



Program Overview Workshop

February 2025

Program Overview



- The City of Savannah General Fund provides grants to local non-profit agencies to address needs of Savannah residents
- Purchasing programs and services for Savannah residents
- Processed in quarterly disbursements of 25% of total grant
- Project execution is required to receive funds, programs that start later in the year will not receive advanced funding
- Contractual agreement between agency and City to deliver services and achieve specific outcomes

*****See Contract for further details*****

Program Requirements

- Enter into a contractual agreement with the City, establishing key contract deliverables that will be monitored quarterly
- Submit quarterly reports and draw requests in Neighborly system
- On-site observation & monitoring visits
- Conduct an Annual Survey of participants – **NEW***
- Complete the Trauma-Informed Organizational Assessment by end of second quarter - **NEW**



**NEW
REQUIREMENT**

Trauma-Informed Care

- Agencies are required to complete the **Trauma-Informed Organizational Assessment**, provided by Coastal Georgia Indicators Coalition, by the end of the second quarter (June 30, 2025).
- Agencies are encouraged to complete trauma-informed trainings.

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Coastal
Georgia
Indicators
Coalition

Contract Development



- Work with your assigned Grant Analyst to develop your contract.
- Program Information Sheets are used to collect key information about your program.
 - Review and return your sheet!
- Contract Deliverables help demonstrate what your program does, how many people are benefiting, and helps tell the story of your success!

Why do we need performance measures?

- Verifies service delivery
- Common for grant awards
- Strengthens program
- Secure future funding

City of Savannah Requirements:

- Total unduplicated participants
- 1-2 service delivery measures
- Annual Survey

Performance Measures are
Contract Deliverables

Performance
Measures
Answer
Three
Questions

How MUCH did we do?

How WELL did we do it?

Is anyone BETTER off?

EXAMPLE #1

After school
reading tutorial
program

HOW MUCH DID WE DO?

- Number of tutoring sessions
- Hours of tutoring sessions provided

HOW WELL DID WE DO IT?

- Number of unduplicated students

IS ANYONE BETTER OFF?

- Number of students who improved their reading level

EXAMPLE #2

Job readiness
classes for
young adults

HOW MUCH DID WE DO?

- Number of job training classes

HOW WELL DID WE DO IT?

- Number of unduplicated participants

IS ANYONE BETTER OFF?

- Number of participants who secured employment

Requirement

Agencies are required to report at least **two** performance measures which will be included in the contract as Contract Deliverables.

1. HOW MUCH DID WE DO?

- **Service delivery measure** (i.e., number of classes offered, number of outreach events, number of eye exams, number of x to be provided)

2. HOW WELL DID WE DO IT?

- **Unduplicated*** number of participants

*Unduplicated means that you do not count the same person more than once. If you count them in Quarter 1, you cannot count them again in Quarters 2, 3 or 4. They can still receive services in other quarters, but they are counted as one person for the year.

Service Delivery Measure

- **What are we purchasing?**

- Number of classes
- Number of screenings
- Number of workshops

- **Examples of deliverables**

- Class schedule
- Log of screenings provided
- Calendar of events
- Sign in sheets or attendance records

- **Information needed:** Date, time, location, topic, instructor, facility contact



Unduplicated Participants

- Agencies are required to submit a standardized participant record to the City as proof of the unduplicated number of participants.
 - Names and addresses must be included unless protected information*
- If your agency does not have an electronic system that can provide this information, an Excel template will be provided.
- Handwritten sign in sheets or attendance records **will not be sufficient** to document the unduplicated number of participants.
- Your Grant Analyst will work with you to determine the appropriate method of reporting.

Master Enrollment Sheet Examples

Awesome Agency
Cool Program Name

Participant Information					
#	First Name	Last Name	Street Address	Zip Code	Age
1	Kerri	Reid	305 Fahm Street	31419	15
2	Margaret	Williams	425 Pennsylvania Ave	31407	9
3	Sarah	Saunders	2 E Bay Street	31401	12
4	Nancy	Stephens	1410 B Richards Street	31415	15
5	Aalana	Lacewell	120 Fahm Street	31404	12
6					
7					

Another Awesome Agency
Another Cool Program Name

Participant Information						
#	First Name	Last Name	Street Address	Zip	Service Received	Date of Service
1	Kerri	Reid	305 Fahm Street	31419	Financial counseling	1/22/2023
2	Margaret	Williams	425 Pennsylvania Ave	31407	Debt counseling	2/12/2023
3	Sarah	Saunders	2 E Bay Street	31401	Business loan counseling	3/18/2023
4	Nancy	Stephens	1410 B Richards Street	31415	Financial counseling	3/19/2023
5	Aalana	Lacewell	120 Fahm Street	31404	Debt counseling	4/12/2023
6						
7						

Observation Visits

IS ANYONE BETTER OFF?

- Agencies will not be required to track an outcome measure as a contract deliverable. However, it is recommended to do so for your own purposes (i.e., future grant applications, communication to board members or potential funders, etc.)

Grant staff will come to observe program/service delivery.



Agencies will discuss participant outcomes in end of year report.

Questions



Quarterly Performance Reports



Three Quarterly Reports shall be due within 15 days of the end of each reporting period:
March 31, June 30, September 30.

Reports shall include:

- Completed **Quarterly Report Template in Neighborly**; and
- Must be approved by the Chief Executive Officer of the recipient agency.
- Supporting Documents

*****See Contract for further details*****

Supporting Documents



Supporting Documents shall include:

- Board Members and Board Meeting Minutes
 - No longer need meeting notifications
- Flyers/Brochures with City of Savannah funding support
- Participant Records (standardized enrollment roster, activity logs, etc.)

*****See Contract for further details*****

End of Year Report



Reported in Neighborly!

Report shall include:

- Summary of program outcomes for participants (i.e., is anyone better off?).
- Summary of challenges encountered delivering program/services and opportunities for improvement moving forward.

The End of Year Report is due **December 15, 2025.**

*****See Contract for further details*****

Quarterly Reports Due

PERIOD	DUE DATE
Q1	April 15, 2025
Q2	July 15, 2025
Q3	October 15, 2025
Q4	December 15, 2025

DON'T MISS
THE DEADLINE!

Annual Survey Requirement

DUE 4TH QUARTER

Survey should be tailored to the program(s) offered.

The survey must include:

A section that measures customers satisfaction

- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied



Annual Survey Requirement

DUE 4TH QUARTER

- ❖ Agencies are required to include the following question on their annual survey:

Please rate your overall satisfaction with the [insert services received or program name].

- 1 – Very Satisfied
- 2 – Satisfied
- 3 – Neither satisfied nor dissatisfied
- 4 – Dissatisfied
- 5 – Very Dissatisfied

**NEW
REQUIREMENT**

Annual Survey Requirement

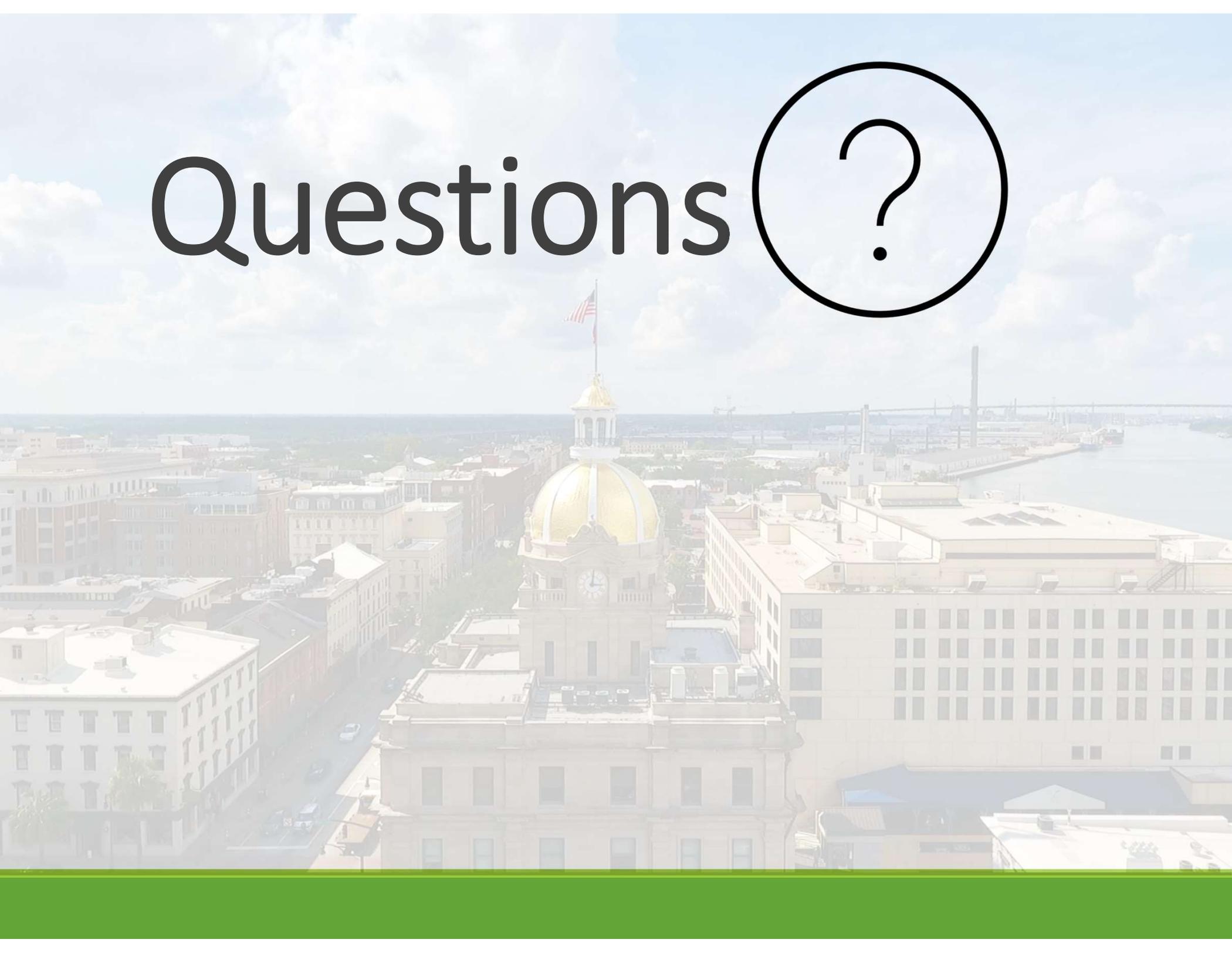
DUE 4TH QUARTER

- ❖ A copy of the customer satisfaction survey
- ❖ A description of distribution method(s) used to circulate the survey
- ❖ A summary of the survey results including the number that responded to the survey & breakdown of responses.

Survey Results Example

Please rate your level of satisfaction with the following:	Very Satisfied	Satisfied	Neither Satisfied nor Diss.	Dissatisfied	Very Dissatisfied	Total Respondents
1. Quality of the program	17	10	2	1	0	30
2. Length of the program	23	2	5	0	0	30
3. Ease of registering for the program	25	0	5	0	0	30
4. Overall satisfaction with program	25	2	3	0	0	30

Questions



Monitoring Visits

A minimum two visits per year

- 1) An **observation visit** to observe service delivery;
- 2) A **programmatic monitoring visit** during the program period to review client files, eligibility documentation, records of service, etc.



*****See Contract for further details*****

Monitoring Purpose

Monitoring helps the recipient

- Stay fully informed concerning compliance with program requirements.
- Recognize the extent to which technical assistance is needed.
- Detect challenges or opportunities to improve.



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Monitoring Process

- Notification at least two weeks in advance.
- Evaluate and assess information against program requirements.
- Verify record keeping and sample participant files.
- Assess whether the program beneficiaries are being served as intended.
- Develop an improvement plan if not meeting contract deliverables.



Responsibilities of Recipient

- Comply with all terms and conditions of the contract.
- Meet or exceed all established performance goals.
- Maintain records on all program participants of the specific programs identified in the contract, to whom services were provided.



Questions



Neighborly Reporting Demo

[Neighborly Software | Dashboard](#)



Complete your Program Information Sheet and email it to your Analyst.



Your assigned Analyst will contact you with any questions.



Your Analyst will provide a contract for your review and signature.

Next Steps



THANK YOU!

Contact Information for CPP Support
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