

LIFEWISE ACADEMY



STEP 11: LONG-TERM PROGRAM SUPPORT

Overview

As LifeWise programs grow in overall health, they achieve higher levels of independence and self-sustainability. Ongoing support for mature programs is detailed below.

Ongoing Support

Peer Support

- ◆ Quarterly regional calls hosted by Program Coach (virtual)
- ◆ Semi-annual Meet-Up hosted locally (in-person)
- ◆ Volunteer mentor check-ins

Program Coach Support

- ◆ Review of annual and monthly update forms
- ◆ Semi-annual 1:1 calls
- ◆ Additional response to critical issues as needed

Additional Support

- ◆ Ticketing system for non-coaching issues such as:
 - ◇ IT, HR, finance, webpage updates, etc.
- ◆ Annual Summit
- ◆ LifeWise Lowdown
- ◆ Monthly Director's Calls
 - ◇ Ongoing training on relevant topics
 - ◇ Encouraging stories
 - ◇ Nationwide networking

Requirements for Advancing to Step 11: Mature Program

- ◆ The program has been Live for at least one school year (7+ months)
- ◆ There are no upcoming major changes on the horizon, such as:
 - ◇ A Director transition currently in progress or planned to occur within the next quarter
 - ◇ Upcoming significant expansion, building projects or regional changes
- ◆ Assessment of overall program health meets the following criteria:
 - ◇ Leadership benchmark at 5/10
 - ◇ Fund Balance benchmark at 6/10 (3 months of average expenses in reserves)
 - ◇ Monthly reports submitted within the last 60 days
 - ◇ Program Director check-in with Coach occurred monthly in Step 10
 - ◇ Resolution of potential internal and external threats (opposition, conflict, etc.)
- ◆ All teachers are certified
- ◆ Salesforce data is accurate and current
 - ◇ Program Relationships correctly reflect team members and roles
 - ◇ Drivers have license information on file with insurance via Program Relationships

- ❖ Projected number of schools served is accurate
- ❖ Current Program Coach has reviewed and verified data and forms to prepare for coaching transition