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Assessment tool for innovation work with multi challenged family

About this assessment tool

Innovating with a multi challenged family presupposes valuation of family members perceptions of their own situation embedded in their social and cultural environment. Therefore, the assessment has to be sensitive to users` perception of their everyday life in their social and cultural context. This assessment tool can be used in cross-cultural context. It consists of three parts:

- Part I is designed to enhance social workers reflection and analyzing skills in order to promote awareness in the innovation process
- Part II is designed to enhance social workers analyzing, planning and organizing skills in order to design a strategy plan for the innovation
- Part III is designed to enhance social workers presentation and communication skills in order to be able to adequately communicate the new solution to the management and other important stakeholders.



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Part I

Analyzing the everyday life of multi challenged family as the family and various professionals working with them perceive it, and reflection on one`s own practice is the first step into the innovation process. It is therefore very important to adopt users` perspectives in order to co create new solutions. That will enhance your awareness about the innovation you want to achieve, and it will be a preparation for a detailed strategy plan for development and implementation of the new solution (Part II).

We kindly ask you to answer following questions! You can freely chose only some of the items, or own items if you deem them as appropriate in your cultural context!

1. Identify the various issues which lead you to see the family as ‘multi challenged’?

- Child care and protection issues
- Mental health issues
- Low income
- Low level of educational attainment
- Learning/physical disabilities
- Marital conflict
- Other (Please elaborate)

Please elaborate on your answer!

2. Identify the impact the various issues you mentioned above have on the family situation (set a cross)?

	Low impact			High impact	
	1	2	3	4	5
Child care and protection issues	_____	_____	_____	_____	_____
Mental health issues	_____	_____	_____	_____	_____
Low income	_____	_____	_____	_____	_____
Low level of educational attainment	_____	_____	_____	_____	_____
Learning/physical disabilities	_____	_____	_____	_____	_____
Marital conflict	_____	_____	_____	_____	_____
Other (Please elaborate)	_____	_____	_____	_____	_____

Please elaborate on your answer!

3. Identify other professionals and disciplines that are working with the family!

4. Reflect on the extent to which there is a holistic (i.e. joint planning of strategy and interventions of the different disciplines) or case management approach (i.e. cross disciplinary management of the case)!

5. Exactly which area with potential for change have you identified in collaboration with multi challenged family? (description of a challenge/unmet need you want to address)

6. Exactly which solution do you and multi challenged family suggest in order to meet the challenge you describe? (description of the product/method/new organization/service etc.)

7. Why do you think you will be able to implement the innovation and why are you doing that? (Competence, motivation, network,.. etc.)

Perhaps you can't answer all questions? Don't worry! Few can fully answer all questions. The important thing is to reflect on and be aware of aspects you need to work with, as well as how you can continue to work with them. You are in a good path if you do that. We advise you to make some additional questions:

Why can't I answer?

What do I need to do in order to answer the question?

Talk with your friends, colleagues, other resource individuals! Get some advice!

Think more, collect more information!

Part II

Having an innovative idea is only a start. There is a lot of work to be done in order to implement a new solution. A new solution is an innovation when multi challenged family use it to cope with their everyday life. The chances of success are higher if you work with a detailed strategy plan. You can use different frames of strategy plan.

We will now present a frame that can help you structure your strategy plan. Before you study the frame remember: a good strategy plan is a living plan, it changes underway as the environment changes.

We kindly ask you to be as detailed as possible in describing following items:

1. Summary

Give a brief and precise description of the new idea and the strategy for implementation)

In your journey towards implementation of the new solution, you will need to inspire, get support and help from many people. Your summary with help you to catch their attention. So, this is important!

2. Who is/are the driving force (entrepreneur(s))?

Others need to have faith on the new solution but also at the people that will do the work. Share with them competencies you think make you and your partners a good team.

3. Social innovation

Describe the new idea you in collaboration with the family have designed!

What is the background for the new idea? What is it? Does it have potential for development? How does it fit in the technical, social and cultural context of multi challenged family?

4. Users

Exactly who are the users of your solution?

Whole family? Children? Parents? Service providers? Why would they use your new solution, how they will be able to use it (costs, availability, distribution, etc.)

5. Product

Give a detailed description of the product/method/new organization/service you want to implement?

6. Multi disciplinary approach

How do you plan to ensure a holistic approach? Exactly which competence do you need to bring to your team in order to implement the new solution? How do you plan to engage people with necessary competence on board? Identify how the management of the various professionals involved can be brought on board with a multi disciplinary approach.

7. Organizing

Describe how do you plan to organize your innovation process? Case management?

Describe functions different members of your team will have! Who has the main responsibility? Identify roles for the management of the various professionals involved!

8. Competing solutions

Exactly which existing solutions will compete with yours, or you want to replace?

Describe parallel or similar solutions that already exist!

What do they do? Private or state run? What are their strengths and weaknesses?

9. Implementation

Exactly how do you plan to implement the new solution?

Describe the strategy for implementation!

10. **Resources** (if you deem it necessary in order to get accept for your innovation)
What are the costs? Who will pay? How do you plan to make this work?

11. Sustainability

Why and how will your new solution/innovation be used in the longer term?

User centered and satisfaction? Quality? Price? ...etc

Part III

In your journey towards implementation of the new solution, you will need to inspire, get support and help from many people that hold key resources and decisions. You as a social worker and entrepreneur should be aware of and prepared on how you will communicate your new idea and the strategy plan to different audiences for the proposed innovation (e.g. other professionals, the social worker's own management structure, and the management of the other professional disciplines involved). Your presentation will help you to catch their attention. So, this step is also important!

We kindly ask you to prepare a brief and precise oral presentation of the new idea and the strategy for implementation. Make it as short as five-minute presentation.

In order to make a good presentation you need to reflect on several questions:

- To what extent you are planning to engage the family in devising the innovative solution?
- What is important for the stakeholder?
- Is the new idea and solution clear enough?
- Why would the stakeholder support it?
- Is the strategy plan for implementation clear and detailed enough?
- Do we as a team have enough competences needed in implementation process?
- Who will present and how (Verbal, non-verbal language, method, etc.)

Good luck with your innovation !

