

# System Performance Improvement Action Planning Guide

Based on a community's interpretation of the results and assessment of its system's performance, stakeholders may see the need for policy, service, or advocacy responses. Communities may use the action planning template to help progress from assessment to action. The template is designed to apply to a single goal or target; if stakeholders have several, complete one action plan for each identified goal or target. Ideally, everyone involved in creating the action plan would have a shared vision for the community and know the commitment they and others are willing to make toward achieving it; however, communities with only partial buy-in are encouraged to complete an action plan, as well. Below are some questions communities can ask to begin action planning.

## Context Setting

- ▶ Who is involved in implementing this action plan?
- ▶ What is the overall goal of our action planning?
- ▶ How will this action planning help us accomplish our goal?
- ▶ Who is responsible for overseeing the implementation of the plan, and how will the plan's implementation be managed?
- ▶ What is the timeline for implementation of the identified strategies?

## Current Reality

- ▶ What specific, measurable condition must be attained to accomplish the goal?
- ▶ What key conditions must be created to make progress toward the goal?
- ▶ What existing or potential challenges may hinder progress toward the goal?
- ▶ What are the strengths of the team that will lead us to accomplish your goal?

## Action Planning Definitions

**Goal:** Broad, long-term aim that defines fulfillment of the system contribution (e.g. Working Together)

**Target:** Specific, quantifiable, realistic objectives that measure the accomplishment of the goal.

**Strategies:** Broad activities required to achieve a target, create a necessary condition for success, or overcome a barrier.

**Actions:** Specific steps to be taken to implement a strategy.

- ▶ What additional skills, strengths or assets will we need to successfully implement actions in pursuit of our goal?
- ▶ What are the potential dangers of succeeding?
- ▶ What are the potential benefits of pursuing these actions?

## Commitments

- ▶ What innovative, substantial actions will leverage our strengths and help us implement our goal?
- ▶ In light of the current reality, what is the group willing to commit to?

## Planning Language

Using consistent language can improve the clarity and success of your action plan.

- ▶ **Target Verbs (quantitative):** Increase, Reduce, Achieve, Maintain, Have
- ▶ **Strategy Verbs (finite):** Establish, Develop, Implement, Build, Create
- ▶ **Action Verbs (specific):** Provide, Identify, Produce, Meet, Revise, Present, Document, Define, Research, etc.



## Action Planning Worksheet: Completed Sample

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| <b>System Performance Measure</b><br><br>2.3 Working Together                    | <b>Goal</b><br><br>The Bloom County early childhood system works together to seamlessly provide services when a family works with multiple service providers. | <b>Completion Date</b><br><br>January 31, 2018 |
| <b>Target</b><br><br>Increase consistency and quality of referrals for families. | <b>Strategy</b><br><br>Establish a standard “Young Families Referral Checklist” for all agencies working with young children in Bloom County.                 |  |

| Actions/Implementation Steps   | Lead        | Start Date | End Date   |
|--|-------------|------------|------------|
| 1. Convene subcommittee to brainstorm checklist contents; identify additional agencies to engage | J. Smith    | 11/15/2018 | 11/15/2018 |
|  | B. Chang    | 11/16/2018 | 11/30/2018 |
| 2. Outreach new stakeholders   | S. Apkarian | 11/16/2018 | 11/30/2018 |
| 3. Draft checklist (Draft 1)   | J. Smith    | 12/1/2018  | 12/7/2018  |
|  | S. Apkarian | 12/7/2018  | 12/21/2018 |
| 4. Subcommittee review of Draft 1; sub-committee meeting   | B. Chang    | 12/22/2018 | 1/7/2019   |
| 5. Revise checklist (Draft 2)  | S. Apkarian | 1/8/2019   | 1/21/2019  |
| 6. Circulate checklist for broad review; include new stakeholders                                |             |            |            |
| 7. Finalize  |             |            |            |

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| <b>Coordinator</b><br>J. Smith, Bloom Center for Young Children and Families<br><br><b>Team Members</b><br><br>B. Chang, Help Me Grow Bloom<br>S. Apkarian, Bloom Early Intervention<br>A. Amari, Bloom Home Visitors<br>V. Chavez, Bloom School District<br>C. O'Connor, Bloom Action Partnership<br>S. Cohen, Bloom University | <b>Collaborators/Partners</b><br><br>To be expanded through outreach; anticipated: <ul style="list-style-type: none"> <li>• Bloom County Child Protective Services</li> <li>• Bloom County Head Start</li> <li>• Bloom Habitat for Humanity</li> </ul> | <b>Indicators</b><br><br>80% or more of survey respondents indicate “very likely or likely” on questions 1-5 on the 2019 fielding of Bloom Survey of System Coordination. | <b>Resources</b><br><br><a href="#">Interagency, Cross-Sector Collaboration to Improve Care for Vulnerable Children: Lessons from Six State Initiatives</a> |
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