

FUNCTIONS RELATED TO SERVICE DELIVERY

Function	Explanation	Function	Explanation
1. Outreach	Active recruitment of clients	9. Proposal development for projects	Conceptualizing and writing a project funding proposal
2. Communications	Publicity through different media	10. Proposal development for programs	Conceptualizing and writing a program funding proposal
3. Information	Handouts; pamphlets; websites	11. Service delivery	Delivery of a specific service to a client
4. Intake	Gathering information about a client	12. Tracking	Keeping a record of where clients go (referral follow-up)
5. Assessment	Determining a client's needs, strengths, priorities, goals	13. Monitoring	Keeping a record of relevant statistics
6. Referral	Directing a client to other locations to meet a service need	14. Evaluation	Making assessments of a program based on outcomes
7. Case management	Developing and tracking strategies to address all issues	15. Research	Undertaking local inquiries, surveys and data analysis
8. Planning	Conducting research and analysis for future programs	16. Space	Physical space necessary to house a program or project