

## Organizing Reports

Organized reports deliver information in manageable pieces. You can organize your reports by following the three-part structure outlined below.

### Opening

- **Label** the report with a title, your name, your reader's name, the date, a subject line indicating the topic, and any identifying information such as a reference number.
- **Introduce** the report's purpose, provide background information, and preview topics covered.
- **Summarize** your main points, conclusions, and recommendations if you want to be direct.

### Middle

Organize findings according to one or more of these patterns:

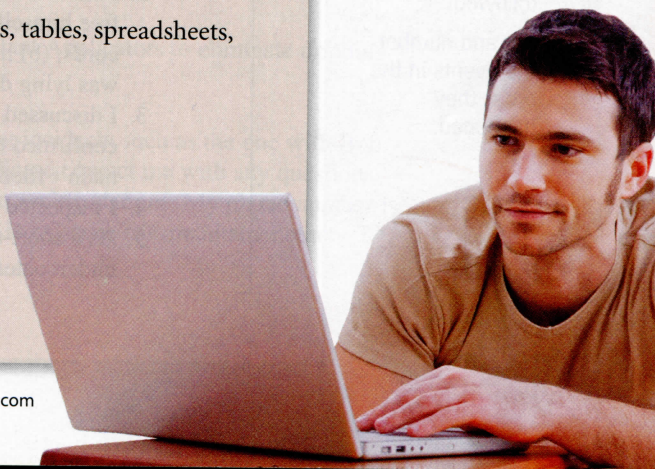
- **Time**—in a step-by-step sequence.
- **Space location**—from top to bottom, left to right, near to far.
- **Order of importance**—from most to least, or least to most.
- **Categories**—by similarities and differences.
- **Alphabetical order**—by key terms.
- **Cause-effect**—by examining the forces that brought about a result or examining the results growing out of a specific force.
- **Compare-contrast**—by weighing and balancing alternatives against each other.
- **Hypothesis testing**—by suggesting possible conclusions, testing each, and selecting the best one.

**Note:** Present your data with the help of headings, lists, tables, spreadsheets, and other graphics.

### Closing

- For an informative report, summarize the main points.
- For an analytical report, supply conclusions.
- For a persuasive report, include recommendations.

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**Progress Report**

**Hope Services *Child Development Center***

2141 South Fifth Place, Seattle, WA 907761 • Telephone 436-555-1400  
www.hopeserv.org

July 16, 2010

Mr. Anthony Jenson  
Contract Compliance Officer  
Community Planning and Development  
473 Maple Street  
Reading, PA 19608-3361

Dear Anthony:

Subject: Hope Services Annual Progress Report (CDBG 2368-08)

Please accept this Annual Progress Report concerning Hope Services' work with minorities for fiscal year July 1, 2009, through June 30, 2010.

I have included these statistics: (1) total number of minority persons assisted, (2) the number of households and their ethnic origin, and (3) their status as low- or moderate-income households. In addition, I have included a narrative describing highlights of culturally specific services for the past fiscal year.

**Client Numbers (July 1, 2009–June 30, 2010)**

The following is client information for the minority households served by the Hope Services' staff through the Cultural Diversity Program at the shelter:

1. 178 minorities served, including 102 children.
2. 76 households served, 100 percent female-headed (36 African American, 10 Asian, 23 Hispanic, 7 Native American).
3. 96 percent of households served had incomes below the poverty level, while the remaining 4 percent of households were at low-income levels.

**Opening**

Give a title and a reference number if appropriate.

Clarify the period and preview the report.

**Middle**

Provide precise project data.

**Middle**

Explain key developments.

Use lists where appropriate.

**Closing**

Summarize the project's status and look forward to the next stage.

Anticipate further contact.

**Middle**

Explain key developments.

Use lists where appropriate.

**Outreach Highlights of the Cultural Diversity Program**

In addition to the previous statistics, here are two illustrations of our progress on cultural-diversity issues:

- In January, Jasmine Michaels joined Hope Services to develop the Cultural Diversity Program, including (a) services for victims of sexual or domestic assault, and (b) community outreach to minority populations.
- In April, representatives from the following organizations formed Project SART (Sexual Abuse Response Team): Hope Services, Reading Hospital, Berks County Attorney's Office, Reading Police Department, and Penn State University.

**Closing**

Summarize the project's status, and look forward to the next stages.

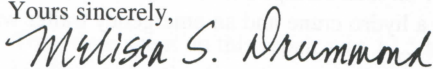
**Conclusions and Projections**

As shown above, Hope Services (HS) continues to improve its services to minority clients and communities in Reading.

- Numbers indicate that HS is helping its target clientele (low-income minority households headed by women).
- Hiring a Cultural Diversity Specialist has given HS a strong presence in the community.
- In the coming year, HS will focus on strengthening its outreach to minority communities and increasing its training of staff and volunteers in cultural-diversity issues.

Thank you for supporting our work with minorities through Hope Services. If you need additional information, please contact me. My phone number is 555-66577; my e-mail address is <mdrummond@hopeservicesdevcenter.com>

Yours sincerely,



Melissa S. Drummond  
Resource Development Director

Anticipate further contact.



“The report  
of my death  
was an  
exaggeration.”

—Mark Twain

## Checklist Reports

Your goal is to provide clear, accurate information and analysis about an incident, a time period, a project, a trip, or another business activity.

### Ideas 9-16

- \_\_\_ has a clear purpose.
- \_\_\_ spells out its purpose.
- \_\_\_ provides complete, accurate data.
- \_\_\_ offers conclusions and recommendations.
- \_\_\_ uses tables, charts (lists, graphics) to communicate information clearly.

### Organization 17-24

- \_\_\_ is organized logically into three parts: (1) introduction, (2) findings, and (3) conclusions and recommendations.
- \_\_\_ presents a summary up front if the news is good or neutral; presents conclusions at the end in bad-news or persuasive situations.
- \_\_\_ arranges findings in a pattern: order of importance, time or space, cause-effect, problem-solution, comparison-contrast, and so on.
- \_\_\_ has informative, parallel headings that divide the report.

### Voice 25-32

- \_\_\_ has a matter-of-fact but positive tone.

### Words 33-40

- \_\_\_ uses words that fit the reader: the right formality and complexity.

### Sentences 41-50

- \_\_\_ uses brief, parallel phrases or sentences in lists.

### Correctness 51-58

- \_\_\_ uses correct grammar, punctuation, spelling, and mechanics.
- \_\_\_ is free of typing errors.

### Design 59-70

- \_\_\_ has a format and presentation that follow company guidelines.
- \_\_\_ uses white space, boldface type, and graphics effectively.

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# 18

## Propo

A propos  
complex as a  
need or a pro  
that need or  
like these:

- fixing
- winnin
- develo
- improv
- meetin

A well-wr  
service, fix a p  
positive chang