Learn, Innovate, Improve

Tools to Help Tribal TANF and NEW Programs Reach their Full Potential and Document their Success!

2019 Tribal TANF Conference

Michelle Derr

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1. **Your name**

2. **Your role**

3. **Draw a picture that represents you**

4. **Identify your two core values—these are the values that define who you are at work and home**

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Our goals for this skill-building workshop

Understand the mindset and methods of the LI^2 framework and how they can be applied in the Tribal TANF and NEW program context

Introduce tips and strategies for incorporating meaning in performance management and motivation-focused program accountability

Develop a plan for moving forward in at least one area of program improvement

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What motivated LI^2?

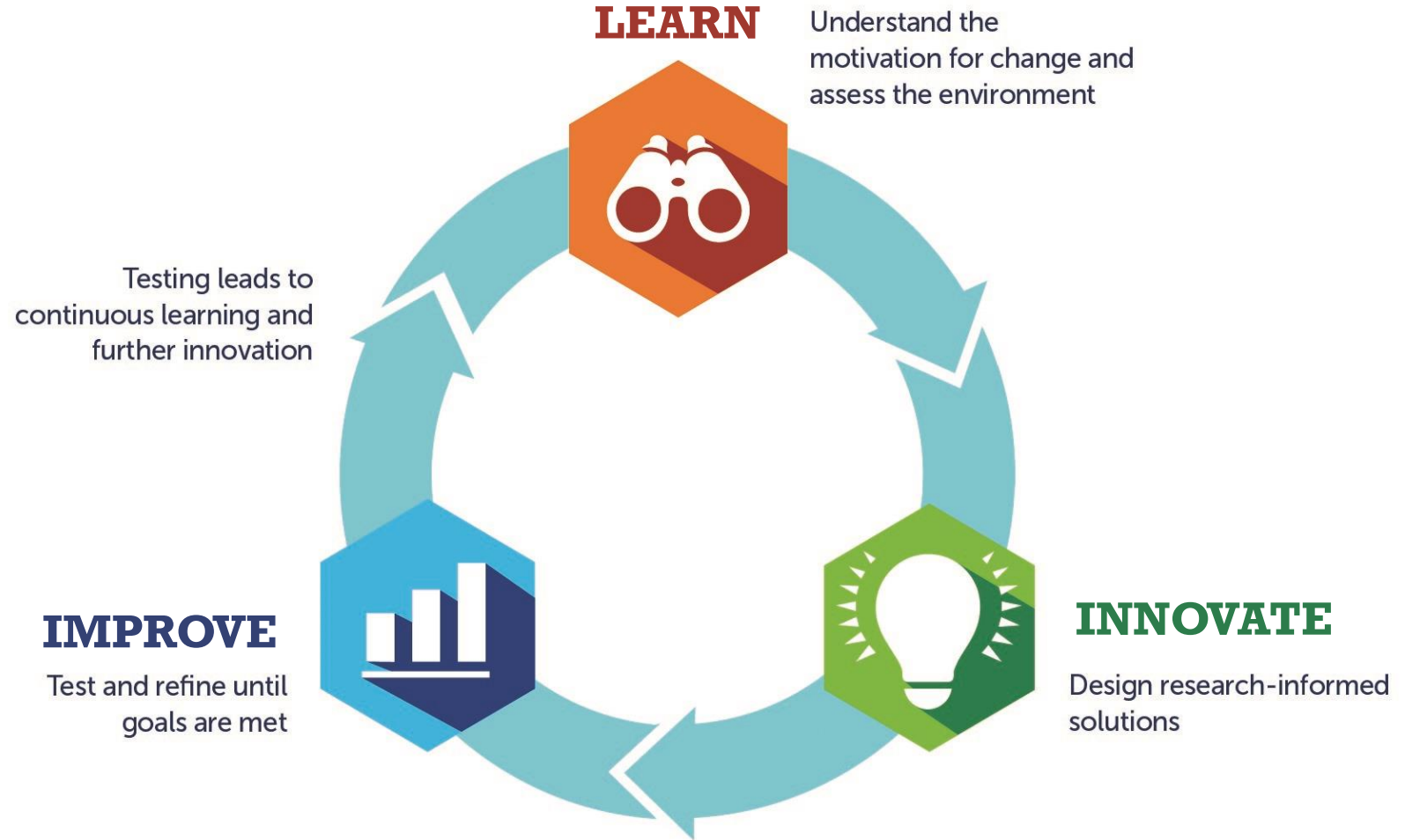**Very limited success in achieving program goals**

Limited capacity among agencies for research-driven decision making

Is it that the interventions don't work, implementation is poor, both, or something else?

Change the way researchers and practitioners work together

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A framework for change

- Learn
  - Clarify the motivation for change
  - Assess the environment's readiness for change

- Innovate
  - Co-create science-informed solutions

- Improve
  - Iteratively test and refine implementation
  - Scale up and test for impact

LEARN Understand the motivation for change and assess the environment

INNOVATE Design research-informed solutions

IMPROVE Test and refine until goals are met

Testing leads to continuous learning and further innovation

What sets LI^2 apart?

Framework informed by evidence

Systematic process anchored by analytic methods

Co-creation at the core

Emphasis on *using* and *building* evidence

Builds **e**vidence for practitioners' everyday decision-making

Builds **E**vidence for the field

Explicit efforts to build local capacity

Focuses first on implementation and integration to achieve scalability and sustainability in the long run

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People are at the center.

- LI^2 intentionally takes into consideration the diverse array of human experiences at every step
  - Identifying the problem
  - Exploring new possibilities
  - Testing and improving
- What works <u>for whom</u>, and under what circumstances?

The Learn phase

Overview of the Learn phase

Two key objectives

Clarify the motivation and reasons for change

Assess the environment's readiness for change

How?

Pairing HCD and traditional research methods to facilitate an ***analytic discovery*** process

Results

Clarified understanding of the motivation to change

Deeper understanding of the problem/root causes

Identification of what we can build on, what might get in the way, and what needs to change in the environment
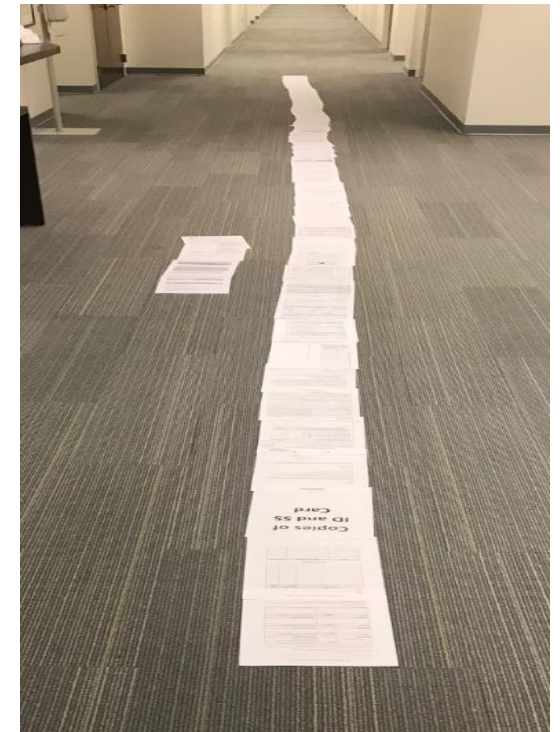
Think about the roses, thorns, and buds (RTB) in your program

Rose — *Something positive or that works really well about your program*

Thorn — *Something negative or that doesn't work so well about your program*

Bud — *One opportunity you see for your program*

Common theme

The Innovate phase

Overview of the Innovate phase

Two key objectives

Explore and co-create solutions that draw on science, existing research, and practice wisdom

Infuse discipline and intentionality into the design process to ensure **narrative alignment** between the strategies and the anticipated outcomes

How?

Pairing HCD and traditional research methods to facilitate an **analytic creative** process

Result

A road map for change

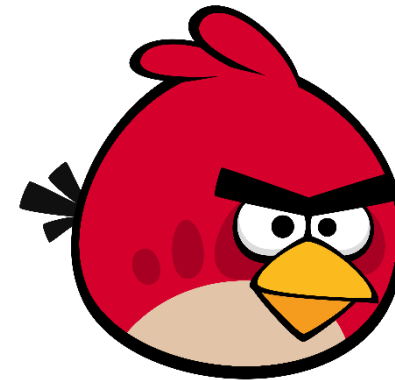# Embrace the innovation mindset

Innovation *requires…*

Time to think

Space to try

Safety to fail

40th
attempt

52nd
attempt

5,126th
attempt

INNOVATE

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13

What I hope to achieve with my immediate team is….

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What would success look like?

You have 2 minutes to write down as many ideas of what "success" would look like as you can

One idea per sticky note—how would you know if you achieved your team vision?

Think about the things that matter most to you
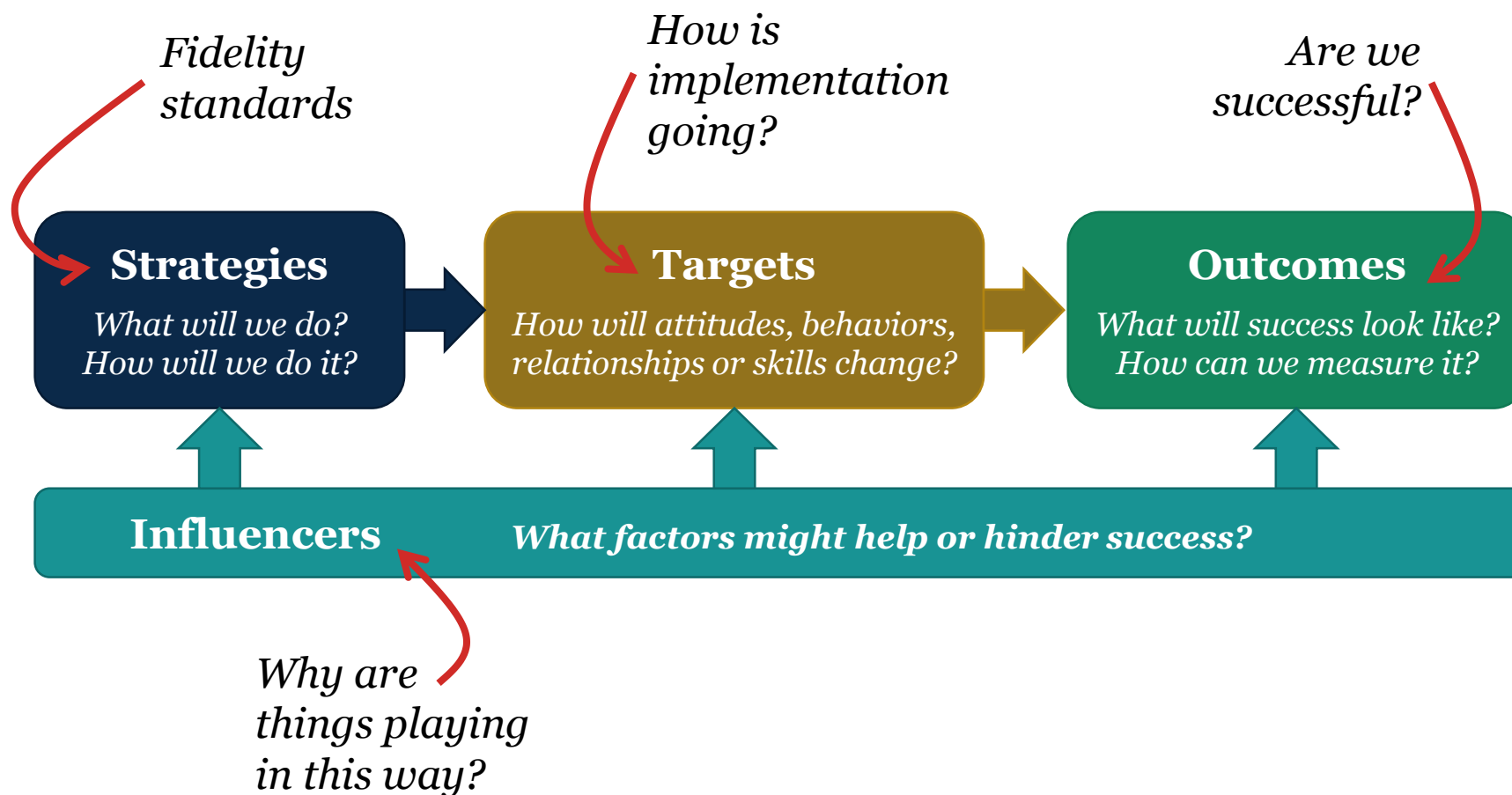
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We achieve success by….

Now, we identify the strategies

You will have 3 minutes to identify how your organization or team will achieve the vision statement

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The road map for change

Fidelity standards

How is implementation going?

Are we successful?

Strategies
What will we do?
How will we do it?

Targets
How will attitudes, behaviors, relationships or skills change?

Outcomes
What will success look like?
How can we measure it?

Influencers   *What factors might help or hinder success?*

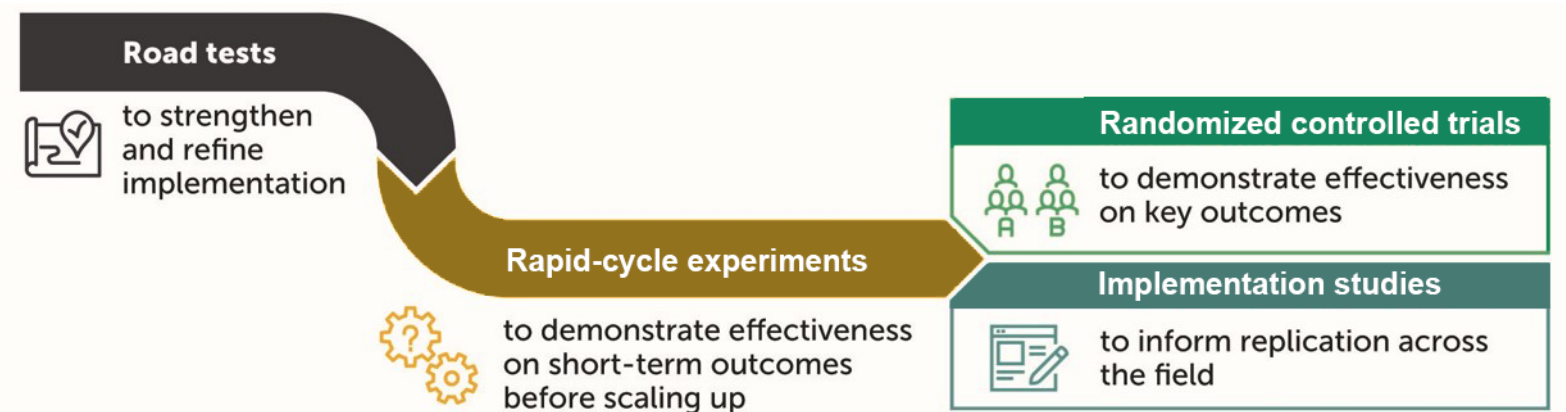*Why are things playing in this way?*

Overview of the Improve phase

Key objectives

Build **e**vidence for everyday decision-making and quality improvement

Build **E**vidence for knowledge-building in the field
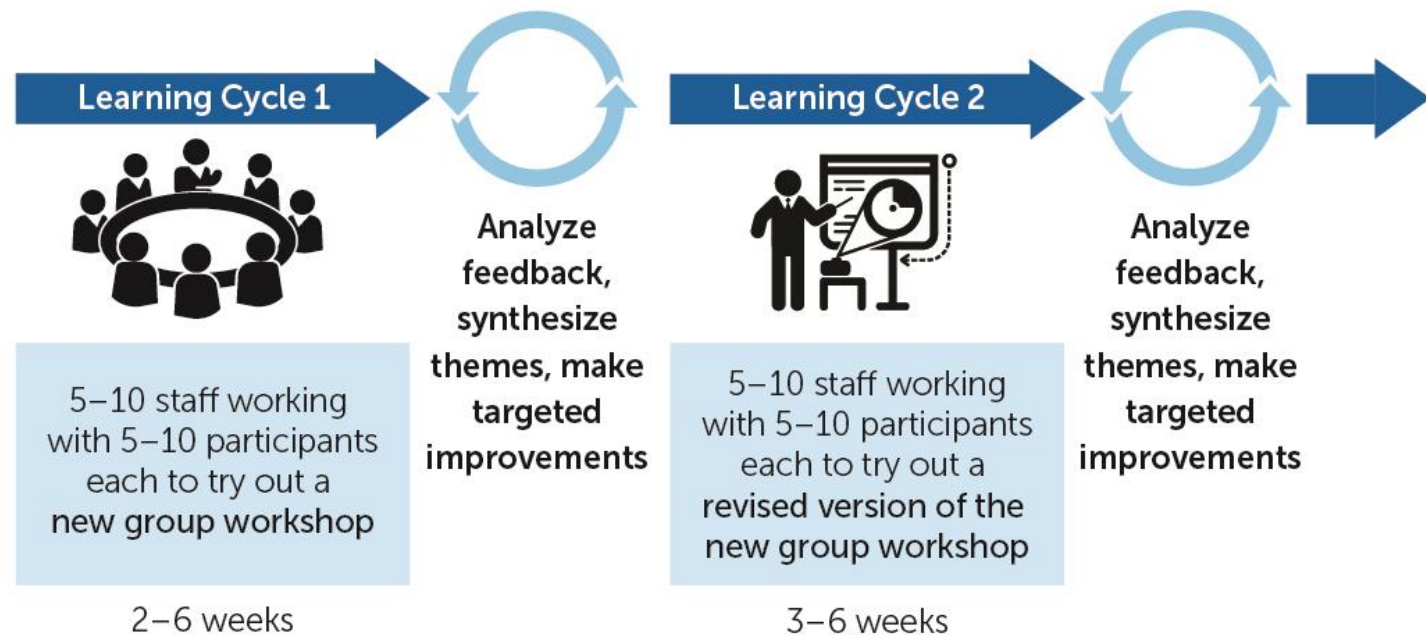
Test and refine strategies until goals are met

What works for whom under what circumstances?

Implementation → Integration → Impact → Sustainability → Scalability

Road testing

**A rapid method for gathering feedback about implementation and integration**

Learning Cycle 1 → Analyze feedback, synthesize themes, make targeted improvements

5–10 staff working with 5–10 participants each to try out a new group workshop

2–6 weeks

Learning Cycle 2 → Analyze feedback, synthesize themes, make targeted improvements

5–10 staff working with 5–10 participants each to try out a revised version of the new group workshop

3–6 weeks

Examples of road test insights

Table 2. Time-use data on counselor-participant meetings

Activity	Cohort 1 (n=16)	Cohort 2 (n=16)	Cohort 3 (n=16)*
Meeting time (average)	62 min	52 min	78 min
Time spent administering the executive skills questionnaire (average)	21 min	17 min	20 min
Proportion of counselors who worked with the participant to identify and set a goal	75%[b]	69%[b]	81%[b]
Time spent identifying the participants goal (average)	11 min	16 min	15 min
Proportion of counselors who referenced or used My Bridge of Strength	13%	13%	44%
Proportion of counselors who used the Goal Action Plan and/or the My Task Plan during the meeting	Not applicable	Not applicable	• 12% GAP • 38% My Task Plan • 25% Both • 25% Neither
Proportion of counselors who used the Strategies for Success tools during the meeting	Not applicable	Not applicable	• 38% Personal Profile • 6% Pocket Guide • 56% Neither

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Examples of road test insights

How has your understanding of your clients, their goals, and their challenges changed now that you've been using Stepping Stones instead of the SSOM?
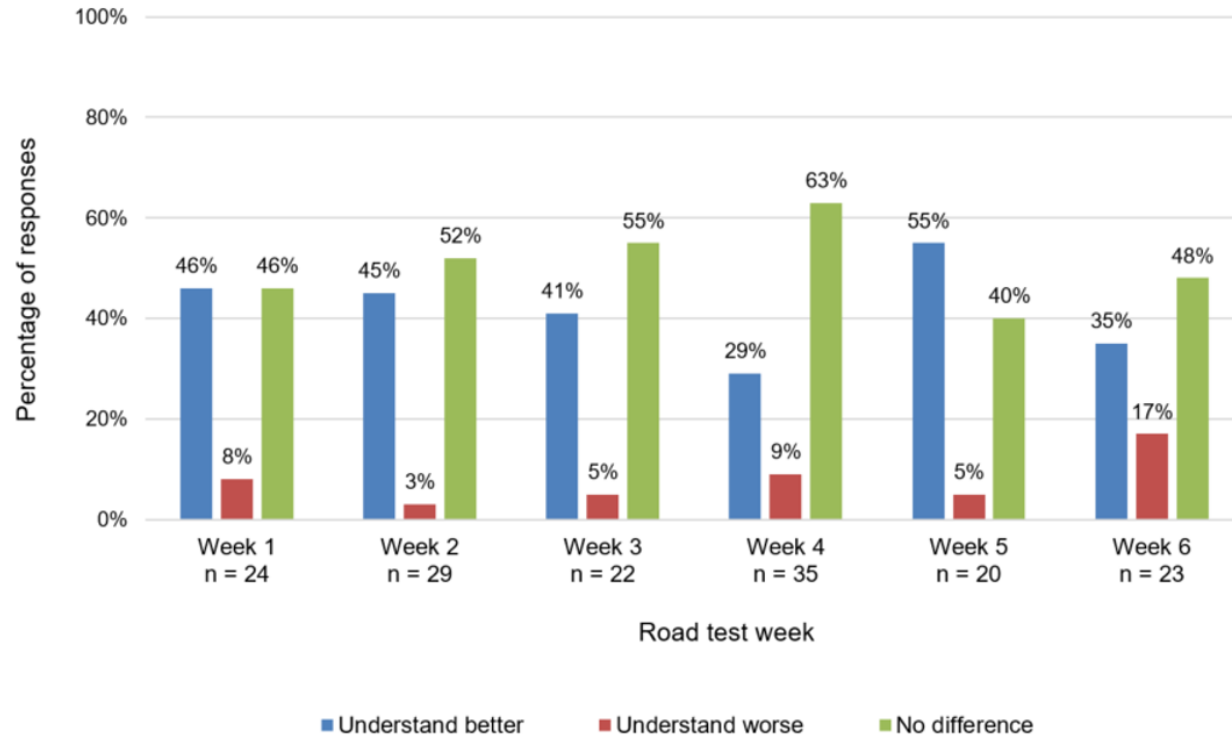
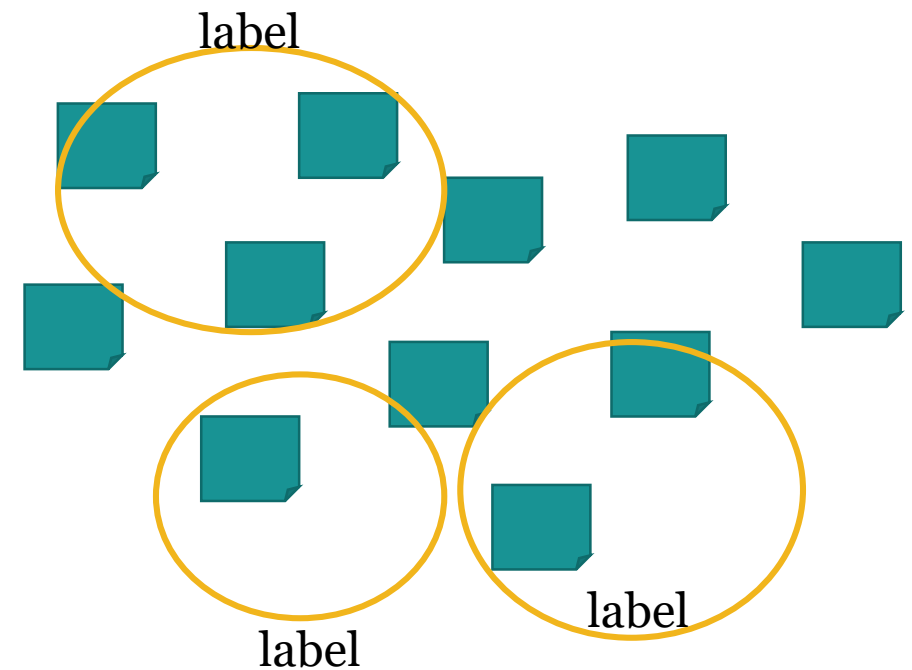# How might we measure and track progress toward the things that matter most to me?

Start by laying out the data or brainstorming new ideas
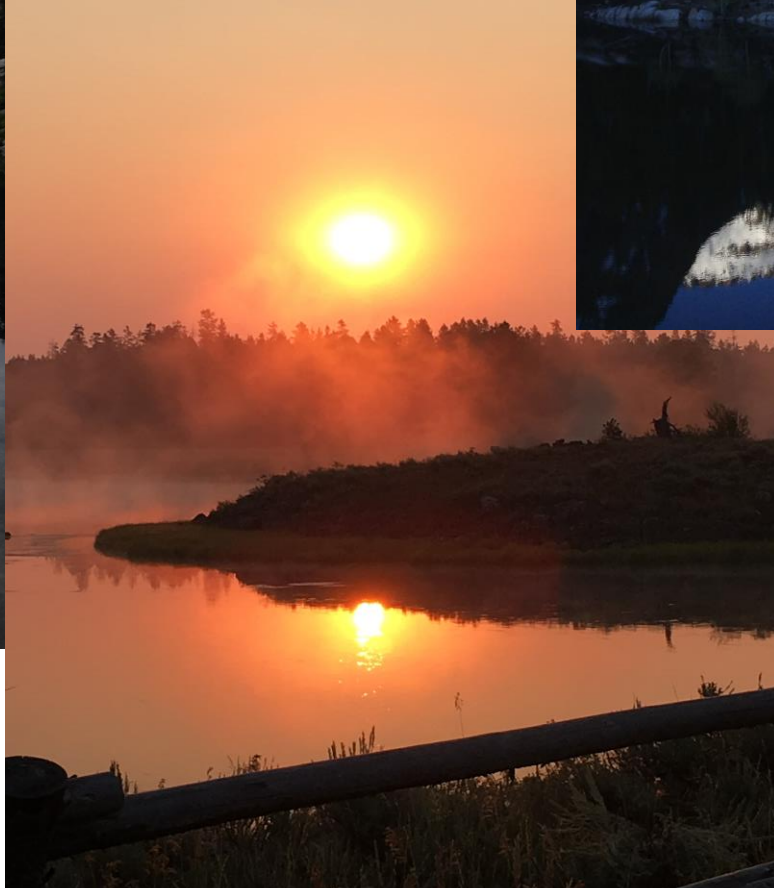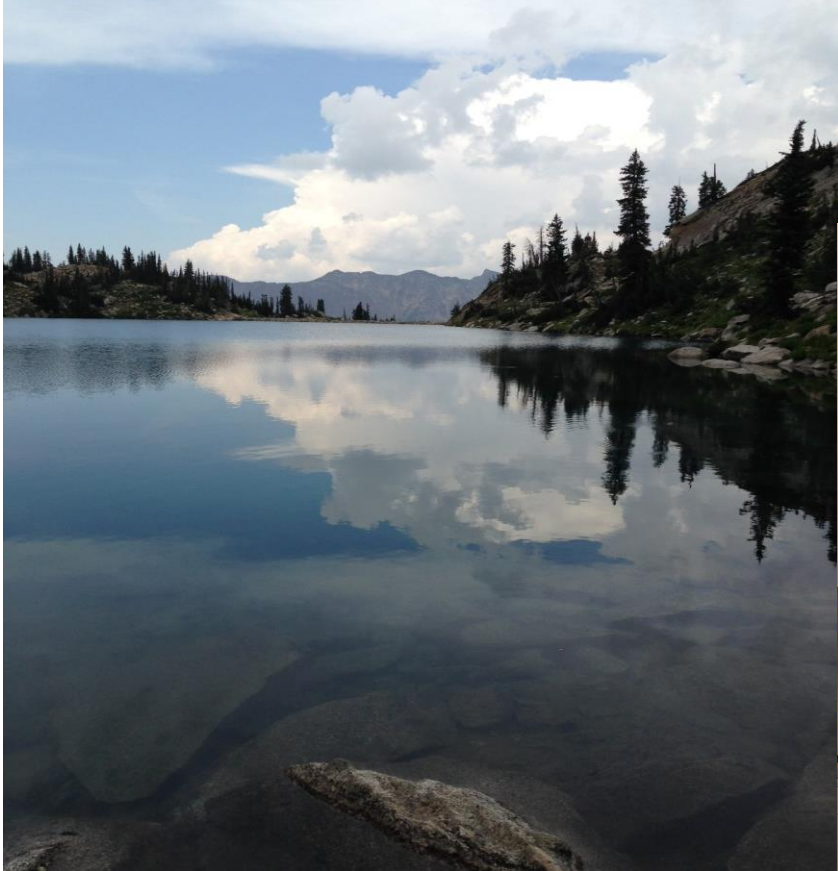
Next, review and cluster the data based on similarities

Then, label the clusters

Finally, prioritize!

label

label

label

Discussion time!

What's next?

For more information

Michelle Derr

- **mderr @mathematica-mpr.com**

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