

The Child Welfare Capacity Building Collaborative:

# Capacity Building Services



Brief #4

The Child Welfare Capacity Building Collaborative partners with State child welfare agencies, Tribes, and courts to assess and enhance child welfare capacity. The Collaborative's three centers—Center for States, Center for Tribes, and Center for Courts—help child welfare and legal professionals and organizations build the capacity necessary to strengthen, implement, and sustain effective child welfare practice and improve outcomes for children, youth, and families.

## The Collaborative's Capacity Building Services

The Collaborative participates in joint strategic planning and sets annual priorities for service provision with the Children's Bureau and other stakeholders. Each Center provides universal, constituency, and tailored capacity building services and adheres to common standards and protocols in service delivery. The Collaborative's services are structured to enhance capacity and achieve organizational and system outcomes through integrating well-designed tools, evidence-informed training, data-driven consultation, and meaningful continuous quality improvement processes.

## The Collaborative's services reflect the following principles:

**COLLABORATIVE:** Values and facilitates co-creation with States, Tribes, and courts and develops partnerships with other Centers and Federal staff to ensure activities are coordinated, inclusive, and well informed.

**CONTINUOUSLY IMPROVING:** Uses an ongoing process to monitor and learn from services and outcomes and to make needed improvements.

**CULTURALLY RESPONSIVE:** Takes into account knowledge and awareness of other cultures and has the ability to respond respectfully and effectively to the diverse systems and communities with whom the Centers work.

**DATA INFORMED:** Uses data and evidence in developing processes, delivering services, and making decisions in order to achieve results and long-term goals.

**INNOVATIVE:** Uses new ideas and methods in delivering services.

**OUTCOME FOCUSED:** Targets specific capacities the States, Tribes, and courts want to enhance and the changes they intend to achieve.

**PROACTIVE:** Anticipates needs, requests, and problems and prepares in advance possible responses and solutions.



Child Welfare  
Capacity Building  
Collaborative

BETTER OUTCOMES, BRIGHTER FUTURES

# Service Delivery

The Collaborative’s service delivery supports coordination, leverages resources, and integrates three categories of services: universal, constituency, and tailored (brief and intensive). The table below summarizes goals, audiences, objectives, and examples of activities for each service category.

	UNIVERSAL	CONSTITUENCY	TAILORED
<b>GOALS</b>	Enhance the awareness, understanding, and engagement of child welfare professionals and increase their access to and use of information to provide quality services to children, youth, and families.	Enhance the knowledge and skills of targeted professionals and build productive relationships among members of peer groups.	Increase the knowledge and skills of individuals and foster improvements in organizational and system capacity that will lead to the achievement of better outcomes for children, youth, and families.
<b>AUDIENCES</b>	<ul style="list-style-type: none"> <li>◆ All title IV-E and IV-B States, Tribes, and territories</li> <li>◆ All leadership, administrators, or professionals in child welfare agencies</li> <li>◆ All legal professionals engaged with Court Improvement Programs (CIPs)</li> </ul>	<ul style="list-style-type: none"> <li>◆ Groups of child welfare professionals (e.g., State foster care managers; CIP coordinators; Tribal agency directors)</li> <li>◆ Cohorts of public child welfare agencies (e.g., county-administered systems, State-administered systems)</li> <li>◆ Cohorts of title IV-E waiver demonstration projects</li> <li>◆ Particular partnerships (e.g., State-Tribe, agency-court)</li> <li>◆ Legal professionals working on topical legal issues</li> </ul>	<ul style="list-style-type: none"> <li>◆ A specific State, territorial, or Tribal child welfare agency</li> <li>◆ A specific CIP</li> <li>◆ A specific title IV-E waiver demonstration</li> </ul>
<b>OBJECTIVES</b>	<ul style="list-style-type: none"> <li>◆ Gather and organize research and information to inform capacity building and information services.</li> <li>◆ Provide timely, targeted responses to information requests.</li> <li>◆ Develop and deliver practical tools and resources.</li> <li>◆ Strategically disseminate information.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Offer opportunities for a range of child welfare audiences to build knowledge and skills.</li> <li>◆ Connect child welfare professionals through peer networks to build internal capacities to sustain change in States, Tribes, and courts.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Assess the unique needs of individual States, Tribes, and courts.</li> <li>◆ Work with public child welfare agencies, Tribal agencies, CIPs, and Children’s Bureau staff to develop capacity building plans.</li> <li>◆ Plan and deliver tailored services.</li> </ul>
<b>EXAMPLES OF ACTIVITIES</b>	<ul style="list-style-type: none"> <li>◆ Outreach and engagement</li> <li>◆ Information gathering and synthesis</li> <li>◆ Product development</li> <li>◆ Strategic dissemination</li> <li>◆ Website information and resources</li> <li>◆ Announcements and presentations</li> <li>◆ Information and referral</li> </ul>	<ul style="list-style-type: none"> <li>◆ Peer networking and learning opportunities</li> <li>◆ Coaching and support to targeted groups</li> <li>◆ Self-directed, distance learning (e.g., e-learning, videos, interactive applications)</li> <li>◆ Group-based learning experiences (e.g., virtual classes, coursework, applied exercises)</li> <li>◆ Continuing education</li> </ul>	<ul style="list-style-type: none"> <li>◆ Capacity needs assessment and work planning</li> <li>◆ Brief training, coaching, and consultation on specific capacity building objectives</li> <li>◆ Intensive capacity building projects to support building organization readiness, selecting and developing interventions, implementing changes, assessing progress and performance, and sustaining changes</li> </ul>

For more information about the Child Welfare Capacity Building Collaborative or to obtain resources, call 844-222-0272, email [capacityinfo@icfi.com](mailto:capacityinfo@icfi.com), or visit <https://capacity.childwelfare.gov>.

