



Menu of Possible Capacity Building Projects

The table below provides examples to help you and your JV AmeriCorps member determine what Capacity Building Projects will be meaningful and useful for your agency and manageable for the member, and address needs identified in your site’s organizational assessment. Projects should also be chosen because they are a good fit for JVC member strengths and skills. This is not an exhaustive list; many good project ideas are likely not included here.

Program Design and Implementation	Possible Capacity Building Projects	Possible Impacts
1. Our agency uses demographic and other data, including relevant articles and books, to understand client needs.	<ul style="list-style-type: none"> • Conduct client needs assessment • Compile and review agency data • Conduct literature review regarding client population 	<ul style="list-style-type: none"> • Improved program effectiveness • Improved program quality
2. Our agency continually assesses gaps in existing programs to meet client needs and makes adjustments or adds new programming.	<ul style="list-style-type: none"> • Research what other organizations are doing • Develop new program or redesign program to meet client needs and develop a plan to carry it into the future 	<ul style="list-style-type: none"> • Improved program effectiveness • Improved program efficiency • Expanded/increased services available to clients
3. Our agency’s strategies are evidence-informed and based on research of successful programs with similar goals and circumstances.	<ul style="list-style-type: none"> • Conduct literature review regarding evidence-based/evidence-informed programs • Research the strategies of successful programs with similar goals • Develop or strengthen curriculum for existing program 	<ul style="list-style-type: none"> • Improved program effectiveness • Improved program efficiency • New or enhanced system or business process • Improved program quality
4. Program design changes at our agency are informed by data about how services were delivered, the amount of services requested and delivered, and program results.	<ul style="list-style-type: none"> • Compile and review agency data; make recommendations • Improve agency process or practice (e.g., streamline intake or referral process, eliminate redundant procedures) • Create or update agency policy and procedure manuals or other guiding materials for agency operations 	<ul style="list-style-type: none"> • Improved program effectiveness • Improved program efficiency • New or enhanced system or business process
5. Program design changes are informed by client feedback.	<ul style="list-style-type: none"> • Obtain client feedback through surveys or interviews 	<ul style="list-style-type: none"> • Improved program effectiveness • New or enhanced system or business process

Organization and Program Evaluations		
1. Each program at our agency has performance indicators to ensure that the program meets its goals and objectives.	<ul style="list-style-type: none"> • Develop performance indicators that reflect program goals and objectives 	<ul style="list-style-type: none"> • Improved program effectiveness • Improved program quality • New or enhanced system or business process
2. For each program, our agency tracks the number of clients served, the frequency of service to each client, and the number of clients completing the program or no longer needing services.	<ul style="list-style-type: none"> • Develop data tracking systems • Compile and report agency data 	<ul style="list-style-type: none"> • Improved program effectiveness • Improved program efficiency • New or enhanced system or business process
3. Program outcomes are collected on an ongoing basis from a variety of sources such as organizational records, client surveys, focus groups, or individual interviews.	<ul style="list-style-type: none"> • Develop system and instruments for collecting outcome data • Collect, compile, and report outcome data 	<ul style="list-style-type: none"> • Improved program effectiveness • New or enhanced system or business process
4. Our agency is familiar with other programs working with the same population and providing similar or related services.	<ul style="list-style-type: none"> • Interview/research other programs working with the same population 	<ul style="list-style-type: none"> • Improved program effectiveness • Improved program efficiency
Information Technology		
1. Our agency has a comprehensive web site that is regularly maintained and kept up to date with the latest area and organizational developments.	<ul style="list-style-type: none"> • Develop or upgrade organization web site 	<ul style="list-style-type: none"> • Increased requests for programs and services • New or enhanced system or business process
2. Our agency uses a computerized system to track types and amounts of services provided, number of clients served, client demographic information, and outcomes such as pre- and post-assessments.	<ul style="list-style-type: none"> • Develop or update computerized tracking systems, such as spreadsheets or databases 	<ul style="list-style-type: none"> • Improved program effectiveness • Improved program efficiency • New or enhanced system or business process
3. Staff at our agency have word processing skills; can create and use spreadsheets; and can create, maintain, and update databases. Staff can troubleshoot minor technical issues.	<ul style="list-style-type: none"> • Train staff in word processing, spreadsheet development and use, database development and use • Develop user manuals 	<ul style="list-style-type: none"> • New or enhanced system or business process

Human Resources: Volunteers		
1. Our agency has a recruitment system through which organizational needs are filled with appropriate volunteers.	<ul style="list-style-type: none"> • Develop or improve system for recruiting volunteers • Increase use of volunteers 	<ul style="list-style-type: none"> • Increased number of clients served (scope/reach) • Improved program efficiency • Increased volunteer engagement: more volunteers, or more volunteer time
2. Our agency has written job descriptions for all volunteer positions.	<ul style="list-style-type: none"> • Develop job descriptions for volunteer positions 	<ul style="list-style-type: none"> • New or enhanced system or business process
3. The agency has a system for managing volunteers, and volunteer orientations and trainings take place on a regular basis.	<ul style="list-style-type: none"> • Manage volunteers; conduct volunteer orientations and training sessions; develop volunteer manual 	<ul style="list-style-type: none"> • New or enhanced system or business process • Improved program efficiency • Increased volunteer engagement: more volunteers, or more volunteer time
Communications and Outreach		
1. Our agency has an effective system, including written materials, for informing the community about programs and resources.	<ul style="list-style-type: none"> • Develop or update agency marketing strategy 	<ul style="list-style-type: none"> • New or enhanced system or business process • Increased requests for programs and services • Increased number of clients served (scope/reach)
2. The agency has informational or outreach materials that are used consistently and are easy to update on a regular basis. The materials are professional in appearance and appeal to a variety of stakeholders.	<ul style="list-style-type: none"> • Develop or update agency marketing materials, using consistent logo and look throughout • Develop presentation materials 	<ul style="list-style-type: none"> • New or enhanced system or business process • Increased requests for programs and services • Increased number of clients served (scope/reach)

Partnerships and Alliances		
1. Our agency has built and maintained strong relationships with a variety of relevant entities.	<ul style="list-style-type: none"> • Work to build or maintain relationships with other entities 	<ul style="list-style-type: none"> • Increased requests for programs and services • Increased number of clients served (scope/reach)
2. Our agency is widely known within the larger community, and is perceived as actively engaged with and responsive to it. Representatives attend community meetings to support the community, stay informed about community needs, and invite community approval and support for the organization.	<ul style="list-style-type: none"> • Represent the organization in ongoing community meetings • Create opportunities for community involvement in site operations (e.g., develop client or parent advisory group) 	<ul style="list-style-type: none"> • Increased requests for programs and services • Increased number of clients served (scope/reach) • Increased volunteer engagement: more volunteers, or more volunteer time
3. The agency networks and/or collaborates with other organizations to produce the most comprehensive and effective services for clients.	<ul style="list-style-type: none"> • Network or collaborate with other organizations to improve client services 	<ul style="list-style-type: none"> • Improved program efficiency • Improved program effectiveness • Improved program quality • Increased requests for programs and services • Increased number of clients served (scope/reach)
Other Organizational Needs		
1. Other need:	•	•
2. Other need:	•	•