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**Innovations in child welfare, examples of implementation strategies**

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**Objectives/aims**

Implementation models can help organisations to gain insight in the steps and drivers relevant in innovation processes (‘what’). Examples of implementation strategies could help to actually plan and act in implementation processes (‘how’). Over the last five years, Youth Protection Amsterdam (YPA) has introduced a model for intensive system-oriented case management (ISC), using an extensive and intensive implementation process and many different strategies. This project investigated best practice strategies to assist ‘scaling up’ of ISC in The Netherlands and enable the dissemination of the implementation knowledge in child welfare.

**Methods**

Three steps were taken: 1) Operationalization of a conceptual model (Bertram, Blase & Fixen, 2015) and define the innovation and strategies in a joint session of the research team and YPA, 2) Collection of existing materials on the implementation strategies used and interviews with key informants within YPA and two other organisations implementing ISC and 3) Analysis of material on the basis of the conceptual model and selection of succesfull strategies and lessons learned (in joined sessions with the research teams and YPA).

**Main findings**

Emergent design can be seen as the central element and basic requirement of the innovation process: reflection on the working processes raised awareness of the need to change and led to an open culture, with a focus on reflection and learning. Examples of the most central strategies in selection, training and coaching (competencies driver) were selected, as well as examples on the organisational and leadership driver of the Bertram, Blase & Fixen model. Especially intensive team-supervison, the application of feedback instruments, issue management in all levels of the organisation and with partner organisations and adaptions in ICT (showing file-information in a meaningfull way in team – supervision – sessions) are examples of best practice strategies*.*