



CCSESA CONTINUOUS IMPROVEMENT UPDATE

Participation Numbers:

- 151 DA and Support for Continuous Improvement
- 125 Improvement Science in Practice
- 55 Coaching for Improvement

(Tulare and San Diego sessions are still open for registration)

Feedback:

- 29 leaders were recommended by their CISC member to become a facilitator-in-training for one of the courses offered in 2019/20.
- Lead facilitators are working side by side with the new facilitators-in-training to on-board them to the courses.
- Even though people may have been involved in previous sessions or are leading DA work in their COE, they struggle with taking on the role of an **"improver"** in facilitating these sessions.
- Leads are striving to build capacity of these new facilitators by taking additional time to work with them prior to, during and after sessions to help them process information and strategize coaching/facilitation moves.
- Capability building takes time. We need to continue to build skill in individuals as **improvers**.
- Continuing work on the self-reflection competencies for the courses.
- The Differentiated Assistance competencies are more focused on "tools" and does not go deep into improvement due to the content of the course.
- The Improvement Science in Practice goes deeper into Improvement and the competencies are being further developed.
- The Coaching competencies are somewhat integrated into the course; however, a participant would certainly be a novice upon completion. Folks still want support and guidance as they move off on their own.

The two coaching courses have a rich blend of county office, district and organizational leaders bringing strong diversity to the conversations and improvement learning. There is strong representation from across the state in these sessions from the small counties like Nevada, Contra Costa, Lake and Marin to the large counties like San Bernardino, San Diego, Sonoma, & Orange. This will be a benefit moving forward.