The Power of Feedback: Using Data to Tell Our Story, Generate Feedback, and Promote Improvement

Child Welfare Virtual Expo

Vanessa Amburgey | Michaela Guthrie | Alisa Lee | Michael Tanana

Capacity Building CENTER FOR STATES

Children's Bureau

Feedback Plays a Role in Building Confidence and Competence

▶ It's important to remember that people want to learn how to do their job better, and it can be simple to build feedback and reinforcement into the workplace.

▶ Providing specific, immediate, criterion-based feedback is one of the most effective methods for teaching skills.

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Seeking and Giving Useful Feedback Will Build Competency Throughout the Child Welfare Field
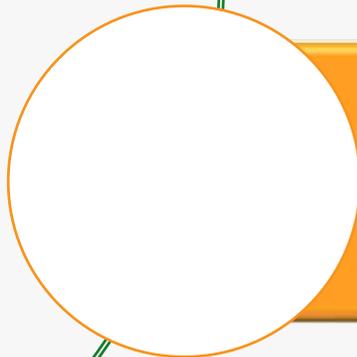
Ask about outcomes ➤ Share what you know with others ➤ Use the data you have

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Everyone Benefits From a Culture of Open Feedback: Staff, Clients, Teams, and Leaders
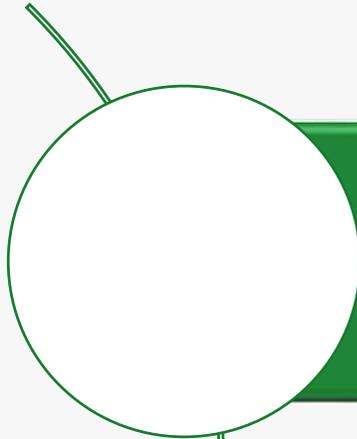
Modeling sensitivity with workers also helps prepare workers to talk with clients about sensitive topics like problem behaviors or racial inequality.

Investing time and effort in building relationships creates a trusting environment in which teams can help facilitate change.

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Looking at Data Can Shift the Understanding of "Typical" Within the System

We tend to focus on the most salient cases in a system, and it is easy to lose sight of what the majority of cases are like.

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Data as Communication of Priorities

3 years

% Youth Achieving Permanency

35 %
Percent of Youth Obtaining a Permanent Placement in Three Years

46 %
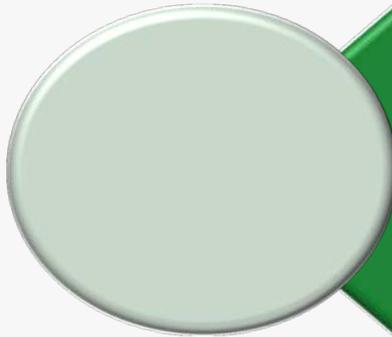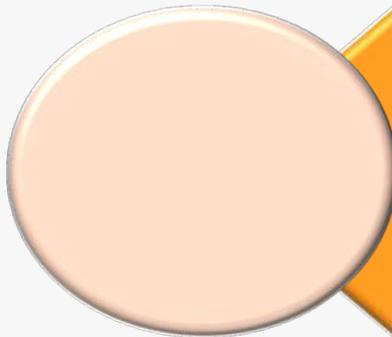Percent of Youth Expected to Achieve Permanency

65 %
Percent of Youth Not Obtaining a Permanent Placement in Three Years

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Data Visualization

Data visualization is a critical tool to engage leadership and policy analysts about special populations and keep the conversation on sometimes overlooked communities.

It is important to know your audience. Data and insight are two important distinctions—data are what they are, and insight could be "need" or "impact."

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What Can You Do to Incorporate Feedback in Your Work?

Timely

Designed to change or promote behaviors

Iterative – repeats on a schedule

Rooted in shared goals and joint problem solving

Built into ongoing processes

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Up Next!

Thank you for your participation today!

Please explore the Virtual Gallery and chat with speakers in the Networking Lounge.

The next session will begin at 3:30 p.m. EDT.

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