## What Is Design & Consultation Support?

*Design and consultation support* aims to support system partners through

* high-level design activities focused on the architecture of implementation or scale-up processes at statewide and/or regional levels and
* discrete consultation activities focused on key decision points, action steps, or performance experiences.

In contrast, most forms of regional implementation support activities are more systematic and aim to directly contribute to individual/team behavior change outcomes and organizational/system performance improvement outcomes. This includes both “intensive, broad-based support” and “brief, narrow-focused support” in [ICTP’s tiered model of support](https://ictp.fpg.unc.edu/wp-content/uploads/dynamic-implementation-support.docx) at the regional level. We refer to these two forms of regional support as “tailored implementation support,” as they require a deep understanding of the people, processes, and context to which support must be tailored. These types of implementation support also require a shared understanding—with support participants—of implementation support practitioners’ (ISPs’) roles as active participants in both individual/team behavior change and organizational/system performance improvement activities.

In design and consultation support, ISPs operate more as “guides by the side.” Implicit within this understanding is the recognition that design and consultation support activities alone are not intended to systematically influence practice outcomes (e.g., effective implementation practice knowledge, skills, abilities, and behaviors among support participants; capacity and performance for implementation and scale-up; support participants’ ability to self-regulate effective implementation performance) and therefore might not result in broad, meaningful, or sustained changes to practice outcomes. When design and consultation support activities are combined with practice activities from one or more core practice components that define ICTP tailored implementation support, expectations for meaningful change in practice outcomes may increase. ICTP projects team members typically work at multiple system levels to support statewide Triple P scale-up. Understanding the different levels of the [statewide Triple P systems in North Carolina](https://ictp.fpg.unc.edu/wp-content/uploads/nc-triple-p-system-overview.docx) and South Carolina and how context defines support relationships is important to navigating our multifaceted support process and partnerships. At this time, ICTP design and consultation support is primarily provided to Triple P leaders and teams focused on statewide scaling. This includes the NC Triple P Partnership for Strategy and Governance (PSG) and its membership and committees, the NC Triple P Learning Collaborative (NCLC) and its committees, and Children’s Trust of South Carolina (CTSC) and its staff. However, design and consultation support is also provided to regional Triple P partners in North Carolina participating only in “universal support” activities and not in “intensive, broad-based support” or “brief, narrow-focused support.” Refer to Table 8.1 for more information about design and consultation support goals with each of these groups.

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To learn more about ICTP implementation support practice at the regional level, refer to:

* [Brief #6: ICTP Implementation Support Practice at the Regional Level](https://ictp.fpg.unc.edu/wp-content/uploads/ictp-implementation-support-practice-at-the-regional-level.docx)
* [Brief #7: Digging Deeper Into the Implementation Support Practice Model at the Regional Level](https://ictp.fpg.unc.edu/wp-content/uploads/digging-deeper-into-the-implementation-support-practice-model-at-regional-level.docx)
* [Appendix C](https://ictp.fpg.unc.edu/template-compendium/appendix-c-implementation-support-practice-resources/)

**Table 8.1** Primary ICTP Implementation Support Activities at State and Regional Levels

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| **System Level**  | ICTP ISP Role | Goal of Support |
| State teams (PSG, NCLC, CTSC) | Design and consultation support for state Triple P leaders and cross-regional groups of Triple P partners | * Incorporation of implementation science approaches in state Triple P working documents and decision-making processes. Enhancement of implementation performance based on brief consultation on performance experiences.
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| NC Triple P regions receiving universal support only | Design and consultation support for regional Triple P partners | * Incorporation of effective implementation practices in regional Triple P working documents and decision-making processes, typically through semi-annual implementation capacity and performance assessments (CPC 3) and consultation for interpretation and action planning. Enhancement of implementation performance based on brief consultation on performance experiences.
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| NC Triple P regions receiving tailored implementation support (i.e., brief, narrow-focused or intensive, broad-focused) | Tailored implementation support for regional Triple P partners  | * Increased community implementation capacity and performance to support the scale-up of Triple P successfully and sustainably by way of working alliance; goals on which to focus support; effective implementation practice knowledge, skills, abilities, and behaviors; and support participants’ ability to self-regulate effective implementation.
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*Note.* PSG = Partnership for Strategy and Governance; NCLC = North Carolina Triple P Learning Collaborative; CTSC = Children’s Trust of South Carolina; ICTP = Implementation Capacity for Triple P; ISP = implementation support practitioner; CPC = core practice component.