

# Learn, Innovate, Improve (LI2)

## A workshop to help teams iteratively strengthen and scale community initiatives



Facilitators Drs Michelle Derr, Jonathan McCay, and Jessica Harding

Over one hundred attendees from a broad array of perspectives and geography - from Clark to Whatcom and Pacific to Spokane counties - consumers, advocates, local and state public health, managed care plans, local and state Community Services (TANF, SNAP), academic, local resilience and ACEs, United Way, Early Learning Coalitions, state housing, child treatment, primary care, six tribal teams, libraries, YWCA, local and state 211, Medicaid, public schools and educational service districts, early care and education providers, and county government.

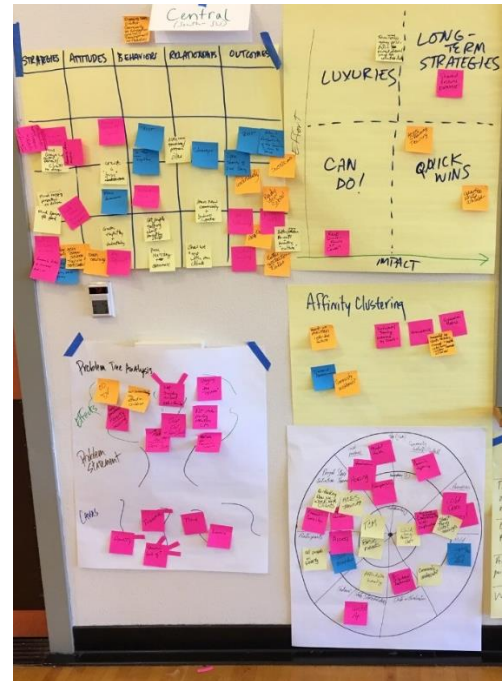
*"I was definitely energized and encouraged...so much so that my colleague and I used some LI2 techniques this morning, to work on a much-needed new opioid treatment aftercare program in Pacific County. Photos attached... Next step, road map!"*

*Nell Stamper  
Willapa Behavioral Health  
Opioid Response Team*

*"A gathering of 13 communities from across WA to start a science-based revolution aimed at improving outcomes for children and families using the Learn, Innovate, Improve framework.*

*Co-generating ideas for systems change leads to transform at all levels!"*

*Jody Becker MSW, PhD  
Deputy Secretary  
Washington Department of Children, Youth, & Families*



Community teams were encouraged to register together and attendees were grouped by their local teams, with state agency resource people distributed equally around the room throughout the day to participate in the local community dialogue

### Purpose

The purpose of the day was to equip community-based teams and staff from multiple state agencies with the knowledge, skills, and tools to effectively apply the *Learn, Innovate, Improve* (LI2) framework to their collaborative efforts to accelerate the work of the First 1,000 Days and other prenatal to 3 community initiatives. LI2 is an analytic, systematic approach to solving problems and catalyzing sustainable change. This workshop supported teams in making progress on their initiatives and, more broadly, built participants' capacity for using LI2 in any change effort. This workshop will also bring together community and state agency leaders to co-generate ideas for system change that can be catalyzed by communities to best take advantage of state system transformation efforts.

## Objectives

By the conclusion of this workshop, participants will:

- ✓ Understand the LI2 framework, key principles, and distinguishing features
- ✓ Be able to apply LI2 as a process to guide their community initiatives and other change efforts
- ✓ Share, explore, and discuss system barriers and opportunities with state and community leaders
- ✓ Leave with at least one concrete idea for how to address an issue or challenge they currently face

## Approach

The Mathematica Team of three researchers presented all three phases of the LI2 framework and the participants completed exercises after each teaching segment. Some teams came with ideas of projects they wanted to run through this process others created a problem statement in the moment.



WA-slides.pdf

The slides are embedded to the right just double click the attachment.

Those problem statements are captured below:

- Families and professionals don't know all the resources, or how to access
- Too many resources focused downstream, need to focus on root causes
- Too much ownership on families versus on the system when things don't work
- Too much emphasis on parents rather than communities and neighbors
- Lack of flexibility of systems to stop the prison-to -school pipeline
- Opioid use and its effects on families need more prevention and effective holistic treatment
- Siloed services create multiple barriers to families thriving
- Need to increase engagement of staff, consumers, and community in parenting information and skill building.

One exercise asked teams to create a graph that captured activity based upon high and low effort and impact into four quadrants – Luxury – Strategic Long Term – Can Do- Quick Wins



### Quick Wins and Long Term Strategic Actions Included:

- Create resources for local convening not just programs
- Create stronger linkages between primary care providers and community resources
- Create grandparents mentoring – elders mentoring parents
- Offer incentives to drive culture change around race relations – storytelling
- More ACEs Resilience training for agency staff and community

- Shared resources database that is up to date and everywhere
- Get the word out better about what is available for families
- Cultural events and activities to leverage the power of getting Everyone at the Table
- Advertising the point of contact and gather information about resources
- Eliminate current policies that create barriers across agencies that need to work together
- Better collaborate across agencies and systems so families don't have to work so hard
- Co-generate collective outcomes that are cross cutting
- Put resources into community engagement
- Create multi-generational strategies
- Engage Doula's and birth support resources in linking families
- Be intentional about our language make it representational
- Equip hospitals and primary care providers with resource information
- Increase home visiting and link it to hospital discharge
- Meet all families at the hospital and invite them into community resources
- Use staff skills differently, co-locate (family centers), agency space for child care
- Support mobile/roving family planning and sex-ed programs
- Family and community centers help build relationships
- Co-parenting classes for unformed non-cohabitating families
- Better understanding the prevention of ACES and reducing stress
- Increase spending on counselling to address ACEs for parents and families
- Engage families through fun supportive activities
- Increase play and learn groups and natural connections for families
- Better connect home visiting and children with special healthcare needs
- Better align child serving agencies schools, medical, financial, behavioral

## What is Next?

Mathematica has built into this process several "office hours" calls to keep the dialogue and learning moving forward. Dates and times for these will be:

Learning Collaborative Calls

April 2<sup>nd</sup> 10-11 AM PST

May 8<sup>th</sup> 12-2:00 PM PST

June TBD – 1 Hour

We will be setting up a WegEx with all those that registered for the event regardless of your attendance. Communities who have begun road test will be invited to share their experiences and the TA Team will be sharing additional tools and tips.

If you want to attend the calls and did not attend the event please reach out to Anne at [anne.stone@dshs.wa.gov](mailto:anne.stone@dshs.wa.gov) for more background to make this a more meaningful experience.

In addition to the calls, attached you will find two additional LI2 road test briefs that go into more detail around examples where this team has a deep dive longer term relationship.



Road Test  
brief\_final.pdf



IB\_CWII-LI2\_final.pdf

## Community Next Steps

Below are captured community next steps:

### South Central Next Steps

- Invite DSHS to ACEs meetings/committee – Invite Larry and involve staff training – 3 day training?
- Maintain communication with this group that came together for this event.

### Who? Snohomish?

- Personally reach out to key stakeholders
- Identify who we would like to serve from our Quick Wins
- Identify needs – forum/focus groups?

### “Brilliance” South King county area

- Watch for the slide deck and review the materials to develop questions
- Put office hours on the calendar and attend
- Use “I will call them” technique and thank yous
- Summarize key elements and how we can apply them to our work
- Look at previous tools and find what is common and shared

### Kitsap Pierce combined

- Move forward ideas to capture story of Resiliency Summit - Kitsap
- Think about ways to find and get local partners with skills talents to move marketing forward
- Explore adding Parent Allies to Kitsap Strong Networks
- Pierce – Explore Nurse Family Partnership and share activities – days of the day
- Pierce - Used shared resources for stakeholder engagement
- Pierce – re-identify the problem “why”

### King

- Use “Problem Tree Analysis and Road Testing” in meetings and share with colleagues
- Continue the conversation – how do we get people to the table?
- Childhaven and John are new BFFs!

TakeAway – “the space to try” , “the safety to fail”

Understand the value of starting small – easily adaptable

### Spokane Tribe

- Checklist for parents/caregivers
- Share information with co-workers
- Regroup and make plans w/individual agencies
- Connect with DCYF – Youth Development staff – Jody Becker is offering to make a connection

### Cowlitz and Clark

- Cowlitz Single Intake referral form – multiple agencies – need to bring more partners to this table
- Look for more details on the specific strategies and techniques.

## Pacific

- Engage temperature of Community – survey, questionnaire, focus groups
- Community Awareness Campaign – based on results from the above
- Partner education targeting high impact high value DSHS, Valley View, Paramedics

## Who?

- Expand existing communication between social service providers – county-wide
- Identify or establish a regularly occurring forum to leverage existing services and resources
- Keep front line staff educated and informed regarding strategies and outcomes

## King South

- Co-Location with sister agencies
- Increase transparency at the local office level
- Continue to promote staff growth and development

## Skagit

- Develop/Test communication strategy
- Develop training for Human Services providers on ACEs
- Perinatal period – do problem tree exercise
- How to communicate with different communities

## Whatcom

- Take LI2 to Generations Forward convenors and Taking Action
- Identify stakeholders and have a community conversation regarding issue – use Problem Tree to identify causes and effects.
- Invite Tim to data group
- Explore Community Information Exchange technology and WIN 211 with centralized and coordinated services
- Work with WA 211 to integrate SEAS resource list
- Connect LI2 with Trauma Informed Care and other approaches
- Build motivation for change with small steps