ICTP TIERED MODEL OF SUPPORT IN ACTION

Tailored implementation support, by this definition, is characteristic of ICTP support activities in *both* the ‘intensive, broad-based’ *and* the ‘brief, narrow-focused’ tiers of support. It is not characteristic of support activities in the ‘universal support’ tier or ‘design and consultation support.’

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## ICTP Support Team Co-practice

ICTP ISPs provide most forms of implementation support, especially those tailored to regional Triple P partners, with a paired co-ISP. Whether a new ISP or a skilled support practitioner, all ISPs benefit from having a stable co-practitioner to share lead roles in practice activities, provide a different perspective on the support process and participants’ progress, and ensure continuity when one ISP transitions off the support team. Such teaming also allows for collaborative reflection, planning, and facilitation of support activities. **Table 5.2** shows the co-practice structures for all levels of ICTP implementation support practice.

**Table 5.2** ICTP Implementation Support Co-practice Structures

**ICTP Co-practice Structures**

|  |  |  |
| --- | --- | --- |
|  | Type of Support | Number and Type of Support Practitioners |
| Regional Support Offerings | Intensive, broad focused | 2 regional support specialists |
|  | Brief, narrow focused | 2 regional support specialists |
|  | Universal | 2 regional support specialists |
| Statewide Support Offerings | Partnership for Strategy and Governance | 1 principal investigator (PI) and 1 co-PI or co-investigator |
|  | North Carolina Learning Collaborative | 1 assigned regional support specialist, 1 ISP focused on media and networking strategies, 1 DSS Triple P Coordinator, and rotating participation of other ISPs as needed |
|  | Support System Coordination Team | 1 PI and 1 co-PI or co-investigator |

When one ISP is in a lead facilitation role, the other can take detailed notes or observe support processes, including participants’ reactions to individual comments and activities or overall support directions. Because they can take more of a birds-eye view, ISPs in secondary roles may also be able to provide unique insights or key reflections during support activities. Within the ICTP projects team, the diversity of ISPs’ educational and professional backgrounds affords support teams the ability to draw from diverse ISP strengths, experiences, and expertise. This enables ISP pairing to be done in such a way that each member complements the other and that benefits the support recipients.

Beyond paired ISPs providing support within stable team structures, all ICTP implementation support teams can arrange for ICTP projects team members to assist in their support activities for discrete needs and issues, depending on the team members’ expertise and experience. For example, ICTP ISPs with expertise and experience developing quality and outcome monitoring systems may be asked to provide design and consultation support to regional or state support activities or to lead tailored capacity-building support, depending on the need and request. Among the broader areas of project team member expertise and experience available to all ICTP implementation support teams are

* developing quality and outcome monitoring systems, evaluation plans, and improvement activities in Triple P implementation and scale-up;
* developing media and networking systems in Triple P implementation and scale-up;
* supporting Triple P implementation within child welfare systems, including county departments of social services; and
* attending to health equity in Triple P implementation and scale-up.

Senior ICTP ISPs may also be brought into regional or state implementation support activities for issues that require higher levels of experience, skill, or expertise.

In all cases, ICTP co-practice necessitates an extra layer of communication and coordination among ICTP ISPs. Foremost, co-ISPs must ensure time to co-plan and debrief all implementation support activities. Roles for discrete support activities must be clearly defined so they can be carried out with strong alignment. Co-ISPs must balance their time spent with support participants to prevent support participants’ overidentification with one ISP. Indirect support activities (e.g., behind-the-scenes research and resource procurement, ICTP technical assistance tracking, arranging travel and catering resources) must also be shared to prevent overburdening one ISP. When subject matter experts or senior ISPs are involved in regional or state implementation support activities, these same layers of communication and coordination apply.

Although it may seem more efficient or expedient for individual ICTP ISPs to provide implementation support, the benefits of co-practice are believed to greatly outweigh the extra layers of needed communication and coordination. Especially in complex, multilevel, multipartner system environments, implementation support greatly benefits from more than one set of eyes, ears, and hands and from broader sets of experience and expertise.

When working in stable implementation support teams, ICTP ISPs may be tempted at times to provide solo implementation support without explicit prior communication and coordination with, and agreement from, their co-ISP and, typically, support participants. However, ISPs should be very cautious, if not hesitant, before doing so. This especially includes engaging in practice activities designed to build collaborative relationships or increase working alliance with support participants.

Exceptions to team-based implementation support may occasionally arise due to the extended unavailability of individual ISPs in situations such as medical or family leave or turnover within ICTP project teams. Alternatively, urgent support needs can arise when only one ISP is available to respond on the timeline needed. In these cases, temporary arrangements, best discussed in anticipation of these situations, may be made to ensure continuity of support. ISPs should always work to close communication and coordination gaps as soon as possible following these unique situations. In any case, ICTP ISPs working in stable team-based support structures are best experienced as just that: teams.