Change and Implementation at a Glance

Before an agency launches a new program or intervention on a large scale, components or procedures should be tested, implementation should be piloted on a small scale, and/or the intervention should be introduced gradually. These processes allow agencies to assess, make adjustments, and plan for needed supports for sustainable, wide-scale implementation.

Key Takeaways

◆ **Usability testing** is a process that helps teams quickly try out program procedures or tools, gauge reactions, assess functionality, and refine or clarify if needed.

◆ **Pilot testing**, or piloting, is a trial run of implementation of a whole intervention (or significant parts of it) on a small scale (e.g., in a single county or agency division). Piloting helps agencies decide whether they should continue to implement the intervention, and if so, how implementation should occur.

◆ **Staging** reflects sequencing the introduction of one or more interventions (or selected components) in multiple locations or groups over time. Staging allows for strategically allocating resources.

◆ Ideally, agencies will move from adapting or designing an intervention to usability testing and then piloting before beginning to stage and scale up more widely. However, some circumstances—federal or legislative mandates, perceptions of low risk, or tight timeframes—may prompt decisions to move forward more quickly.

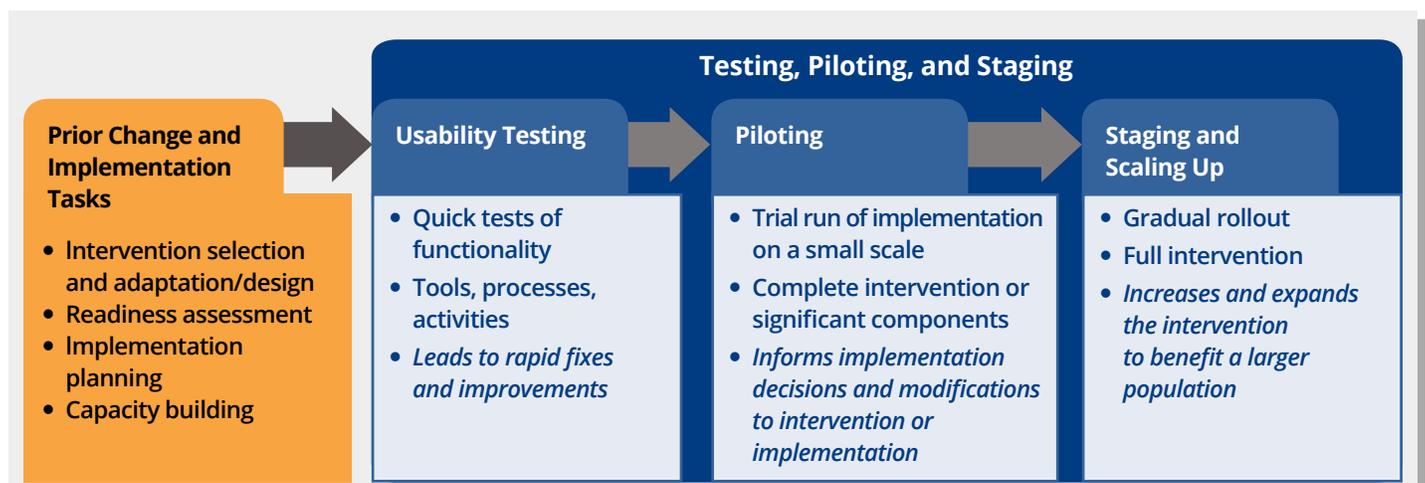## What It Takes to Get It Done

1. Usability Testing

❑ Create usability testing plan.

❑ Conduct usability testing, analyze results, and make adjustments.

2. Piloting

❑ Determine approach and develop pilot plan.

❑ Identify and recruit sites.

❑ Conduct pilot.

❑ Assess results, review progress, and make adjustments.

3. Staging and Scaling Up

❑ Develop and refine plans for staging the intervention and scaling up.

❑ Identify sites and sequencing.

❑ Build capacity and scale up.

❑ Review progress and benchmarks.

Testing, Piloting, and Staging

Prior Change and Implementation Tasks

- Intervention selection and adaptation/design
- Readiness assessment
- Implementation planning
- Capacity building

Usability Testing

- Quick tests of functionality
- Tools, processes, activities
- *Leads to rapid fixes and improvements*

Piloting

- Trial run of implementation on a small scale
- Complete intervention or significant components
- *Informs implementation decisions and modifications to intervention or implementation*

Staging and Scaling Up

- Gradual rollout
- Full intervention
- *Increases and expands the intervention to benefit a larger population*

Intervention Testing, Piloting, and Staging Milestones

◆ Usability testing conducted on key protocols and processes

◆ Intervention launched with selected pilot site, group, or location

◆ Decision reached after pilot about whether to move forward with intervention and how to proceed

◆ Intervention core components adjusted based on usability testing, piloting, or other findings

◆ Implementation strategies adjusted as needed based on usability testing, piloting, or other findings

◆ Plans developed and initiated for staging and scaling up implementation

Testing, piloting, and staging should align with and contribute to related monitoring and evaluation activities.

Need more information on intervention testing, piloting, and staging?

Detailed resources are available on the **Change and Implementation in Practice** website at
https://capacity.childwelfare.gov/states/focus-areas/cqi/change-implementation/intervention-testing-piloting-staging/

Indepth **brief** offers step-by-step guidance.

Learn the details of how to conduct usability testing, plan and complete a pilot test, and stage an intervention.

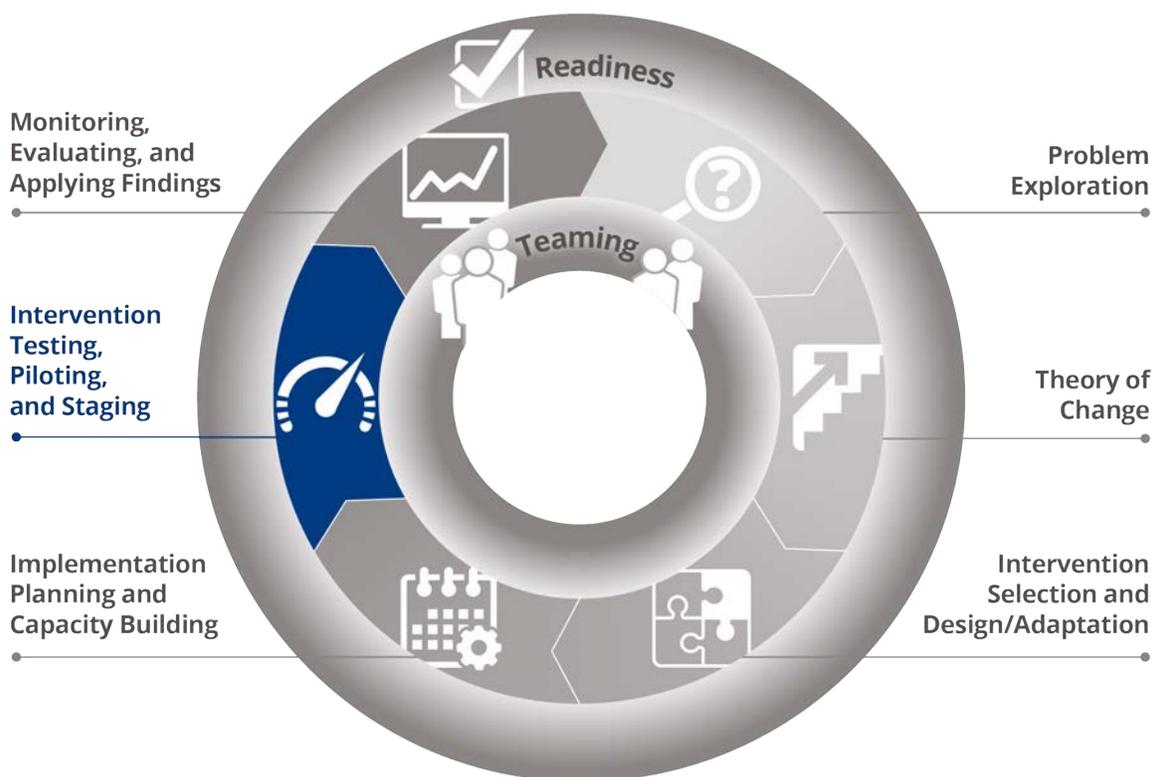Short **videos** and a workbook reinforce key concepts.

Use for training and to start thinking about application in your agency.

Recorded **webinars** feature real world examples.

Hear lessons learned and tips from experts and peers.

Key Change and Implementation Topics

- Readiness
- Problem Exploration
- Theory of Change
- Intervention Selection and Design/Adaptation
- Implementation Planning and Capacity Building
- Intervention Testing, Piloting, and Staging
- Monitoring, Evaluating, and Applying Findings
- Teaming

For resources on other **Change and Implementation** topics, visit
https://capacity.childwelfare.gov/states/focus-areas/cqi/change-implementation/

Children's Bureau