

Worksheet 5: Program Action Roadmap—From Vision to Strategy

Program Vision

Insert previously agreed-upon vision (from **Worksheet 2** or other source).

Identified Pain Points

Insert pain points related to your vision as identified in Journey Mapping, Service Blueprinting, root cause analysis, or another exercise outside of the Toolkit.

Pain Point Number (#)	Pain Point Description
1	
2	
3	
4	
5	

Solution Areas & Strategies

Based on the information in **Module 2** of the Toolkit, crosswalk your identified pain points with the corresponding problems and solution areas. Your pain point may not be listed in the toolkit examples, and your team should consider which pain points are most closely related to yours. **You do not need to have a pain point listed for each solution area—choose only the solution areas that correspond with the pain points you want to focus on.**

Problems	Solution Areas	Linked Pain Point (#)
Program-level Problems	Knowledge sharing	
	Identifying opportunities for policy alignment Physical and virtual co-location	
	Physical and virtual co-location	
	Coordinated outreach and public communication	
Application, eligibility determination, and renewal problems	Coordinated applications	
	Coordinated eligibility determinations	
	Coordinated renewals	
Service-level problems	Coordinated intake and referrals	
	Coordinated case management	

So-That Chains

So-that chains are a way to articulate the causal pathway from activity to outcomes to impact. They can also help identify where there are gaps or where planned strategies/activities do not match the original vision. While the process for this is quite simple, it can produce robust discussion and help draw out your theory of change.

1. **Select a proposed strategy and put it at the top of the diagram below.**
2. **Ask “so that what?”**
 - Place the next outcome below
 - Example: “We provide training **so that** participants gain credentials.”
3. **Keep asking “so that what?” until you get to the intended impact of the strategy.**
 - You may need more or fewer boxes to do this than what the graphic shows. If you can’t logically connect these, the group may need to reconvene to see if another strategy is a better fit for the problem.
4. **Validate with the group.**
 - At the end, walk through the full chain aloud. For example: “*We do X so that Y happens, so that Z happens, so that families achieve stability.*”
 - Check for agreement and adjust as needed.

