COMMUNITY HEALTH INVESTMENTS 2023-2024
Enrollment Navigator Program
Workplan Guidance and Sample for Grant Seekers

Background

Gold Coast Health Plan's (GCHP) Community Health Investments Grantmaking Program is committed to assisting community partners and supporting the accomplishment of their program goals. The workplan is a tool to help plan, organize and report program successes. It helps quantify how the program's activities lead to the intended program outcomes, and how progress and results are measured, evaluated and reported.

Definitions

Workplan: Highlights the planning and logic behind a program. It presents the chronological sequence of events or activities designed to bring about specific benefits or changes over a specific timeframe, and portrays the chain of reasoning that links investments and efforts to results.

Program Goal: A broad, brief statement about what the program or project intends to achieve.

Objectives:
- Are key strategies that the project will undertake and intends to accomplish.
- Are steps contributing to the goal.
- Must be tangible specific, measurable, and achievable in a specified time period.
- Must be achievable within the requested budget.

Activities: The concrete and specific activities, tasks, and methods that will be undertaken that produce outputs and over time contribute to outcomes.

Output: A quantitative result that describes the number of people who participated, or the number of goods or services produced or delivered, a written report, etc.

Outcomes: Qualitative results that describe the benefit or transformation that will result from your proposed work (i.e., how many members received assistance in completing their annual redetermination paperwork, how many outreach events were attended in a week, how many members ultimately remained insured with GCHP). Outcomes should be measurable and include a time frame, target population and reach.

Baseline: The current state, in actual numbers (not just percentages), prior to the program being implemented. This data is used as a reference to compare future observations or results, including gains in percentages. Sometimes establishing the baseline will be an activity conducted during the beginning of the grant period.

Evaluation Methods: Indicate how you will measure the success of your program. They demonstrate that you successfully achieved your objectives and outcomes. Examples include tests, surveys, interviews, or other measurement tools that track and document goals met.

Systems Changes: Changes in organizational culture, policies and procedures within individual organizations or across organizations that enhance or streamline access and reduce or eliminate barriers to needed services by a target population.

Ask yourself the following questions to test the quality of your work plan:

☐ Does the workplan flow logically from left to right? If it reads as a disconnected series of activities and outcomes, edit it some more. Have a coworker read it to ensure clarity.

☐ Are there outputs and outcomes for each activity?

☐ Do the objectives contribute to the outcomes? Can you tell what the program will really accomplish? Do the objectives have clear baselines, or is one of the first activities to establish baselines?

☐ Are the outcomes and objectives achievable?

☐ Is it clear how progress, outcomes and objectives will be demonstrated and measured?

☐ Is the rationale for making systems changes clear? Do the systems changes alter how the programs are being delivered, including dramatically expanding access or creating efficiencies?

			SAMPLE WORKPLAN ONLY

Name of Organization: _____

Submitted by Name, Title and Phone Number(s): _____

Email: _____

Project Duration: ☐ 12 Months

Targeted Population(s) of Focus: _____

Project Goal: _____

List only activities related to this project and corresponding timelines. This workplan is limited to four pages.

Month 1 (ex. Sept.)	Objective	Activities / Strategies	Outputs, Outcomes / Impact	Evaluation (methods, metrics and tools)
1	Define success in achieving your goal by noting: 1. Who or what needs to change? 2. By how much (include baseline with actual numbers)? 3. By what target date? 4. What systems change will occur?	Describe what activities, interventions or strategies will be carried out, when, and by whom to achieve the stated objective.	**Outputs:** Number of people served, or goods or services produced or delivered and to whom. **Outcomes:** Number of people served who achieved measured changes in behavior or condition as a result of the program, as well as the systems change attained. Or the number that made progress toward the desired end-state condition (during this reporting period).	**Evaluation Methods** – Data, surveys, or measurements used that indicate the benchmark goals were met.
1	1. Increase members who successfully complete redetermination process by 10% and receive new redetermination date from a baseline of 50%. 2. Increase homeless members who successfully complete redetermination process by 10% and receive new redetermination date from a baseline of 50%.	1. Enrollment navigators will host 25 hours of assistance to members to complete redetermination paperwork. 2. Enrollment navigators will host four redetermination outreach events in the community. 3. Enrollment navigators will distribute 100 redetermination door handle flyers to community residences. 4. Enrollment navigators will provide redetermination communication materials to 20 community businesses. .	**Output:** 90 (90%) first generation, low-income college students will complete this two-year program.	1. Redetermination metrics will be obtained (overall and by redetermination activity).