

Family First Readiness Strategy Sessions

Albany Capital Center

December 4, 2019



Exploring Organizational Readiness and System Change

A framework for organizational change



Topics We Will Cover



30 minutes


1. Counties Strategies for Achieving Family First Readiness
2. Organizational Readiness to Change: What is it, and how do we cultivate it?
3. A Framework for Building Implementation Capacity
4. Applying Human-Centered Design Principles to Support Implementation
5. Achieving System Change

Counties' Strategies for Achieving Family First Readiness


 **5 counties**
New foster parent
services/supports


 **3 counties**
Full-disclosure
policy and practice

2 counties
New kinship
certification
training 

3 counties
Case review for JD/PINS
to step down/discharge
from congregate care 

3 counties
New kinship
specialist position

 **1 county**
New kinship
specialist team

3 counties 
Strengthen a community-wide,
cross-system service array

Counties' Innovative Strategies



- Develop clear safety planning policy
- Use CLEAR or Lexus Nexus to expedite background checks for emergency certification
- Increase provider accountability by amending contracts
- Implement family team meeting practice
- Develop new protocol to ask all vacant foster homes to accept a placement, regardless of their expressed age preference
- Asking voluntary agencies to develop new supports for JD/PINS, including very short stays in residential care that include treatment and in-home diagnostics

Successful Implementation Requires...



Organizational Readiness: What is it, and how do we measure it?

- According to B.J. Weiner, **organizational readiness for change** is measured by staff's shared commitment to change and their shared belief in their collective capability to change.
- Readiness is also impacted by how much staff value the change and how much individual capacity they have for implementation work.



Increasing Organizational Readiness to Change

- Increase shared commitment to change
- Improve shared belief in their collective capability to change
- Increase the perceived value of the change
- Improve staff implementation capacity



Examples of Cultivating Readiness to Change

- Use communications tools to increase stakeholders' knowledge of and commitment to an issue
- Provide professional development and training to increase stakeholders' belief in their collective capacity to change
- Provide stakeholders with data on the likely impact of a change for children and families
- Take away work to increase staff capacity for something new



A Framework for Building Implementation Capacity

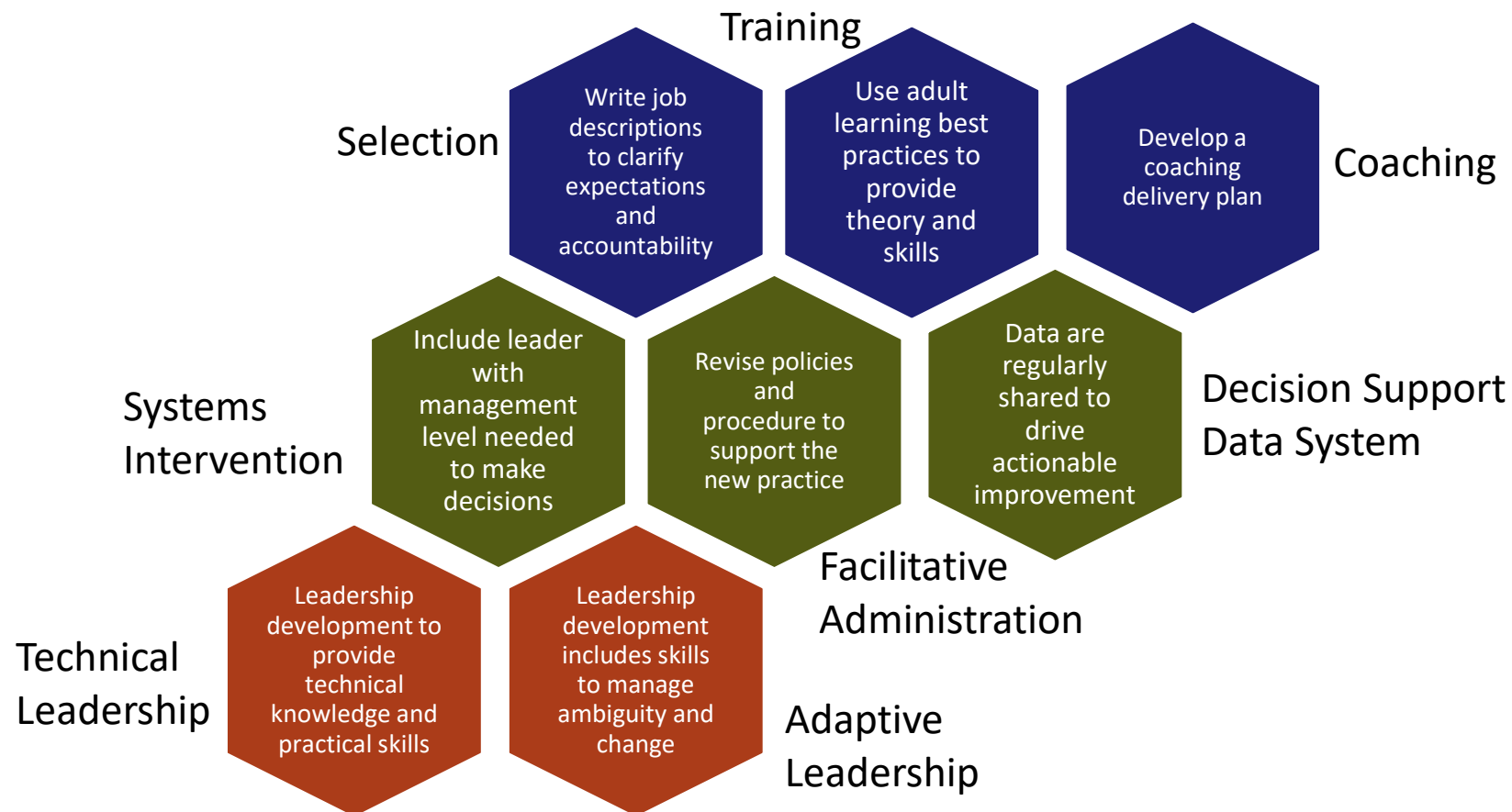


Citation: National Implementation Research Network. Framework 3: Implementation drivers. *Active Implementation Hub*. <<https://nirn.fpg.unc.edu/module-1/implementation-drivers>> accessed November 5, 2019.

Which Implementation Drivers Are Strengths in Your Agency?



How to Strengthen Drivers



What Is Human-Centered Design?

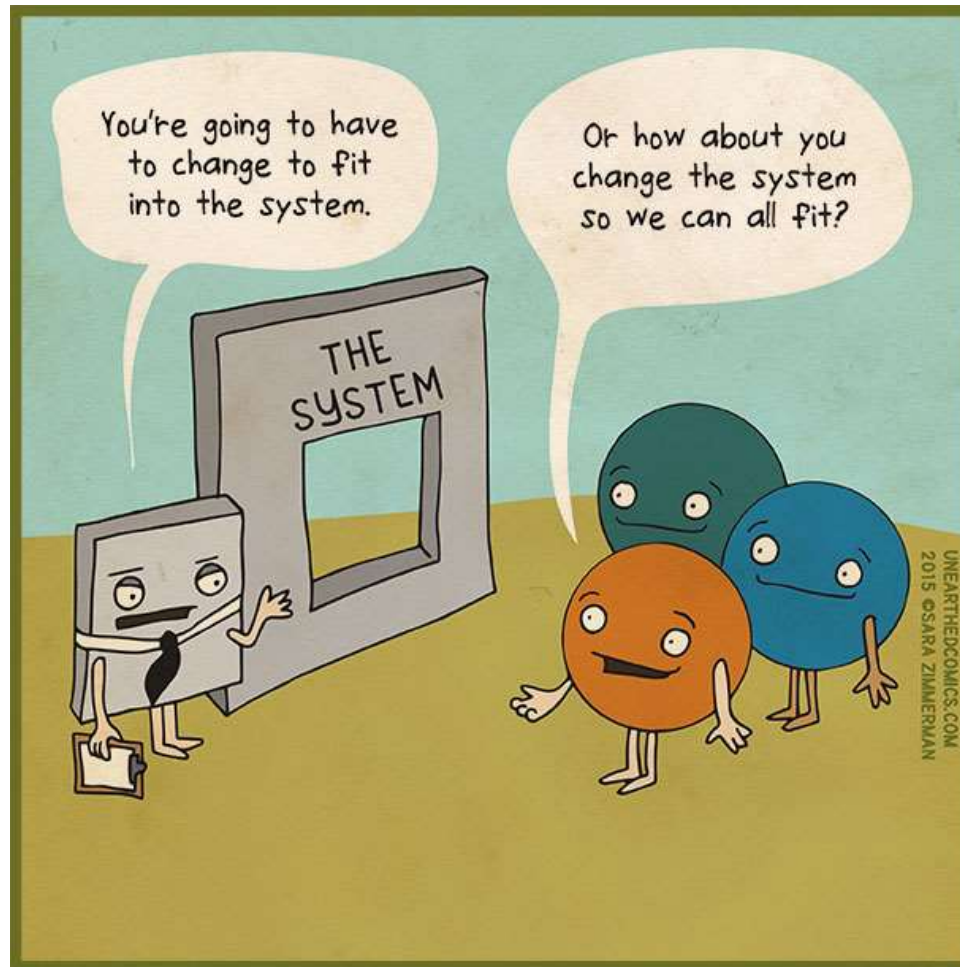
“Human-centered design **is a creative approach to problem solving....**that starts with **the people** you’re designing for and ends with **new solutions** that are tailor made to suit their needs.”



Applying Human-Centered Design to Support Implementation

- **Empathy:** Use a survey or focus group to find out what is important to the people your strategy would help
- **Co-Creation:** Facilitate a collaborative design session with various stakeholders to gather input into the design of a solution
- **Prototyping:** Run your new solution for a few weeks to see what works and what doesn't, and then make adjustments

What Is System Change?



Resources for Further Exploration

- Active Implementation Hub from the National Implementation Research Institute:
<https://nirn.fpg.unc.edu/ai-hub>
- Casey Family Programs Implementation resources:
<https://www.casey.org/tag/implementation/>
- *Systems Change: A Guide to What It Is and How to Do It* by Rob Abercrombie, Ellen Harries and Rachel Wharton, June 2015
- Child Welfare Capacity Building Collaborative:
<https://capacity.childwelfare.gov/>

Thank you 😊

