

How To Develop a Successful Work Plan and Policies & Procedures



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Developing P&P – A Program Process Blueprint

- *Application: Outline of Goals & Strategy*
- *Work Plan: Framework / Scope of Work*
- *Policies & Procedures: A Program
Process Blueprint*
 - *Incorporates the Work Plan*
 - *‘How to’ steps to ensure program success.*



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Developing P&P – A Program Process Blueprint

- *Divide and Conquer!*
- *What was that middle part again?*
- *More than just a pretty face*



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Divide and Conquer!



- Determine applicable elements of program.
- Determine applicable HUD guidelines / rules.
- Establish clear responsibilities.



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Divide and Conquer!

- *Identify Specific Elements of Program*
 - Internal Review Board Approval
 - Environmental Reviews
 - Interventions: Progress / Completed
 - Cost / Expenditure Tracking
 - Community Outreach / Training
 - Contracts w/ Sub-Grantees
 - Evaluation, Etc.



Divide and Conquer!

- *Determine Applicable HUD (and other agency) Guidelines / Rules governing the program element activities.*
 - NOFA
 - Grant Agreement
 - State or Local
- *Create a Program Reference that links Elements with Applicable Guidelines.*



Divide and Conquer!

- *Establish Clear Responsibilities – Who is responsible for each Program Element?*
 - Sub-Grantees
 - Program Staff
 - Program Participants
- *Document Accepted Responsibilities.*
 - Contracts / M.O.U.'s
 - Code of Ethics



Divide and Conquer!

- *Put Elements in order as per the program 'Pipeline.'*
- *Tackle the Elements one at a time.*
- *Break each Element down to basics:*
 - Who, What, When, Where . . .
 - And especially . . . How.



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What was that middle part again?

- *Details, Details . . .*
- *Checklists and Mock-Ups*
- *Tracking Changes*
- *Approval & Site Visits by HUD*



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What was that middle part again?

- *Details, Details How much detail?*
 - *Sufficiently delineate each process step so that a reasonably knowledgeable person can pick up the Work Plan and P&P manual and run the program.*
- *Reference applicable HUD guidelines for appropriate details whenever possible.*



What was that middle part again?

- *Checklists*
 - Track required items in the ‘file’ for a completed unit / intervention
 - Criteria / Eligibility
- *Mock-Ups*
 - Illustrate various components and provide a template that’s easy to follow



What was that middle part again?

- *Tracking Changes & Incorporating Updates*
 - Forms
 - Guidelines
 - Criteria
 - Benchmarks
 - Workout Strategies, Etc.
- *Resist the temptation to ‘Do it later.’*



What was that middle part again?

- *Approval by HUD*
 - Include communication (e-mail, letters) with instructions/ approvals in the P&P and in individual unit files if appropriate.
- *Site Visits*
 - Review of files for compliance w/ approved work plan, policies & procedures, and applicable guidelines.



More than just a pretty face . . .



- *Make the P&P User Friendly*
- *The P&P Serves an Important Dual Purpose*



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More than just a pretty face . . .

- *User Friendly*
 - Consider: Master Copy vs. Working Copy
 - Consider format. (Computerized and/or Hardcopy)
 - Consider who needs to consult each section.
 - Consider how often each section will need to be accessed. (Should be accessed!)



More than just a pretty face . . .

- *P & P Manual serves a dual purpose:*
 - Demonstrates to HUD that your program is being thoughtfully run according to applicable guidelines and with appropriate procedures.
 - Provides a valuable program reference guide for staff, sub-grantees, partners, and occasionally, the public.



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Thank You!

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