

DEVELOPMENT, COORDINATION, PROJECT DELIVERY PLAN GUIDE

PROGRAM DEVELOPMENT PLAN FRAMEWORK

The Program Development Plan is a strategic roadmap for guiding your organization's energy efficiency and community service delivery over the next three to five years. This plan aligns your mission, community priorities, and long-term vision with measurable outcomes, resource planning, and stakeholder engagement. By taking a forward-looking approach, you can anticipate challenges, leverage new opportunities, and ensure your services remain relevant and impactful for the communities you serve.

1. Vision and Foundation

- Purpose and impact: Define your mission and success metrics
- Community focus: Identify target populations and their needs

2. Strategic Direction (3-5 Years)

- Core objectives: Establish mission-aligned goals that serve your community
- Performance metrics: Develop quantifiable KPIs to track progress

3. Implementation Strategy

- Action framework: Create detailed roadmap for goal achievement
- Partnership network: Identify and engage key stakeholders

4. Resource Planning

- Workforce strategy: Map out staffing and volunteer requirements
- Financial framework: Outline budget needs and funding strategies
- Infrastructure needs: Plan for space, equipment and technology

5. Project Timeline

- Strategic milestones: Set clear phase-based objectives
- Progress monitoring: Schedule regular plan reviews and updates

6. Risk Management

- Risk analysis: Identify potential challenges and obstacles
- Contingency planning: Develop proactive response strategies

7. Supporting Materials

- Documentation: Compile relevant data and partnership agreements
- Reference guide: Include terminology and key concepts

PARTNER COORDINATION PLAN FRAMEWORK

The Partner Coordination Plan is designed to strengthen collaboration between your organization, community-based partners, and other stakeholders. It serves as a framework for building and sustaining effective working relationships, clarifying roles, and ensuring seamless communication across all parties involved in delivering services. By defining how partners will work together, share resources and resolve challenges, this plan helps maximize impact and efficiency.

1. Purpose and Scope

- **Strategic intent:** Define and align partnership coordination objectives
- **Partnership scope:** Identify and map participating community-based organizations

2. Relationship Architecture

- **Stakeholder matrix:** Comprehensive mapping of roles and contact information
- **Accountability framework:** Clear delineation of responsibilities and expectations

3. Communication Strategy

- **Engagement channels:** Multi-platform communication infrastructure (email, Slack, meetings)
- **Cadence and structure:** Systematic schedule for updates and collaborative sessions

4. Operational Framework

- **Resource synergy:** Collaborative asset sharing and capability development
- **Issue resolution protocol:** Structured approach to addressing challenges

5. Partnership Development

- **Integration standards:** Strategic criteria for partner selection and onboarding
- **Process documentation:** Standardized partnership formalization materials

6. Performance Management

- **Success metrics:** Key indicators for partnership effectiveness and impact
- **Optimization strategy:** Regular assessment and enhancement protocols

PROJECT DELIVERY FRAMEWORK

The Project Delivery Plan is a detailed, operational blueprint for implementing specific services or projects under your Energy Trust contract. It translates strategic goals into day-to-day procedures, ensuring your team can deliver consistent, high-quality results for the communities you serve. This plan also acts as a training and onboarding tool for new staff, helping them quickly understand and execute their roles.

1. Objective and Service Overview

- **Service portfolio:** Define your program offerings and demonstrate their value proposition
- **Impact goals:** Identify measurable short-term outcomes and success metrics

2. Delivery Workflow

- **Service blueprint:** Create detailed process maps for seamless service delivery
- **Team structure:** Define clear ownership across the service delivery chain

3. Standard Operating Procedures (SOPs)

- **Operational guidelines:** Develop comprehensive playbooks for consistent service delivery
- **Quality framework:** Implement robust monitoring and evaluation systems

4. Resource Management

- **Resource allocation:** Plan budget, equipment and infrastructure requirements
- **Technology stack:** Identify and integrate essential digital solutions

5. Communication Strategy

- **Team collaboration:** Establish efficient internal communication channels
- **Stakeholder engagement:** Design effective external communication protocols

6. Continuous Improvement

- **Review cycles:** Implement regular assessment and optimization schedules
- **Accountability:** Assign ownership for maintaining and updating processes