



## Reflection Worksheet

### The Power of Feedback: Being a Vocal Participant in the Process, Elevating the Voices of the Workforce, Children, Youth, Families, and Communities

This year's Child Welfare Virtual Expo is designed to be an interactive virtual learning experience where you can hear from experts, identify successful strategies to incorporate into your work, and make connections with others in the child welfare community.

Under the right conditions, receiving feedback makes staff at every level of the child welfare system more effective. All child welfare staff make an important contribution to an organization's collection and use of data. The workforce, children, youth, families, and communities all have an important role in evaluation and continuous quality improvement (CQI) in order to build evidence and inform best practices. This includes, but goes well beyond, being important data sources and stewards. This session explores ways that the child welfare workforce, children, youth, families, and communities can be active participants in informing evaluation and improvement processes and contributing to building a more effective child welfare system that improves outcomes for children, youth, and families.

As a result of participating in this session, attendees will:

- Increase their understanding of the importance of making an active choice in seeking and utilizing feedback in their day-to-day work, for professional development, and in program development
- Explore mutual benefits of and differences and tensions between high-stakes accountability and compliance (monitoring) and constructive feedback to facilitate learning
- Increase their awareness of the importance and value of client/consumer (youth and family) feedback to the child welfare system (including agencies and courts) and the child welfare system's accountability for gathering and using that feedback
- Increase their understanding of the importance of the CQI process from leadership to frontline staff

Linking what you hear and see in this session to your everyday work will help you identify where you want to realize change in your agency and the techniques that can help you along the way. Use the table below to keep track of your thoughts during the virtual reflection session.





## Virtual Reflection Questions

<p>1. What role/s do you have in your agency's CQI process? How are you engaged and/or how do you engage others? If none, how can you make an active choice in seeking and utilizing feedback in your day-to-day work or for professional and/or program development?</p>	
<p>2. If you were charged with developing a change initiative within your agency, what would you do? How would you integrate the voices of youth, families, and communities?</p>	
<p>3. How are the voices of children, youth, families, and communities currently incorporated within your agency? How can you improve the ways they are engaged?</p>	
<p>4. How can you integrate the voices of children, youth, families, and communities within your agency's CQI process?</p>	
<p>5. When have you experienced or been part of a CQI process in which you felt very engaged? What made you feel engaged? What could the facilitators or program developers have done to further enhance your engagement?</p>	
<p>Additional thoughts:</p>	