**WHAT IS THIS RESOURCE?**

This paper discusses a **four-phase implementation process model**, adapted to public service sector settings. The paper highlights the **important variables, challenges, and opportunities** of each phase (Exploration, Adoption/Preparation, Implementation, & Sustainment), considers **inner and outer contexts**, and discusses **implications for further research**.

**WHAT ARE THE CRITICAL FINDINGS?**

- Service delivery and client outcomes can be improved by implementing innovative practices. Implementing Evidence Based Practices (EBP) can be **complex, challenging, and non-linear** due to the multi-layered nature of public service agencies.
- The **first phase** involves awareness of an issue needing attention. In the **second phase**, agencies experiment with ideas prior to large-scale implementation. **Implementation** factors involve micro and macro issues. **Sustainment** indicates continued use of an innovation in practice.
- The figure below identifies the phases and factors affecting implementation:

**WHAT ARE THE IMPLICATIONS FOR OUR WORK?**

**Awareness of the challenges** of implementation will help agencies better navigate the EBP implementation process. Agencies should take steps to **develop partnerships** with consumers, and community stakeholders, as well as a **positive organizational culture**, to ensure better EBP sustainment results. **Leadership, training, and reducing staff turnover** are essential implementation issues that must be addressed as well.