



# NATIONAL CHILD WELFARE CENTER

for **INNOVATION** and **ADVANCEMENT**

## WHO WE ARE

The National Child Welfare Center for Innovation and Advancement (NCWCIA) is funded by the Children's Bureau to assist public child welfare agencies with improving performance and outcomes through evidence and sound implementation practices. Our integrated team of partners reflects deep expertise in child welfare practice, which uniquely positions us to offer data-driven assistance and collaborate on innovative, jurisdiction-led solutions to child welfare challenges. NCWCIA supports agencies in meeting their distinct jurisdictional goals and Federal statutory requirements so that children can remain safe and with their families whenever possible.

### Our expertise:

- Data analytics and data-driven assistance
- Continuous quality improvement (CQI)
- Peer networking
- Prevention
- Workforce
- Meeting statutory requirements
- Community and systems insights
- Child and Family Services Reviews (CFSRs)
- Targeted resources

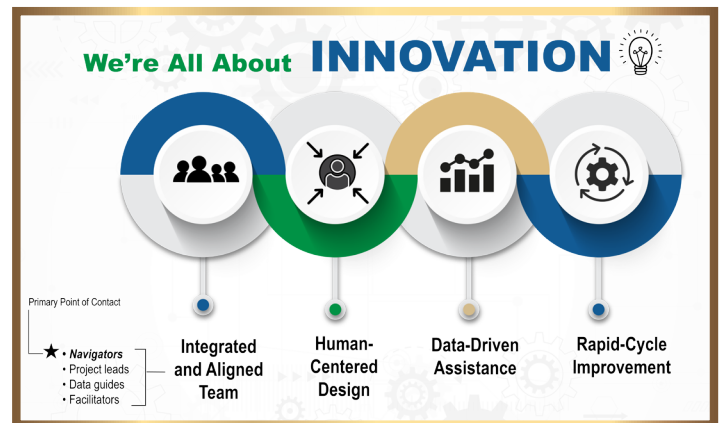
## WHAT WE DO

NCWCIA offers a wraparound approach designed to support jurisdictions as they implement services to improve safety, permanency, and well-being outcomes for children and families. We deliver tailored data-driven assistance, support peer connections, and provide insight-driven informational resources. Our customized, outcomes-focused, and collaborative approach provides added value for jurisdictions by building on their expert knowledge and elevating their strengths into action. Through a relational and efficient process, we meet jurisdictions where they are to cocreate customized plans that advance existing efforts and generate innovative solutions to improve desired outcomes in a timely and impactful way.

## WHAT MAKES US UNIQUE

NCWCIA amplifies the use of data to rapidly identify opportunities for innovative solutions. Through a human-centered design lens, we tailor our assistance to jurisdictions' unique needs, strengths, and environments.

Rather than adopting a one-size-fits-all approach, NCWCIA partners with jurisdictions through a streamlined engagement and project-planning approach. We focus on rapid-cycle projects to quickly and efficiently explore root causes of issues and identify strategies for improving performance and outcomes. We also provide a dedicated innovation and advancement navigator (navigator) and data guide, along with topical specialists, who team with the jurisdictions to explore innovative solutions to their most pressing child welfare challenges. As jurisdictions embark on their journey with NCWCIA, they receive a commitment to ease of access, timely and responsive communication, and flexibility as plans are created and implemented.



## A Focus on Improvement & Innovation

NCWCIA believes that using data to drive continuous learning, insight, innovation, and improvement is key to jurisdictions achieving their desired outcomes for children and families. With this in mind, our approach embeds CQI throughout our engagement with jurisdictions. Our team is well-versed in a variety of CQI methods used by jurisdictions across the country—including Plan-Do-Study-Act; Results-Based Accountability; Define, Measure, Analyze, Improve, and Control; Define, Assess, Plan, Implement, Monitor; Appreciative Inquiry; and others—and is prepared to strengthen efforts where, when, and however needed.

In a parallel effort, the NCWCIA team utilizes the collaborative and participatory Learn, Innovate, Improve (LI<sup>2</sup>) framework to evaluate and improve our own work, recognizing that our feedback from jurisdictions and their partners on their experiences with NCWCIA is key to ensuring a value-add experience and the overall goal of positive outcomes for children and families.



## OUR APPROACH

NCWCIA delivers seamless and comprehensive support to jurisdictions by leveraging expertise across our entire Center. We have three primary teams that collaborate internally, as well as with jurisdictions and national partners, to ensure an integrated response that best meets jurisdictions' needs.

## TAILORED DATA-DRIVEN ASSISTANCE

Our Tailored Services team provides jurisdictions with tailored, data-driven support that fosters measurable improvements in their ability to deliver child welfare programs in a way that works best for the jurisdiction. Each jurisdiction's assigned navigators and data guides assist them with aligning their needs and creating and implementing customized, rapid-cycle improvement plans that are designed to improve outcomes for children and families in both the short term and over longer periods. Navigators serve as the consistent point of contact and will assist jurisdictions with the following:

- ▶ Enhancing their ability to collect, analyze, and share data to improve services and outcomes
- ▶ Supporting community efforts that benefit families and are grounded in data and evidence
- ▶ Identifying and developing resources to assist with federally required program improvement efforts
- ▶ Connecting to additional national and Children's Bureau-funded resources to support improvements to outcomes
- ▶ Developing internal expertise to guide and sustain desired change in areas including the workforce, prevention, community and systems insight, and CFSRs

## PEER INNOVATION AND INSIGHT NETWORKING GROUPS

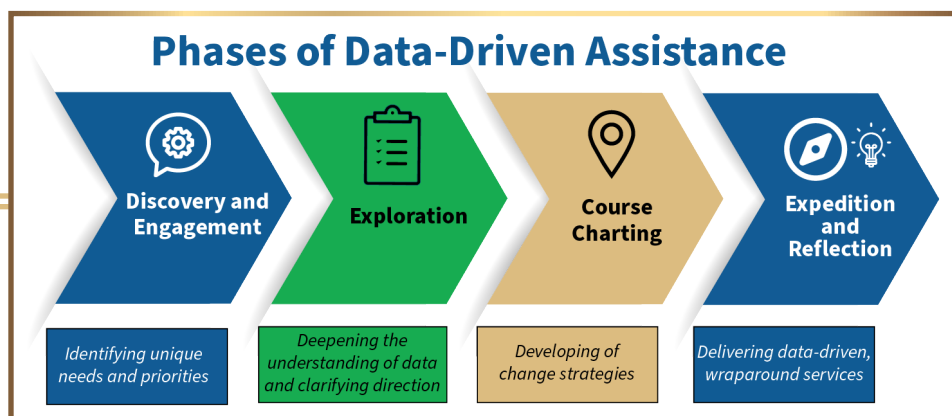
Leveraging peer connections to exchange best practices is critical to improving child welfare systems. NCWCIA's Peer Innovation and Insight Networking Groups (PIINGs) provide members with the following:

- ▶ A national platform to exchange insights and knowledge to improve jurisdictional performance and develop and implement innovative strategies and solutions to advance outcomes for children and families
- ▶ Access to data, information, and best practices utilized in child welfare systems and opportunities for discussion, feedback, and planning with their peers

Our Peer Services team also facilitates customized peer-to-peer connections to support jurisdictions when a specific need is identified outside the scope of a PIING.

## UNIVERSAL INFORMATION AND INSIGHT RESOURCES

NCWCIA has extensive data-driven information and resources available to meet both the shared and unique information needs of all jurisdictions and assist in their efforts to implement child welfare programs. We collaborate with internal NCWCIA teams, the Children's Bureau, Child Welfare Information Gateway, and other national resource centers to identify, develop, and disseminate resources based on commonly expressed challenges, arising needs, innovations, and best practices.



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