NC CHILD WELFARE
TRIPLE P LEARNING COLLABORATIVE

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Waterfall Chat

What wishes and aspirations do you have for today?

Objectives

Revisiting why the process of implementation matters.

Examine "what it takes" and the resources and abilities necessary for effective program delivery.

Explore how these practices are supported by regional Triple P Lead Implementing Agencies.

Discuss common challenges faced in implementing Triple P in child welfare agencies and approaches to mitigate these challenges.

What Are Our Goals?

Increased awareness of Triple P and fit with child welfare needs.

Increased knowledge of practices and structures that support successful program delivery.

Increased use of implementation tools, resources, and support.

Values

Creating a safe space for learning together

Allow for peer-to-peer support

Enhance service through practice

Support based on context/needs

Encourage different perspectives and experiences.

Poll Everywhere Access

Website:
Visit PollEv.com/christinadis707 to join and respond

Text Messaging:
text CHRISTINADIS707 to 37607 to join and respond

What does it take to make implementing a program or practice go well?

Powered by **Poll Everywhere**

Why Attending to the Process of Implementation Matters

- Implementation focuses on the "HOW" we get there.

- Programs are implemented within agencies and by people – we must attend to the things that will enable the agencies and people implement well.

- Readiness for implementing Triple P is not a state of being. It needs active and ongoing support to be developed, nurtured, and sustained
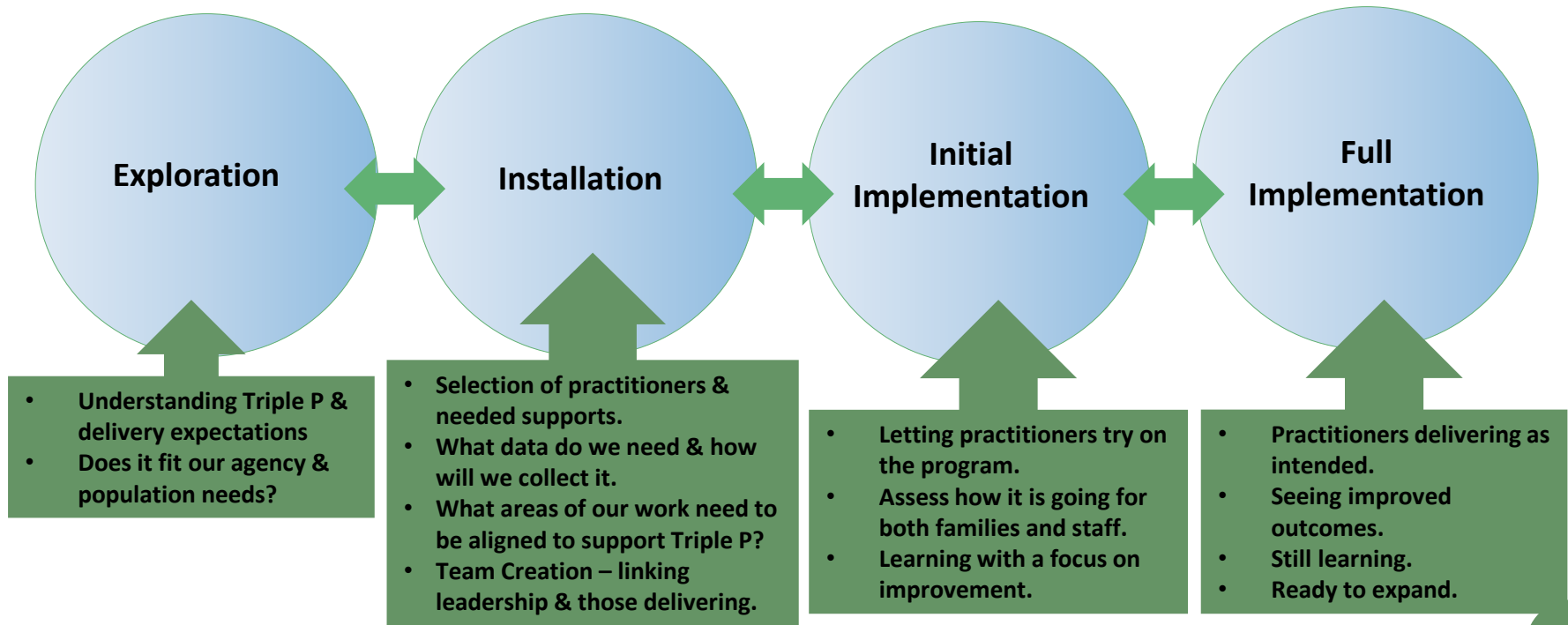
Common experiences that impact implementation

- Lack of support following training

- Turnover at any level

- Competing priorities

- Lack of leadership support

- Lack of communication

- Crises (large or small)

Applied Implementation

Exploration

Installation

Initial Implementation

Full Implementation

- **Understanding Triple P & delivery expectations**
- **Does it fit our agency & population needs?**

- **Selection of practitioners & needed supports.**
- **What data do we need & how will we collect it.**
- **What areas of our work need to be aligned to support Triple P?**
- **Team Creation – linking leadership & those delivering.**

- **Letting practitioners try on the program.**
- **Assess how it is going for both families and staff.**
- **Learning with a focus on improvement.**

- **Practitioners delivering as intended.**
- **Seeing improved outcomes.**
- **Still learning.**
- **Ready to expand.**

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Result?

COMMUNICATION FOR BUY-IN

CLIMATE FOR "CHANGE" IN THE ORGANIZATION IS SET!

PEOPLE UNDERSTAND WHAT THEY NEED TO DO & FEEL SUPPORTED

AGENCY HAS CLEAR, DEDICATED, RESOURCED ROLES FOR IMPLEMENTATION

State History and Values in Funding Implementation Support

HISTORY

- Alliance for Evidence-Based Family Strengthening Programs
  - Evidence of Effectiveness
  - Implementation Support
- NC Division of Public Health – Title V Grant – Develops and Expands NC Triple P System
- NC Division of Social Services
  - Community Based Child Abuse Prevention
  - Invests $2 million per year in Triple P infrastructure and implementation support
  - Family First Prevention Services Act

VALUES

- Population-Level Impacts & Accessibility
- Use of Existing Multidisciplinary Workforce
- Increased Program Quality and Effectiveness
- Improved Cost-Efficiency
- Continuous Quality Improvement & Evaluation
- Greater Staff Satisfaction

How Lead Implementing Agencies Provide These Supports

Western North Carolina Triple P

Coordinators: Sarah Clark, Erin Edwards, Karla Weis

Counties We Support:

Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Yancey

WNC Triple P Team

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Cherokee, Clay, Graham, Haywood, Jackson, Macon, Swain

New Service Delivery Agencies

WNC Triple P Process

1. Fit & Feasibility Conversation

2. MOA Signing

3. Online Provider Applications

4. Agency Implementation Plan

5. Post Accreditation Support

Fit and Feasibility Conversation

- Process of getting to know the agency and work

- Collective decision on most appropriate level

- MOA and State expectations

MOA Signing

- LIA agrees to provide:
  - Access to trainings
  - Program and parent resources
  - Provider coaching and peer support opportunities
  - Overall implementation support

- Service Delivery Agency agrees to:
  - Submit quarterly data
  - Keep communication channels open
  - Provide program support for accredited providers

Online Provider Applications

- Job Responsibilities

- How do you plan to incorporate Triple P into your work

- Confirmation of participation in Peer Supper, Data Submission, etc

- Challenges/Questions

Agency Implementation Plan

Meeting with supervisor and all providers to be trained

- Information gather from all prior engagement feeds into this
  - Initial vetting conversations, provider applications, etc

  - Key parts to Agency Implementation Plan
    - How will Triple P be integrated into agency's scope of work
    - Referral process
    - What, if any, other parenting supports are offered by your agency? How can we ensure alignment
    - Challenges with implementation

  - Marketing, Peer Support, Data Submission

Post Accreditation Support

- Ongoing implementation support

- Program materials for providers and caregivers

- Marketing

- Continuous training opportunities based on needs

- Networking opportunities within region and state

- Referrals

Contact Us At:

TripleP@mahec.net

https://www.triplepwnc.com/

Wake

Annual Site Visits – 2x per year, held in person or virtually
a) Agency Successes/Challenges
b) Agency Implementation Team (3 or more members guiding/supporting the work)
c) Coalition activities and initiatives – Questions? Expertise?
d) Agency Practitioners – Status review - What do they need?
e) Quarterly data review
f) Peer Support

Implementation Drivers Assessment
a) Full assessment
b) Pieces as defined by agency – their areas of focus

Mecklenburg

Assessing fit and feasibility

Understanding program delivery

What supports are offered by Mecklenburg Co. Public Health

What does success look like for Triple P delivery at DSS

Wake and Mecklenburg Lead Implementing Agency Contacts

- Ashley Lindsay, Triple P Wake Coordinator: alindsay@wcpss.net

- James Wright, Triple P Mecklenburg: James.Wright@mecklenburgcountync.gov

Theme Discussions

Attending to ongoing readiness.

Shift to enhanced recruitment & selection strategies.

Value of relationship between LIA & service agency.

Break Time

Small Group Breakouts

What do you hope to learn more about today from your peers?

What problem do you want to brainstorm?

What may be causing this problem?

What would success look like?

Brain Break Video

https://www.youtube.com/watch?v=8Amu3UBj-qw

What do you hope to learn more about today from your peers?

Remote delivery is difficult right now - ideas on how to make that a little easier.

Providing more information on the program as a whole because no one at my agency is Triple P certified we out source the Triple P program via our Health Department.

interested in how other DSS's rolled out and integrated Triple P into their day-to-day

high case loads make implementation difficult - wondering how other agencies provide Triple P interventions with limited time available

Leadership (supervisors and DSS Triple P Coordinator) would like more on how to incorporate Triple P into our work.

How to get family buy-in in order to complete .

How do we get staff trained? We had one or two providers who left and we can only make referrals.

Looking for ideas from other areas on how to get local DSS buy in

Happy to make the connection with my local LIA coordinator!

How can we move beyond making referrals only and have staff who can provide services?

Information on how to recruit and train more Triple P practitioners.

Want to gain knowledge and insight on how everyone got here. I will be supervising staff that will be delivering and I want to soak up the information to be knowledgeable.

How to start the process of implementation of Triple P

What challenges do you face when you first implemented

Lack of time to engage in peer-to-peer or coaching supports

What problem do you want to brainstorm?
- What may be causing this problem?
- What would success look like?

Difficult to find time for implementation due to p/t status, limited contract hours et cetera, work load

Cause - competing priorities; time of coaching opportunities doesn't match my availability; lack of support from supervisor/leadership to see this as a priority

Buy-in from family perspective as a new program in the region

Hard time finding leadership buy in with local DSS

Virtual delivery as primary platform being difficult right now

Success - able to engage at least once a month with others from my agency and have supervisor support in helping me protect this time.

The issue is recruiting and maintaining trained providers.

Leadership buy-in

How to promote Triple P as a safe, supportive, desirable program for families.

Success would loo like direct DSS social workers performing interventions vs referring out due to their full work load expectations already in place. Working Triple P in as a way to achieve their job expectations without adding more

Peer-to-Peer Support

When responding to a topic, consider:

- What might be going well, even in the face of challenges?
- I have found that doing this helps mitigate this challenge…
- I have had some success using this approach…
- Some small steps that could be tried are…
- How is it possible to try…

Waterfall Chat

One idea I am leaving with or plan to try...