

# 2024-25 Grant Application

## Narrative Questions and Instructions

Year 1 - (July 1, 2024 to June 30, 2025)



Listed below are the Narrative Questions and Instructions for the 2024-25 Grant Application (Year 1). Please note that the questions are listed in the Heart of Illinois United Way Electronic Grant and Reporting System. Partner agencies should submit application responses in the System. This handout is provided as a summary of the questions/instructions prompts included in the System.

Application Section	Question Number	Question	Instruction Prompt
<i>Executive Summary for Program Application</i>	1	Briefly describe your agency's mission, years of service, service area and notable accomplishments/expertise. <i>(Max. 300 words)</i>	No Prompt Provided
<i>Executive Summary for Program Application</i>	2	Provide a summary of the program's purpose, goals, and alignment with your agency's mission. <i>(Max. 300 words)</i>	No Prompt Provided
<i>Description of Need</i>	1	Explain why this program is needed in our community utilizing the Heart of Illinois United Way 2023 Community Assessment. <i>(Max. 400 words)</i>	<u>Instructions for Question 1</u> - Explain why the program is needed, how you determined the need, the scope of the need and a specific reference to the 2023 HOIUW Community Assessment. Include other information that cites the need for the program. Be sure to identify the source of the citation (e.g. national, regional or local data).
<i>Description of Need</i>	2	Briefly describe how the program will address the identified need(s) as well as how it benefits clients and our community. <i>(Max. 300 words)</i>	No Prompt Provided
<i>Program Clientele</i>	1	How many unduplicated clients/individuals will be served annually by the program?	<u>Instructions for Question 1</u> - The number of unduplicated clients should match the total number of clients to be served listed in the Program Indicator(s) Section of the Application. PLEASE NOTE - clients may participate in more than one Program Activity but should ONLY be counted ONCE in the unduplicated client count.
<i>Program Clientele</i>	2	How many Units of Service (UOS) will be provided annually by the program?	<u>Instructions for Question 2</u> - The number of Units of Service should equal the sum of ALL Units of Service listed in each Program Activity Section of the Application.
<i>Program Clientele</i>	3	Describe what is included in a Unit of Service for the program. <i>(Max. 150 words)</i>	<u>Instructions for Question 3</u> - HOIUW defines a Unit of Service as 1 hour of either direct or indirect services to clients. Examples of Units of Service could be direct client contact hours, advocacy, connection to other resources, data entry, transportation, etc.

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Program Clientele	4	Describe the characteristics and demographics of the client population to be served by the program. <i>(Max. 250 words)</i>	<u>Instructions for Question 4</u> - Responses should include an estimate of the client demographics – age, race, ethnicity, and county residences within the HOIUW Service Area. Other notable characteristics of the intended client population should be included. For example, Veteran status, single heads of households, homeless or at-risk of homelessness, individuals with disabilities, individuals with chronic illnesses, etc.
Program Clientele	5	Is the population of the program clients to be served considered low-income? <i>(Prompt Default is 'No')</i>	No Prompt Provided
Program Clientele	Conditional Field for Question 5	Indicate the percentages of program clients who are low-income. Include the source of the low-income definition and how it is documented by program staff for each client. <i>(Max. 200 words)</i>	<u>Instructions for Question 5</u> – Responses should include the third-party source of the low-income definition (i.e. - Census data, State/Federal guidelines, HOIUW prescribed limits, etc.). Responses should also include how low-income status of clients is documented by program staff (i.e. - self-declaration by client, paystubs, Census data, etc.).
Program Service Delivery	1	Describe the specific services provided by the program. <i>(Max. 300 words)</i>	<u>Instructions for Question 1</u> - Describe program activities and reference any evidence-based and/or promising practices on which the program is structured.
Program Service Delivery	2	Describe the methods of service delivery from client recruitment/marketing to intake/assessment to exit/follow up. <i>(Max. 400 words)</i>	<u>Instructions for Question 2</u> - Explain the marketing strategies, intake process, how client needs are assessed, and how barriers are addressed. Explain how clients advance from the program to positive resolution and how follow-up is achieved.
Program Service Delivery	3	Describe the program's service availability for clients. <i>(Max. 150 words)</i>	<u>Instructions for Question 3</u> - Include hours of operation, location of services, accessibility of facilities and the availability of program staff to meet the needs of clients.
Program Service Delivery	4	Describe how the program and services align with the HOIUW Community Outcomes and corresponding Indicators listed in the selected funding Impact Area. <i>(Max. 300 words)</i>	<u>Instructions for Question 4</u> - Explain why and how the program's intended service delivery is expected to achieve the selected HOIUW Outcomes.
Program Service Delivery	5	Does your agency collaborate with other agencies, partners and/or coalitions for program service delivery? <i>(Prompt Default is 'No')</i>	No Prompt Provided

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Application Section	Question Number	Question	Instruction Prompt
Program Service Delivery	Conditional Field for Question 5	Describe how your agency works with collaborative groups, program partners, coalitions, and other service providers to integrate and link program service delivery. <i>(Max. 150 words)</i>	No Prompt Provided
Program Service Delivery	6	Illustrate the impact of the program by providing a client success story. Please protect the client's confidentiality when disclosing information. <i>(Max. 200 words)</i>	No Prompt Provided
<b>No Separate Narrative Questions or Prompts provided for the following Application Sections: Program Outcomes, Indicators, Activities and Measurement Tool(s)</b>			
Program Evaluation / Measurement – Narrative	1	Describe each of the uploaded program Measurement Tools and how they correspond directly to the HOIUW Indicators. <i>(Max. 400 words)</i>	<b>Instructions for Question 1</b> - Explain why the uploaded Measurement Tool(s) were selected as the best methods to accurately collect and measure program outcomes. Specifically indicate which sections and/or questions will be used within each uploaded Tool to measure the HOIUW Indicators.
Program Evaluation / Measurement – Narrative	2	Is the Measurement Tool(s) used for the program evidence-based and/or third party accredited? <i>(Prompt Default is 'Yes')</i>	No Prompt Provided
Program Evaluation / Measurement – Narrative	Conditional Field for Question 2	If yes, describe the evidence-based source and/or accreditation of each Measurement Tool. Then, explain why it is reflective of programming and specifically designed for outcome(s) that is connected to program service delivery. <i>(Max. 200 words)</i>	No Prompt Provided
Program Evaluation / Measurement – Narrative	Conditional Field for Question 2	If no, described how each tool was constructed. Then, explain why it is reflective of programming and specifically designed for outcome(s) that is connected to program service delivery. <i>(Max. 200 words)</i>	No Prompt Provided
Program Evaluation / Measurement – Narrative	3	Describe the process for monitoring and evaluating the program to foster program service improvement. <i>(Max. 350 words)</i>	<b>Instructions for Question 3</b> - Describe the overall program evaluation methods that are used to evaluate activities, staffing levels, the effectiveness of the measurement tools and intended outcomes. Include the frequency of data evaluation and the participation of staff, executive leadership, Board, and clients. Provide specific examples of improvements that have been made because of program evaluation efforts.

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<i>Agency Staff and Volunteers</i>	1	How many Full-Time Equivalent (FTE) employees work in this program?	<u>Instructions for Question 1</u> - HOIUW uses a 40-hour work week standard for full-time equivalent calculations. Full-time, year-round employees are 1.0 FTE. Employees who work part-time and/or seasonally need to be calculated as a percentage FTE. For seasonal employees, it is important to annualize the hours worked. A full-time employee works 2080 per year. To determine a part-time and/or seasonal employee's FTE, divide the total hours worked in a year by 2080.
<i>Agency Staff and Volunteers</i>	2	List key program leadership and staff names, titles, qualifications, years of agency service and a summary of experience. <i>(Max. 300 words)</i>	<u>Instructions for Question 2</u> - Do not include agency administration or leadership in the response unless these staff members specifically support program service delivery.
<i>Agency Staff and Volunteers</i>	3	Describe how staffing levels have positively or negatively impacted the program's ability to meet the identified HOIUW Indicators. <i>(Max. 300 words)</i>	No Prompt Provided
<i>Agency Staff and Volunteers</i>	4	Are volunteers used for program service delivery? <i>(Prompt Default is 'No')</i>	No Prompt Provided
<i>Agency Staff and Volunteers</i>	Conditional Field for Question 4	If no, explain why. <i>(Max. 100 words)</i>	No Prompt Provided
<i>Agency Staff and Volunteers</i>	Conditional Field for Question 4	If yes, how are volunteers recruited and in what capacity are they used within the program? <i>(Max. 100 words)</i>	No Prompt Provided
<i>Client Feedback</i>	1	Does the program use a standardized questionnaire (i.e.- surveys, mailings, follow-up phone calls, etc.) to collect individualized client feedback? <i>(Prompt Default is 'Yes')</i>	No Prompt Provided
<i>Client Feedback</i>	Conditional Field for Question 1	If yes, describe the frequency of questionnaires distributed and what is the historical response rate? <i>(Max. 100 words)</i>	No Prompt Provided
<i>Client Feedback</i>	Conditional Field for Question 1	If no, describe how client feedback is collected, tracked, and measured. <i>(Max. 100 words)</i>	No Prompt Provided

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<i>Client Feedback</i>	2	Describe the process by which client feedback is shared or presented to agency staff, Board and/or volunteers. Be sure to include specific examples of how client feedback will be used to address areas of program improvement and/or enhance service delivery. <i>(Max. 150 words)</i>	No Prompt Provided
<i>Executive Leadership Engagement</i>	1	Describe the involvement of executive leadership in day-to-day operations, outputs/outcomes, program monitoring/evaluation, continuous improvement activities and interaction/communication with program line staff. Also, describe how the Board is regularly informed about program needs and results. <i>(Max. 200 words)</i>	No Prompt Provided
<i>Executive Leadership Engagement</i>	2	What plans are in place to ensure continuous program service delivery in the event of a CEO/Executive Leadership change? <i>(Max. 200 words)</i>	Instructions for <u>Question 2</u> - Describe "how deep is the bench" for the agency. Include examples of formalized succession planning, internal staff development, recruitment strategies, and/or Board involvement.
<i>Executive Leadership Engagement</i>	3	Describe the efforts made related to the diversity of staff hired and/or Board members recruited to be reflective of the client population to be served. <i>(Max. 150 words)</i>	Instructions for <u>Question 3</u> - Diversity efforts could include, but are limited to, race, ethnicity, cultural, gender, sexual orientation, age and/or lived experience.
<b>No Separate Narrative Questions or Prompts provided for the following Application Sections: Program Budget and Cost of Service</b>			
<i>Program Budget Narrative</i>	1	How will HOIUW grant funds be used to support the expense line items of the program budget? <i>(Max. 100 words)</i>	No Prompt Provided
<i>Program Budget Narrative</i>	2	Are HOIUW grant funds intended to be used as match for other funding sources for the program? <i>(Prompt Default is 'No')</i>	No Prompt Provided
<i>Program Budget Narrative</i>	Conditional Field for Question 2	If yes, please indicate the funding source(s) and amount(s) of match. <i>(Max. 100 words)</i>	No Prompt Provided
<i>Program Budget Narrative</i>	3	How will the program's budget be reviewed/monitored by 1) program staff/volunteers; 2) agency executive leadership; and 3) agency board members? <i>(Max. 200 words)</i>	No Prompt Provided

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<i>Program Budget - Revenue/Expense Detail</i>	1	Provide a breakdown of the amount that is included in the Grants - Line Item 300 in Program Budget (e.g. explanation of source, amount, stability, and funding term). Indicate whether grant funds are secured at time of the HOIUW Year 1 Application. <i>(Max. 100 words)</i>	No Prompt Provided
<i>Program Budget - Revenue/Expense Detail</i>	2	Provide a breakdown of the amount that is included in Government Support - Line Item 400 in Program Budget (e.g. explanation of source, amount, stability, and funding term). <i>(Max. 100 words)</i>	No Prompt Provided
<i>Program Budget - Revenue/Expense Detail</i>	3	Provide a breakdown of the amount that is included in the In-Kind Support - Line Item 500 in the Program Budget (e.g. explanation of source of income and estimated value). Only include In-Kind Support if the amount is included in your agency's audit. <i>(Max. 100 words)</i>	No Prompt Provided
<i>Program Budget - Revenue/Expense Detail</i>	4	Provide an explanation of the fees charged to clients included in the Program Service Fees - Line Item 600 in Program Budget. Include how the rates are determined, frequency of charges and how fees support the program. <i>(Max. 100 words)</i>	No Prompt Provided
<i>Program Budget - Revenue/Expense Detail</i>	5	Provide a breakdown of the amount that is included in the Private Donations - Line Item 700 in Program Budget (e.g. explanation of source, amount, stability, and funding term). <i>(Max. 100 words)</i>	No Prompt Provided
<i>Program Budget - Revenue/Expense Detail</i>	6	Provide a breakdown of the amount that is included in Other Income - Line Item 800 in Program Budget (e.g. explanation of source, amount, stability, and funding term). <i>(Max. 100 words)</i>	No Prompt Provided

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<b>Application Section</b>	<b>Question Number</b>	<b>Question</b>	<b>Instruction Prompt</b>
<i>Program Budget - Revenue/Expense Detail</i>	7	Provide a breakdown of costs that are included in Administration - Line Item 1200 in Program Budget. Include percentages of time spent by specific administrative staff (e.g. 5% of Executive Director, 10% of Receptionist, etc). <i>(Max. 100 words)</i>	No Prompt Provided
<i>Program Budget - Revenue/Expense Detail</i>	8	Provide a breakdown of costs that are included in Professional Fees - Line Item 1300 in Program Budget. <i>(Max. 100 words)</i>	No Prompt Provided
<i>Program Budget - Revenue/Expense Detail</i>	9	Provide a breakdown of costs that are included in Payment to Affiliates - Line Item 1600 in Program Budget. <i>(Max. 100 words)</i>	No Prompt Provided
<i>Program Budget - Revenue/Expense Detail</i>	10	Provide a breakdown of costs that are included in Other Expenses- Line Item 1900 in Program Budget. <i>(Max. 100 words)</i>	No Prompt Provided