

Leveling Up: Sustaining Program Service Delivery

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HCA



Our Shared Goals

- ▶ After today's session, we **will be able to:**
 - ▶ Understand *sustainability basics* for program service delivery.
 - ▶ Identify the current *life cycle stage* of programs service delivery.
 - ▶ Explain the *micro and macro level views* of sustaining program service delivery.
 - ▶ Discuss *changes, adaptations* or the *introduction of new* approaches to sustain program service delivery.

Greetings

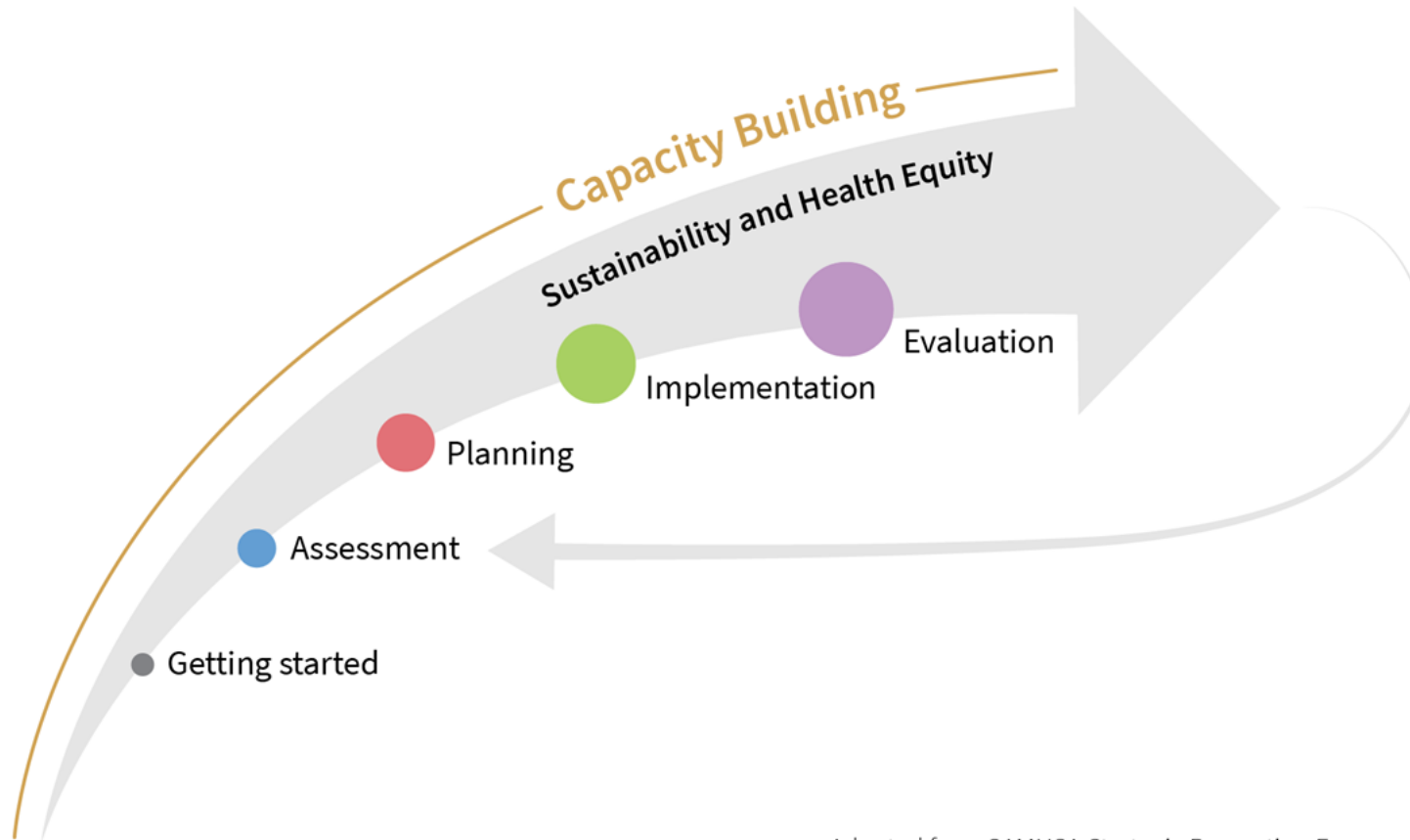
▶ Share about yourself:

- ▶ Name and pronouns
- ▶ Community / Region
- ▶ Job title(s) / hats you wear in your role or in the community
- ▶ Number of years in current role

Sustainability

Reviewing **The Basics**

Community Prevention and Wellness Initiative Planning Framework (CPWI-PF)



Adapted from SAMHSA Strategic Prevention Framework

Sustainability

- ▶ What **word(s) or phrase(s)** come to mind when you hear **“sustainability?”**
- ▶ What comes to mind when you hear **“sustaining program service delivery?”**

Sustainability

- ▶ Sustaining program service delivery *is*
 - ▶ Continued implementation over time
 - ▶ Achieving and maintaining intended outcomes
 - ▶ Local skills, knowledge and resources to manage and deliver services
 - ▶ Community ownership
 - ▶ Relevant to a community's needs and interests, and responsive to how those change over time
 - ▶ What happens after initial funding or support has ended

Sustainability

- ▶ Sustaining program service delivery *is not*
 - ▶ Continued program start-up over time
 - ▶ Evolving intended outcomes
 - ▶ Reliance on outside skills and knowledge to manage and deliver services
 - ▶ A lack of awareness in the community
 - ▶ Maintaining the same program service delivery even as the community's needs and interests change over time
 - ▶ Re-creating or sustaining the initial funding or support of program start-up
 - ▶ Checking a box for grant compliance

Sustainability

For Program Service Delivery

Ecocycle Planning

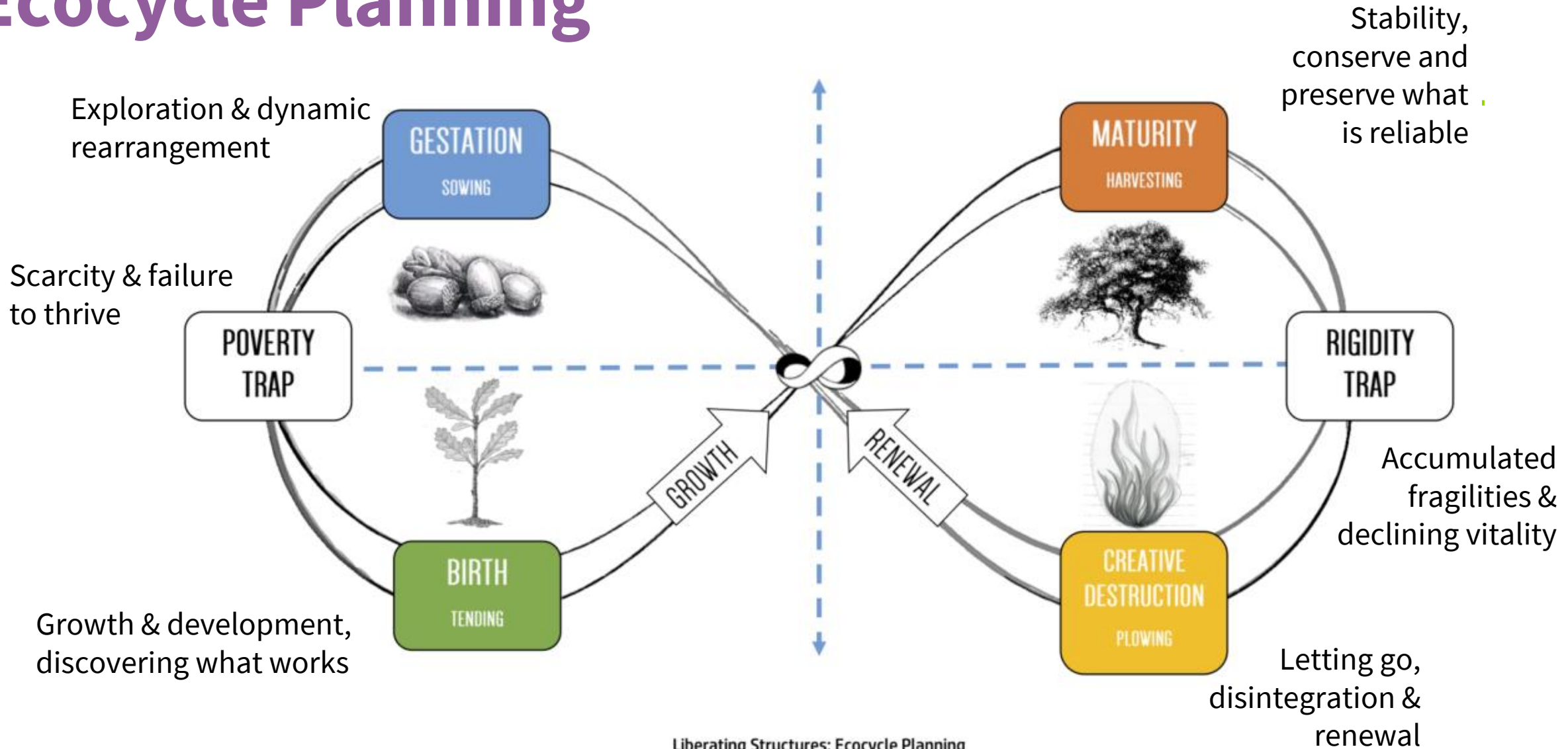
- ▶ Tool from *Liberating Structures* to assess your portfolio of activities, programs, and services.
 - ▶ Activities, programs and strategies are “living things” in our communities
 - ▶ **Every activity, program and strategy goes through different phases.**
 - ▶ From birth, to maturity, to creative destruction, and renewal.



Ecocycle Planning

- ▶ **Birth:** This phase is characterized by new ideas and initiative. *Program service delivery in this phase requires nurturing, resources and support to grow.*
- ▶ **Maturity:** This phase is characterized by consistency and clear processes. *Program service delivery in this phase requires opportunities to prove their value and stabilize community ownership.*
- ▶ **Creative Destruction:** Overtime, some programs no longer serve their intended purpose, become obsolete, or need revamping. *This phase is about recognizing what needs to be let go of, rearranging, and making space for new.*
- ▶ **Renewal:** After letting go of what doesn't serve its intended purpose(s), there's space for reflection, learning, and reorientation. *New ideas and lessons learned emerge.*

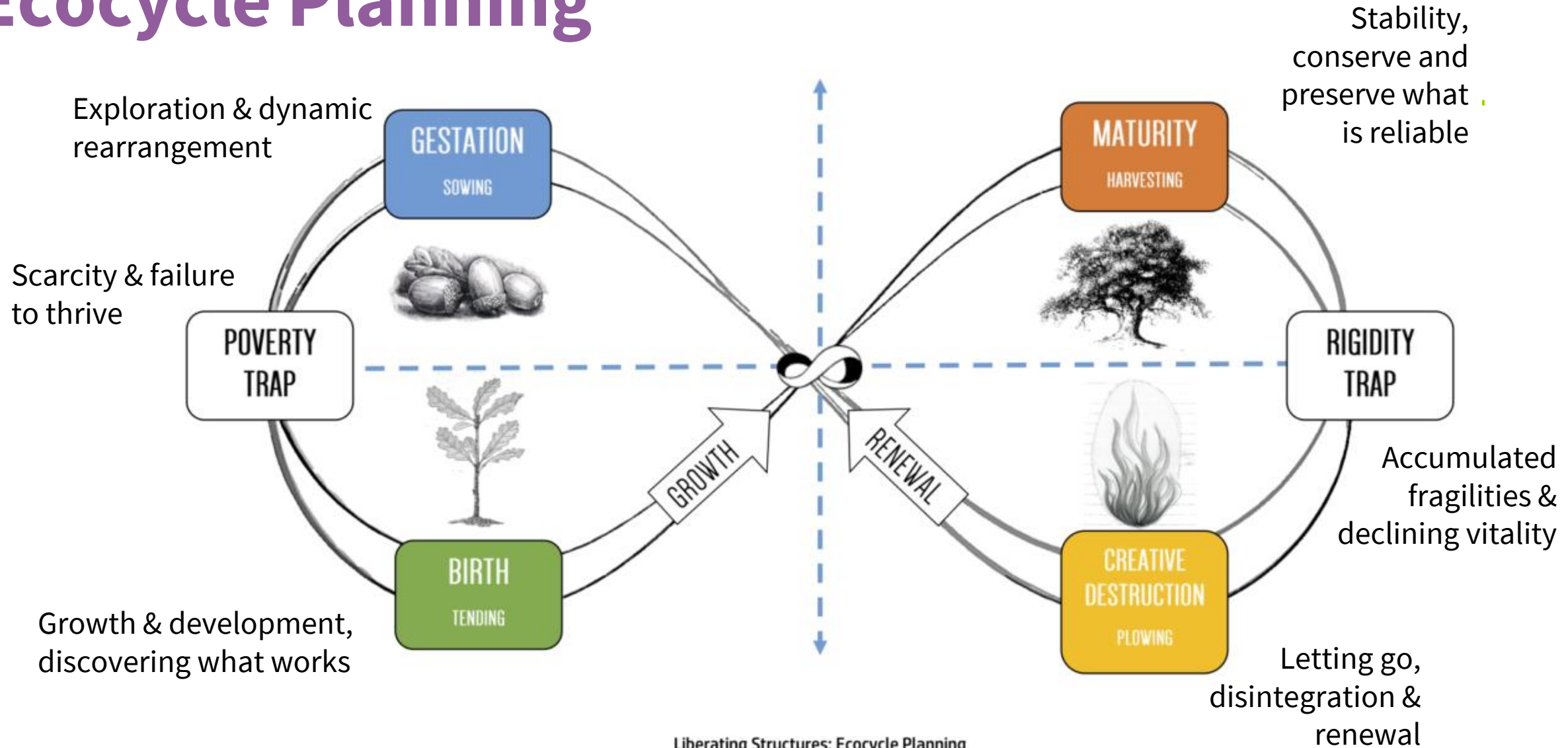
Ecocycle Planning



Individual Activity

- ▶ **On your own, take 7 minutes** to evaluate the current state of your programs.
 - ▶ On your Ecocycle diagram, **plot one or more** planned programs or strategies for the upcoming year, consider,
 - ▶ *Micro level insights* – Specific activities, tasks, metrics; individual and team performance and capacities; immediate actions or decisions (more relevant to “Birth” phase); small barriers that could have cumulative impacts.
 - ▶ *Macro level insights* – Overall approaches or methods to the delivery; broader organization culture, community-wide decision making; measured trends and outcomes (more relevant to “Maturity” phase); barriers like shifting policies or community dynamics.

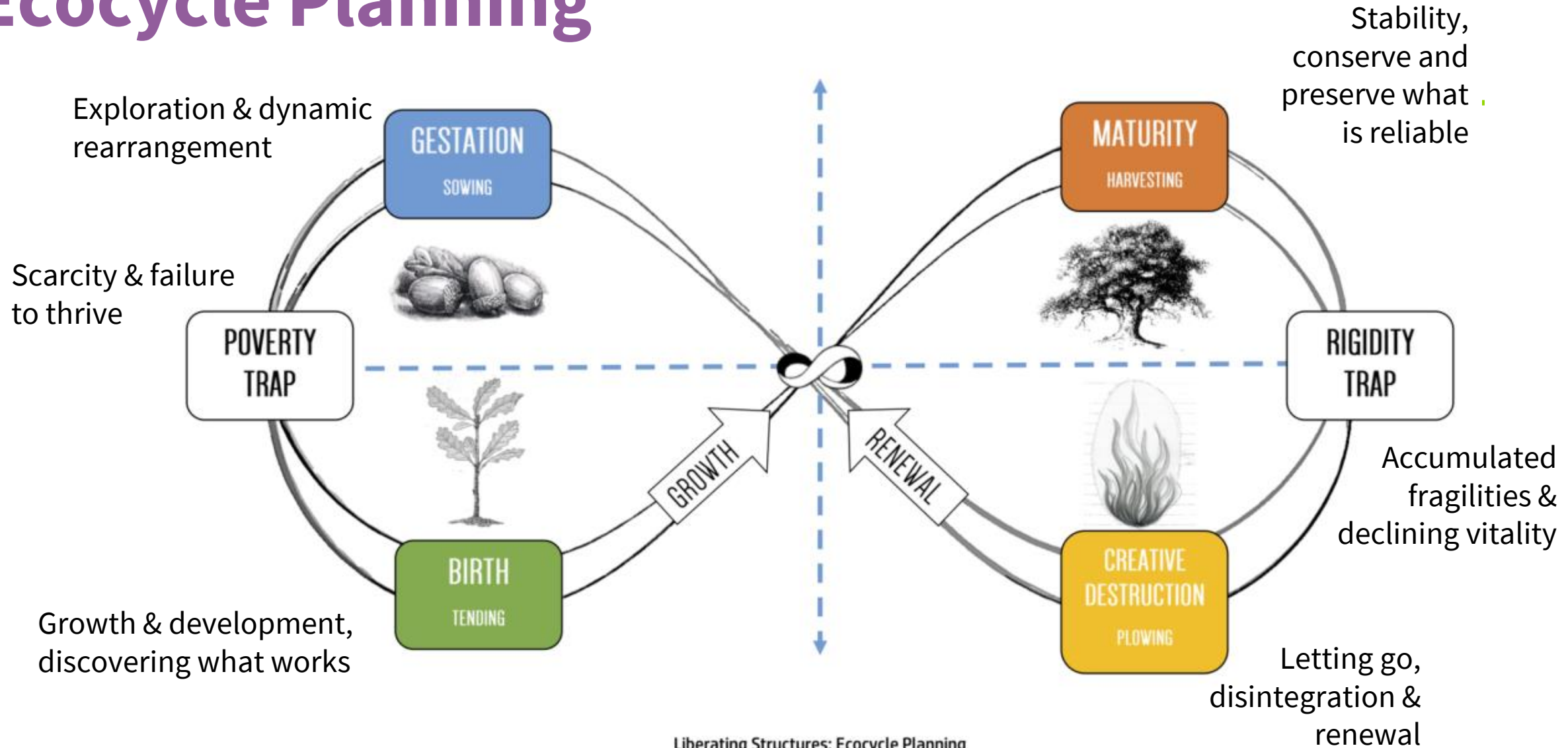
Ecocycle Planning



Teams of Two Activity

- ▶ **In pairs, take 10 minutes** to discuss and analyze the placement of your planned programs.
 - ▶ On your Ecocycle diagram look for,
 - ▶ *What has been the trajectory of each program? How has it moved overtime from one phase to another?*
 - ▶ *What factors have contributed to the successes and challenges of a program?*
 - ▶ *Are there too many in one phase? Or is there a logjam, where too many mature projects aren't being let go of?*
 - ▶ *How are resources (human, financial) being spread across programs? Are there programs in “Creative Destruction” that are not getting rearranged?*

Ecocycle Planning



Small Group Activity

- ▶ **In groups of four (two pairs), take 18 minutes** to plan next steps for each program.
 - ▶ Select one person to share a program in a poverty or rigidity “trap” from their Ecocycle diagram,
 - ▶ *This person (the “client”) briefly describes their challenge(s) and ask others for help.*
 - ▶ *The other participants (the “consultants”) ask questions and help the “client” clarify the challenge and to offer advice or recommendations.*
 - *Micro level insights*
 - *Macro level insights*
 - ▶ ***If time allow, repeat process with a new “client”***

Share Out

- ▶ In your small groups, what are some *micro* and *macro* solutions, advice or recommendations that were offered?
 - ▶ *Support towards maturity?*
 - ▶ *Benefit of renewal?*
 - ▶ *Increased resources to grow and develop?*



Share Out

- ▶ What **word(s) or phrase(s)** come to mind when you hear **“sustainability?”**
- ▶ What comes to mind when you hear **“sustaining program service delivery?”**



Resources

▶ Sustainability

- ▶ [The Athena Forum](#)
- ▶ [Prevention Technology Transfer Center \(PTTC\) Network](#)
- ▶ [University of Washington's Addictions, Drug & Alcohol Institute](#) and ADAI [Clearinghouse](#)
- ▶ [SAMHSA Publications](#)
- ▶ [Community Anti-Drug Coalitions of America Resources](#)
- ▶ [Stanford Medicine's Prevention Portals](#), [tobacco and nicotine](#), and [cannabis](#).

Resources

