



Program Management Plan
for
Sister Circle Mentorship Program

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Executive Director

VERSION HISTORY

Version #	Authored By	Revision Date	Approved By	Approval Date	Reason for Updated Version
1.0	<i>[Author Name]</i>	<i>dd/mmm/yyyy</i>	<i>[Name]</i>	<i>dd/mmm/yyyy</i>	<i>[Reason]</i>

1.0 PURPOSE

- 1.1 The purpose of this Program Management Plan (PMP) is to ensure that all aspects of the work are completed within the established scope, purpose, and schedule goals for the Sister Circle Mentorship Program.

2.0 SCOPE

- 2.1 This PMP will describe the methods for ensuring that all work is managed within the established scope and schedule.

3.0 DESCRIPTION OF WORK

- 3.1 The overall scope consists of:
- **Pre-Design Phase**: Investigating Sister Circle Mentoring Program (SCMP) problem and proposing, evaluating and selecting a solution
 - **Design Phase**: Preparing governance documents, framework, and an implementation plan
 - **Execution Phase**: Mentoring mentees and contributing to the success of SCMP
 - **Close-Out/Review Phase**: Reviewing SCMP actual work against planned work for variances, trends, and quality; refining as needed to ensure ultimate quality and progress. Close-out will happen at the ultimate end of SCMP, if applicable.
- 3.2 The purpose of the work in SCMP is to foster and develop mentees to become the best versions of themselves for themselves and family.

4.0 SCMP PERSONNEL AND RESPONSIBILITIES

- 4.1 The work will be performed by a multi-disciplined Project Team comprised of various departments and/or personnel. The roles and work responsibilities are:
- 4.2 **Mentoring Program Management**: Direct and manage all aspects of the work to ensure that the scope, budget, schedule, goals, and quality expectations are met. Typical activities include directing and managing SCMP staff members; reviewing project documentation; establishing and maintaining work scope, schedule and budget; implementing quality controls; monitoring work and adjusting against planned work and schedule; evaluating any program changes/variances; preparing progress reports and presentations; scheduling and documenting meetings; and maintaining project records.
- 4.3 **Director, Supportive Services & Case Management**: Provide the technical expertise and support required for the SCMP program, Supportive Services Coordinators, and Case Manager. Typical activities include pulling from resources, evaluating solutions and

problem-solving, recommending and concurring on cases, reviewing case information and relevant documents, and monitoring supportive services coordinator and case management performance and compliance with program requirements.

- 4.4 **Director, Training & Development**: Provide the technical expertise and support required for the SCMP program and coordinators. Typical activities include interacting with coordinators, curating, developing, and evaluating training content and curricula, recommending and concurring on training content and curricula as needed, reviewing relevant documents, and monitoring coordinator performance and compliance with program requirements.
- 4.5 **Case Manager**: Provide the technical expertise and analysis required for the SCMP program and coordinators. Typical activities include interacting with new mentees/ladies; assessing ladies and developing cases, and evaluating ladies and goals, recommending and assigning cases to mentors as needed, reviewing relevant documents, and monitoring the welfare of the ladies (mentees).
- 4.6 **Coordinators**: Provide the technical expertise and support to the mentees required for the SCMP program and mentees, as related to the assigned area. Typical activities include interacting with mentees; curating, developing, and evaluating training against goals of mentees, reviewing relevant documents, and monitoring mentee performance with program requirements and against mutually developed SMART goals.
- 4.7 **Mentors**: Provide the technical expertise and support required for the SCMP program and for the mentees. Typical activities include interacting with mentees; curating, developing, and evaluating SMART goals with assigned mentee, reviewing relevant documents and progress, and monitoring mentee performance and compliance with program requirements and mutually developed SMART goals.

5.0 REQUIREMENTS

- 5.1 The work will be managed in accordance with established program practices and procedures. The most applicable are:
- Project Charter
 - Project Management Plan
 - Project Schedule
 - Quality Management Plan
 - Resource Management Plan
 - Risk Management Plan
 - Communication Plan
 - Stakeholder Register
 - Team Charter

6.0 ORGANIZATION CHART

- 6.1 A cross-functional group of representatives will make up the core of the Program Team. As needed and under the Executive Director's ultimate discretion, additional support will be available.

7.0 COMMUNICATIONS - INTERNAL

- 7.1 Internal communications are defined as the exchange of information between the assigned members of the project team. Within the guidelines below, the internal sharing of information is encouraged and promoted to ensure the effective management of work. Verbal and written communications shall freely flow between all levels within the project organization, including contractors and consultants authorized to perform work on behalf of Esi's House.
- 7.2 All significant verbal communications shall be confirmed in writing. Written communications shall be transmitted through email (preferred), text message, and/or GroupMe. All transmitted communications shall be copied to the Program Manager.
- 7.3 Communications related to contract changes, clarifications of general provisions or requests for extensions of time shall be directed to and responded to by the Program Manager with a copy to the Executive Director.

8.0 COMMUNICATIONS – EXTERNAL

- 8.1 External communications directly related to the program are defined as the exchange of information between the Program Team and Executive Director, mentees, and the public.
- 8.2 All external communications shall be transmitted through the Program Manager. The Program Manager shall be the spokesperson for the Program Team to ensure a single point-of-contact as well as a consensus opinion on program issues, including progress, problem resolution, and impacts on customer service.

9.0 DOCUMENTATION CONTROL

- 9.1 Unless agreed upon otherwise, Submittals, Transmittals and Letters from any SCMP staff member shall be conveyed through the Program Manager. The Program Manager shall review the documents and, as necessary, distribute them in accordance with a defined Distribution List, if applicable. The distribution shall identify the actions required and the date a response is required to the Program Manager. The Recipients shall promptly review the documents to ensure that complete information was received, and as noted undertake the action within the specified time frame.

10.0 RECORDS MANAGEMENT

- 10.1 The Program Manager shall retain all project documents and maintain an organized file. The program files shall include the following sections:
- 1.0 Project Plans
 - 2.0 General Correspondence
 - 3.0 Schedule
 - 4.0 Reports
 - 5.0 Contracts (if applicable)
 - 6.0 Quality Assurance

11.0 MEETINGS

- 11.1 Meetings are essential to managing, executing, and reporting progress on the work in SCMP. All Team members shall attend scheduled meetings as much as possible. All meetings are noted in the **Communication Plan**, with the most notable ones being listed below.
- 11.2 Program Meetings shall be conducted **quarterly** with the entire Team. The meetings will be scheduled and chaired by the Program Manager. Meeting announcements, agendas and relevant documents shall be distributed **at least 2 weeks** in advance of the meeting dates, with a reminder notice shared the week of the meeting. The recurring topics shall include:
- 1.0 Scope Review
 - 2.0 Schedule Review
 - 3.0 Work Progress: Risks, Challenges, Issues, and Success
 - 4.0 Quality Update
 - 5.0 Additional Business, as needed
- 11.3 Progress Meetings shall be conducted **monthly** each with the Mentor and Case Manager and the Program Manager, respectively. The meetings will be scheduled and chaired by the Program Manager. Meeting announcements, agendas and relevant documents shall be distributed **at least 2 weeks** in advance of the meeting dates. The recurring topics at the Progress Meetings shall include:
- 1.0 Progress Review – Mentorship/Case Management
 - 2.0 Schedule Review
 - 3.0 Changes – new information, mentees, and/or cases
 - 4.0 Sessions Log
 - 5.0 Additional Business, as needed

12.0 MEETING MINUTES

- 12.1 Meeting Minutes are essential for documenting and expediting work in SCMP in accordance with the established scope and schedule, as well as the established requirements herein. The minutes on each topic covered during the meeting should include:
- A. Description/activity status
 - B. Actions to be undertaken (documented in **ADI log**)
 - C. Responsible party
 - D. Date for completion of action
 - E. Follow-up actions/next steps
- 12.2 Meeting Minutes shall be generated by the Originator of the meeting or a designated representative. All other Minutes shall be prepared no later than 5 workdays after the meeting, and to the extent possible include updates on action items through the date the Minutes are issued. Copies shall be distributed to all attendees and copied to invited attendees not present. As necessary, copies shall also be transmitted to the Program Manager for review. If there are no contests for change/edits on the minutes **24 hours** after the meeting occurrence, the minutes shall be deemed as **final**.

13.0 SCHEDULE UPDATES

- 13.1 An Integrated Project Schedule shall be used to plan and monitor progress of the work. Additionally, Scheduling shall develop and maintain progress curves, which will be based on planned resources and physical progress. The Schedule will be refined as needed, to best suit the needs of the program.
- 13.2 An Updated Project Schedule shall be maintained and updated regularly by the Program Manager.

14.0 PROGRESS REPORTING

- 14.1 Documenting progress shall be performed at **each meeting** per the **Communication Plan**. The Program Manager shall prepare and distribute a Quarterly Progress Report at maximum **5 days** after the end of the Quarterly Group Meeting to the Executive Director and SCMP staff members. The Report shall include a summary of:
- Scope Review
 - Program progress: Planned and Actual Progress Percentages, Risks, Challenges, Issues, and Success
 - Intermediate Milestones
 - Phase and Activities In-Progress
 - Additional Business, as needed

15.0 QUALITY ASSURANCE & CONTROL

- 15.1 Quality Control and Assurance is defined as a system of procedures, defined criteria and measurements, and documentation used to ensure work complies with the established requirements, specifications, standards, codes, and regulations of the program. The Program Manager shall maintain updates on QC/A activities, non-conformance findings and any corrective actions regarding SCMP work. A Log of QC/A activities shall be documented, maintained, and presented at the quarterly group meetings.

16.0 CHANGES

- 16.1 All changes to the program shall be requested, reviewed and, as necessary, implemented upon formal approval. A request for proposed changes in scope or schedule shall be submitted in writing to the Program Manager. The Program Manager shall review, in consultation with the Executive Director, and determine the action to be undertaken regarding the proposed change.
- 16.2 The request for change shall include:
- Description of the change
 - Advantages and disadvantages of implementing the change
 - Impacts of the change on the program and operations
 - Benefits of the change on the Program.

- 16.3 The criterion for determining an acceptable changes is that the change provides a Benefit that outweighs the cost of the change without adversely affecting maintenance/operating plans and SCMP holistically. The outcome of the change shall be documented in the ADI Log.

17.0 VERIFICATION PROCESS

- 17.1 The Verification Process consists of responsible personnel (i.e., Executive Director) confirming and acknowledging the management of work complies with the PMP. Personnel assigned shall verify and document, using the attached PMP Verification Form or regular documentation, that work performed under their jurisdiction complies with the applicable requirements of SCMP. The Verification will ultimately be reviewed by the Executive Director every quarter (within the quarterly progress updates).
- 17.2 Verifications shall be performed quarterly by assigned personnel (i.e., the Program Manager). The PMP Verification Form, or other documentation, shall be completed and submitted to the Program Manager no later than 3 days after the quarterly group meeting.
- 17.3 The Project Manager shall review the Form, implement or follow-up on corrective actions required to ensure compliance with the SCMP requirements, and forward copies of the Verification to the Executive Director no later than 5 days after the quarterly group meeting. The Project Manager shall maintain a Verification Log, which will be reviewed quarterly.
- 17.4 The Executive Director shall review the verification documentation and consult with the Program Manager as needed.

PMP VERIFICATION FORM

Discipline: _____ Period Covered: _____

Summary of Project Work During Period: _____

Documents Used to Verify Management of Work: _____

Program Manager**PROG MGR:** Chinemenma Meribe Signature: _____ Date: _____

This confirms that I have:

- Verified completeness of this Form and updated the Program Records accordingly

Executive Director**ESI'S HOUSE DIRECTOR:** Gloria Lawrence Signature: _____ Date: _____

This confirms that I have:

- Verified that the Project records are complete
- Verified that the Reference Documents are applicable to the described work