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Implementing and Sustaining an Effective Service Delivery Approach: Stages and Steps

December 2011

This document has been excerpted from the NECTAC Interactive Guide to Implementing and Sustaining an Effective Service Delivery Approach: Stages and Steps (2011). For the full version, which includes greater detail and downloadable resource documents, visit: <http://www.nectac.org/effectiveservicedelivery/splash.asp>

The on-line guide describes five major stages in the process of changing your state's service delivery approach and the critical considerations and steps that need to be addressed for each stage. While not a rigid sequence of activities, there is a logical flow. In actual implementation, the activities may cross stages and may be worked on simultaneously. Also, a change effort may begin at a later stage but back-track to do the work of the earlier stages.

1. Explore Service Delivery Approaches with Stakeholders

- Articulate Mission
- Compare Approaches
- State Desired Changes
- Explore Implementation
- Pulling It Together

2. Build Support and Commitment

- Advocate for Changes
- Secure Leadership Support
- Develop Communication Plan
- Develop Messages/Materials
- Pulling It Together



3. Develop Implementation Plan

- Advocate for Changes
- Secure Leadership Support
- Develop Communication Plan
- Develop Messages/Materials
- Pulling It Together

4. Implement the Plan

- Adapt/Adjust Infrastructure
- Implement Training and TA
- Begin Implementation
- Fully Implement
- Pulling It Together

5. Assure Sustainability

- Maintain/Expand Support Base
- Continue Infrastructure/Fiscal Support
- Continue T/TA for Fidelity
- Evaluate for Fidelity/Quality
- Pulling It Together

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