



Keogh Health
CONNECTION



Connecting families to a healthy future.

Final Session – 12/10/10



Team: “Rodo’s Geese”

- ✘ John Lyman - Champion, Head Coach
- ✘ Michele Bressler - Champion
- ✘ Doug Lenz - Assistant Head Coach
- ✘ Frank Mittin - Coach
- ✘ Keith Underwood - Coach
- ✘ Allen Gjersvig - Executive Director, Keogh
- ✘ Claudia Maldonado - Program Manager, Keogh
- ✘ Debbie Hill - Board Chair, Keogh



Project Identification

Project Identification

- ✘ Create a Strategic Plan***
- ✘ Create a Fund Development Plan***
- ✘ Create a Volunteer Management Process***
- ✘ Input and approval came from Keogh staff and Board members***
- ✘ Keogh existing documentation consisted of current programs – needed more detailed plans for future efforts***

Project Identification

- ✘ 10/16/10 - AZ LeaderForce team met w/Allen and Board members for Strategic Planning session**
- ✘ Used SWOT analysis**
 - + Created Goals for next 3-5 years**
 - + Created Objectives for next 2-3 years**
 - + Identified Strategies for 2011**
- ✘ Will advance agency – current expansion plans include New Mexico and possible other franchises**

Project Identification

- × 12/7/10 – Follow up meeting with executive committee***
 - + Committee chairs identified***
 - + Committee scope and goals validated***
 - + Objectives prioritized by committee***
 - + Committee resource gaps identified***
 - + Developed a committee process to sustain, manage, and monitor the strategic plan on an ongoing basis***

Project Identification

- × Agency will follow up on –***
 - + Resource plan to support priority objectives***
 - + Board ratifies plan***
 - + Committees implement and monitor to plan***



Project Management

Project Management

✘ Strong documentation

- + Followed agendas in all meetings**
- + Sent out meeting notes with follow up tasks and actions**
- + Agreed upon clear dates and deadlines which were negotiated and met**
- + Each team member contributed in different ways**
- + Kept validating expectations for scope of project and measures of success**

Project Management

- ✘ Lots of research and preparation**
 - + Networked with previous Blue Ribbon agencies and other non-profits**
 - + Used on-line resources, templates, and outlines**
 - + John's engineering background and Keith's corporate experience helped define tasks for the Board Retreat**
 - + Doug's work at UoP and Frank's experience running non-profits helped define best practices**

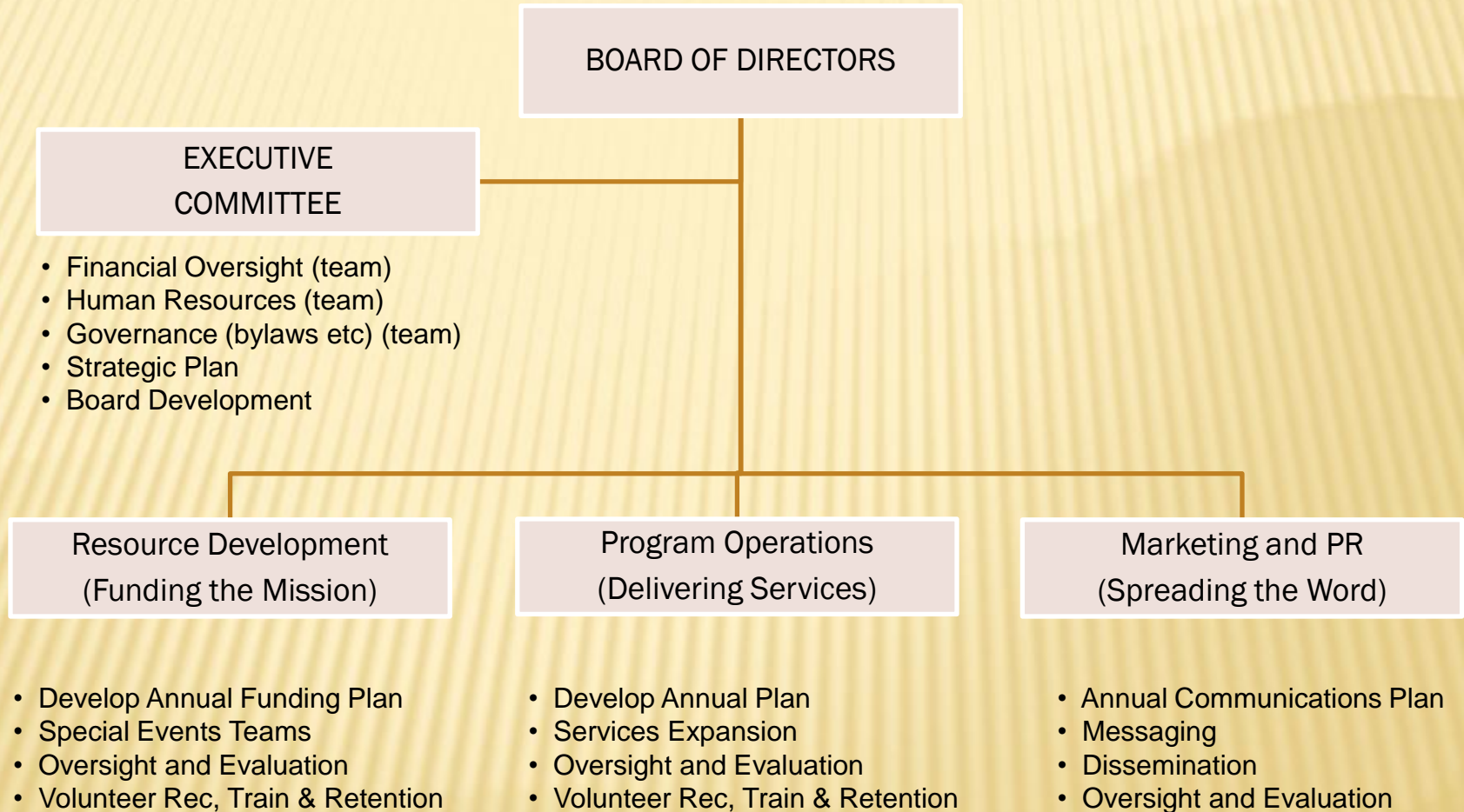
Project Results



Project Results

- ✘ Completed Strategic Plan with goals and objectives - mapped to current strategies and priorities**
- ✘ Established a Committee Structure with goals and scope aligned to strategic plan**
- ✘ Published documented Volunteer Management process and tools**
- ✘ Created Fund Development guidelines for success**
- ✘ Material approved by Allen**

Project Results – Organizational Structure



Project Results - Strategic Plan

Subject / Goal / Committee / Rank / Objective / Tie / Strategy / Owner
Alignment To SWOT

Subject/Title	Goal	Committee Alignment	Priority Ranking	Objectives	Tie to SWOT	Strategies (Existing Blue, Planned Red)	Owner	Status	Due Date
Human Capital-Staff	<p>1</p> <p>Keogh Health</p> <p>Connections has sufficient human capital aligned to achieve its mission</p>	EC - HR	3	1.a HR policies and procedures exist and are implemented		1. Existing policy manual reviewed and updated.	Brian, Laura & Allen		
			3	1.b Processes are in place to assess the talent and abilities of KHC employees, volunteers and Board	Strgnth	1. Annual written performance appraisal for staff reviewed and updated	Laura & Allen		
			3	1.c Processes exist to develop KHC personal and personnel growth and development		1. Develop & Implement individual development plans for staff and other key personnel.	Laura & Allen		
						2. Develop compensation process and tools	Laura & Allen		
						3. Document market analysis for compensation	Laura & Allen		
						4. Assess skills and talents of staff	Laura & Allen		
				5. Review and update job descriptions, assign grades and salary ranges	Laura & Allen				
1	1.d Recruitment and selection processes exist and are effective		1. Review and update current staff selection process.	Allen					

Project Results

- ✘ *Allen and Board members were impressed with commitment and efforts from AZ LeaderForce team***
- ✘ *AZ LeaderForce learned more about the dynamics of board and committee members***
- ✘ *The project exceeded the agency's expectations***

Project Results

- ✘ 12/7/10 Strategic Plan follow-up meeting – attended by AZ LeaderForce**
- ✘ Prioritized projects for 2011**
- ✘ Formalized committee members and task assignments**
- ✘ Set up follow up meetings for updates and progress reports**

Project Long-Term Impact



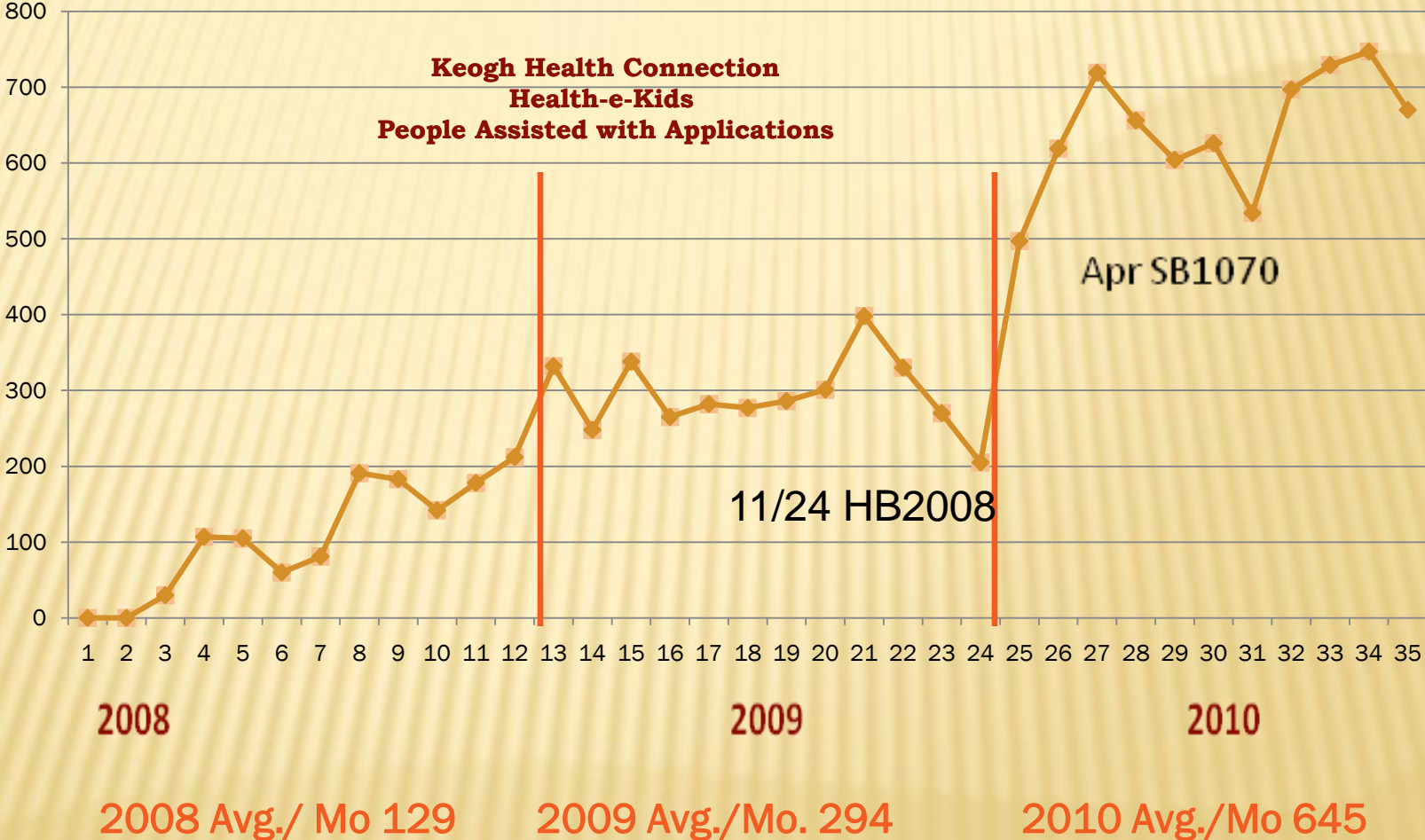
Project Long-Term Impact

- ✘ *Strategic Plan, Fund Development Plan, and Volunteer Management Process have become working documents that can be updated over time***
- ✘ *Will impact community with ability to serve more clients to get access to healthcare and other resources – currently 128,000 people served by Keogh***

Project Long-Term Impact

- ✘ Learned value of including both outputs and outcomes to increase support and emotional appeal***
 - + Output = 20,000 kids will now receive healthcare***
 - + Outcome = Kids with healthcare have 20% better attendance in school***

11,919 Enrollments - Health -e-Kids



Teamwork and Collaboration



Teamwork and Collaboration

Entire team –

- ✘ Work hard, Play hard – Lots of laughs in between all the work***
- ✘ Attended and participated at Executive Committee Meeting, Board Meeting, and planning session with Board***
- ✘ Used the Collab website and previous Blue ribbon agencies to review other strategic and fund development plans***

Teamwork and Collaboration

- ✘ Reached out for help with donor database software***
- ✘ Have started the implementation of ACT database because of work with the Collab***
- ✘ Spoke to Mission of Mercy staff for ideas on sustainability projects and used material from volunteer management***

Teamwork and Collaboration – Doug

- ✘ Worked with Rodger Adair on ideas for GPUL and another non-profit outside of AZ LeaderForce***
- ✘ Talked to Randall Mills to find modular resources for strategic plans and templates***
- ✘ Networked with UoP staff to find candidates for director of their foundation – spoke to Rodo and Debbie***

Teamwork and Collaboration – Frank

- ✘ Assisted John Lyman with planning and facilitating Board Retreat***
- ✘ Researched strategic plans, sustainability plans, and volunteer programs from other NPOs***
- ✘ Provided tool to Allen on how to assess Keogh and the “Lifecycle of Non-Profits”***

Teamwork and Collaboration – Keith

- ✘ Reached out to Deborah on GPUL team to share experience of working with Urban League in PA***
- ✘ 7/28/10 Keogh Committee meeting – shared experience in defining mission, vision, and core values***
- ✘ Bought and wears his Hope Village t-shirt***

Teamwork and Collaboration – Michele

- ✘ Interviewed Habitat Board member Jim Phelps and shared his suggestions with Habitat team***
- ✘ Reached out to Blue Ribbons AWEE and Mission of Mercy for existing strategic plans***
- ✘ Talked to Deborah on GPUL team about previous successes with OIC***

Teamwork and Collaboration – John

- ✘ From UMOM – learned Board committee structure and design***
- ✘ Shared with UMOM – alumni event guidelines***
- ✘ From Mission of Mercy – Volunteer Management and documentation of tools***
- ✘ Outside resources – Board assessment tools, Board member evaluation format***

Teamwork and Collaboration – Allen

- ✘ Met with Chuck W., Mentor Kids – discussed using ACT database***
- ✘ Joined CityFest Season of Service – based on recommendation from Steve C.***
- ✘ Reached out to Maribel at Habitat – she now attends “Connecting All Powerful Partners” collaboration building luncheon***

Questions ???