



Linked in Friendship, Connected in Service

Central Area

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CREATE, INCLUDE, COLLABORATE

Central Area of The Links, Incorporated

Link Glenda Masingale Manson

19th Central Area Director



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Planning for the Upcoming Year

Program Pearls Call

Karen Patricia Williams, Ph.D.
Program Coordinator

Janice Garnett, Ed.D.
NTS Chair

2/13/2017

Outline

- Program Team's Role and Responsibilities
- Gearing up for the Next Program Year
- Continuous Process Improvement
- Chapter Program Self- Assessment
- The Membership Connection
- Planning for the Future – Next Steps
- Summary

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The Links Incorporated Commitment to Service

The Links Pledge -

.... "to serve my **community** and my chapter to the best of my ability" ... and this I PROMISE

The Links Song-

... "We strive to do some good each year for those who need our aid" ... "of doing good through **work** and play" ...

Linked in Friendship, Connected in **Service (50/50)**

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Program Team's Role/Responsibilities

Leading Chapter Programming...

- Engage all members/committees and meet on a regular basis to plan and discuss program plans
- Provide chapter time to meet on programming matters
- Design each Program using the **SDM**
- Ensure that all members can articulate the chapters' program focus

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Program Team's Role/Responsibilities

Knowledge Gathering (Being Experts)...

- Utilize resources, National Website, Area Program Team,
- Participate on monthly Program PEARLS call,
- Review National Programming Newsletters
- Attend Leadership summits, Area and National Conferences,
- Network with your counterparts in other chapters
- Utilize existing signature programs, etc.



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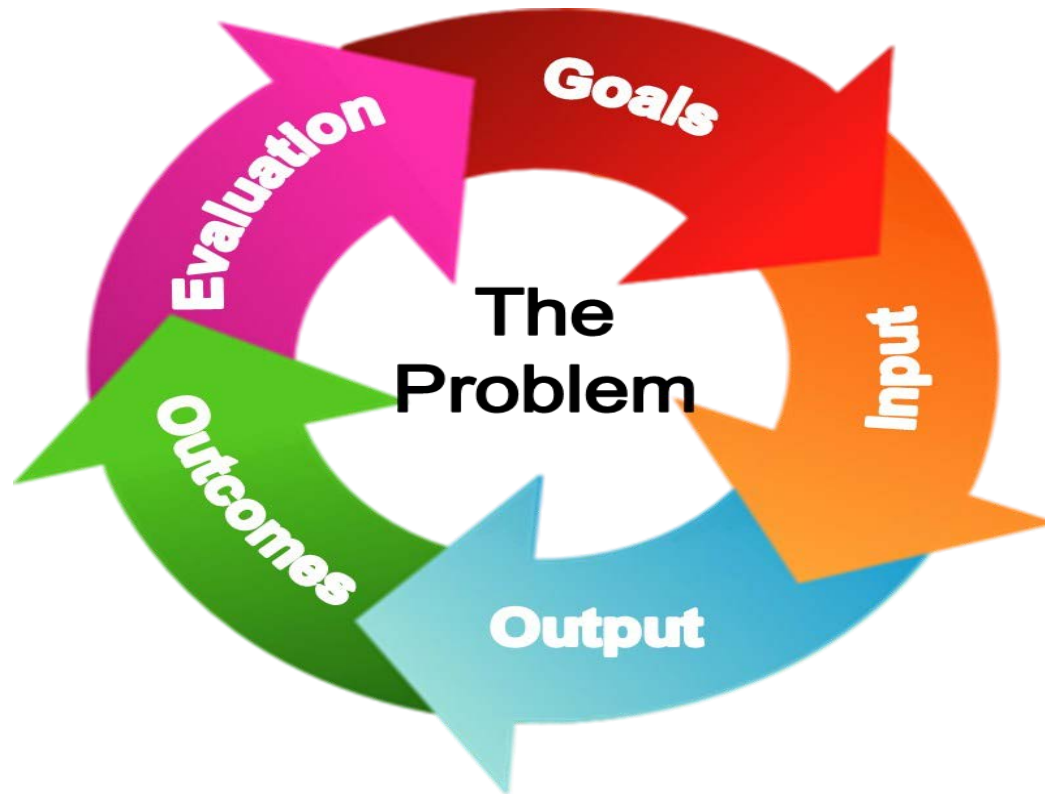
Gearing up for the Next Program Year

✓ 4th quarter (February, March, April) Checklist

- Submit program report by Feb 1st
- Prepare and share yearly summary of Programs at April chapter mtg.
- Wrap up Program year with final Assessment/Evaluation

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The Service Delivery Model



Program Planning Using the Service Delivery Model (SDM)

The Service Delivery Model is a program planning tool that can be used to help organize, design, implement and evaluate any kind of program.

The Service Delivery Model provides a template for describing...

- what goes into a program,
- who will participate,
- the activities and the outcomes,
- including long-term impacts.

It can also be used to analyze program assumptions and external factors that can influence success.

Continuous Process Improvement

Summarizing and using the information learned from planning, implementing and evaluating the program will inform a continuous quality improvement strategy.

The Program Team should review the following questions prior to planning for the next programming year:

- Have the needs of the **target group/resources** in the community changed?
- Have the **goals/desired outcomes/target population** changed?
- Are new and improved **evidence-based/best practices** available?
- Does the program continue to **fit with your Chapter** (both philosophically and logistically) and **your community**?
- Have the **resources available** to address the **identified needs** changed?
- How well did you plan?

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Continuous Process Improvement

- What suggestions do you have for improvement?
- How well was the program implemented?
- How well did you follow the plan you created?
- How well did the program reach its outcomes?
- What were the main conclusions from the self-evaluation?

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Chapter Program Self- Assessment

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**Central Area
Program Assessment and Evaluation
"Dr. Pat's 10 Pearls"**

- 1. Make sure you start by first identifying the "why" behind the "what."**
Knowing "why" ensures that at the outset you are collecting the right information, from the right sources, at the right time.
- 2. Use your community profile to create focus on community needs.**
Having an impact on the community starts with knowing what the community needs.
- 3. The needs are great and the laborers are few- get agreement on priorities.**
Creating a shared focus among members facilitates maximum involvement.
- 4. Use an objective process to get members to "let go" of their favorites.**
It's easier to "let go" when it's not personal; it is about the numbers and the realities.
- 5. Measurement takes team effort. Make sure stakeholders are engaged.**
Getting the information (data) you need requires all hands on deck. Engaging stakeholders in defining the process creates ownership in the process.
- 6. Decide what are the best indicators of your success, where to go to find the info you need, when, and how often.**
To know we are being successful requires that we measure the right things, know where to get the information we need, and determine when and how often we will collect it.
- 7. Get the right tools! Make sure they are reliable and valid.**
We need to have confidence that the tools we are using really do measure what we need and can be counted on to consistently provide us with the information we need.
- 8. Look for ways to integrate measurement into operational practices.**
Measurement is a part of the program not an add-on, after the fact activity.
- 9. Make sure your story is accurate, complete, comprehensive.**
Your story is compelling, convincing, and empowering when it is accurate, complete, and comprehensive.
- 10. Numbers do tell a story. Tell your story often.**
Don't be the best kept secret in your community.

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Process

- List the facet and signature programs (opportunities, activities) that the chapter might undertake for a budget period: one year, two years, etc.
- Rank programs, with objectives, from the list. Usually, the execution of at least three objectives is a major step for a chapter. The fewer objectives, the better.
- Prioritize objectives.
- Compare the cost of the programs/activities in relation to revenue.

Program Chapter Self-Assessment Form

Assessment Criteria	Program Name	Program Name	Program Name
Community need established			
Program has SMART Goals and objectives			
#Partners			
Appropriate Partners			
Target Group Needs Assessment			
# Program Participants			
Program Budget			
Conduct Annual Program Evaluation for Impact			
Sustainability			
% Chapter Participation			
Marketed Program			
Program Recommendation			

Program Recommendation:

() **Reaffirm**- Continue program () **Release** – Let go for now () **Revive** – Realign

Rationale for Recommendations:

Program Chapter Self-Assessment Form (completed)

*Program is a comprehensive approach to solving a problem in our local or global community.

Assessment Criteria	Scholarship & Mentoring	Institute of Women	Reading Wagon	Kwanza	Linkages to Life	Piney Woods
% Member Participation	<20%	25%	10%	20%	50%	70%
# of Participants	8	40	360	20	75	200
Program Cost	\$20,000	\$500	\$700	\$500	0	\$1500
#Partners	---	1	8	1	1	5
Type of Partners	---	Community	Private & Public		Foundation	Business/Sororities
Identified Community Need Addressed	?	Y	Y	Y	Y	Y
Program Met Goals & Objectives	Y	Y	Y	Y	?	Y
Conducted Annual Program Assessment	N	N	N	N	?	N
Program is Evidence Based	N	N	N	N	Y	N
Program is Research Based	N	N	N	N	Y	N
# Community Groups/ Sectors Involved	25	?	1	1	?	—
Marketed Program	Y	N	Y	Y	Y	Y
Program Recommendation	Revive	Revive	Reaffirm	Release	Reaffirm	Release

Program Recommendation:

() **Reaffirm**- Continue program () **Release** – Let go for now () **Revive** – Realign

Rationale for Recommendations:



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Members are our greatest ASSET



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The Membership Connection

Membership: The connection to programming

- Assess your chapter member demographics
- Close gaps in Programming expertise
- Prepare an environment for change and objectivity
- Determine your strongest program(s) one that has the best potential for impact.
- Confirm with chapter members annually/biannually that they are committed

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Planning for the Future...

Next Steps

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Transformational Program Qualities

- Sustainable
- Impactful in Community
- Collaboratively Based
- Relevant and related to a Signature Program
- Representative of a high percentage of chapter participation
- Within Budget
- Measurable and Clear Objectives
- Reflective Evaluation ties back to the Objectives

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Define Chapter Programming Goals

(make them SMART goals)

- Begin with **SDM**
- Increase Community Awareness
- Determine programs (re-new, re-vive, re-lease)
- Work toward being recognized as a Best Practice Chapter
- Develop a plan to increase funding/support
- Increase chapter participation

Budget Process

November

- All chapter budgets presented to membership for approval.

February

- Deadline for all chapter budgets to be approved by membership.

March 15

- Deadline for submission of approved chapter budgets to area treasurer

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Programming Planning Calendar May 1st – April 30th

1st quarter (May, June, July)

- Review program report submitted in February of past program year
- Create/Review your **SDM**
- Assess that program is on the right track, revisit strategic plan, determine if updates should be made
- Refresh with new partners, collaborations,
- Plan activities, add creative ideas to keep members interested in your primary program

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2nd quarter

(August, September, October)

- Create programming calendar
- Consider budget needs for the following program year, submit to budget committee
- Initiate Program Activities

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3rd quarter (November, December, January)

- Review program report process
- Determine which report and how many reports will be submitted (2 reports max, 3 if one is a signature program)
- Use the **SDM**

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4th quarter (February, March, April)

- Submit program report by Feb 1st
- Give yearly summary of Program at April chapter meeting
- Wrap up Program year with final Assessment/Evaluation

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Wrap Up

- Create **value** and **fun** for members at each stage of your program development, increase chapter buy in
- **Nurture** your program so that it **grows** and **flourishes**
- **Honor** and **celebrate** diverse talent ...everybody can do something



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Thank You!

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