

# Supporting Success

For Coordinated Intake Workers  
and Community Systems  
Developers



the **Ounce**





# Learning Objectives

- Describe on-boarding process for new CIW/CSD
- Define how the roles fit into existing program and community systems
- Identify supervisory strategies to support integration of CIW/CSD into program and community systems

# House Keeping

- Dial in on phone line
- Mute your line
- Do Not place us on Hold
- Use the Raise Your Hand or Chat option to join the conversation



# What is Success?

...and how do you know when you have reached it?



# Onboarding

- What have you done?
- What works?
- What challenges do/did you face?
- Lessons learned



# Tools in Your Toolbox

- What tools have you created to support roles as they come on board?
- Practices and Procedures?
- Onboarding matrix?



# Integration Strategies



- Community Agencies
  - How do you use your role to support new staff?
  - What community agencies are essential?

# Integration Strategies

- Home Visiting Programs
  - Challenges
  - Successes



# Integration Strategies

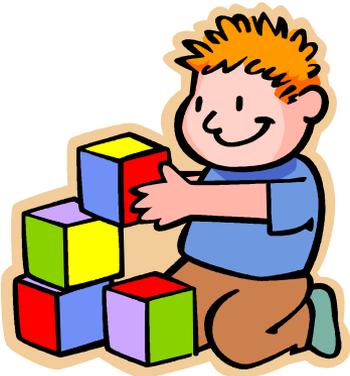
How do CIW/CSD fit in your own agency?

- Fitting in with your team
- Connecting CIW and CSD
  - With Home Visitors
  - With Other Team Members



# Building and Maintaining Relationships

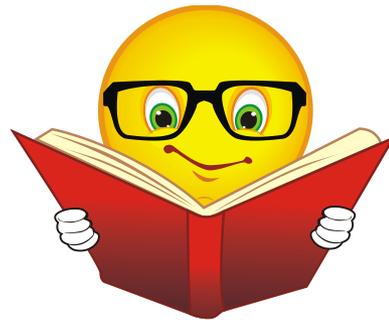
- What is the common thread?
  - Across agencies?
  - Within your own agency?
  - Between roles?



# Supporting Professional Development

What does professional development look like?

How are you supporting it?

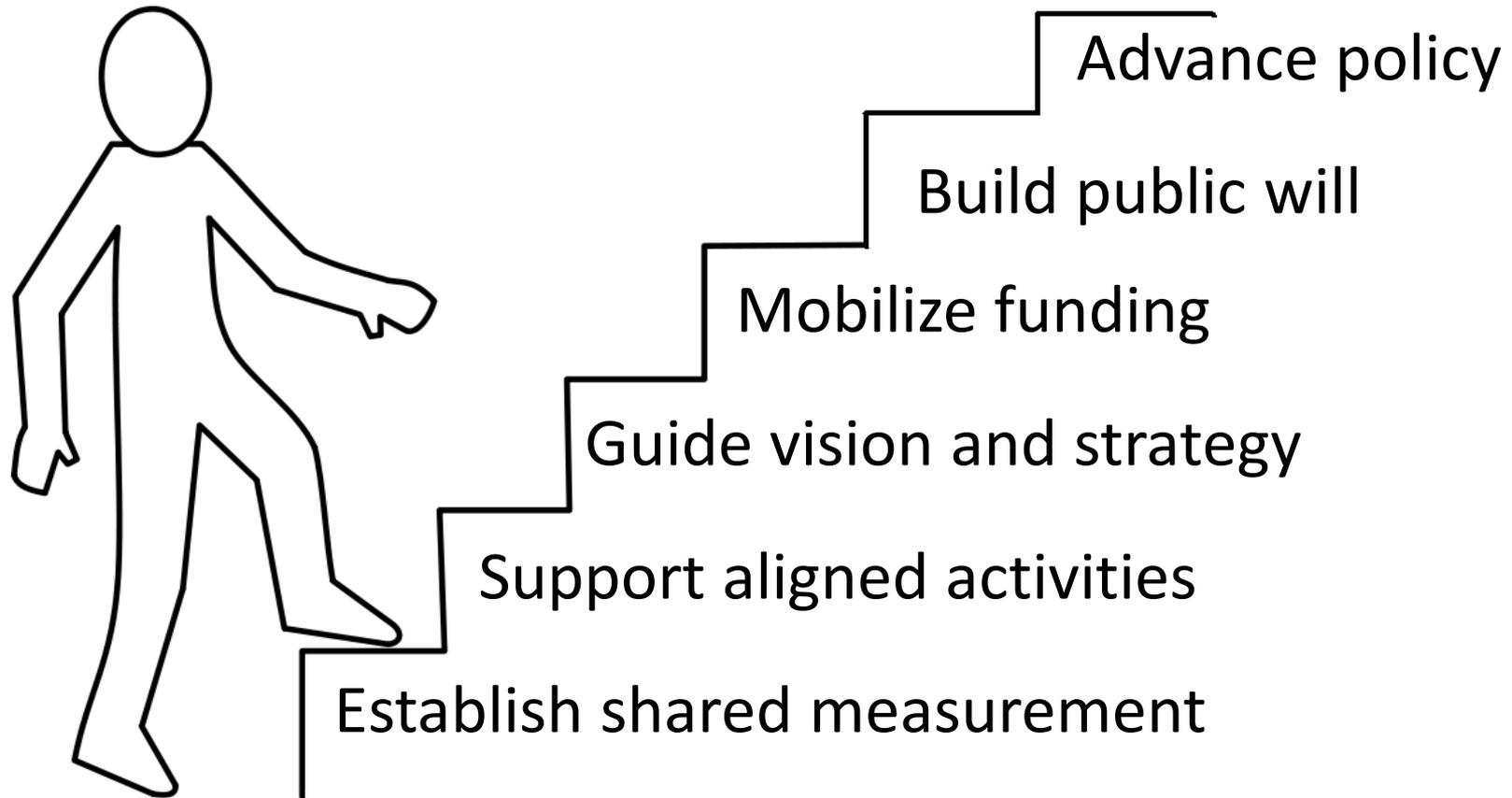


## The five conditions of collective success:

- Common agenda
- Shared measurement system
- Mutually reinforcing activities
- Continuous communication
- **Backbone support organization**



# Leading an Effective Backbone Agency



# Reflections and Next Steps



Next webinar:

- April 24<sup>th</sup> 1:00-2:30