Failing Forward & Maximizing Impact

How to get on the same page with your early childhood partners when you are in a different book

May 2019

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number UH3MC30335, Early Childhood Comprehensive Systems, $5,448,239 (0% financed with nongovernmental sources). This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.
Objectives

By the end of this session, participants will:

• Describe how components of the Help Me Grow model can support efforts to effectively leverage partnerships and enhance early childhood systems building efforts.

• Identify three strategies for overcoming barriers to align work across partners at the community, state and national levels.
Agenda

- ECCS CoIIN Overview
  - Background
  - Methods & Activities
- Perspectives from…
  - A Coordinating Center
  - A Place Based Community
- Activity: Wisdom of the Crowd
- Summary and Questions
What is the ECCS CoLLIN?

Heather Rogers, MPH
Project Manager
What is a CoIIN?

Collaborative Improvement and Innovation Network

Is a...

platform and methodology

for participants to engage in collaborative learning together as virtual ‘cyberteams’,

around a common aim,

applying quality improvement methods,

to spread and scale policy and program innovation,

which in turn accelerates improvement in strategies that contribute to desired outcomes.
ECCS CoIIN Impact Grants

Purpose: Use a Collaborative Improvement and Innovation Network approach to enhance early childhood systems-building and demonstrate improved outcomes in population-based children’s developmental health and family well-being indicators; and to develop collective impact expertise, implement and sustain efforts at the state, county and community levels.
ECCS CoIN Aim: achieve a 25 percent increase in age appropriate developmental skills of 3-year-old children by 2021
The Methods and Frameworks

CoLLN Approach

Collective Impact
- Common Agenda
- Shared Measurement
- Mutually Reinforcing Activities
- Continuous Communication
- Backbone Support

Breakthrough Series
- Topic Selection
- Faculty Recruitment
- Enrollment
- Learning Sessions
- Action Periods
- Sustainability

Collaborative Innovation Networks (CoINs)
- Increase Knowledge
- Worker Productivity
- Innovation

Model for Improvement
- What are we trying to accomplish?
- How will we know a change is an improvement?
- What changes can we make that will result in improvement?
- PDSA Cycles
Colleen Murphy, MAIECD, MSMOB
Project Director

Perspectives from…
A Coordinating Center
Pencils have erasers for a reason:

everyone makes mistakes,
everyone makes bad decisions.
The ECCS CoIIIN Coordinating Center has had to use the eraser... 

...a lot!
Activities Used For My Awareness Journey

At a meeting, take note of all the non-verbal cues you notice.

For one entire day, take note of every time you hear someone affirming someone else.

For one full day, notice all the new ideas, activities, and processes that people come up with; write them down!

For one full day, pay attention to process.

For one full day, pay particular attention to sharing and collaborative behavior.

ECCS CoIIN

NICHQ

HRSA Maternal & Child Health
Course Corrections Needed

• Disconnect between HRSA and NICHQ on SOW
• Engagement level of Experts, Faculty, and Partners
• Inability to meet each team “where they are” in the current model
• Alignment of chosen curricula to team skill level and CoIIN aims
• Lack of real time feedback from team voice
• Measures not useful to Impact Grantees and Place-based Communities
Solutions...
<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disconnect between HRSA and NICHQ on SOW</td>
<td>Establish common language, defined key deliverables, co-created a workplan, and gained consensus across organizations</td>
</tr>
<tr>
<td>Engagement level of Experts, Faculty, and Partners</td>
<td>Meet, with great humility, with each stakeholder, enlist feedback, and co-design specific tasks</td>
</tr>
<tr>
<td>Alignment of chosen curricula to team skill level and CoIIN aims</td>
<td>Create and highlight alignment of all activities to the 5 aims of the CoIIN</td>
</tr>
<tr>
<td>Inability to meet each team “where they are” in the current model</td>
<td>Adapt model with more intentional, relationship-based one-on-one coaching opportunities</td>
</tr>
<tr>
<td>Lack of real time feedback from team voice</td>
<td>Add Impact Grantee and Place-Based Community representation to meetings, creation of the Improvement Task Force, additional opportunities for evaluation</td>
</tr>
<tr>
<td>Measures not useful to Impact Grantees and Place-based Communities</td>
<td>Redesign regular reports to be more qualitative and discontinue measures that aren’t informing the work</td>
</tr>
</tbody>
</table>
Tips for Course Correcting

- Adapt to failure
- Overcome unexpected obstacles
- Plot a new course
- You can be bitter, or you can get better
- You have two ears and one mouth so always listen twice as much as you talk
- Failure can be exciting
- Effective course-correcting requires humility
**New York State Context:**

- **NY=home-rule state**
- **IDEA Part B/C not in same system**
- **On Long Island:**
  - Screening was happening, but not with regularity and no way of sharing information
  - Many resources, but unconnected and difficult to navigate
  - Move toward implementing Help Me Grow

**NYS/Nassau ECCS:**

- Held at the state level by the New York State Council on Children and Families
- 2 Place-based communities: Western New York (had HMG) and Nassau (wanted to implement HMG)
- In Nassau, ECCS is led by Docs for Tots, which also became the organizing entity for HMG
  - 2016: ECCS funding announced, and leveraged to secure other private foundation funding
  - 2017: planning year
  - 2018: Launch (installation)
- Worked with our NYS ECCS lead to adapt ECCS’s measures and expectations to our needs
HMG-LI Leadership Team/Nassau ECCS CoIN

- Health Providers
- Behavioral health
- Home visiting programs
- Education
- County programs
- Child care
- Family support providers
- Lead Family Partners

HMG-LI Organizing Entity and ECCS PBC Team Lead (Docs for Tots)

- Executive Director (.2FTE)
- Director of Programs (HMG-LI Coordinator, PBC team Lead, .5 FTE)
- Director of Operations (.2FTE)

- Physician Outreach Work Group
- Community Outreach Work Group
- Family Partners

HMG-LI Family Resource Specialist

Health Liaison (helps with HMG Physician outreach in-kind)

HMG-LI Family Resource Specialist

ECCS CoIN

Maternal & Child Health

NICHQ
Activity: Wisdom of the Crowd

Colleen Murphy, MAIECD, MSMOB
Project Director
Activity: Wisdom of the Crowd

• Break into small groups
• Individually or as a team, share an opportunity for a needed course correction.
  ➢ Why is this course correction so important? What has been done in the past as you have failed forward?
• Discuss the challenge and generate ideas for how to tackle it; Rotate through your group tackling as many challenges as possible
• Be prepared to share one challenge and one insight or piece of advice generated from the group
Colleen Murphy, MAIECD, MSMOB
Project Director

Summary & Questions
Questions?
Thank You!