

# Using Member Reporting and Tools That Measure Impact

## Orient Member

**Objective:** (1) To illustrate how members can use the monthly reporting forms and tools to measure impact in order to provide accurate progress reporting on activities that relate to meeting annual performance measures set at the start of the service year

**Materials:**

- Flipchart paper and markers
- Copies of the monthly reporting forms
- Copies of the monthly report data sheets for participants

**Facilitator Notes:** There are two examples that the facilitator can choose from – one is related to needs and services while the other is related to community strengthening. While the activity is flexible, the facilitator should have already determined the numbers related to outputs and outcomes. Keep in mind that this activity asks members to use information that is intentionally designed to be tricky. You will also need to point out instances where “double counting” can occur. For the written part of the reports, members should be encouraged to provide detailed and useful information – not just fluff.

**Duration:** 30 – 45 minutes

**Instructions for Activity** Use the attached handout for the activity.

Break participants into small groups of 2–3 people. Have each group develop a monthly report. Each group will be able to provide a sample monthly report based on the activities described in the handouts.

## ATTACHMENT G

### Community Strengthening – Increase Awareness of Resources/Services

Using the following information and data, create a concise monthly report for this performance measure area.

*Assume that the member conducted all of the information sessions, developed the flyers, and had volunteers distribute them*

**February 3.** 25 people came to an information session on the CDC's summer youth programs. 1 flyer was created and distributed to the 50 households at the Sunshine Homes Development. 23 people returned surveys. 20 of the people indicated that they received information of value, while 10 felt better able to access the CDC's summer youth programs.

**February 6.** 12 people came to an information session on the CDC's after school program. 1 flyer was created and distributed to the 50 households at the Sunshine Homes Development and 50 homes at the Happy Houses Development. 12 of the people returned the surveys and felt that they received information of value. 10 felt better able to access the CDC's after school program.

**February 14.** Member went to a City Council meeting with 6 community residents. The goal was to have the residents talk about the cuts the City has made to the CDC's budget and the resulting impact that the CDC will have to offer fewer programs over the summer.

**February 16.** The third in a series of five workshops for women was held. 5 of the 7 women enrolled attended due to the freak snow storm in West Palm Beach. The workshop focused on resume writing and internet job search skills. All five women felt that they learned information of value and have a better understanding of how to find a job on the internet.

**February 28.** The CDC got a \$20,000 grant from the City to offer a summer youth leadership program for 10. Each participant will receive a stipend of \$500 for their work over the summer.

## Needs and Services – Housing Counseling – Homeownership

Using the following information and data, create a concise monthly report for the performance measure area.

**February 1.** 20 people attended a housing counseling workshop. 15 people completed the housing counseling survey. 10 people indicated they were more knowledgeable about the process to become a homeowner. 10 people indicated they were knowledgeable about the resources available for first time homebuyers.

**February 1–10.** Provided one-on-one credit counseling to 25 people.

**February 15–20.** 10 people completed the closing process and took possession of their homes

**February 20–28.** Provided assistance to 7 people with their applications for down payment assistance.

**February 21.** Provided one on one housing counseling to 10 people who all completed surveys. 9 said they were more knowledgeable about the process to become a homeowner. 8 said they were more knowledgeable about the resources available for first time homebuyers.