

## Connecticut FACS Report – 2004 Version 1.2

### Community Action Goal 4 (Agency) – *Partnerships Among Supporters and Providers of Services to Low-Income People are Achieved*

1 – CAA Outcomes Catalog	2	3	4
<p><b>Goal 4: Partnerships Among Supporters and Providers of Services to Low-Income People are Achieved</b>  <i>(A partnership or collaboration is defined as a formal relationship documented by a written agreement such as a Memorandum of Understanding or formal membership in an organization.)</i></p> <p>1. Partnerships or Collaborations to Coordinate Service Delivery, Improve Program Efficiency, Streamline Administration and/or Eliminate the Duplication of Services.                      2. Partnerships or Collaborations to Improve Community Planning.                      3. Partnerships or Collaborations to Achieve Specific Family Outcomes.                      4. Other Types of Partnerships or Collaborations.</p>	<p><b>Efforts Maintained from Previous Reporting Period</b></p>	<p><b>Efforts New This Reporting Period</b></p>	<p><b>Type of Partnership or Collaboration</b></p>
<p><b>1. Partnerships or Collaborations to Coordinate Service Delivery, Improve Program Efficiency, Streamline Administration and/or Eliminate the Duplication of Services.</b></p>			
a) Non-Profit			
b) Faith Based			
c) Local Government			
d) State Government Entity			
e) Federal Government Entity			
f) For-Profit Business or Corporation			
g) Coalition or collaborative (3 or more groups)			
<p><b>2. Partnerships or Collaborations to Improve Community Planning.</b></p>			
a) Non-Profit			
b) Faith Based			
c) Local Government			
d) State Government Entity			
e) Federal Government Entity			
f) For-Profit Business or Corporation			
g) Coalition or collaborative (3 or more groups)			
<p><b>3. Partnerships or Collaborations to Achieve Specific Family Outcomes (please identify family outcomes in the Narrative Comments).</b></p>			
a) Non-Profit			
b) Faith Based			
c) Local Government			
d) State Government Entity			
e) Federal Government Entity			
f) For-Profit Business or Corporation			
g) Coalition or collaborative (3 or more groups)			

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<p><b>4. Other Types of Partnerships or Collaborations (please identify in the Narrative Comments).</b></p>			
<p>a) Non-Profit</p>			
<p>b) Faith Based</p>			
<p>c) Local Government</p>			
<p>d) State Government Entity</p>			
<p>e) Federal Government Entity</p>			
<p>f) For-Profit Business or Corporation</p>			
<p>g) Coalition or collaborative (3 or more groups)</p>			

**Instructions:**

- Columns 2 and 3: Enter the number of partnerships or collaborations achieved.
  - Column 4: Identify the type of organization with whom you partnered or collaborated from the list below. You may identify more than one type of organization.
1. One-Stop Centers, WIA Boards and other Career Link operating partnerships.
  2. Community Development Corporations.
  3. Economic development agencies.
  4. Education/training providers.
  5. Family Service Agencies/Family Centers.
  6. Food bank pantries or other food and nutrition agencies.
  7. Health care service agencies.
  8. Housing.
  9. Public libraries.
  10. School districts.
  11. Transportation service agencies.
  12. Other; Please identify in the Narrative Comments.

**Narrative Comments:**

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### Community Action Goal 5 (Agency) – Agencies Increase Their Capacity to Achieve Results

#### DO NOT FILL OUT TABLE 1

<b>Table 1 – Agencies Leverage External Resources to Increase Their Capacity to Serve Low-Income People</b>			
1 – CAA Outcomes Catalog	2	3	4
Funding Sources	Number in Current Year	Number in Previous Year	Dollars in Current Year
a) CSBG			
b) Federal Government – non-CSBG.			
c) State Government (includes federal dollars passed through a state agency) non-CSBG.			
d) Other Government entity (municipality, etc.).			
e) Local (list source).			
f) Private (list source).			
g) Cash donors			
h) Other (please identify).			
<b>Totals (lines a-h)</b>			
<b>Total Agency Budget (if different please explain in Narrative Comments below)</b>			

**Narrative Comments:**

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### Community Action Goal 5 (Agency) – Agencies Increase Their Capacity to Achieve Results

Table 2 – Agencies Leverage External In-Kind and Donated Resources to Increase Their Capacity to Serve Low-Income People.			
1 – CAA Outcomes Catalog	2	3	4
Sources of In-Kind and Donated Resources	Estimated Number of Hours	Estimated Average Value of Single Hour	Total Estimated Value
<b>1. Volunteer or Donated Staff Hours</b>			Enter Column 2 x Column 3 Below
a) In your agency or agency supported activities from the <i>general public</i> .			
b) In your agency or agency supported activities from your <i>clients</i> .			
c) In your agency or agency supported activities from your <i>board members</i> .			
d) In your agency or agency supported activities from <i>other non-profit or government agencies</i> .			
e) In your agency or agency supported activities from the <i>business community</i> .			
f) Other (please identify).			
<b>Total 1:</b>			
<b>2. Donated or In-Kind Space</b>	Estimated Number of Square Feet	Estimated Value Per Square Foot	Total Estimated Value
a) Space in the community for CAA supported programs, services or activities.			
b) Other (please identify).			
<b>Total 2:</b>			
<b>3. Other Non-Cash Donations</b>	# of Donors		Total Estimated Value
a) Equipment.			
b) Materials and supplies.			
c) Food.			
d) Other (please identify).			
<b>Total 3:</b>			
<b>Total of In-Kind and Donated Resources (Column 4: Sum of Total 1, Total 2, Total 3)</b>			

**Narrative Comments: Volunteer or Donated Staff Hours**

**Narrative Comments: Donated or In-Kind Space**

**Narrative Comments: Other Non-Cash Donations**

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### Community Action Goal 5 (Agency) – Agencies Increase Their Capacity to Achieve Results

#### DO NOT FILL OUT TABLE 3

Table 3 – Agency Organizes and Operates its Programs, Services, and Activities Toward Accomplishing Family and Community Outcomes	
1 – CAA Outcomes Catalog	2
<b>Goal 5: Agencies Increase Their Capacity to Achieve Results</b>	<b>Identification of Factors Influencing the Management Model Employed in the CAA.</b>
1. Agency has the Capacity to Measure Client Progress Towards Self-Sufficiency.	
<b>Outcomes with Indicators</b>	
<b>1. Agency has the Capacity to Measure Client/Customer Progress Towards Self-Sufficiency.</b>	
<b>a) CAAs are organized in different ways depending on their configuration of programs and services. Please identify the <u>one</u> statement below that <u>best</u> describes how your CAA is organized:</b>	
1.1a A common in-take process and common ID# is used for <u>all</u> clients of the CAA.	
1.2a A common in-take process and common ID# is used for <u>some</u> clients of the CAA.	
1.3a A separate in-take process and/or separate ID# is used for <u>each</u> program administered by the CAA.	
<b>b) CAAs are organized in different ways depending on their configuration of programs and services : Please identify the <u>one</u> statement below that <u>best</u> describes how your CAA is organized:</b>	
1.1b Agency utilizes a relational database for <u>all</u> clients of the agency for use in intake and assessment and provision of services.	
1.2b Agency utilizes a relational database for <u>some</u> clients of the agency for use in intake and assessment and provision of services.	
1.3b Agency utilizes a relational database for <u>all</u> clients of the agency for use in intake, assessment, provision of services and measurement of outcomes.	
1.4b Agency utilizes a relational database for <u>some</u> clients of the agency for use in intake, assessment, provision of services and measurement of outcomes.	

**Instructions:**

**For question 1a) first select the statement that best represents your CAA: 1.1a, 1.2a, 1.3a. Go to the list below for Column 2 and identify one or more of the responses (1, 2, 3, and 4) that characterizes your CAA and enter in Column 2. Repeat this for question 1b) by selecting the statement that best represents your CAA: 1.1b, 1.2b, 1.3b, 1.4b. Enter the appropriate numbers in Column 2 from the list below.**

**Column 2 List:**

1. The CAA administers programs that do not require separate intake, assessment or reporting forms or use of proprietary software.
2. The CAA administers programs that require separate intake, assessment or reporting forms or use of proprietary software resulting in barriers to a common intake, assessment or ID#. The CAA would have to double enter client data in order to manage a common in-take and assessment process and use a common ID# for all clients of the CAA.
3. The CAA administers programs that require separate intake, assessment or reporting forms or use of proprietary software. The CAA double enters client data in order to transcend the barriers to a common in-take and assessment process and a use of a common ID# for all clients of the CAA.
4. The CAA is able to group together various programs that do not have required separate intake, assessment or reporting forms or use of proprietary software resulting in a common in-take and assessment process and use of a common ID# for some clients of the CAA.

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<b>Table 4 – Agency Organizes and Operates its Programs, Services, and Activities Toward Accomplishing Family and Community Outcomes</b>		
<b>1 – CAA Outcomes Catalog</b>	<b>2</b>	<b>3</b>
<b>Goal 5: Agencies Increase Their Capacity to Achieve Results</b>	<b>Agency Has Achieved Implementation of Activity</b>	<b>Agency is in Process of Implementation</b>
1. Agency has the Capacity to Report Client Progress Towards Self-Sufficiency. 2. Agency has Provided Results-Oriented Management and Accountability Training. 3. Agency Programs Achieved Accreditation Demonstrating That Program Meets or Exceeds Nationally Recognized Standards. 4. Agency Obtained a Level of Excellence in Organizational Quality.		
<b>Outcomes with Indicators</b>		
<b>1. Agency has the Capacity to Report Client/Customer Progress Towards Self-Sufficiency. (Choose all that apply.)</b>	<b>Enter "1" Only</b>	<b>Enter "1" Only</b>
a) Agency can report outcomes that measure progress towards self-sufficiency without use of an outcome scale.		
b) Agency utilizes outcome scales to measure client movement toward self-sufficiency.		
c) Agency has capacity to derive unit cost statistics for efficiency: cost per service delivered or cost of service per client.		
d) Agency has capacity to derive unit cost statistics for effectiveness: cost per outcome delivered.		
<b>2. Agency has Provided Results-Oriented Management and Accountability Training. (Choose all that apply.)</b>		
a) Agency board has received Introduction to ROMA training.		
b) Agency management staff has received Introduction to ROMA training.		
c) Agency supervisory staff has received Introduction to ROMA training.		
d) Agency line staff has received Introduction to ROMA training.		
<b>3. Agency Programs Achieved Accreditation Demonstrating That Program Meets or Exceeds Nationally Recognized Standards.</b>	<b># of Sites Accredited</b>	<b># Working Toward Accreditation</b>
a. Early childhood care and education sites receive NAEYC or other recognized form of accreditation.		
b. Programs achieve other form of recognized accreditation. (Please describe in the Narrative Comments below.)		
<b>4. Agency Demonstrates a Level of Excellence in Organizational Quality. (Please describe in Narrative Comments.)</b>		
a) Board and Governance		
b) Operational Management & Organizational Structure		
c) Planning, Marketing, Fundraising, Community Investment		
d) Information Technology		
e) Human Resources		
f) Finance and Budget		

**Narrative Comments:**

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### Community Action Goal 5 (Agency) – Agencies Increase Their Capacity to Achieve Results

Table 5 – Agency Staff Obtains Credentials that Improve Their Capacity to Achieve Results			
1 – CAA Outcomes Catalog	2	3	4
<b>Goal 5: Agencies Increase Their Capacity to Achieve Results</b>	<b>Number of Staff Who Have Credentials</b>	<b>Number of Staff That Received Credential During the Reporting Period.</b>	<b>Number of Staff Working Towards Credentials</b>
1. Agency Staff Obtained Credentials That Improve Their Capacity to Achieve Results.			
<b>Outcomes with Indicators</b>			
<b>1. Agency Staff Obtained Credentials That Improve Their Capacity to Achieve Results.</b>			
a) Staff who work with families obtain the Family Development Specialist credential.			
b) Staff who work with children obtain the Child Development Associate credential or higher form of credential/degree.			
c) Staff obtain G.E.D.			
d) Staff who received CCAP credentials.			
e) Staff who received Associates Degree.			
f) Staff who received Bachelors Degree.			
g) Staff who received Masters Degree.			
h) Staff who received Doctorate Degree.			
i) Agency staff obtained other credentials that increase their capacity to achieve results. (Please describe in the Narrative Comments below.)			

**Narrative Comments:**