

Strengthening Families Practice Model Implementation Team, Region IV
Notes from session on 3/20/12

1. Session Objectives

- Review templates and examples for effective implementation
 - Charters
 - CI plans, remedies and quick wins
- Review and refine a region-wide communication plan

2. Charters

The full team brainstormed this list of possible goals or work products to include in their respective charters:

- A. Assessments (see next item for related details)
- B. Continuous improvement plans, including staging of continuous improvement/implementation teams at the area office level.
- C. Monitoring plans for the region-wide and area office-specific implementation efforts.
- D. Operational definitions of what a practice strategy looks like when effective.
- E. Business process mapping.
- F. A structure and methods for collaboration with other groups within DCF who are focused on the same or closely related efforts.

3. Continuous Improvement Plans, Remedies and Quick Wins

The full team brainstormed this list of potential assessment methods to include in their respective charters:

- A. Staff or client surveys.
- B. Quantitative data collection and analysis.
- C. Scan of current, related efforts taking place elsewhere (this could be a scan for promising strategies and practices outside of DCF).
- D. Staff or client interviews.
- E. Business process mapping (can also serve as an assessment of current practices and methods).
- F. Direct observation.
- G. Case records reviews.
- H. Focus groups and advisory groups (e.g., family and youth feedback for either a specific item or for ongoing feedback and advice).

4. Next Steps for the Full Team

The full team committed to these next steps:

- A. All committees will submit quick win ideas to Javier by April 3.
- B. All committee chairs will meet to review potential charter overlap together, prior to May 1 and coordinated by Javier.
- C. All charter drafts will be completed and submitted to Javier for sponsor group feedback by May 1.
- D. All committee charters will be completed by June 1.

- E. All committees will consider specific TA they might need and submit any related requests to Javier.

5. Communication Plan Review and Refinement

The committee received the following input from a state office perspective:

- A. Emphasize communication methods that focus on personal interactions/person-to-person activities.
- B. Make use of www.ctparenting.com Materials there include messaging that is well-aligned to advancing the practice model.
- C. A region-specific Facebook page is a good idea.
- D. The commissioner is actively inquiring about whether or not the key messages coming from her office are being echoed throughout the agency and within the regions. This is a priority goal for the plan.
 - o The “ombudsman” data (client feedback and complaints) is one important form of assessment and monitoring here.
 - o One of the priority plan methods needs to be reinforcing the commissioner’s messages through the chain-of-command and organizational structure (cascading communication).

The committee also established the following general refinements to be made to the draft survey:

- A. Three main purposes of the survey should guide what we put in the survey content:
 - o Finding out how staff likes to be communicated with.
 - o Finding out if the key messages are being heard and are sinking in
 - o Finding out if we’re achieving our stated goals
- B. Based on these purposes, we should make these general changes:
 - o Standardize the rating scales and limit any related confusion
 - o Use “area office” and “central office” when differentiating between local and broad communication sources
 - o Provide short introductory statements for each question set
 - o Put question #3 first
 - o Replace the content in questions #4 and #5 with ones that are customized from the plan goals and backup section
 - o Move question #7 to the front, right after question #3, and ask the same set two ways:
 - Are you bought in to the practice?
 - Can you perform this practice yourself?
 - o Eliminate question #8, merging any useful sub-questions there into other question sets.

The committee also decided on these action plan elements for implementing the survey:

- A. We will deliver the survey in paper form, within a meeting format and with an explanation of the survey’s purpose and a commitment to following through on the results.
- B. We will implement the survey between April 15-30
- C. By March 29, Regina will write up the survey explanation for the meetings

- D. By March 27, all committee members will submit additional suggestions or questions for the survey content to Regina, especially for questions #4 and #5
- E. Susan and Regina will revamp the survey on March 29, and determine how best to further refine the draft with committee input between that date and the implementation date
- F. The next review of the survey draft will include deciding if some of the questions should be used in focus groups instead of the survey

The committee also decided on these general next steps:

- A. The committee will recommend to the state-wide change management team that talking points that reinforce the commissioner's key messages be developed as a desk aid for all staff to have with them
- B. The committee will also recommend to the state-wide committee a 3-4 minute video be produced that describes:
 - o How DCF is changing
 - o What it's like to work at DCF

The committee liked the idea that the video might be produced by kids. Gary will work with Michael and perhaps others on the related recommendation/proposal.