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**CREATION / REVISION OF DOCUMENTS**


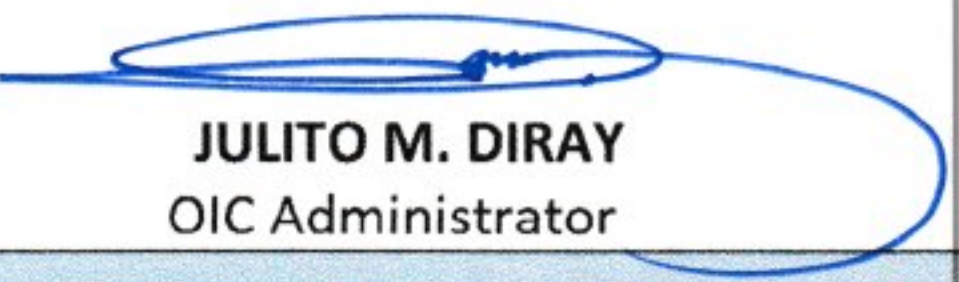
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	<b>DESIGN AND DEVELOPMENT GUIDELINES</b>		Revision Number	00
			Page Number	1 of 6
			Effectivity Date	<b>November 9, 2021</b>

## **1. DESCRIPTION**

This procedure describes the process of design and development of products and services provided by the DOJ-Parole and Probation Administration, as mandated by the law. This is a continual process of development to ensure effective rehabilitation programs for probationers, parolees, pardonees and first-time minor drug offenders and efficient and quality delivery of mandated functions to meet the needs of customers. The process involves needs assessment, program design and development, program implementation (including pilot implementation, if necessary), monitoring and evaluation system.

## **2. PURPOSE**

This procedure serves to document the process of designing and developing the rehabilitation programs and services for the clients in order to meet their needs.

## **3. SCOPE AND APPLICATION**

This procedure must be observed to ensure that in-depth study was conducted in designing programs and services of the Agency for realization of its Vision-Mission and Goals and to meet the needs of the clients and other stakeholders.

## **4. DEFINITION OF TERMS**

- 4.1 Evaluation – the systematic assessment of an initiative, program or policy, including the collection and analysis of qualitative and/or quantitative data to determine whether the program is achieving its intended objectives.
- 4.2 Evidence – information that is presented to support or counter an assertion. Evidence is used to support the selection and implementation of program design elements.



- 4.3 Indicators – measurable qualities which track the progress of the program, initiative or activity toward the intended outcome(s), and help assess whether or not the intended outcome(s) have been achieved. They can be both qualitative and quantitative.
- 4.4 Inputs – a component of a program logic model. Inputs are the financial, human and other resources that go into a program.
- 4.5 Monitoring – the systematic collection and review of data that indicates the extent to which a program is achieving its intended objectives.
- 4.6 Needs assessment – a type of evaluation that is conducted to determine the need for a program, the current mechanism for filling that need, determining what gaps exist and the most appropriate ways for filling those gaps.
- 4.7 Objective – a concise statement that describes the goal, intended aim or purpose of the program. It is often used interchangeably with goal or intended result.
- 4.8 Outcome – the change that participants experience as a result of participating in the program.
- 4.9 Outputs – concrete products or services provided by the program (e.g. workshops, clients provided counselling service).
- 4.10 Participants – people who use the services provided by a particular program. The term is often used interchangeably with program users and clients.
- 4.11 Pilot project – a small scale implementation of a program over a set period of time. Pilot projects use robust monitoring and evaluation processes to test whether a hypothesis or model is effective at addressing a specific issue and to determine how the model works in the real world.
- 4.12 Products and Services – refer to any form of assistance related to the delivery of mandated functions of the Agency.
- 4.13 Program – a group of clear, related, complementary activities that are intended to achieve a desired outcome among the target group(s).
- 4.14 Program components – the elements that make up a program including strategy, principles, activities and outputs.
- 4.15 Program design and development – a process that an organization uses to develop a program. It is most often an iterative process involving



research, consultation, initial design, testing and redesign. A program design is the plan of action that results from that process.

- 4.16 Project – a group of activities intended to achieve a specific goal, typically over a shorter duration that is more specific and narrow than a program.
- 4.17 Qualitative data – non-numerical information that can be observed, described or written and is analyzed by themes.
- 4.18 Quality control – procedures intended to ensure that services are provided according to standards and program policies.
- 4.19 Quantitative data – numerical information that can be measured.
- 4.20 Stakeholders – any group that has an interest in a program and would be affected in some way by a program.
- 4.21 Strategic planning – an organization's process for defining its direction and long-term organizational goals. Any program within an organization should be consistent with its overall direction.
- 4.22 Strategy – a plan of action or chosen direction designed to help a program meet its overall aim.
- 4.23 System – a set of inter-connected activities, programs and organizations that combine with the external environment to form a complex whole.
- 4.24 Targets – used for monitoring purposes, it is what a program is trying to achieve in relation to its performance indicators.
- 4.25 Target group – the population that a particular program is trying to reach.

## **5. POLICY**

- 5.1 The Agency shall establish and follow the process for designing and developing products and services to ensure that all program components are incorporated in the development of programs and services provided to clients and stakeholders.
- 5.2 Review of existing program design is based on the following:
  - 5.2.1 Changes on needs and requirements of internal and external



- customers and stakeholders;
  - 5.2.2 Additional mandate/function of the Agency;
  - 5.2.3 Results of monitoring and evaluation of existing programs and services;
  - 5.2.4 Emerging practice/s in the field of community-based corrections.
- 5.3 The management shall create a Technical Working Group for program design and development with the following general functions:
- 5.3.1 gathers input and feedback from all stakeholders;
  - 5.3.2 develops program design;
  - 5.3.3 formulates pilot implementation plan and make the necessary changes as the results of pre-implementation;
  - 5.3.4 formulates program implementation plan;
  - 5.3.5 devises monitoring and evaluation systems; and
  - 5.3.6 retains all the documents, records and minutes of meetings for future use/references.
- 5.4 The members of the Technical Working Group/Committee (TWG) shall be composed of, but not limited to the following, as may be appropriate:
- 5.4.1 Regional Director and Assistant Regional Director as Chairperson and Vice Chairperson of TWG, respectively;
  - 5.4.2 Finance Officer
  - 5.4.3 RDs/ARDs/DCs/CPPOs/officers with relevant expertise/ knowledge and experiences in the proposed program.
  - 5.4.4 Staff as secretariat

## **6. PROCEDURE DESCRIPTION**

- 6.1 Identify potential needs.
- 6.1.1 Identify additional needs of the people implementing and/or beneficiaries of the program that are not being addressed. This may create an opportunity for new programming – adopting existing program, adapting a program or designing a completely new program.
  - 6.1.1 Conduct a needs assessment
    - i) What is the purpose of the needs assessment
    - ii) Formulate needs assessment questionnaire
  - 6.1.2 Determine data/information sources, those who will directly involve in delivering the program and/or those affected by the program (stakeholders)
  - 6.1.3 Collect information/data
  - 6.1.4 Analyze and interpret the gathered data/information



#### 6.1.5 Document findings

### 6.2 Develop the program design

6.2.1 Research potential programs for filling needs.

6.2.2 Select an evidenced based design

6.2.3 understand the context of the program to be delivered

6.2.5 take all of that information and design a program that will work for the target population in a particular setting – key elements of a program that works and not work.

### 6.3 Pilot the program

6.3.1 When to pilot a program

- i) It is a completely new program; or
- ii) It is an adaptation of a program that has been implemented elsewhere; or There are significant changes to existing program

6.3.1 How to pilot

- i) Develop an **implementation plan** that sets out the activities of the program, personnel involve, the timelines and expected outputs. The implementation plan should include a process for monitoring the achievement of the desired outputs as well as intended outcomes.
- ii) Develop an **evaluation plan** to determine if the program can be efficiently implemented as designed, and it can collect baseline data about the program participants and its impact.
- iii) Identify the **resources needed** for the pilot including funding, staffing and evaluation costs.

### 6.4 Roll out the program

Implementation of the plan for program delivery, monitoring the progress and responding to changes in population needs. Program implementation involves effective allocation of resources, clarification of roles and responsibilities among program staff, program participant engagement and management of unexpected challenges that emerge after the program starts.

### 6.5 Monitor and evaluate

6.5.1 Monitor if the program is achieving its objectives and outcome indicators;

6.5.2 Monitoring systems which establish ways to collect, store and review the information on a regular basis;

6.5.3 Conduct of a periodic extensive evaluation to determine whether



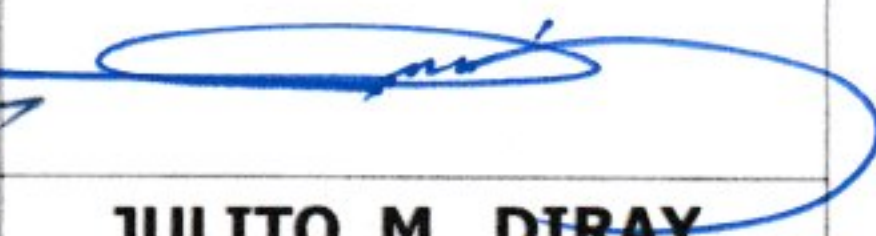


the program needs to change. Evaluation is a systematic assessment of an initiative, program or policy, including the collection and analysis of qualitative and/or quantitative data.

## 7 REFERENCES

- 7.1 Design and Development Process
- 7.2 Documented Information Process
- 7.3 Management Review Process
- 7.4. Corrective Action Process
- 7.5 ISO 9001:2015 QMS Standard

## 8 DOCUMENT REVIEW AND APPROVAL

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