

Welcome! Training will begin in a moment.

- You can manage your audio using the **audio option** at the top of your screen. (It looks like a microphone or telephone icon.)
 - All attendees will be muted and we encourage you to attend by choosing “**listen only**” from the audio menu. This will enable the sound to be broadcast through your computer, so **please make sure your speakers are turned on or your headphones are plugged in.**
 - If you do not have sound capabilities on your computer or prefer to listen by phone, call the toll-free number: 1-888-919-6529 (no code)
- Materials for this training are available in the **Files Pod** for download and will also be available after the training. **Please download the Guided Exercise for use during this training.**

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Program Implementation: Making it More Successful

January 25, 2017



During This Training

- Real-time **captioning** is provided during this training. The captions can be found in the **Captioning Pod**, which appears below the presentation area.
- If you experience any **technical difficulties** during the training, please use the **Chat Pod** to send a message, and we will do our best to assist you.
- **For Q&A:** Please use the **Chat Pod** to submit any questions you have during the training and we will direct the questions accordingly during the **Q&A portion**.

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Please Note

- This training is being **recorded** and the archive and all materials will be available on the WINTAC website within two weeks at www.wintac.org.
- A quiz for **CRC credit** will be available on the WINTAC website after the training.
- If you have not done so already, please download the **Guided Exercise** from the **Files Pod** for use during this training.

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Presenters



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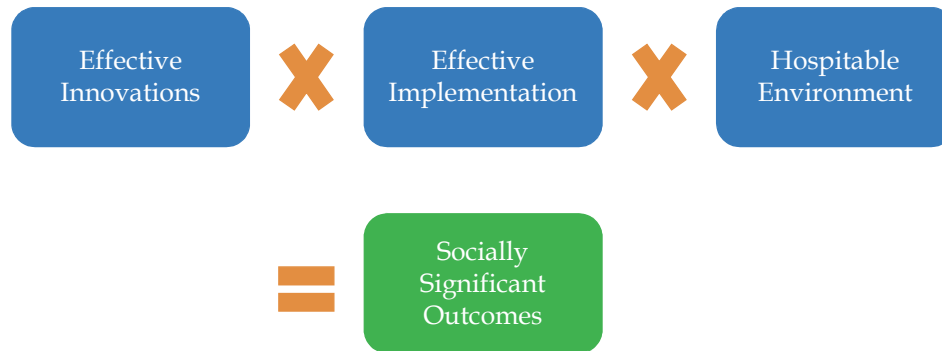
Learning Objectives**

- Summarize the National Implementation Research Network (NIRN) findings on implementation
- List 9 drivers of successful implementation
- Assess your organization's current status of implementation of the Workforce Innovation and Opportunity Act (WIOA)

Are there asterisks in the slide title? Use the **Guided Exercise to take notes and apply what you are learning on that slide. Please take a moment to review the Guided Exercise **Instructions**.

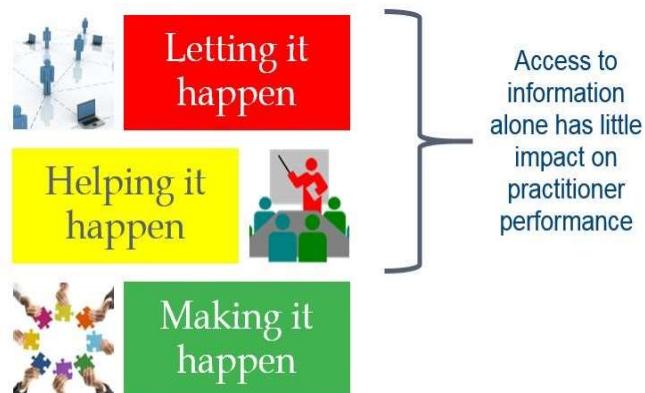
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Why Use Implementation Science?



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Information and Change



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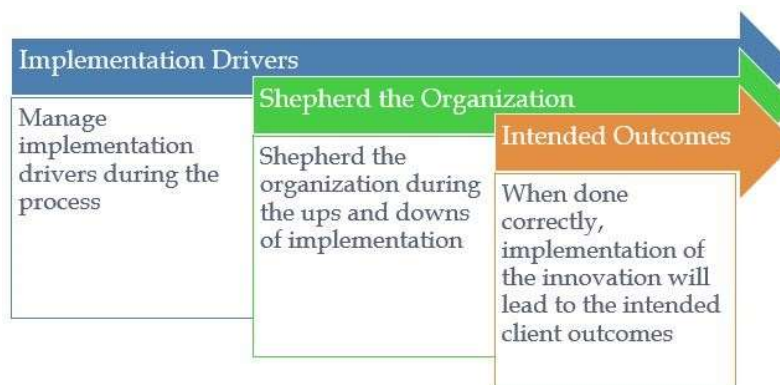
Step 1: Select & Define the Program**

- Clear description of the program
- Clear description of the essential practice elements
- Operational definitions of the essential practice elements
- A practical assessment of practitioner performance

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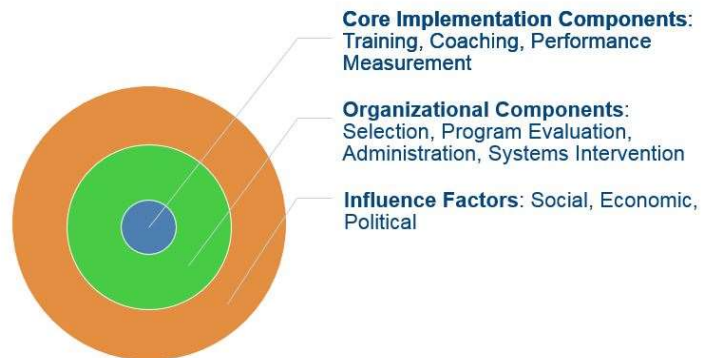
Step 2: Assemble the Go-Team**

- Implementation Team members have special expertise in the program being implemented and Implementation Science.



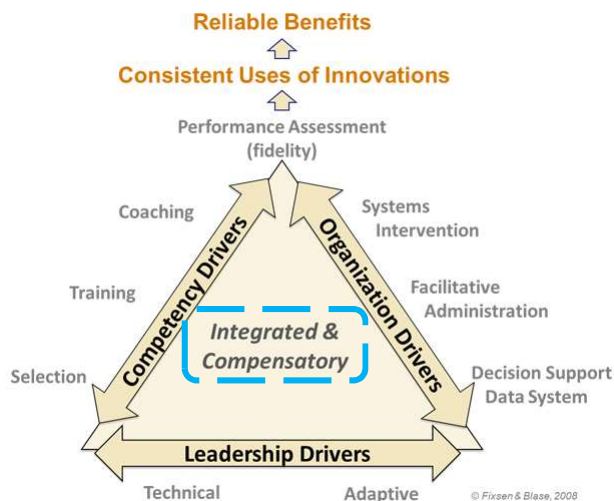
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Multilevel Influences on Success



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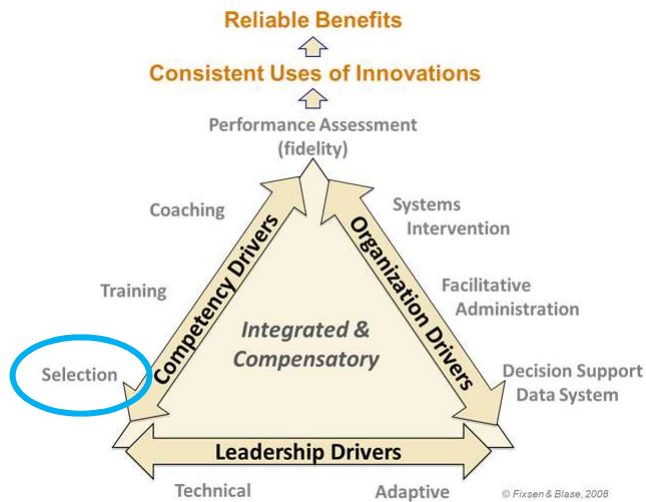
Step 3: Assess & Strengthen Implementation Drivers



Weaknesses in one driver can be mitigated by strengths in other drivers

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Step 3: Assess & Strengthen Competency Drivers**

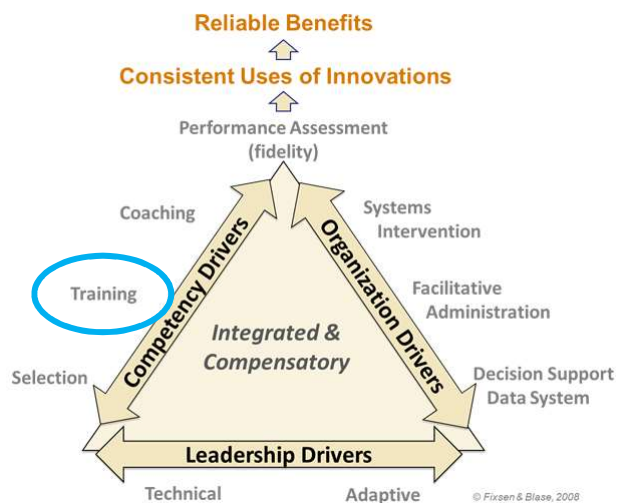


Selection of:

- Practitioners
- Organization staff
- Staff for Implementation Teams

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Step 3: Assess & Strengthen Competency Drivers**

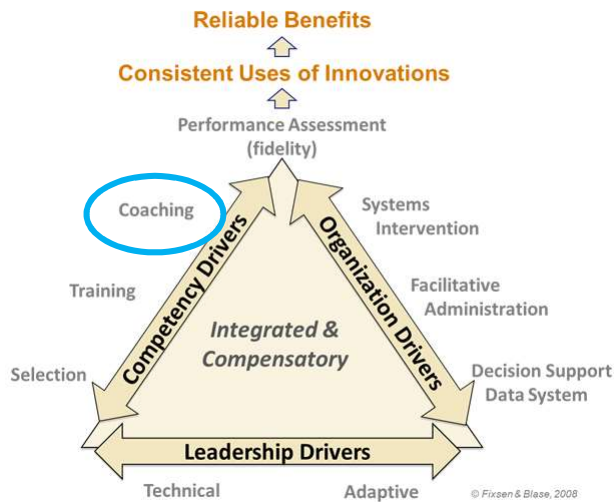


Training approaches:

- Lecture & discussion
- Modeling & demonstration
- Behavior rehearsal
- Feedback on performance

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Step 3: Assess & Strengthen Competency Drivers**



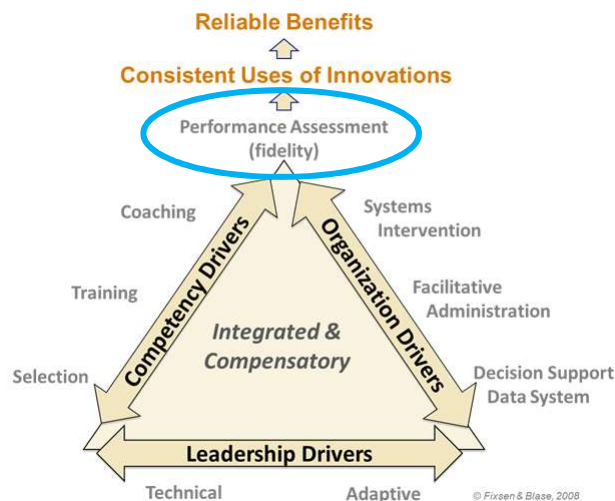
Main roles of a coach:

- Supervision
- Teaching
- Assessment
- Emotional support

Newly-learned behavior is difficult and fragile

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Step 3: Assess & Strengthen Performance Assessment**

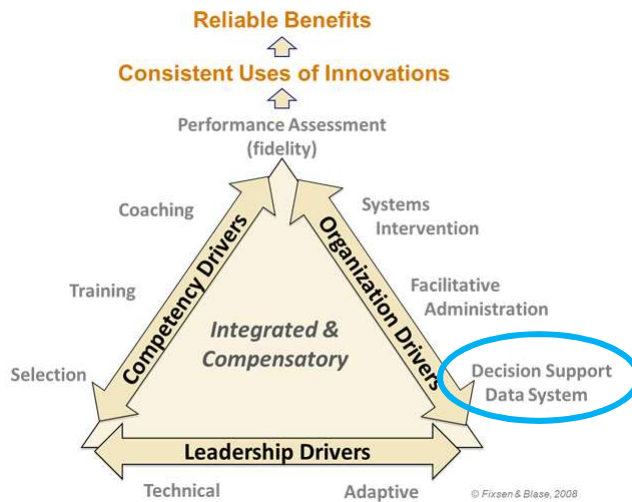


Context measures:

- Completion of training
- Coach-practitioner ratio
- Caseload size
- Subject matter experts
- Availability of certain resources

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Step 3: Assess & Strengthen Organization Drivers**

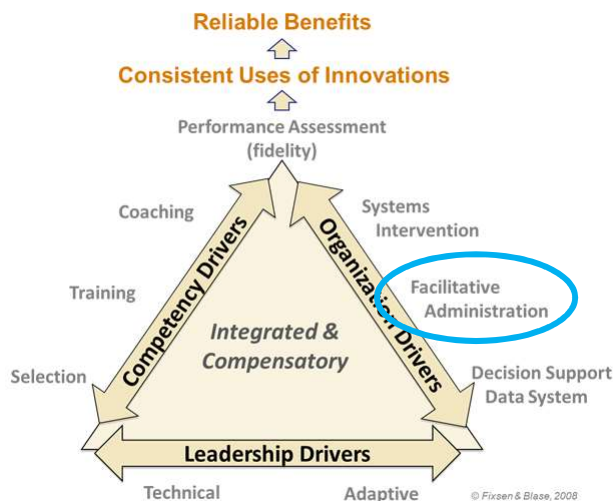


Reliable data are needed to:

- Assess progress
- Support decision-making
- Assure continuing implementation

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Step 3: Assess & Strengthen Organization Drivers**

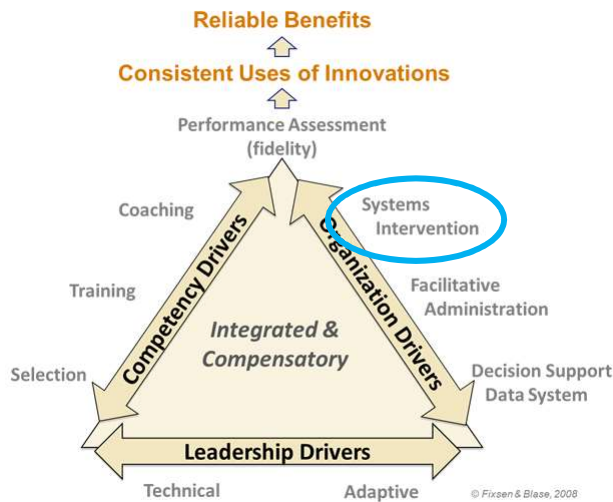


Reducing barriers to implementation and creating a hospitable environment for practitioners through:

- Policies/procedures
- Funding allocations
- Work tools & technology
- Organizational culture

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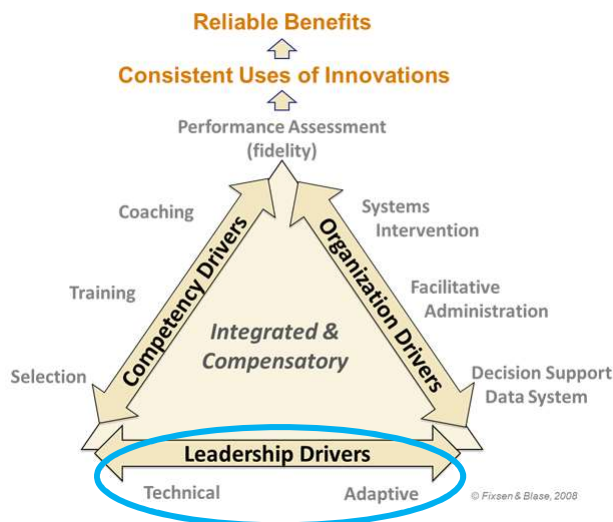
Step 3: Assess & Strengthen Organization Drivers**



- Communication
- Multi-level alignment
- Leadership & focus
- Nurturing champions
- Intervention
- Vigilance

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Step 3: Assess & Strengthen Leadership Drivers**



Less effective styles,
according to Hall & Hord:

- “responders”
- “managers”

Most productive: Adaptive

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Step 4: Assess and Review Implementation Stages



- Determine your stage(s) of implementation – do all agree
- Matching activities to each stage
- Knowing what to expect
- Attending to each stage

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Step 4: Implementation Stages



1. Assess alignment and potential impact on client needs, and on resources at the individual, agency, and community levels
2. Assess potential facilitators and barriers to implementation – the Drivers
3. Develop criteria/benchmarks for go/no-go decision-making at each stage
4. Develop an implementation plan and team with clear tasks & timelines

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Step 4: Implementation Stages



- Use resources to prepare to do things differently
- Install the structural supports (foundation, infrastructure) that are necessary for the new way of doing things

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Step 4: Implementation Stages



- Rapid-cycle problem-solving teams during and after launch
- Track benchmark data (e.g., are we engaging in the program as intended?)
- Strong leadership

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Step 4: Implementation Stages



- ✓ New learning is integrated into practices, policies, and procedures
- ✓ New program/innovation is “accepted practice” and “business as usual”
- ✓ Culture shift to continuous review to ensure targeted client outcomes

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Step 4: Assess and Review Implementation Stages**



- What is your organization’s overall stage?
- What drivers can help at this stage and the next?
- Are there people or parts of the organization that are in different stages?

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Successful Implementation

- How well did we strengthen the Implementation Drivers before starting implementation?
- How well did we follow the required set of core activities at each stage?
- Did we achieve the expected client outcomes within our acceptable range? If not what we expected, how much was due to implementation problems and how much was due to incorrect problem identification?

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How Can We Help You Incorporate These Approaches Into Your Implementations?

- Technical Assistance and Consultation
- Discussion Group/Community of Practice
- Follow-up Training
- Other?

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Resources & Thank You!

National Implementation Research Network

<http://nirn.fpg.unc.edu/resource-search>

Active Implementation Hub (education focus, but parallels to VR)

<http://implementation.fpg.unc.edu/>

Workforce Innovation Technical Assistance Center (WINTAC)

<http://www.wintac.org>

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WINTAC Training Tuesdays - 1:00 PM Eastern

- The Career Index Plus: Getting Started with Labor Market Information (Part 1 of 3) – **Jan. 31**
- The Career Index Plus: Enhancing the Counselor/Client Relationship Through the Development and Use of Client Profiles (Part 2 of 3) – **Feb. 7**
- The Integration Continuum – Where are You Now? – **Feb. 14**
- The Career Index Plus: Advanced Uses for Counselors and Clients in the Workforce Development System (Part 3 of 3) – **Feb. 21**
- Implementing WIOA: VR Leadership as a Core Partner – **Feb. 28**

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