

HFNY NEW PROGRAM MANAGER TIMELINE

3 MONTH GOALS

LEARN YOUR SITE



- Read your workplan and budget (*ask your fiscal department how you program meets the local match and the Minority and Women-Owned Business Enterprises (MWBE) requirements*)
- Read OCFS report of your site's last OCFS Site Visit
- Read your site's most recent Quarterly Report and Annual Service Review (*Review the Quarterly Report & ASR Guidelines*)
- Review your site's Performance Targets & Performance Indicators
- Review your program's Quality Assurance plan and QA forms
- Read the HFNY Policy Manual (*which should include your site's policies and procedures as well*)
- Make note of due dates for Quarterly Reports, Annual Service Review, and OCFS Site Visit

LEARN THE MODEL



- Review the list of common acronyms used in HFNY
- Familiarize yourself with the HFA Best Practice Standards
- Shadow each role at your site (FSS, FRS, Supervisor)
- Review a Supervision Note, a Home Visit Narrative, and a FROG Scale Narrative
- Review the Supervisor Note Guidelines & FROG Toolkit as well as the Home Visit Narrative Content Instructions
- Review the Recommended Order of Trainings document, attend and track:
 - *All Orientation topics*
 - *3-month wrap-arounds*
 - *Complete core trainings as required*
- Learn of upcoming and regular program events (*i.e., trips, holiday parties, community baby showers.*)

CONNECT WITH SUPPORTS



- Update your site's info on the Program Contact List
- Plan a "Listening Tour" to get to know your staff; meet with each staff member individually (*see sample questions below*)
- Develop team meeting schedule if not in place
- Set up an introductory meeting with your mentor (*read the Site to Site Mentoring Guide in advance of your first meeting*)
- Connect with your OCFS Program Contract Manager to discuss your program's contract and goals
- Connect with both your program's PCANY QA specialists to learn about the support they provide
- Connect with the data team at CHSR to receive a tutorial of the Management Information System (MIS)
- Set up supervision with the staff you directly supervise and with the person who supervises you
- Schedule an Advisory Board meeting (*find out who is on your Advisory Board and when meetings are scheduled to happen; review the minutes from the previous year*)

Listening Tour Questions



1. What does a typical day in your work life look like?
2. What do you enjoy most about your role? What excites you about your job?
3. What's most challenging about your work?
4. If you could change one thing about your work situation what would it be?
5. How would you describe your relationship with the other staff and your role on the team?
6. How do you take care of yourself outside of work?
7. What are some things your previous PM did that you'd like me to continue?

TAKE CARE OF YOU

Develop a self-care plan that considers:

- *Things that help you decompress and infuse fun and joy into your day*
- *How to incorporate break times into your schedule*
- *What supports you need and how you might use your supports to help manage your stress and workload*
- *How you will manage unfinished tasks so that you can give yourself permission to leave the office when the day is done, even if the work is not done (Hint: the work is never done!)*
- *How you will know when it's time for some self-care!*

HFNY NEW PROGRAM MANAGER TIMELINE

6 MONTH GOALS

LEARN YOUR SITE

- Review your program's most recent QA visit with PCANY
- Review your program's hiring process including interviewing materials ([additional resources](#))
- Read previous staff and family satisfaction surveys (*if available*)
- Become familiar with your program's primary and supplemental curriculum. Learn what other materials your staff shares with families ([see overview of commonly used HFNY curricula](#))
- Learn your program's process to engage families from Screen to Intake (*in addition, learn how to enter a new family into the MIS from screen to intake and practice on a sample family*)
- Review the [HFNY CQI guidance](#) and start reflecting on how you can develop a CQI plan for your site

LEARN THE MODEL

- Continue attending trainings:
 - *FGP Training*
 - *Prenatal Training*
 - *Screening Tools Trainings*
 - *Curriculum Training (if applicable)*
 - *6-month wrap-arounds*
 - *Complete core trainings as required*
- Review [PCANY Transfer of Learning & Training website](#) and learn how supervisors and staff are using it for professional development.
- Review the [CHEERS Handbook](#)
- Continue exploring the MIS and running a variety of reports to learn how it can serve you in your role.

CONNECT WITH SUPPORTS

- Email the [PM listserv Administrator](#) to be added to the Program Manager email list serve
- Plan a team meeting to set some goals with your team that your program might want to accomplish over the next 3-6 months
- Plan a teambuilding event (*this could include a staff recognition component*)
- Reach out to your mentor as needed
- Schedule another Advisory Board meeting
- Touch base with Central Administration (OCFS, PCANY, CHSR) for support as needed

Capacity Building Tips



1. Review the Capacity Building report in the MIS
2. Review the Engagement & Retention reports in the MIS
3. Learn how outreach is conducted at your site and review your program's outreach & promotional materials
4. Establish 2 new connections in the community

TAKE CARE OF YOU

Reflect on:

- *Your challenges and successes with implementing your self-care plan*
- *Any changes or revisions that need to be made to your self-care plan*
- *How often you've used your supports when you need them and your awareness of when you might need more support*

HFNY NEW PROGRAM MANAGER TIMELINE

12 MONTH GOALS

LEARN YOUR COMMUNITY

- Review and update Memoranda of Understanding (MOUs) (*this includes meeting with community partners to discuss and update.*)
- Learn about community workgroups, networks, councils, partnerships, etc. and assess alignment with your program and whether you want to join
- Evaluate your referral sources and assess the need to add or remove referral sources (*both those referring to your program and those your program refers to*)
- Establish at least 2 new connections in your community.
- Research funding opportunities in your community

LEARN THE MODEL

- Continue attending trainings:
 - Annual Child Abuse & Neglect Training
 - Annual Culture Training
 - 12-month wrap-arounds
- Review HFNY research briefs and previous copies of the LINK newsletter
- Learn more about the HFA accreditation process and ongoing tasks to prepare for accreditation
- Continue exploring the MIS and running a variety of reports to learn how it can serve you in your role

CONNECT WITH SUPPORTS

- Plan a teambuilding event
- Plan a team meeting that includes a review/reflection on the past year (*see sample questions below*)
- Consider your learning this year and identify areas where more support or information is needed, and areas for continued growth. Connect with CA partners, your host agency, and other program managers to help meet these needs (*you can review the Program Manager needs assessment at Program Manager Orientation to note areas where you have grown or need more support*)
- Reach out to your mentor as needed
- Schedule another Advisory Board meeting

Annual Reflection Questions (“Glows & Grows”)



1. What are the areas where we did well as a team this year (“glows”)?
2. Where are some areas where we can grow for next year (“grows”)?
3. What do you want to work on in your professional development individually and as a team next year? What do you want to do for teambuilding next year?
4. What are some things about how our team was led that were effective and some things we can work on for next year?
5. (*Review the Annual Service Review with the staff highlighting “glows” and “grows” from the data*)

TAKE CARE OF YOU

Reflect on:

- *Your challenges and successes with implementing your self-care plan this year*
- *Your thoughts and feelings about being a Program Manager. What about the work brings you joy and what drains you? What’s within your power to change?*
- *What changes you might make to ensure self-care is (or continues to be) a priority next year*