

Work Program

A1. Delegate Agency: **NON-EXCEL SAMPLE FOR RFP USE ONLY**
 A2. Program Name: **Business Affairs and Consumer Protection (BACP)**

B1. Department: **BUSINESS AFFAIRS CONSUMER PROTECTION (BACP)**
 B2. Program: **Peer-to-Peer Trainer**

C. Work Program Year: **2022**

C1. Program or Subprogram Activities	C2. Deliverables	C3. Planned Output by Quarter & Year Total					C4. Performance Measures	
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total		
NBDC ONE-ON-ONE CONSULTATIONS Provide training, professional development, and/or technical assistance to fellow NBDCs. Provide a platform for connection and collaboration to share best practices with the entire NBDC grantee ecosystem Determine objectives that will be pursued collectively with the NBDC grantee and establishes timelines to meet them; Sets clear short-term and long-term goals for activities and outcomes and establishes the priorities, guiding the plan and providing a shared sense of purpose.	Report NBDC ONE-ON-ONE CONSULTATIONS data through ECM directly, or by utilizing an approved Peer-to-Peer Trainer ECM upload Excel template; Monthly reporting recommended; Quarterly at minimum.	Clients / Units	#	#	#	#	0	100% Quality ONE-ON-ONE CONSULTATIONS; Planned output is cumulative (i.e. Total output should be met or exceeded by the end of the fourth quarter), however, not meeting quarterly goals will need an explanation.
		Unduplicated					0	
NBDC OUTREACH & ATTRACTION Provide welcome letter / kit / email, and ongoing support, to Peer-to-Peer training participants; Engage with NBDCs to make them aware of your services and invite them to participate in your program; Maintain data on results of training activities.	Report NBDC outreach and attraction data through ECM directly, or by utilizing an approved Peer-to-Peer Trainer ECM upload Excel template; Submit proof of outreach (i.e. Copy of welcome letter / kit / email) in ECM as well; Monthly reporting recommended; Quarterly at minimum.	Clients / Units	3	3	3	3	12	100% Contact with NBDCs per month, or quarterly at minimum; Planned output is cumulative (i.e. Total output should be met or exceeded by the end of the fourth quarter), however, not meeting quarterly goals will need an explanation.
		Unduplicated					0	
REFERRALS Provide referrals to other NBDC Peer-to-Peer Trainer Grantees that provide support/services not provided by the agency; Connect with non-NBDC business support partners that provides specialized training and	Report NBDC referral data through ECM directly, or by utilizing an approved Peer-to-Peer Trainer ECM upload Excel template; Monthly reporting recommended; Quarterly at minimum.	Clients / Units	#	#	#	#	0	100% Quality NBDC referrals; Planned output is cumulative (i.e. Total output should be met or exceeded by the end of the fourth quarter), however, not meeting quarterly goals will need an explanation.
		Unduplicated						

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technical assistance as well as tools and resources; Follow up and document results of referrals.		Unduplicated					0	
COLLABORATION Partner with other NBDC Peer-to-Peer Grantees to provide comprehensive support to network ecosystem of providers, share tools and resources; maintain data on collaborations If unable to partner with a fellow NBDC, you may coordinate with other business service organizations in Chicago that are not in the NBDC program; Maintain data on results of collaboration activities	Report collaboration data through ECM directly, or by utilizing an approved Peer-to-Peer Trainer ECM upload Excel template; Monthly reporting recommended; Quarterly at minimum.	Clients / Units	#	#	#	#	0	100% Quality collaborations; Planned output is cumulative (i.e. Total output should be met or exceeded by the end of the fourth quarter), however, not meeting quarterly goals will need an explanation.
		Unduplicated					0	
AGENCY EVENTS Develop training, professional development, and/or technical assistance for NBDCs per your RFP response, conducted on your own (i.e. not a collaboration). Agency Events may include, but not limited to: training on budget development, navigating the invoicing process and financial management of their organization; Maintain number of hours of technical assistance provided and the number of organizations supported.	Report agency events data through ECM directly, or by utilizing an approved Peer-to-Peer Trainer ECM upload Excel template; Submit proof of event (i.e. photo) in ECM as well. Monthly reporting recommended; Quarterly at minimum.	Clients / Units	#	#	#	#	0	100% Quality events; Planned output is cumulative (i.e. Total output should be met or exceeded by the end of the fourth quarter), however, not meeting quarterly goals will need an explanation.
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SUCCESS STORIES Provide stories / photos about helping your fellow NBDCs; Profile successful implementation of an engagement project, and document any media coverage received.	Report Success Stories into ECM directly or by uploading the Success Stories Word template in the appropriate Supplemental Documents tab; Monthly reporting recommended; Quarterly at minimum.	Clients / Units	1	1	1	1	4	100% Quality success stories; At least one story per Quarter with clear demonstration of agency relationship/impact with NBDCs; Planned output is cumulative (i.e. Total output should be met or exceeded by the end of the fourth quarter), however, not meeting quarterly goals will need an explanation.
		Unduplicated					0	
MARKETING Implement marketing campaigns that promote your NBDC Peer-to-Peer Trainer Program to your fellow NBDCs; Must have a functional website denoting your participation in the NBDC Program, and with content relevant to clients / members as it relates to your NBDC Program, contact email, phone and social media outlets; website must include, at minimum, City and local resources for businesses; link to the City of Chicago Small Business Center web page; link(s) to NBDC service area Alderman/men website(s), calendar of events, sign up page for...	Report marketing data through ECM directly, or by utilizing an approved Peer-to-Peer Trainer ECM upload Excel template; Two of the required output numbers (1 in Q2 and 1 in Q4) is a BACP audit of the NBDC website; Monthly reporting recommended; Quarterly at minimum.	Clients / Units	1	2	1	2	6	100% Quality marketing campaigns; Planned output is cumulative (i.e. Total output should be met or exceeded by the end of the fourth quarter), however, not meeting quarterly goals will need an explanation.
		Unduplicated					0	
BACP EVENTS Attend all mandatory NBDC Quarterly Meetings; At least one NBDC staff member is required to attend the duration of said meeting; Participate in one (1) Small Business Center on the Road Expo; Participate in BACP led trainings and/or BACP meetings.	Event attendance will be automatically recorded upon attendance of qualified BACP Event.	Clients / Units	1	1	1	1	4	100% Attendance, and participation, of mandatory BACP events.

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		Unduplicated					0	
TRAINING PLAN & CURRICULUM Provide a training plan, schedule and curriculum If training is cohort-based, then provide one (1) per program; If training is customized per client/member, then provide one (per) participant.	Report training plan & curriculum material through ECM directly, or by utilizing an approved Peer-to- Peer Trainer ECM upload Excel template; Submit proof of event (i.e. photo) in ECM as well. Monthly reporting recommended; Quarterly at minimum.	Clients / Units	#	#	#	#	0	100% Quality training plan & curriculum schedule; Planned output is cumulative (i.e. Total output should be met or exceeded by the end of the fourth quarter), however, not meeting quarterly goals will need an explanation.
		Unduplicated					0	