
Contractor A	
Contractor B	
Rent or building costs/utilities	
Supplies and Materials	
Other Operating Expenses (specify)	
<b><i>Sub-total: Non-salary Expenses</i></b>	
<b>TOTAL DIRECT PROGRAM EXPENSES (Sum of two sub-totals)</b>	
INDIRECT COSTS (If applicable, must be limited to no more than 10% of direct costs)	
<b>GRAND TOTAL: EXPENSES</b>	

**United Way of Tarrant County  
2019-20 Veterans Fund  
Program Evaluation RESULTS**

Note: Complete and submit this report of Program Evaluation Results with the nine month reports, due April 15, 2020. Select a cutoff date for the period of the evaluation; tally the evaluation results and enter the results on this form. See accompanying Program Evaluation RESULTS Instructions. You may copy, edit and re-size this form.

Please indicate the evaluation period covered (MM/YY - MM/YY) \_\_\_\_\_

Agency/Organization: \_\_\_\_\_

Program Name: \_\_\_\_\_

<b>Performance Standard</b>	<b>From 2019-20 PLAN Form</b>
	<b>2019-20 Results</b>
	<b>How many clients received the service?</b> _____
	<b>How many were eligible to be included in the evaluation?</b> _____
	<b>How many clients were actually included in the evaluation?</b>
	<b>How are clients selected for the evaluation?</b>
	<b>Is the sample size sufficient?</b> ___ Yes ___ No
<b>Results</b>	<b>Did your results meet both parts of the performance standard?</b>  Yes___ No___

	<b>Explain:</b>
	<b>What were the results?</b>
<b>Implications</b>	<b>How were the findings used?</b>
	<b>Based on the evaluation findings, what steps will be taken to increase program effectiveness?</b>
	<b>Please describe any significant changes in program, staffing or evaluation within the past twelve (12) months.</b>

**United Way of Tarrant County  
2019-20 Veterans Fund  
Program Evaluation RESULTS INSTRUCTIONS**

Please indicate the evaluation period covered (MM/YY - MM/YY) \_\_\_\_\_

Organization Name: \_\_\_\_\_

Program/Service Name: \_\_\_\_\_

<b>Performance Standard</b>	<p><b>From 2019-20 PLAN Form</b> (submitted with your proposal).</p> <p>List the Performance Standard as written in the 2018-19 Program Evaluation PLAN</p>
	<p><b>How many clients received the service?</b> _____</p> <p>Include the total number of clients that received the service. This number should represent the group from which the clients included in the evaluation were selected.</p>
	<p><b>How many were eligible to be included in the evaluation?</b> _____</p> <p>Include here the number in the program long enough to be included in the evaluation.</p>
	<p><b>How many clients were included in the evaluation?</b></p> <p>Include here the total number of clients on whom evaluation data are reported.</p>
	<p><b>How are clients selected for the evaluation?</b></p> <p>Describe how clients included in the evaluation were selected.</p>
	<p><b>Is the sample size sufficient?</b>     <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<p><b>Results</b></p>
<p><b>Did your results meet both parts of the performance standard?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Compare your findings with your Performance Standard. If you met or exceeded both parts of the Standard, check Yes. If you did not meet both parts of the Performance Standard, check No. <b>Do not check both.</b></p>	
<p><b>What were the results?</b></p>	

	<p>Describe your results in the same format as the Performance Standard.</p> <p>For example if your Performance Standard projected that 35% of the clients would improve by at least 5%, your results might say “42% of the clients improved at least 5%” or “29% of the clients improved at least 5%.”</p> <p>If you collected pretest and posttest data, include these scores and the amount of change between the two.</p>
<p><b>Implications</b></p>	<p><b>How were the findings used?</b></p> <p>Describe with whom the findings have been shared (for example senior management, the Board of Directors, or other funding sources). Describe any action that has taken place as a result of the findings.</p>
	<p><b>Based on the evaluation findings, what steps will be taken to increase program effectiveness?</b></p> <p>Did the evaluation results suggest any program changes that should be made?</p> <p>For example, might the same results be obtained using fewer resources? Could the Performance Standards be raised? Does the program serve clients with particular characteristics more effectively than others?</p>
	<p><b>Please describe any significant changes in program, staffing or evaluation, within the past twelve (12) months.</b></p> <p>Discuss any changes in this program that occurred in the past twelve months.</p>