

RESOURCES FOR

chapter three

EFFECTIVE SERVICES

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SERVICE DELIVERY EVALUATION FORM

As an area or region implements an action plan that springs from its inventory and area planning, it may want to evaluate the progress being made toward the goals. Here is a sample tool that an area or region can use to do that type of assessment.

Reporting period:

Project _____ **Committee** _____

Chair _____ **Vice-chair** _____

Status of the identified project (Goal)

Check one "Status" box for each item in the action plan and explain, if necessary, in the "Explanation" box.

	Action	Status (4)			Explanation
		C	I	W	
①					
②					
③					
④					

C = completed; **I** = in progress/to be completed by (enter date in "Explanation" box); **W** = will not be met by end of term (requires explanation)

Additional accomplishments and activities

Identify other major activities and accomplishments regarding the project over this past reporting cycle. This is where a committee could list activities that have taken place, including the completion of one or more actions.

👍
👍
👍
👍

Project issues – Challenges encountered

Indicate below any needs or challenges you've encountered in attempting to complete your project, along with recommendations. Also indicate if any decision or action is required. Attach additional sheet if more space is needed.

Item #	Implementation need or challenge	Recommendation	Action needed

Project outcomes

Indicate below any outcomes of the project. Include planned and unplanned outcomes.

Outcome:
Outcome:
Outcome:
Outcome:

Final thoughts

Include any unaddressed issues or items of importance.

Chair _____
Signature Date

SERVICE DELIVERY EVALUATION FORM SAMPLE

Report date _____ Committee _____

Chair _____ Vice-chair _____

Status of the identified project: Meeting directories updated and accurate

Action plan

Action #1: Recruit members from area service who are willing to visit meetings in the schedule (*for meetings whose GSR does not attend the area service meeting*). Status **I**

Action #2: Ask GSRs who attend the area service meeting to read their group's entry in the meeting schedule, make changes if needed, and initial. Status **I**

Action #3: Proofread meeting directories. Status **I**

Action #4: Develop schedule to review meeting directories on a regular, ongoing basis. Status **I**

Additional accomplishments

- ① New members from the area joined the schedule committee for this project.
- ② Attended more recovery meetings and interacted with more members while updating the schedule.

Project issues – Challenges encountered

Action #1

Challenge: projected that we would visit all meetings in the area within 30 days

Recommendation: change timeline to complete visiting meetings to 60 days

Action needed: support from ASC

Action #3

We found that we needed more than one person to proof the directory

Action #4

Challenge: develop schedule to review meeting directories

Recommendation: change to annual review rather than biannual

Action needed: consensus from ASC body

Project outcomes

Outcome: GSRs have updated their meetings and initialed (completed within 30 days).

Outcome: Meeting directories have been proofread.