



Linked in Friendship, Connected in Service

THE CENTRAL AREA

Excellence ~ Elegance ~ Ethics

2014 CENTRAL AREA LEADERSHIP SUMMIT

Program Enhancement

GOING FROM GOOD TO TRANSFORMATIONAL

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2014 Central Area Summit
Merrillville, IN

Objectives

- Define Programming Terms
- Teach participants how to assess existing programs using the Service Delivery Model as a yardstick
- Teach participants how Program Reports are scored
- Share a Peer Reviewer Perspective
- Provide participants with a hands-on program assessment opportunity

What is a Program?

- We define programs as a comprehensive approach to solving a problem or addressing a need within our communities
- Thus a program is not a one time event or a single activity
- A program includes a series of related activities focused on achieving a predetermined set of goals and objectives

Transformational Programming

- Involves designing and conducting programs that are community relevant and have a positive, long-term impact.
- Engages the community in the design, implementation and delivery.
- Engages all members in developing a solid, evidence-based programs utilizing the service delivery model.
- Sustainable

Integrated Programs

- One lead facet
- Contributions from at least 2 other facets
- Planning, budgeting, and implementation are a collaborative effort

Umbrella Programs

- Integrates elements from all 5 facets
- One facet serving as the lead
- Planning, budgeting, and implementation are a collaborative effort

Assessing Your Programs

- Who
 - Program Team
 - President
 - Strategic Planning Chair
- How
 - Review Year In Programming

Evaluating Your Programs

- Who
 - Program Team
 - Chapter
- How
 - Three Basic Questions
 - What should we continue to do?
 - What should we do more of?
 - What should we not repeat?

Evaluating Your Programs

- Program Evaluation Tools
- Challenges
 - Sacred Cows

Evaluating Your Programs

- “Acid Test”
 - 11 Key Steps to Transformational Programs
 - Program Report (as a tool)
- True Test
 - Service Delivery Model



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Preparing for Program Enhancement

11 Key Steps for Transformational Programming- A Checklist

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11 Key Steps

1. ___ Our chapter has a clearly stated #1 goal “To Deliver and Sustain Transformational Programming” as part of our Strategic Plan.
2. ___ Our chapter program planning process and planned activities/implementation Strategies are in line of sight of this #1 goal.
3. ___ We have identified target groups that our chapter will serve for the 2014-2015 chapter year, and have identified a target community where our focus will be.

11 Key Steps Con't

4. ___ We have written 3-5 **SMART** goals for each program (Specific, Measurable, Attainable, Realistic, and Time-bound).
5. ___ All members of our chapter are assigned to a program facet and are aware of our programmatic focus for 2014-2015.
6. ___ Our program planning process involved strategies for engaging all members in providing service to our target groups and in our target community.

11 Key Steps Con't

7. ___ Our program planning process assures we will NOT work in silos in our chapter. i.e.. Five (5) facets working on five (5) different service projects/programs.
8. ___ If we have an integrated program, we have identified at least two (2) other facets to work in its planning and implementation, so that the members of at least three (3) facets are engaged.
9. ___ If we have an umbrella program, we have identified the lead facet, and our planning process has engaged members of all five facets in the implementation of the program this year.

11 Key Steps Con't

10. ___ We are mindful that our members have other assignments and responsibilities and will work collaboratively in giving sisterly support to each other in providing service. Where possible, we will collaborate with other chapters that have a common focus.
11. ___ We have in place a proposed budget for implementing our chapter program(s) and a process for evaluating the success of our programming(s).

Problem or Situation Addressed

Each year, thousands of women become jobless and homeless and seek shelter at homeless facilities.

The Good Shepherd Shelter in Pleasantville, Iowa is one of those facilities

Problem or Situation Addressed *revisited*

- 3.5 Million people in America are homeless.
- 43% of the homeless population are women
- The city of Pleasantville mirrors these national figures for homeless women.

Chapter Mission/Vision in Implementing

- Chapter wants to help women

Chapter Mission/Vision in Implementing *revisited*

- The Strategic Plan of the Pleasantville Chapter sets a goal of providing empowering services to underserved populations on the East side of the city.
- The Good Shepherd Shelter Job Preparedness Project meets this criteria.

goals/objectives

- The primary goal of the program is to provide the ladies with the skills and self confidence to seek and obtain employment. This includes improving their appearance

goals/objectives *revisited*

- Create and implement a series of workshops that address the skill set needed for employment within the current program year.
- Teach the participants basic dental hygiene and arrange for dental repair to improve their appearance and boost confidence over the next nine months.
- Teach the participants good grooming and assist them in maintaining it by obtaining volunteer services from professional hairdressers and nail technicians

Description of the Program/Project

- The Good Shepherd Shelter is a 130 year old privately funded mission and the oldest mission in the country. The Good Shepherd Shelter shelters and feeds over 700 men, women and children daily. They also house 70 permanent women residents, some with children. Many times the women that find themselves at the Good Shepherd Shelter lack the skills and confidence to seek and obtain employment to enable them to provide for themselves and their children and families. The Pleasantville chapter took an interest in working with them because we want to serve a cause that would allow us to work with women that could benefit from the numerous talents within our group.

Description of the Program/Project *revisited*

- The Pleasantville Chapter collaborated with the Good Shepherd Shelter to offer a Job Preparedness Program to selected women who were residents and transients of the homeless shelter. The program offered sessions on skills assessment, resume writing, interviewing techniques, dressing for success, one on one mentoring, and concluded with a job fair. We have also collaborated with professionals to donate dental services, hair styling, nail and skin care, in addition to our Chapter Links donating business attire and computers to prepare the ladies for re-entering the workforce.

List Activities Implemented

- A variety of seminars related to Job Preparedness

List Activities Implemented *revisited*

Our program offers sessions on

- skills assessment
- resume writing
- interviewing techniques
- dressing for success
- one on one mentoring
- and concludes with a job fair.

Targeted Groups

- The chapter intuitively knew that homeless women on the East Side of Pleasantville needed its assistance.

Targeted Groups *revisited*

- Based on a needs assessment, homeless women who reside in the Good Shepherd Shelter in Pleasantville who have qualified for the program based on the following criteria:
 - Residents for 3 months
 - Completed Shelter Eligibility Requirements

of people served in the program

- 8

of people served in the program *revisited*

- Over a period of nine months 8 participants are served per program period. There are three program periods.

cost per participant

- The program costs \$2500 and serves about 24 participants

cost per participant *revisited*

- The cost per participant to deliver the program is \$104 over a nine month period

Additional Considerations

- Marketing/Communications
- Partnerships/Collaboration
- Funder Expectations

Program Report Scoring

General Guidelines

- Program reports are read and scored by at least 2 Peer reviewers
- Reports are evaluated by Western Area Reviewers
- Total possible score is 100 points
- Reports that score above 80 are considered for an award
- Chapter may submit up to 3 reports (at least one must be a Signature Program or National Initiative)

Program Report Criteria

General Information:

- ___ 1. Reporting format in compliance: all applicable responses completed.

- ___ 2. Met reporting requirements: due date, documentation*, abstract/summary and impact statement completed.

- ___ 3. Indicates Facet(s) involved; Umbrella; Integrated; consideration for an award; etc.

Description of Program/Project

___ 4. The Program Description/Problem Addressed was clearly stated.

- Umbrella program, state how all 5 facets involved
- Integrated program, describe how at least 3 facets were involved.

Goal(s) Objective(s) of Program

___ 5. The measurable goals/objectives were listed.

- What were the Goal(s) Objectives (s) of the program?
- List no more than 5 SMART Goals

List Activities (Outputs) Implemented

___ 6. The activities (outputs) were appropriate for the goals/objectives of the program.

- Connect SMART goals to the activities

Targeted Group and Methods used to determine the Group(s)

___ 7. The number of people served was appropriate to the goals of the program.

___ 8. The method used to determine the group served reflected a need in the community.

___ 9. The group(s) targeted actively participated in the program.

List number of people served in each targeted group (Women, Children, Men, etc.)

Describe methods used to determine target groups served (need assessment)

Collaboration/Chapter Support

___ 10. Chapter support and participation was evident.

___ 11. The Chapter involved and/or collaborated with community resources (e.g. Staff Trainers).

___ 12. The Chapter collaborated with local, state or federal agencies and/or community groups.

Was there collaboration with other Link Chapters?

Umbrella Program should have 100% chapter participation

Budget/Cost of the program

- ___ 13. A budget was planned and executed.
- ___ 14. The Chapter sought and received supplemental funding and other support for the program.
 - The budget was appropriate for the size of the program and the number of people served

Operation and Sustainability

___ 15. The program has operated for more than one year.

___ 16. The Chapter has plans to sustain or institutionalize the program.

- How long has Program been in operation
- What year did the program start
- Longer than 5 Yrs? What's new

Impact and Evaluation

___ 17. An effective evaluation strategy is evident.

___ 18. The outcomes/results of the program were identified.

- How was the program evaluated (Briefly describe how EACH goal/objective was met, list the outcomes)

Publicity and Public Relations

___ 19. The program was effectively communicated to and publicized in the community.

___ 20. Community participation, support and recognition are evident.

- How did the chapter communicate and publicize the program?
- Articles submitted to media, utilize Style Guide
- Did you tell your program story?



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A Peer Reviewers Point of View

Link Theresa T Patton - Windy City (IL)

Link Karen Mines Williamson – Northshore (IL)

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Breakout Exercise and Discussion

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