



ADMINISTRATION FOR  
**CHILDREN & FAMILIES**

Office of Family Assistance | 330 C Street, S.W., Washington, DC 20201  
[www.acf.hhs.gov/ofa](http://www.acf.hhs.gov/ofa)

August 17, 2021

3:30 – 4:00 EDT

1:30 – 2:00 MDT

12:30 – 1:00 PDT

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Mathematica

## LI<sup>2</sup>: THE LEARN PHASE ACTIVITIES

By the end of this session, participants will understand the purpose and objectives of the *Learn* phase of LI<sup>2</sup> and have applied a strategy to their team's TLC project.



— Leveraging —  
America's Social &  
Economic Resilience

# REFLECT

Pre-pandemic, what was your average “show rate” for intake appointments?

Why do you think people didn't show up?

# REMINDER: THE OBJECTIVES

1. Identify, clarify, and prioritize your motivation for change
2. Identify and engage stakeholders
3. Assess your environment
  - Factors that will *help* and *hinder* success
  - Readiness for change



**LEARN**

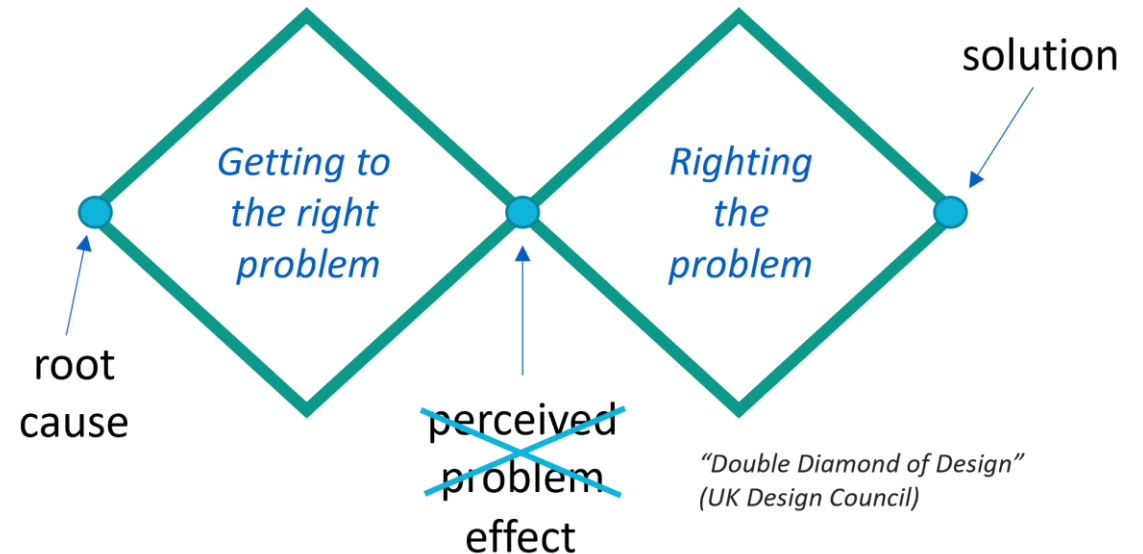


# MOTIVATION FOR CHANGE

- Getting clear about why we are pursuing change
  - Opportunity vs. problem
  - Push, pull, or both?
- Applying a diversity, equity, and inclusion lens:
  - According to whom?
  - Who is currently affected?
    - What do they have to say?
  - Who *will be* affected?
    - What do they have to say?

*"If you don't know where you're headed, you'll probably end up somewhere else..."*

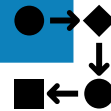
*- Yogi Berra*



# DEFINING THE TYPE OF PROBLEM

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**Technical** problems have known solutions that can be implemented with current knowledge, resolved through authoritative expertise, and through the organization's current structures, procedures, and ways of doing things.



**Adaptive** problems can only be addressed through changes in people's priorities, beliefs, habits, and loyalties; this requires mobilizing discovery, shedding certain entrenched ways, tolerating losses, and generating new capacity to thrive.



# GETTING STARTED

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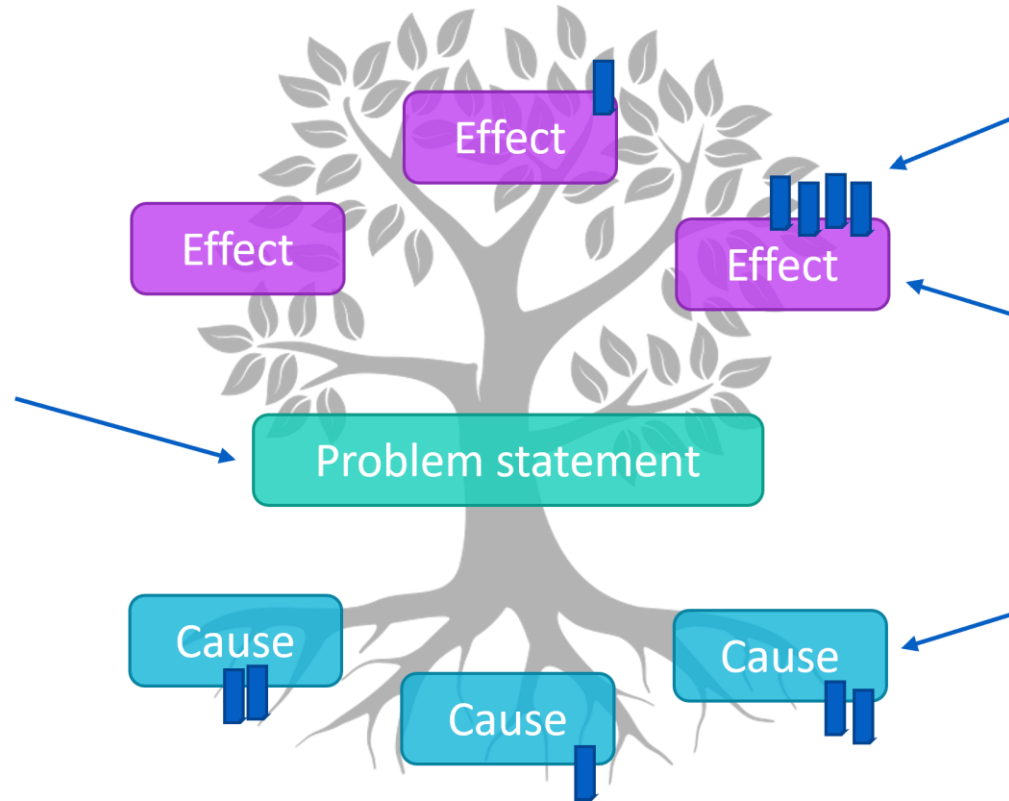
- Many potential methods – three options to get started today in your teams:
  - Problem tree analysis
  - Bullseye diagramming
  - Abstraction laddering

# PROBLEM-TREE ANALYSIS

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An exercise to help teams clarify and more deeply understand a key problem

Start by defining the problem, as you see it, in a simple phrase or sentence



Finally, “vote” or discuss as a group which are most important

Then, brainstorm potential **effects** of the problem

Next, brainstorm potential **causes** of the problem

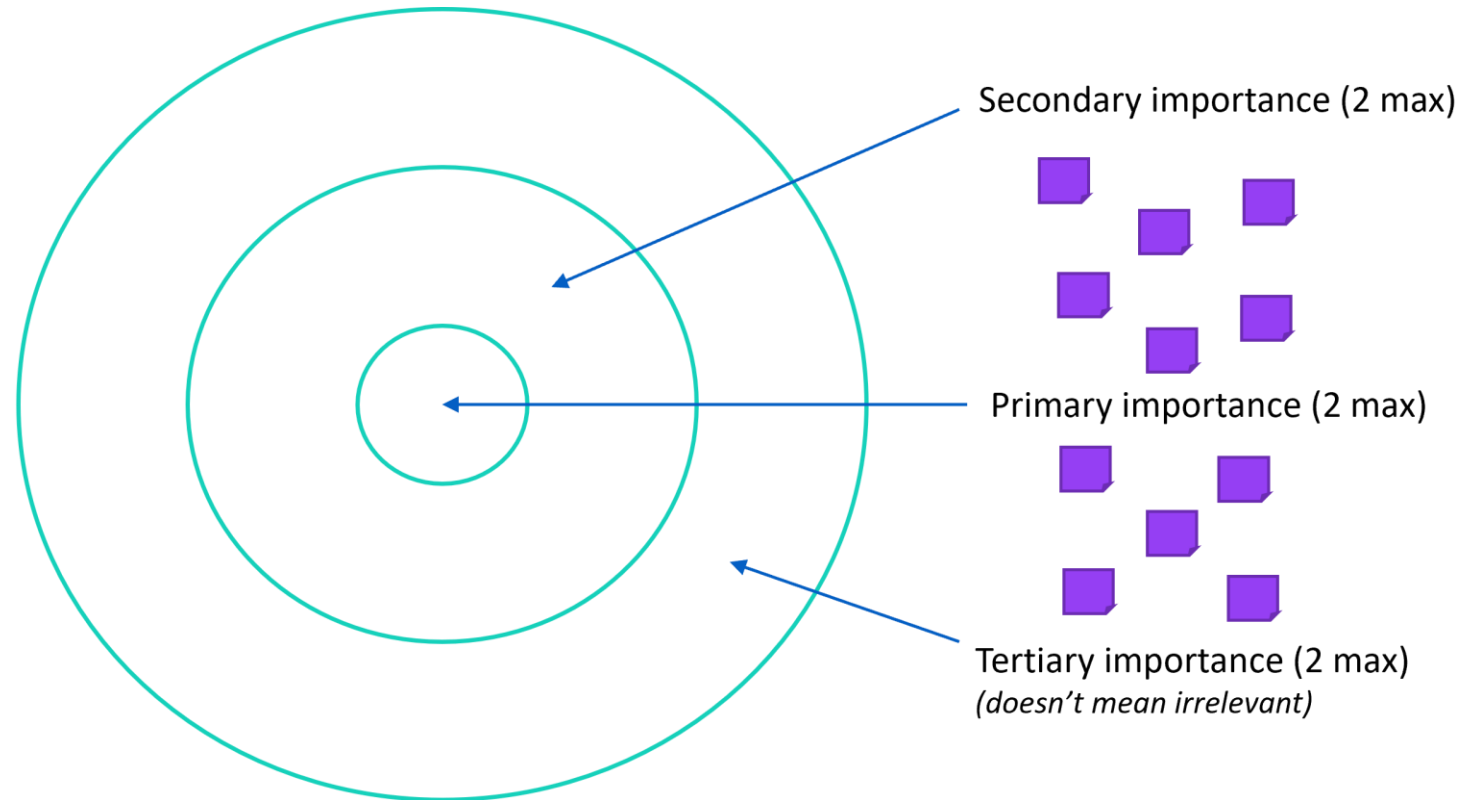
# BULLSEYE DIAGRAMMING

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An exercise to help teams prioritize among several competing opportunities or problems

Start by laying out all items for consideration (8-12)

Next, work as a team to discuss and debate the relative importance of each item and plot it accordingly





# ABSTRACTION LADDERING

An exercise to help teams (re)consider and clarify their understanding of an opportunity or problem by broadening and narrowing its focus

