

# MIP PROGRAM IMPROVEMENT — IMPLEMENTATION PLANNING TOOL



This resource will be most effective when used as a partner piece to the Grantee Capacity Survey.

Complete only the portions of this tool that reflect the gaps or areas for improvement identified in the Capacity Survey. Use this tool to prioritize, discuss, assign, and schedule actionable steps, and to identify short- and long-term goals for program development. A best practice is to address only a few prioritized goals first and then move on to others.

Implementing change offers a meaningful opportunity for including staff input and contributions across all tiers of your organization.





## Relationship with Educational Partner and Faculty

BEST PRACTICE	COMPONENT	LEAD/CONTRIBUTORS/ STAKEHOLDERS	TIMELINE		
			WITHIN 3 MONTHS	WITHIN 6 MONTHS	WITHIN 12 MONTHS
Develop an effective and sustainable point of contact and relationship with an educational partner.	<input type="checkbox"/> Develop an effective relationship with an educational partner and point of contact.				
	<input type="checkbox"/> Have a signed MOU and create protocols to communicate effectively and to proactively manage administration and staffing changes (handbook, training/orientation manuals, etc.).				
Implement effective, sustainable protocols and practices for recruiting and screening potential interns.	<input type="checkbox"/> Work with our educational partner to build an effective pipeline for recruiting potential interns.				
	<input type="checkbox"/> Orient our educational partner to our program's full range of services, target population, and minimum requirements for participation.				





## Staffing, Training, and Infrastructure

BEST PRACTICE	COMPONENT	LEAD/CONTRIBUTORS/ STAKEHOLDERS	TIMELINE		
			WITHIN 3 MONTHS	WITHIN 6 MONTHS	WITHIN 12 MONTHS
Plan and implement effective staffing strategies to best ensure initial and sustained success of internship programming.	<input type="checkbox"/> Develop training for staff to supervise and mentor our interns.				
	<input type="checkbox"/> Clearly define roles and responsibilities for staff and develop protocols to sustain staffing levels/needs.				
	<input type="checkbox"/> Explore staffing strategies that align with our intent to build out internship programming.				
Establish and implement effective policies, procedures, and training to enhance and support ongoing internship program staffing.	<input type="checkbox"/> Establish protocols for screening for or providing our supervisors/mentors with the training and experience needed to fulfill their role—including trauma-informed approaches.				
	<input type="checkbox"/> Develop a budgeting plan for internship/mentoring professional development for both new and returning staff.				
	<input type="checkbox"/> Staff consistently accesses and uses the Behavioral Health Workforce Resource Center (BHWRC) website.				



BEST PRACTICE	COMPONENT	LEAD/CONTRIBUTORS/ STAKEHOLDERS	TIMELINE		
			WITHIN 3 MONTHS	WITHIN 6 MONTHS	WITHIN 12 MONTHS
Use proactive strategies to raise awareness of and create an inclusive and culturally humble and responsive workplace culture.	<input type="checkbox"/> Create and implement ongoing foundational and advanced diversity, equity, and inclusion (DEI) trainings/workshops.				
	<input type="checkbox"/> Establish a DEI committee with a rotating membership charged with helping our organization maintain and grow in terms of its inclusive workplace culture.				
	<input type="checkbox"/> Incorporate DEI and cultural humility as core components in our stated organizational mission/goals.				
Use proactive strategies to raise awareness of and create an inclusive and responsive workplace for diverse learners.	<input type="checkbox"/> Work with our educational partner to develop and offer staff trainings on working with diverse learners.				
	<input type="checkbox"/> Develop an element of onboarding centered around identifying learning preferences so that we can tailor the internship experience to meet individual intern needs.				
	<input type="checkbox"/> Include addressing diverse learning needs as part our organizational mission/goals.				
Identify or establish appropriate and sufficient space and technology to support effective internship programming.	<input type="checkbox"/> Strategize to designate/develop dedicated space, resources, and policies needed to support ongoing internship programming (rooms for group trainings and for supervision, computers, reliable internet), all of which should be accessible to mentors/interns as needed, with tracking/ accountability protocols.				
	<input type="checkbox"/> Develop a budgeting plan for maintaining and/or building out the resources to support ongoing internship programming.				





## Intern Recruitment, Orientation/Training, Supervision, and Evaluation

BEST PRACTICE	COMPONENT	LEAD/CONTRIBUTORS/ STAKEHOLDERS	TIMELINE		
			WITHIN 3 MONTHS	WITHIN 6 MONTHS	WITHIN 12 MONTHS
Establish effective, iterative, and responsive recruitment strategies in tandem with an educational partner.	<input type="checkbox"/> Strategize and build capacity to promote internship programming independent of and in coordination with our educational partner.				
	<input type="checkbox"/> Review, assess, and revise recruitment process to yield diverse and inclusive cohorts more effectively.				
	<input type="checkbox"/> Identify and train staff to serve as reviewers and interviewers.				
Establish effective and interactive, participant-centered onboarding/training workshops.	<input type="checkbox"/> Develop and implement a structured orientation/training plan facilitated by trained staff.				
	<input type="checkbox"/> Identify and develop orientation tools for topics including standard administrative tasks, program goals and expectations, workplace culture and inclusivity, and behavioral health (BH) ethics and standards.				
	<input type="checkbox"/> Strategize and proactively expand the number of voices facilitating our trainings, to incorporate (for example) outside experts and intern alumni.				



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Establish effective and interactive, participant-centered follow-up training and/or supervision.	<input type="checkbox"/> Design, schedule, and implement structured follow-up training and/or weekly supervision.				
	<input type="checkbox"/> Identify and develop tools for topics including revisiting program goals and expectations, overcoming challenges in the workplace, career ladders, etc.				
	<input type="checkbox"/> Review, assess, and strategize procedures and supports to ensure that supervisors/mentors demonstrate cultural humility and cultural competence.				
Establish and implement an ongoing and responsive evaluation process for intern growth and program improvement.	<input type="checkbox"/> Identify and assess key performance and personal/career growth benchmarks for our interns.				
	<input type="checkbox"/> Strategize and implement a plan for interns to assess key performance benchmarks for our programming.				
	<input type="checkbox"/> Develop or find a flexible and responsive set of assessment tools, and identify personnel who can review, analyze, and synthesize data with an eye toward reporting as well as program improvement.				





## Programmatic Data Collection and Continuous Improvement

BEST PRACTICE	COMPONENT	LEAD/CONTRIBUTORS/ STAKEHOLDERS	TIMELINE		
			WITHIN 3 MONTHS	WITHIN 6 MONTHS	WITHIN 12 MONTHS
Define and support internship program outcomes beyond participation and completion rates.	<input type="checkbox"/> Define clear goals and outcomes that reflect intern feedback, including a variety of skill gains and opportunities to share narratives around successful outcomes.				
Continuously collect evidence and feedback to conduct ongoing evaluations and plan for improvement.	<input type="checkbox"/> Establish scope and means to collect data on a broad range of performance outcomes focused on implementing data-driven change.				
	<input type="checkbox"/> Establish scope and means to conduct regular and rigorous program evaluations focused on implementing data-driven change.				
Support program innovations by contributing to the planning, implementation, and evaluation of emerging practices.	<input type="checkbox"/> Establish protocols for staff to regularly engage in data-informed reflection and dialogue about how to improve and refine programming.				
	<input type="checkbox"/> Establish protocols and blueprints to pilot and refine new practices.				





## Promotion and Program Operations

BEST PRACTICE	COMPONENT	LEAD/CONTRIBUTORS/ STAKEHOLDERS	TIMELINE		
			WITHIN 3 MONTHS	WITHIN 6 MONTHS	WITHIN 12 MONTHS
Use traditional and social media strategies to raise awareness of program opportunities, outcomes, and general promotion.	<input type="checkbox"/> Design and implement a thorough outreach campaign including press coverage, publicity events, and social media materials that support the program mission, contain targeted messages for different audiences, and seek to attract community support and interest.				
	<input type="checkbox"/> Provide, structure, and coordinate staff time for developing a network including current and past participants, local and regional government offices, and agencies affected by and/or invested in BH workforce development.				
Establish clear worksite/operational agreements, payroll procedures, safety guidelines, and reporting methods for violations and/or grievances.	<input type="checkbox"/> Establish clear and effective procedures for all key operational issues and clear and concise handbooks that detail these policies and procedures.				
	<input type="checkbox"/> Establish protocols for staff and participants to provide feedback on creating more effective and relevant worksite agreements.				
Effectively manage, track, and report resources and program data.	<input type="checkbox"/> Establish protocols and oversight to effectively complete all of the following: timely program monitoring, using the funding effectively, and submitting individual record data.				
	<input type="checkbox"/> Proactively contact our funder with feedback and questions.				

