

Identifying “levers” Small Group Discussions

1. What is the basis of concern for this issue? (e.g. what data do you have? Any specific data that provides refinement to your view of issue?)

2. Has there been improvement or worsening of your performance on this over the last several years? Any ideas of why (internal or external to agency)?

3. What do you think are the causes of this issue?

4. What, if anything, has your agency done to address this issue?

5. How do you view this issue in the context of a systems perspective?

6. What could your agency do differently that could potentially have a positive impact on this issue?

7. Discuss the levers in the following table regarding their relevance to the above change. (#6)

“Levers”	Is this system factor relevant?	How critical is this factor to a sustainable solution?
Front line practice		
Supervision		
Training		
Workload		
Quality assurance/improvement system		
Organization climate		
Organization culture		
Organization commitment to change		
Leadership vision		
Leadership communication		

Service array		
Law enforcement		
Courts/legal		
Prevention		
Schools		
Other:		

8. What are the critical levers that need to be pulled to ensure system change and sustainability.
9. How will we know we achieved system change?