

PROGRAM DEVELOPMENT

Need or Opportunity	Assessment	Development	Implementation	Evaluation	Modification
<p>Budget and Development Team identifies need or funding opportunity.</p> <p>Programming team monitors and advises of federal, state and local trends and growth opportunities.</p> <p>CS Mgmt. and staff provide feedback on gaps and barriers in services at a minimum quarterly.</p> <ul style="list-style-type: none"> • Community Services Management Team Meetings • CSSPS Meetings • Unit Retreats <p>Once every four years, conduct a comprehensive survey of community, partners, stakeholders and staff to identify service needs and barriers to accessing services.</p> <p>Solicit feedback from clients, community members and partners on service design and delivery at regional meetings.</p>	<p>Explore scope of need or opportunity.</p> <p>Consult with subject matter experts.</p> <p>Are other community partners already addressing need or opportunity?</p> <p>Is this program within AAADSW's current or desired scope of work?</p> <p>Determine if the program aligns with unit priorities. Consider impact to Area Plan, staff and resources.</p> <p>Determine if AAADSW is the best sponsor or is it more appropriate for AAADSW to act as a convener to meet need or pursue opportunity.</p> <p>Analyze and evaluate findings. Weigh gains and impacts.</p> <p>Recommend if initiative should advance, be pursued later or not pursued.</p>	<p>Program design begins and complies with funding requirements.</p> <p>Develop goals and objectives.</p> <p>Services identified or developed to meet need.</p> <p>Identify staffing, contractor and volunteer needs.</p> <p>Develop program budget.</p> <p>Framework created to include program policies & procedures, process, statement of work, special terms and conditions, and program documentation.</p> <p>Feedback sought from stakeholders.</p> <p>Incorporate feedback as appropriate into design concept.</p> <p>Develop a quality assurance and improvement process.</p> <p>Develop training and implementation protocols.</p>	<p>Consult with fiscal and data teams to identify and address fiscal and service recording processes.</p> <p>Develop strategic partnerships</p> <p>Procurement if appropriate</p> <p>Secure facilities, supplies and equipment as appropriate.</p> <p>Staff and contractor training</p> <p>Outreach</p> <p>Launch</p> <p>Monitor progress of program by analyzing end of month reporting & checking in regularly with staff and contractors.</p> <p>Provide technical assistance as needed to staff and contractors</p> <p>Comply with management's and funder's reporting and meeting requirements.</p>	<p>Seek client feedback at least annually.</p> <p>Review, analyze and address concerns expressed by clients.</p> <p>Convene service delivery stakeholders to foster collaborative learning by sharing successes, challenges and best practices.</p> <p>Identify solutions created to resolve challenges.</p> <p>Were goals and objectives met? If no, why not? Should program be modified to meet goals and objectives? Should goals and objectives be adjusted?</p> <p>Determine program impact.</p> <p>If this is a grant-funded program, develop sustainability plan.</p>	<p>Develop solutions for ongoing challenges.</p> <p>Make necessary modifications to program design to incorporate knowledge gained during evaluation process.</p> <p>Continue service delivery.</p> <p>Should pilot program be retired or continued?</p> <p>If grant-funded what is the alternate funding source to sustain program?</p> <p>If sustaining the program, incorporate into permanent suite of services.</p> <p>Comply with procurement and monitoring protocols.</p>