

Change and Implementation in Practice

Webinar Discussion and Activity Guide

Monitoring, Evaluating, and Applying Findings



Capacity Building
CENTER FOR STATES

Child welfare agencies continually strive to achieve better outcomes by developing, implementing, and evaluating practices and programs. Monitoring and evaluation are essential activities for making informed decisions and guiding improvements. By assessing how well their interventions achieve desired results, agencies can make decisions about what to adjust, continue, expand, or phase out.

This guide and recorded webinar are part of a collection of resources designed to help child welfare agency leaders, managers, and teams work with evaluators and data analysts to monitor and evaluate the implementation and impact of a program or other intervention and apply findings over the course of the change and implementation process. Gather your staff to watch the “[Understanding Outcomes and Applying Lessons Learned: Monitoring and Evaluation in Implementation](#)” webinar to explore lessons learned from experts and child welfare agencies about how to prepare for and execute monitoring and evaluation of an intervention and use data to make decisions about adjusting implementation efforts. Then, use this guide to facilitate discussions regarding your chosen intervention and lead your team to move learning into action.

Get Ready

Before viewing the webinar, prepare your team by sharing the “[Change and Implementation in Practice: Monitoring, Evaluating, and Applying Findings](#)” brief to build a common understanding of the key concepts and terms related to monitoring, evaluating, and applying findings. Individuals can use the short monitoring, evaluating, and applying findings [videos](#) and workbook to reflect on the process and prepare for team discussions. Ask group members to compare their experiences with the structured approach described in the brief. As a group, identify the benefits and challenges of using a structured approach for monitoring, evaluating, and applying findings. Consider the benefits and challenges for the agency, stakeholders, families and children receiving services, and for each team member.

Help your team connect to the concepts introduced in the brief by asking members to think about the following questions and to make notes as they watch the webinar:

- ▶ 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 monitored or evaluated something to make sure it was working as intended. What did you learn? What helped you know where to make adjustments?
- ▶ Think of a time when your agency collected information and data to determine if something was being implemented as planned or was working. What information was most useful?

Dive In

Watch the recorded webinar “[Understanding Outcomes and Applying Lessons Learned: Monitoring and Evaluation in Implementation](#).” The webinar explores the essential tasks for monitoring, evaluating, and applying findings, and common challenges and potential strategies to overcome barriers.

Pause the video at the polling question slide. Ask your team:

- ▶ In your experience, what challenges or successes have you encountered evaluating an intervention or program?

Key Tasks for Monitoring, Evaluating, and Applying Findings

- ▶ Consider the circumstances and needs of the agency
- ▶ Develop a logic model
- ▶ Identify questions
- ▶ Identify measures, data sources, and potential data collection methods
- ▶ Develop an evaluation plan
- ▶ Collect and analyze data
 - Examine fidelity
 - Analyze costs
- ▶ Share findings and recommendations
- ▶ Make decisions to further spread, adjust, or discontinue the intervention
- ▶ Refine and implement sustainability plan

- ▶ What have been the barriers that have prevented or limited your capacity to complete an evaluation of processes or programs?
- ▶ Are these similar to challenges and successes shared by others?

Continue viewing the recorded webinar and note the responses from presenters and webinar participants.

Talk About It

After viewing the webinar, allow your team members to reflect on their notes. Lead a conversation about using a structured approach for monitoring, evaluating, and applying findings and identifying common barriers and selecting strategies to overcome them. Select questions to spark dialogue and move toward action.

- ▶ What was the biggest takeaway from the webinar?
- ▶ Thinking about past initiatives, when have you used a structured process like this to monitor, evaluate, and apply findings to a new program, policy, or other intervention?
 - Were you successful in outlining a process for how to accomplish the work? What worked well? What did you learn from monitoring and evaluation?
 - How did you connect the data collected through ongoing monitoring to existing CQI strategies, such as data dialogues or case reviews?
 - How did you communicate with internal and external stakeholders on the progress and results from monitoring and evaluating the intervention?
 - What stakeholders did you include in the conversation? Can you think of stakeholders who should have been engaged around monitoring and evaluating an intervention but were not?
 - What challenges did you encounter? How did those influence the change and implementation process?
- ▶ What, in your experience, are the biggest barriers to using a structured process to monitor, evaluate, and apply findings to a new intervention, program, or policy?
- ▶ What agency strengths can you build upon to overcome these barriers?
- ▶ Thinking about specific change initiatives on the horizon, consider the following questions:
 - What strategies can you use to monitor data and make adjustments in implementation processes or to the intervention to improve it?
 - What are key factors that would lead to a decision to discontinue an intervention?
 - Who are key internal and external stakeholders to engage and communicate with on the progress and results from monitoring and evaluating the intervention?
 - Where might you find support from experienced evaluators with data collection and analysis skills?

Take the First Step

- ▶ What would it take to start using a structured approach to monitor, evaluate, and apply findings to a new intervention?
- ▶ What next steps could your agency take to begin connecting monitoring data to existing CQI strategies?
- ▶ What strategies can you use immediately to improve monitoring and evaluation practices?

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