

Scope of Work Guidance

2019-2020 Human Service Grants

Scopes of Work (Exhibit A) are customized and will vary depending on the type of agency and the services being provided. That said, there are a few general guidelines to follow in crafting your scope of work.

- *Be concise* – two pages maximum, but one page is fine! You do not need to include the background or justification for your program within your scope of work.
- *Be consistent* – make sure that the nature of the activities and population served described in your scope of work directly reflect what was in your proposal.
- *Be realistic* – if the amount of funding you received was significantly less than what was requested in your proposal, you will need to adjust your anticipated outputs and outcomes accordingly. Discuss this in the “Notes” section.
- *Keep it simple* – whatever is in your scope of work will need to be measured and reported on in your Close Out Report. It’s great if you collect supplemental data or set internal goals for your own program improvement purposes, but we only need information that is directly related to the core service you provide.

Suggested sections to include

Activities – describe the type of service(s) your agency will provide through this program. This should closely reflect the activities described in your proposal. Some programs will have many activities, others may have just one or two.

Measurement – describe how you plan to track and measure the outcomes of your program. In most cases, you should be able to use a measurement tool or tracking system that your organization already uses.

Expected Outputs – outputs are what your agency will do in order to get the outcomes you are working towards. For example, this might be the number of hours of childcare, counselling sessions, or workshops provided. It may also include number of service hours available, staff trained, or outreach activities.

Target Outcome(s) – the outcome is the change(s) your program is trying to achieve for the community you serve. In most cases, this should be a measurable outcome, such as total number of households served, percentage who reached a personal goal, graduated your program, was stably housed, or another measure of success. Some programs will have many target outcomes, others may have just one.

Notes (Optional) – if there is anything else that is not included elsewhere and that you feel is important for us to know, please include it here. This could be things like unexpected changes in your program or organization since your proposal was submitted. For example, a new building location, a change in leadership, or a new priority.

Example

This is an example how the scope of work might look for *Completely Fictional Case Management Program*. This example is just to offer guidance on what kinds of information would go into each section – the numbers and activities used have no basis in any real program.

Activities: *“Our program will provide individualized case management to low-income seniors who have recently been homeless. We also provide group therapy and other activities that will help isolated seniors form relationships and build skills they will need to remain stably housed. In addition, our case managers provide referrals to other services and supports in the community that are appropriate for our clients, so that they can access wrap-around services and reduce their vulnerability to re-entering homelessness.”*

Measurement: *“We do an individualized intake assessment with each new client to set personal goals. Case managers keep notes on weekly client contacts and do a monthly evaluation of client’s progress towards their personal goals. We will ask all clients to complete an anonymous client satisfaction survey each year, or when they exit the program.”*

Expected Outputs: *“We expect that we will provide 1.5 FTE case managers through this program, who will collectively support a maximum of 30 clients at a time. We will also offer two weekly group therapy sessions (96 hours per year of group therapy or skill-building activities), as well as referrals to other services as needed.”*

Expected Outcomes: *“We expect to serve 45 unique clients this year, and 100% of those clients will be low-income. Our target is for 85% of our clients to achieve one or more of their personal goals within 6 months of starting the program. At the end of the program, 75% of clients served will say that the services they received were “valuable” or “extremely valuable”.’*

Questions?

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