THE IMPORTANCE of QUALITY IMPLEMENTATION for INTEGRATED MODELS of HUMAN SERVICES DELIVERY

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KEY TAKEAWAYS

- Looking @ the ISDM with the HSVC/ 3 levels of implementation

- Demonstrative ROI is critical

- Determine non-negotiables and allow for flexibility

- Integrating Implementation practice into the process can be a cultural shift

- Practice model can be a translation tool between practice reality and policy re: resources

- Implementing a philosophy doesn't work for front-line employees

- Making capacity is a huge component of implementation

- Engagement of front-line workers AND clients

- We collect client impact stories but not implementation narratives and then expect transformation of client lives

- If something is worth doing its worth doing poorly for 6-12 months

- We have to listen to and translate the stories from the people doing the work

- Implementation teams are key

- Core components and ways to customize to worker and client

- Type 3 error evaluate on outcomes for an intervention that did not fully take place

- Frontline consists of creative genius, find a way to harvest "workarounds"

- Implementation Teams

- Always involve "practice level" front-line implementation in discussion, ideation, and redesign for any implementation efforts for it to be realistic and successful

- Question: you don't mention "trust" with the practitioner. How do we build this relationship to set the shared information exchange you want they don't trust states agencies to do the right thing for families?

- Question: How do state/county take into account the context of the agency they work and the many stakeholders, other themselves, who are funding aspect of the work (if not profit) that pressure them to do work differently that doesn't align with your intervention?

- Question: you mention "high quality" tools, but often the front line staff don't have buy-in and feel "one more thing" is pushed on them. How does it fit into broader org (not county) processes, how do you overcome this? How to make so you aren't pushing this on org vs. collaboration with the community organizations?

- The examples and the breakdown of how important it is to recognize the work of the frontline workers

- Take to frontline staff about their workarounds

- The expectations around training of implementation is unrealistic in my setting

- No one in the workforce development –frontline workers, managers administrators—sees themselves as able to make change in the system

- If you don't figure out how the "miracle" happens, there is harm to staff and clients

- In implementation, we need to take the time to honor and respect everyone's experience

- How to attend to the org culture in making change

- Develop a practice profile

- Implementation strategies take time to do well, though funding systems need to allow time necessary to do well

- Loved the point re: Can't graph a best practice on to a dysfunctional system. Great Session!

- Cultivating the practice of "what is most important now?"

- Focus the time and energy on detailed implementation through a framework

- Quality implementation starts with the lived experience of the implementer

- "Tell me another story…" (repeat)

- Get a data system that allows staff to make decision in the moment

- Take the time to talk to front line staff

- Test parts of the model

- System thinkers and implementers are both needed to create solutions that are workable

- The importance of pilots

- How to be realistic about the time it takes to really make change

- Knowing where the branches begin and end "the edges"

- Vision + Translation + Consistent Practice + Functional Narrative = Real Benefit