

AGENCY SUBMISSIONS DUE FRIDAY, NOVEMBER 13, 2009, 4:00 P.M.

FY 2010/2011 PROGRAM AND AGENCY SUBMISSION INSTRUCTIONS City of Charlottesville and County of Albemarle

Please review these instructions carefully before completing your submission. Please be thorough when completing your agency's submission.

Your agency's submission involves three parts:

- A City of Charlottesville and County of Albemarle FY 2010/2011 Program and Agency Application, consisting of five worksheets
- A transmittal letter
- Any required supplemental information including an audit/financial report, verification of non-profit status, agency budget and any performance reports. All agencies that have an independent audit must provide a copy of their most recent auditor's opinion or management letter.

One electronic submission of the application and transmittal letter must be sent via e-mail to abowman@albemarle.org. In addition, 4-copies, 3-hole punched of the transmittal letter and application, as well as 4 copies of any required supplemental information must be sent to:

Albemarle County Office of Management and Budget c/o, Andy Bowman 401 McIntire Road, Room 149 Charlottesville, Virginia 22902

ALL PARTS OF THE SUBMISSION MUST BE RECEIVED BY FRIDAY, NOVEMBER 13, 2009, 4:00 PM IN THE ALBEMARLE COUNTY OFFICE OF MANAGEMENT AND BUDGET.

Each part of the submission is detailed below. There are five worksheets contained in the application: **Organization Overview, Revenues & Summary, Funding Allocation & Service Recipients, Performance Measures, and Other Funding Source Contacts.**

FY 2010/2011 PROGRAM AND AGENCY APPLICATION

General Instructions for Completing the Application:

Sheet 1 – Organization Information:

1. Agency Name: List the full name of the agency requesting funding from the City and/or County.
2. Street Address: Please provide your legal street address.
3. Mailing Address: If your mailing address is different than your street address, please provide it here.
4. Director: List the name of the individual who serves as the agency's Director, his/her telephone number and an e-mail address.
5. Agency Contact: List the name of the agency contact, his/her telephone number, fax number, and an e-mail address. This is the individual who is completing the application and whom we should contact with any follow up questions.
6. Agency Web Address: Please provide your agency's web address.
7. Audit: Please indicate whether your organization has an independent audit performed at the end of each fiscal year. If so, you are required to submit a copy of the management letter or auditor's opinion. (See Required Supplemental Information.)

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8. Briefly describe your organization, its mission, and some specific overall agency goals.
9. Briefly highlight any programmatic changes that have an impact on the funding requested from the City and/or County for FY11. Include the impact of those changes on services you provide. Additional detailed information should be provided in your transmittal letter.
10. Agency application must be signed and dated by the Executive Director, President, Board chair, or other authorized agency/organization member.

Sheet 2 – Revenues & Expenditures:

11. **Total Agency Expenditures** – Please list, by **PROGRAM(S)**, all agency program expenditures. Include actual FY 2008/2009 expenditures and budgeted expenditures for FY 2009/2010 and requested FY 2010/2011. This should include ALL program expenditures regardless of their funding source.
12. **Funding Request – City of Charlottesville** – For the **PROGRAM(S)** listed in question number 11, provide the amount of funding received from the City of Charlottesville in FY 2008/2009, the approved funding allocation from the City for FY 2009/2010, and the amount of funding being requested from the City for FY 2010/2011.
13. **Funding Request – County of Albemarle** – For the **PROGRAM(S)** listed in question number 11, provide the amount of funding received from the County of Albemarle in FY 2008/2009, the approved funding allocation from the County for FY 2009/2010, and the amount of funding being requested from the County for FY 2010/2011.
14. **Total Agency Funding Sources** – Please list the actual funding sources for your agency for FY 2008/2009, and budgeted funding sources for FY 2009/2010 and requested FY 2010/2011. Note that the funding information for the City and County has been automatically filled in for you from your responses to questions number 12 and 13. There are 9 lines to list additional funding sources. Please list the major funding sources in lines 1 through 8 and “all others” on line 9. All additional funding sources should be listed in the space provided, including donations, grants, federal, or state revenues, etc. The total funding sources for FY 2009/2010 and FY 2010/2011 should equal the total agency expenditures for FY 2009/2010 and FY 2010/2011 shown in question number 11.

Sheet 3 – Funding Allocation & Service Recipients:

15. Please provide a **brief** description of each of the programs for which you are requesting funding. **More detailed descriptions should be a part of your transmittal letter.** Please do not exceed the space provided.
16. Please explain how requested funding is allocated between the City of Charlottesville and County of Albemarle. How does your agency arrive at the amount requested from the City and County – service recipients, population, passengers, etc.?
17. Give the number of service recipients for all programs listed in questions 12 and 13. List the number of service recipients by City and County for FY 2008/2009, the estimated number of service recipients for FY 2009/2010, and the projected number of service recipients for FY 2010/2011. Please be sure to indicate the unit of measure (i.e., individual, families, meals delivered, etc.) In the case that a program has more than one measure, please attached a separate sheet in similar format.
18. This space is provided for any additional comments you would like to make regarding your funding request, organization, or programs.

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Sheet 4 – Performance Measures:

19. **Performance measures are required from all agencies.** If your organization has performance measures in an existing format, your format may be submitted in lieu of Sheet 4.

For your assistance in completing this form, the following terminology is provided:

Terminology

Term	Definition	Example
Goal	<p>A broad articulation of a better condition than the one that exists now; an end toward which effort is directed; a desired future state. Goals usually address long-term issues.</p> <p>Objectives represent incremental progress toward a goal. Objective statements should include either the word increase, decrease, or maintain. Objectives are measurable and time-specific, and can easily be annual.</p>	<ul style="list-style-type: none"> • Make the community a safe place in which to live, work, and play • To decrease the amount of fire-related injuries • To decrease the percentage of citizens at 200% of poverty to x% by 2010
Key Performance Indicators (KPIs) – Each objective will have a related set of KPIs that help to gauge progress toward the objective. The following are all different types of KPIs.		
Outcome	<p>The ultimate impact or effect that is caused by an activity/effort. This is the determination of a program's success and closely tied to an organizational or departmental goal statement or objective. The objective describes what is desired; the ultimate outcome measures what is actually achieved. External forces can sometimes limit managerial control; however, managers are still responsible for outcomes associated with their programs.</p> <p>An agency may also wish to identify a “contributing outcome” (an outcome that one can more significantly influence) for measurement.</p> <p>Outcomes answer the questions "why are we providing this service" and "are we doing the right things?"</p> <p>NOTE: Outcomes may or may not be measurable every year (e.g. citizen survey)</p>	<p>Outcome (ultimate)</p> <ul style="list-style-type: none"> • Number of fire injuries/deaths • Percentage of citizens at 200% of poverty <p>Outcome (contributing)</p> <ul style="list-style-type: none"> • 5 minute Fire/Rescue response time in development areas 90% of the time • Percent of job trainees who hold a job for more than 6 months
Workload	There are three types of workload measures, all of which can contribute to the results of an outcome measure and help assess strategies. Managers can usually significantly influence workload measures:	
Input	Value or resources used to produce an output, the resources used to obtain results.	<ul style="list-style-type: none"> • Dollars expended • FTEs / # of staff • Staff hours used
Output	Quantity or number of units produced. Outputs are activity-oriented, measurable and usually under managerial control.	<ul style="list-style-type: none"> • Permits issued • Customers served • Applications processed

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Efficiency	The amount of work performed in relation to the amount of resources used. Efficiency measures can answer "are we doing things right?" and assess strategies. Process changes may translate into cost savings, avoided costs or saved staff time, all of which can be expressed through an efficiency measure.	<ul style="list-style-type: none"> • Permits issued per staff person • Cost per customer served (e.g. park visitor) • Applications reviewed per FTE
Service Quality	The degree to which customers are satisfied with a program or how accurately or timely a service is provided. Service Quality measures can answer, "are we doing things right?" Managers and employees can significantly influence the results of Service Quality measures. In some cases, service quality measures may be identical to a program or goal's intermediate outcomes. NOTE: Service quality indicators may or may not be measurable every year (e.g. citizen survey)	<ul style="list-style-type: none"> • Percent respondents satisfied with service • Average time to complete a process • Accuracy to which a process was completed • Average time to respond to a customer

Sheet 5 – Other Funding Source Contacts:

20. ***New requirement for your FY 10/11 request*** Please provide a contact, address, phone number and e-mail for organizations other than the City of Charlottesville and County of Albemarle that provide funding to your organization. The "Agency Funding Source" column has been automatically completed based on the revenue sources identified in question 14 (Total Agency Funding Sources). For funding sources that are not an outside organization/grantor, a contact is not required (e.g. user fees, general fundraising, investment income, etc.).

TRANSMITTAL LETTER

THE TRANSMITTAL LETTER IS LIMITED TO 3 PAGES, and must contain the following information:

- Agency mission and goals
- A description of specific programs listed on page three of the application for which funds are being requested
- Description of benefits of the program to the City and County, including identifying target populations
- Details of any major program or budgetary changes planned for FY 2010/2011

Please be sure that each of the above items is contained in the transmittal letter. If you have any questions or concerns regarding the transmittal letter, please contact the Albemarle County Budget Office at 434-872-4516. **An informal training session on agency submissions is available through the Albemarle County Budget Office on request. The last date for training assistance will be Friday, October 30th, 2009.**

ADDITIONAL INFORMATION

In addition to the application and transmittal letter, all submissions must be accompanied by:

- A detailed agency budget for FY 2009/2010 and FY 2010/2011. Preferably, these will be in the same document, with a side by side comparison.
- A copy of your agency's independent auditor's most recent opinion or management letter (if your agency has an independent audit completed).
- ***New requirement for your FY10/11 request*** A copy of any performance evaluations that have been completed on your agency. These evaluations may include those completed internally and/or externally and may be in the form of a report that your agency has submitted to other organizations that fund your agency.

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First Time Applicants:

If your agency is applying for funding for the first time or did not receive funding from the City and/or County in FY2009/10, please provide the items below in addition to your agency budget and performance measures:

- A copy of the most recent annual financial report/audit
- Verification of non-profit status

PLEASE REMEMBER, FOR YOUR AGENCY'S SUBMISSION TO BE CONSIDERED COMPLETE, ALL OF THE INFORMATION MUST BE PROVIDED TO THE ALBEMARLE COUNTY BUDGET OFFICE BY FRIDAY, NOVEMBER 13, 2009, 4:00 P.M.

AGENCY SUBMISSION CHECKLIST

COMPLETED APPLICATION

- Electronic Submission including Performance Measures
- 4 copies, 3-hole punched

TRANSMITTAL LETTER, CONTAINING ALL INFORMATION REQUESTED

- Electronic Submission
- 4 copies, 3-hole punched

FY 2009/2010 AND FY 2010/2011 AGENCY BUDGET

- 4 copies, 3-hole punched

PERFORMANCE MEASURES (if provided in existing format)

- 4 copies, 3-hole punched

MOST RECENT INDEPENDENT AUDITOR'S OPINION OR MANAGEMENT LETTER

- 4 copies, 3-hole punched

PERFORMANCE EVALUATIONS COMPLETED ON YOUR AGENCY

- 4 copies, 3-hole punched

NEW FUNDING/APPLICANTS ONLY:

- Verification of non-profit status - 4 copies, 3-hole punched
- Most recent audit/financial report - 4 copies