



## Board of Directors Meeting

September 8, 2011

### Evaluation Contract, “Heart and Hardware” Project

Item III. C.

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<b>Recommended Action:</b>	Ratify the decision by the Executive Director to approve the evaluation contract, “Heart and Hardware,” with 2-1-1 Tampa Bay Cares, Inc.
<b>Issue:</b>	Contract for JWB evaluation of the program
<b>Program:</b>	Community-Based Benefits Coordination Navigators
<b>Budget Impact:</b>	Increase revenues by \$30,000 and increase Office of Resource Development budget by \$30,000
<b>Strategic Plan Goal:</b>	System supports

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#### Background:

In October 2010, a one-year federal grant was awarded to 2-1-1 Tampa Bay Cares, Inc. from the Office of Community Services, Administration for Children and Families for its “Heart and Hardware” project. This program places trained Benefits Navigators in two community locations (Childs Park YMCA and Daystar Life Center, Inc.) to assist local residents to apply for a number of benefits such as food stamps, and receive assistance with accessing social services. 2-1-1 developed a contract for evaluation of the program with JWB’s Office of Resource Development.

This evaluation contract covers the period October 1, 2010 through September 30, 2011. This is a process and outcome evaluation. The process evaluation focuses on documenting major activities and accomplishments during this period, including deviations or departures from the original project work plan. The outcome evaluation describes significant findings and events; information on services provided and clients served; client perceptions based on client interviews; and outcomes received by clients applying for benefits. Deliverables include quarterly progress reports and a final report provided to the federal funder in November, 2011.

Daystar Life Center, Inc. has applied to the Allegany Franciscan Ministries, Inc. to replicate their portion of the grant in the amount of \$285,000 over a three-year period.