

PROJECT-BASED ACTION PLAN

Example

This example takes an organizational work plan and shows how the quality standard for youth or family engagement will be implemented by aligning priority quality statements (principles) with organizational milestones, existing projects or priorities and other activities.

Project goal

Develop a community-wide intake process for children and youth receiving mental health services.

Convene a core team

Outcome	Activities	Inputs	Engagement	Alignment	Timeline	Lead
All relevant stakeholders identified and included on core team	<ul style="list-style-type: none"> Identify and recruit relevant stakeholders for core team (include one person per agency) Co-develop terms of reference (ToR) with core team 	<ul style="list-style-type: none"> Staff time Meeting space Honorarium for young people and families 	<ul style="list-style-type: none"> Recruit young person(s) and family members to participate on core team Schedule meetings during convenient times/locations for youth and families Ensure proper onboarding for 	<ul style="list-style-type: none"> Commitment 	Q1	Project manager



		<p>youth and families in this project</p> <ul style="list-style-type: none"> • Provide honoraria for youth and families participating on core team 			
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Process mapping of current intake processes

Outcome	Activities	Inputs	Engagement	Alignment	Timeline	Lead
<p>Identify how many intake processes exist in community and determine where gaps and overlaps exist</p>	<ul style="list-style-type: none"> • Map out intake process within each agency • Facilitate consultations with youth and families to identify client experiences in current intake processes and desired client journey • Interpret data and develop map to reflect findings 	<ul style="list-style-type: none"> • Staff time • Meeting space • Honorarium for youth and families • Childcare (if necessary) • Materials for process mapping 	<ul style="list-style-type: none"> • Youth and families on core team to help recruit other youth and families to participate in consultations • Youth and families on core team to co-develop process mapping agenda/questions • Youth and family members on core team to co-facilitate consultations • Youth and families on core team to co-interpret results and identify next steps 	<ul style="list-style-type: none"> • Co-development • Research and evaluation 	<p>Q1</p>	<p>Project manager</p>



QUALITY STANDARDS FOR
YOUTH AND FAMILY ENGAGEMENT



<p>Conduct evaluation to determine if the process mapping activity identified gaps and areas of overlap</p>	<ul style="list-style-type: none"> • Develop survey questions • Survey participants who participated in process mapping • Analyze, interpret and report on data findings (to core team) • Use data to inform gaps and solutions 	<ul style="list-style-type: none"> • Online survey platform • Staff time • Honorarium for youth and families 	<ul style="list-style-type: none"> • Youth and families on core team to co-create evaluation questions developed in advance of the mapping session • Youth and families on core team analyze and interpret data 	<ul style="list-style-type: none"> • Co-development • Research and Evaluation • Ongoing learning 	<p>Q1</p>	<p>Project manager and evaluator</p>
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Conduct evaluation of new intake process

Outcome	Activities	Inputs	Engagement	Alignment	Timeline	Lead
Determine the effectiveness of the new intake process	<ul style="list-style-type: none"> Develop evaluation framework Develop evaluation questions (surveys, key informant interviews, etc.) Conduct interviews, surveys Analyze, interpret and report on data findings 	<ul style="list-style-type: none"> Staff time Honorarium for youth and families 	<ul style="list-style-type: none"> Youth and families co-develop evaluation framework and surveys Youth and families as survey recipients or key informant interviewees Youth and families help to conduct interviews Youth and families to interpret data 	<ul style="list-style-type: none"> Research and evaluation Co-development On-going learning 	Q4	Project manager and evaluator