

2018-20 Program Operations Reporting Frequently Asked Questions

How to avoid common pitfalls and mistakes:

- Reporting of numbers served should reflect your full program, not just CoFu dollars. We recognize that we are one piece of your program's funding, but we want to understand the full scope of how you are helping. We also recognize that not all clients will be working on all outcomes in the program.
- Unless otherwise requested, always report unduplicated individuals, not "units of service".
- Report in the unit requested (for example, do not report a percentage when a number is requested.)
- All demographic totals should add up to Total Number Served. There are "Unknown" fields for each category.
- Check that ALL Outcome Indicator fields that you have chosen to measure are completed!

Why do Funders collect reporting?

We use it to understand what's happening with your program and what's happening at the community level. The purpose is to monitor and understand whether and how we can provide support. Our intention is not to use reporting for compliance or to penalize an agency for failing to meet projections or poor performance.

Will performance data be used in scoring during next competitive Program Operations grants cycle?

Yes. Funders will be looking at service targets and outcomes in the next grant cycle. However, we commit to incorporating a review and scoring process that evaluates both performance against the outcomes selected as well as the level of engagement in adaptive capacity. Said another way, if performance targets are low, but an organization was able to understand why and make corrections to the program delivery as a result to have greater impact, that will be considered in a positive light in the evaluation process for future competitive program operations grants.

What is adaptive capacity?

Adaptive capacity is the skill of taking the initiative in making adjustments for improved performance, relevance and impact. Fundamentally, it is the ability to respond to and instigate change. The ability to be nimble in assessing and adapting to changes in the population your agency is serving.

What if our agency does not collect something requested as part of reporting?

Agencies should make every effort to collect data that is requested from the funders as part of year-end reporting. However, if it is an undue burden on your agency or is not possible to collect, the reporting forms have an "Unknown" field for every demographic data point requested, or the field has been made optional.

Does our agency need to collect the demographic information for every person in the client's served household?

No. You need not report demographic data for all individuals in a participant's household if you do not already collect this data/it is an undue burden to do so. An "Unknown" field is included in each category for this reason.

What if we do not achieve our service projections?

We collect reporting to understand what is happening with the programs we fund. Agencies should use the narrative space provided to provide context or explanation for service projection variances significantly over or under the service target they set. Significant variance is defined as more than a 15% difference in either direction. Potential examples: 1) if your agency received additional funding to expand services and thus your

capacity to serve clients increased 2) if a key staff person responsible for administering a program transitioned out of your agency and you were in the process of rehiring for that role it would explain serving fewer clients that you originally projected. Agencies are not penalized for not meeting service projections.

Should my program only report clients served with CoFu dollars or the total number of unduplicated clients served by my funded program(s)?

Agencies should report out on the total number of unduplicated clients served by the program(s) that are working on the specified Program Outcome Indicators, NOT just clients served with CoFu funds.

What is meant by Female Head of Household?

While this term can have different meanings, for our reporting, we mean female head of household, no spouse present, with children present.

What happens if the program does not expend all awarded funds before end of the grant year?

Unexpended Funds

The Washtenaw Coordinated Funders reserve the right, in its sole discretion, to discontinue funding if it is not satisfied with the progress of the grant or the content of any required written reports. In the event of discontinuation or at the close of the grant, any unexpended funds shall, within 30 days of either such event, be returned to the named funders of the Washtenaw Coordinated Funders (detailed above), except where the Washtenaw Coordinated Funders have agreed in writing to an alternative use of the unused funds.

No-cost extension

If needed, Grantee should submit a request for a no-cost extension to the Washtenaw Coordinated Funders before the end of the grant period. The request should contain the reason for the extension, any unexpended funds identified and how the funds will be used, and the length of time requested for the extension.

Why do we need to report volunteers?

The OCED uses these elements when reporting to the community about the impact of Washtenaw County's human services funding and the nonprofit sector. United Way uses these elements to understand and report the usage of volunteer service within the sector.

Why do we need to report leveraged funds?

The OCED uses these elements when reporting to the community about the impact of Washtenaw County's human services funding and the nonprofit sector. Other funders are required to report leveraged funds to other bodies.

Who do we contact with questions regarding financial reporting and invoicing? Regarding reporting?

For OCED contracts, financial reporting and invoicing:

Caitlin Nagler, naglerc@washtenaw.org

For UWWC payments, general reporting or Foundant troubleshooting:

Amanda Reel, areel@uwwashtenaw.org, 734.677.7234

For AAACF payments:

Katie Van Dusen, kvandusen@aaacf.org, 734.436.7588

For SJMHAA payments:

Elisabeth Vanderpool, elisabeth.vanderpool@stjoeshealth.org