Change and Implementation in Practice

Video Workbook

Intervention Testing, Piloting, and Staging

Capacity Building
CENTER FOR STATES

Child welfare agencies continually strive to achieve better outcomes by developing, implementing, and evaluating practices and programs. Testing and piloting a new program or intervention helps agencies identify possible roadblocks, assess the target population's reactions, and make needed adjustments before large-scale implementation. Staging (introducing interventions incrementally) enables agencies to target resources strategically and learn from early results. These processes create feedback loops to lay a foundation for successful and sustainable implementation. This workbook and this video series are part of a collection of resources designed to help child welfare agency leaders, managers, and teams develop strategies and sequence tasks to test, pilot, and stage new interventions. Use this workbook to further your understanding of concepts and prepare to move learning into action with your team.

Cultivating Skills – Intervention Testing, Piloting, and Staging

Getting Started and Understanding the Intervention Testing, Piloting, and Staging Brief

This workbook is designed to support knowledge and skill development as you listen, reflect on, and discuss what you have learned throughout the process. Use this workbook to spark ideas and collect your thoughts as you move through the following activities:

1. Reading the "Change and Implementation in Practice: Intervention Testing, Piloting, and Staging" brief

2. Watching the video series on the essential functions of intervention testing, piloting, and staging

3. Viewing the recorded implementation planning and capacity building webinar, "Preparing for Launch: Essential Components of Intervention Testing, Piloting, and Staging," and discussing it with your team

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What's in the Intervention Testing, Piloting, and Staging Brief?

The brief offers an overview of the intervention testing, piloting, and staging phase in a change and implementation process, including:

1. Key considerations and definitions

2. The different types of testing and reasons why testing is important

3. Ways to plan for and conduct intervention testing, piloting, and staging

4. Ways to work together to guide the process

5. Identification of potential barriers and challenges

How Can It Help You in Your Work?

The "Change and Implementation in Practice: Intervention Testing, Piloting, and Staging" brief offers user-friendly guidance on testing, piloting, and staging new interventions and their use to support child welfare system and practice improvements. The brief may be used as a foundational tool to support jurisdictions seeking to engage in intervention testing, piloting, and staging.

Linking the concepts in the series to your everyday work and experiences is an important element of understanding how to use this knowledge and these skills in practice. **Please review the following questions and consider your responses before you view the videos.**

Have you ever needed to know if something would work the way you intended? How did you figure it out?	
Think of a time when you tested something to make sure it would work before trying it on a larger scale. What did you learn? What helped you know where to make adjustments?	
Think of a time when you were a member of a team tasked with testing or piloting a new program or practice. What information did you need to know to begin?	

Video Series

As you work through each video in the series, use the questions and activities in each section to reflect on what you have learned.

Video 1: Overview

After viewing "Video 1: Overview," please answer the following reflection questions before moving on:

Describe the primary purposes of usability testing and pilot testing.	
Consider a previous project your agency has implemented. Did the intervention undergo adequate testing, piloting, or staging? What impact did it have?	
Often agencies are eager to move right to implementation once an intervention is selected. What might prevent your team from testing, piloting, or staging an intervention prior to broader implementation of a current project?	
What strategies can help to overcome these barriers?	

Video 2: Creating a Usability Testing Plan

After viewing "Video 2: Creating a Usability Testing Plan," please answer the following reflection questions before moving on:

Why is it worth investing time to create usability testing plans?	

Think about a current project in your agency and consider the example elements outlined in the brief and the video. How might you think through the project and identify things to check in this stage of intervention testing?	

Video 3: Conducting Testing, Analyzing Results, and Making Adjustments

After viewing "Video 3: Conducting Testing, Analyzing Results, and Making Adjustments," please answer the following reflection questions before moving on:

Think about a current project in your agency. What are the benefits to conducting usability testing on specific aspects of the intervention?	
Usability testing is intended to improve the success of implementing the intervention. What are important factors to keep in mind when conducting usability testing, analyzing the results, and making needed adjustments?	
What risks might result from not conducting usability testing on specific aspects of the project?	

Video 4: Determine the Approach and Develop a Plan

After viewing "Video 4: Determine the Approach and Develop a Plan," please answer the following reflection questions before moving on:

Why is determining an approach to pilot testing important?	
There are many considerations to take into account when trying to determine whether to conduct pilot testing. When is piloting an intervention particularly important?	
Can you think of a previous project in your agency that did not undergo pilot testing before a large-scale rollout? How could pilot testing have supported successful implementation of that intervention or new program?	

Video 5: Identifying and Recruiting Sites

After viewing "Video 5: Identifying and Recruiting Sites," please answer the following reflection questions before moving on:

Think about the current work in your agency. What process and selection criteria could help to identify, recruit, and choose pilot sites?	

What strategies might help communicate processes and pilot site expectations? **How can you assess your agency's capacity for pilot testing? What is important to consider?**	

Video 6: Conducting the Pilot

After viewing "Video 6: Conducting the Pilot," please answer the following reflection questions before moving on:

After determining the pilot test approach, developing testing plans, and identifying and recruiting sites, it's time to conduct the pilot. What supports do you need to prepare to launch a pilot? How can you ensure these supports are in place?	
Think about "measures that matter" to assess pilot results and define them consistently across pilot sites. What data should you consider collecting to monitor the pilot?	

Video 7: Assessing Results, Reviewing Progress, and Making Adjustments

After viewing "Video 7: Assessing Results, Reviewing Progress, and Making Adjustments," please answer the following reflection questions before moving on:

Why is assessing results of the pilot, reviewing progress, and making adjustments important?	
How can you involve your stakeholders in pilot testing? What consequences might result from not fully involving stakeholders?	

Video 8: Developing and Refining Plans for the Intervention and Scaling Up

After viewing "Video 8: Developing and Refining Plans for the Intervention and Scaling Up," please answer the following reflection questions before moving on:

After piloting, what internal and external factors would your agency need to consider to prepare for staging and launching the full intervention?	
What "lessons learned" from your agency's previous experience with wide-scale implementation of programs or interventions can support future implementation success?	

Video 9: Identifying Sites and Sequencing

After viewing "Video 9: Identifying Sites and Sequencing," please answer the following reflection questions before moving on:

Consider the rollout of a previous project. Did the agency assess site readiness before implementation? How did that affect success of the intervention later?	
When developing a plan for scaling up, how can you begin to think through key considerations?	

Video 10: Building Capacity and Scaling Up

After viewing "Video 10: Building Capacity and Scaling Up," please answer the following reflection questions before moving on:

What are some strategies to consider to foster a supportive culture and climate for change? In your experience, how does tending to culture and climate enhance capacity for implementing new programs or practices?	
When developing a plan for scaling up, how can you begin to think through key considerations?	

Video 11: Reviewing Progress and Benchmarks

After viewing "Video 11: Reviewing Progress and Benchmarks," please answer the following reflection questions before moving on:

What strategies has your agency used in the past to review the progress and benchmarks of pilot implementation sites? What has been helpful?	
Think about a current or future agency pilot project. What are some examples of how adjustments made during the pilot phase might affect larger scale implementation of an intervention?	