



## Successful Practices Template

### Contact Information:

Name  
Title  
Agency  
City, State, Zip  
Phone  
Email

### Agency information:

City/State/Federal/Other  
Size of agency  
Size of population served (if known)

Background/Overview: A two to three sentence description of the program that can be used by readers to assess the program described below.

**Note that the below are only suggestions, all fields do not have to be filled-out in order to be considered**

### Details:

- **What was the issue, problem or opportunity you identified?**
- **What is the context?**
  - This could include size of the organization, culture environment as well as the timeline – including if possible, effective dates.
  - Anything that gives the reader a better understanding of the big picture.

- **How did you get started?**

Program:

- **Describe your program or action plan**
- **What steps did you take to get started**
- **Who was involved?** include internal and external partners in the design and implementation.

Outcomes:

- **What were the measurable results?**
  - What positive or negative outcomes did you see?
  - What metrics did you use to assess the result?
    - Suggested metrics: budget information, staffing information, positive survey results, quality ratings, customer service satisfaction
  - What changes did you see after the program was implemented
  - If it's possible to quantify the results in terms of percentage change or to describe the change in terms of how sizable it was from beginning to end, i.e. doubled, tripled, etc. That would be helpful.
- **Did you achieve results that were not necessarily measurable?**
  - Describe any other results you saw, either positive or negative.

**Advice for others:**

- **What worked? What did not work? What suggestions would you have for other agencies starting a similar program?**

**Supporting Documents:**

- Any documents that help the reader better understand the program. If making changes to the organization, an organizational chart is helpful, if changing policies, revised policies. Snap shots of newsletters or anything else you would like to see if you were creating a similar program.