

MODULE 4:
Envisioning Collaboration

FACILITATOR NOTES

What you need to say/do

1. Ask participants to turn to Module 4 in their materials.
2. Present the Module Objectives for this lesson. Explain that this module is intended to help participants develop a framework for collaboration.
3. Review the main intersections discussed during Module 3. Explain that participants will select from these intersections for Activity 1.
4. For the first activity, participants should be in their small groups from the previous module.
5. The second activity is small group reports.

What you need to know

1. This module will take approximately 2 hours to complete.
2. The Introduction will take about 2 minutes.
3. Activity 1 will take about 1 hour.
4. Activity 2 will take about 30 minutes.
5. The goal is to establish how an ideal collaboration relationship would work among the three agencies.
6. Depending on the schedule, there will either be a 15 minute break after Activity 1 (Schedule 1) or a 15 minute break at the end of the module (Schedule 2).

Handouts/Exhibits

- **Exhibit 4-A:** Collaboration Results Worksheet

Seminar Objective

Child support, TANF, and workforce investment managers will understand how working collaboratively will help to achieve agency goals and will help clients and families.

Module Objectives

Participants will be able to identify the desired outcomes of an ideal collaboration.

Participants will describe how to measure the effectiveness of a collaborative effort.

Introduction

In the previous modules, participants discussed the operations of their agencies and areas where clients, activities, funding, and performance overlap. This module focuses on developing a more specific vision of a collaborative effort between the three agencies. You will build on the information that you have shared with one another, and you will begin to envision a collaboration structure. By the end of the module, participants will have identified elements of a strong collaboration effort, how they will know that collaboration is occurring, and how to determine whether it is effective.

FACILITATOR NOTES

What you need to say/do

1. Introduce Activity 1—**The Ideal Collaborative Relationship**. Ask participants to read the instructions for Activity 1. The instructions include an example of how to address the questions.
2. Note that they should select three intersection areas from the previous module that they will focus on during this activity. Make sure to emphasize to the groups that they look at intersections that can affect specific and measurable outcomes.
3. Advise each group to select a note-taker to keep track of the discussion points and any conclusions. If flipcharts are available, recommend that the note-taker record responses directly on the flipcharts.
Groups should also select someone to present this at the end of this module. The presentation questions will track with the areas in the **Exhibit 4-A** worksheet.
4. Circulate among the groups to answer questions and ensure that participants are engaged in a discussion.
5. If participants are having difficulty with collaboration ideals, prompt them by asking them to think of collaboration ideals from the perspective of the client, the line worker, the agency managers, or the automated system.
6. When participants are answering Question 3, make sure to emphasize that the indicator is directly related to the intersection. For example, if the intersection is improved referrals between agencies, the indicator would be a reduction in the percentage of incomplete referrals that are submitted.

What you need to know

1. Activity 1 will take 1 hour.
2. The goal is to establish how an ideal collaboration relationship would work among the three agencies.
3. Participants should be in their small groups from the previous module.

Handouts/Exhibits

- **Exhibit 4-A:** Collaboration Results Worksheet

ACTIVITY 1

Ideal Collaboration Relationship

This activity is a small group brainstorming exercise about how the **ideal collaboration relationship** would work among your agencies. It builds on the areas that you discussed in Module 2 (funding, performance measurement, activities) and Module 3 (key agency intersections). In Module 3, we used **Exhibit 3-E** to list areas where clients and staff from different agencies overlap.

Using **Exhibit 3-E** as a reference, select **three** areas of intersection. Record them on **Exhibit 4-A** at the end of this module.

1. Select three intersections.

Example of an intersection: Referral of clients from one agency to another.

For each intersection, indicate:

2. What would you like the collaboration to involve? That is, what are the elements of an ideal collaboration?

Example of ideal: Correct and complete information for all clients referred. Staff from both agencies meet to discuss the process for referrals, improvements to forms, and information that is required on the forms.

3. What would be the result of the collaboration?

Example: Client applications are processed more quickly; meeting federal timeline requirements.

4. What would be evidence that collaboration is occurring? What is an example of a specific indicator that maps directly to the intersection?

Example: Number of referral forms with complete information increases.

FACILITATOR NOTES

What you need to say/do

1. If flipcharts are used, bring the easels to the front of the room. If a whiteboard is used, make the following headings: Agency Intersections, Collaboration Ideals, Collaboration Results, Indicators of Successful Collaboration.
2. Begin with Group A. Ask them to present one intersection. Then ask them to present the corresponding collaboration ideal, expected result, and indicator(s) of success. Ask the other two groups if they had a similar intersection and whether they would add or change anything. Then ask Group B to present one intersection and the corresponding results. Again ask the other two groups to respond. Finally, ask Group C to follow. Start the process again with Group A. Continue this exercise until each group has presented its three intersections or time runs out.
3. List noteworthy findings in each column as each group presents the outcome of its discussion.

What you need to know

1. Activity 2 should take about 30 minutes.
2. This activity will be conducted as a large group with each of the small groups reporting its discussion from Activity 1.
3. Groups will likely overlap in some of the information that they present.

ACTIVITY 2

Group Reports

Now that you have had time to identify three intersection points and to discuss and envision what a strong collaboration effort might look like, each regional (small) group will take turns reporting on the following.

- Area of **intersection**
- **Elements** of an ideal collaboration associated with the intersection
- **Outcomes** of an ideal collaboration
- **Evidence** collaboration is occurring

FACILITATOR NOTES

What you need to say/do

1. Summarize the activities in this module. Participants should now have a vision of a strong collaborative effort. They will also have identified the desired outcomes of a successful collaboration and indicators of success.
 2. Identify highlights from the group reports.
 3. Ask participants to comment on what stood out or made an impression.
 4. Reiterate the intersections described above, including areas where there was overlap.
 5. If flipcharts were used, post the pages on the walls with masking tape so that they can be referred to in the next module.
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What you need to know

1. The summary will take about 5 minutes.

Summary

The previous modules addressed the benefits of collaboration and the operations of the three agencies. In this module you envisioned what a strong collaboration would look like at a number of points where your agencies intersect. You also explored the results of an ideal collaboration structure. Lastly, you described how you will know that successful collaboration is occurring by identifying indicators of success.

The final module involves action planning. Participants will describe the issues they want to take-on to implement a partnership and specific action steps.

Exhibit 4-A: Activity 1— Collaboration Results Worksheet

Agency Intersections From Module 3	Collaboration Ideal	Result	
<i>Intersection 1</i>			
<i>Intersection 2</i>			
<i>Intersection 3</i>			