

Contractor Name: _____ Date: _____

Contract Number: _____ Contact Person: _____

Telephone: _____ E-mail Address: _____

1. CSBG Eligible Entity Management Accomplishments:

Please describe **up to three notable management accomplishments in 2021** achieved by your agency. Describe how responsible, informed leadership and effective, efficient processes led to high-quality, accessible, and well-managed services and strategies.

Accomplishments could include: implementing changes to your organizations infrastructure; identifying alternative methods for delivering services to better meet the needs of the community; taking a leading role in coordinating and engaging effective partnerships and stakeholders; or by implementing a new process to collect and analyze data.

2. Innovative Solutions Highlights:

Provide an example of an **innovative or creative approach in 2021** in which your agency addressed a cause or condition of poverty in the community.

List the following headers with your response:

- Program name
- Description of program (capacity, duration, targeted population, etc)
- How innovative/creative? Please be specific.
- Local partners involved. Name each partner and what they provided
- Outcomes achieved (include the number of people enrolled and areas affected), and
- How CSBG funds were used to support implementation

3. CSBG Eligible Entity Continuous Improvement

Provide up to **three examples of changes made by your agency in 2021 to improve service delivery** and enhance impact for individuals, families, and communities with low incomes based on your in-depth analysis of performance data. Include if your agency added any new services/programs and if so, what and when.

List the following headers with your response:

- Problem
- What analyze to discover problem (client survey results, conversations with clients, staff input)
- Change made

4. Client success story (include pictures if possible)

Provide a client success story **from 2021**. Include the following in the narrative: issue/challenge client faced, process and program services used (including partners if applicable), what they achieved/accomplished