How you can participate

/ **Use the chat to ask questions**

/ **Ask questions or share verbally using the hand raise feature**

/ **REMINDER: Never text or email client personally identifiable information (PII), including during office hours or when contacting the TA teams**
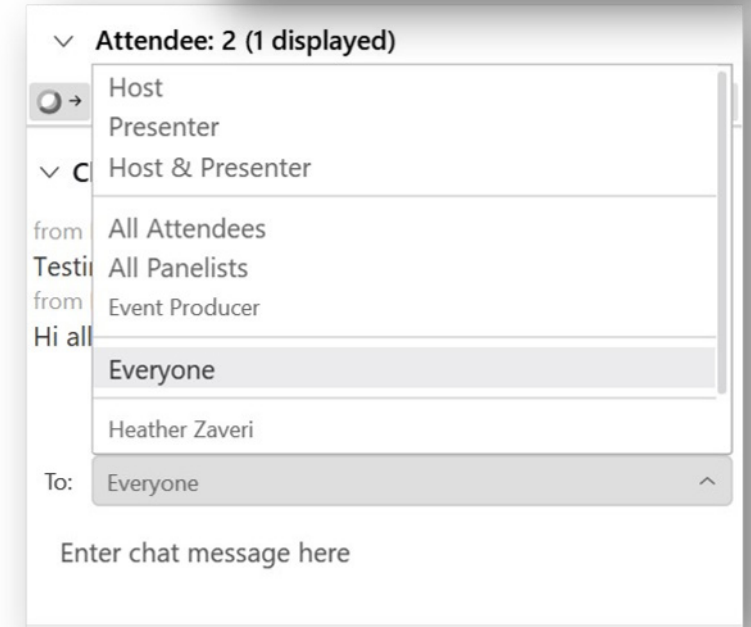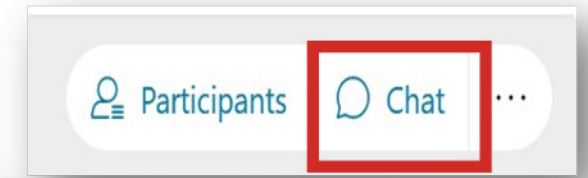
Today's agenda

/ **What's next—reviewing which path to take based on progress towards your SMART goal**

/ **Discussion time so you can share insights from CQI and consider next steps**

The cyclical nature of CQI

We reached our SMART goal!

We made progress on our SMART goal

We did not make progress on our SMART goal

Identify an area to improve and set a goal (D1)

Identify an improvement strategy (D2)

Conduct and analyze a road test (D3, D4)

Monitor and analyze the strategy (D5, D6 & D7)

Communication and action (D8 & D9)

Implementation team (Section C)
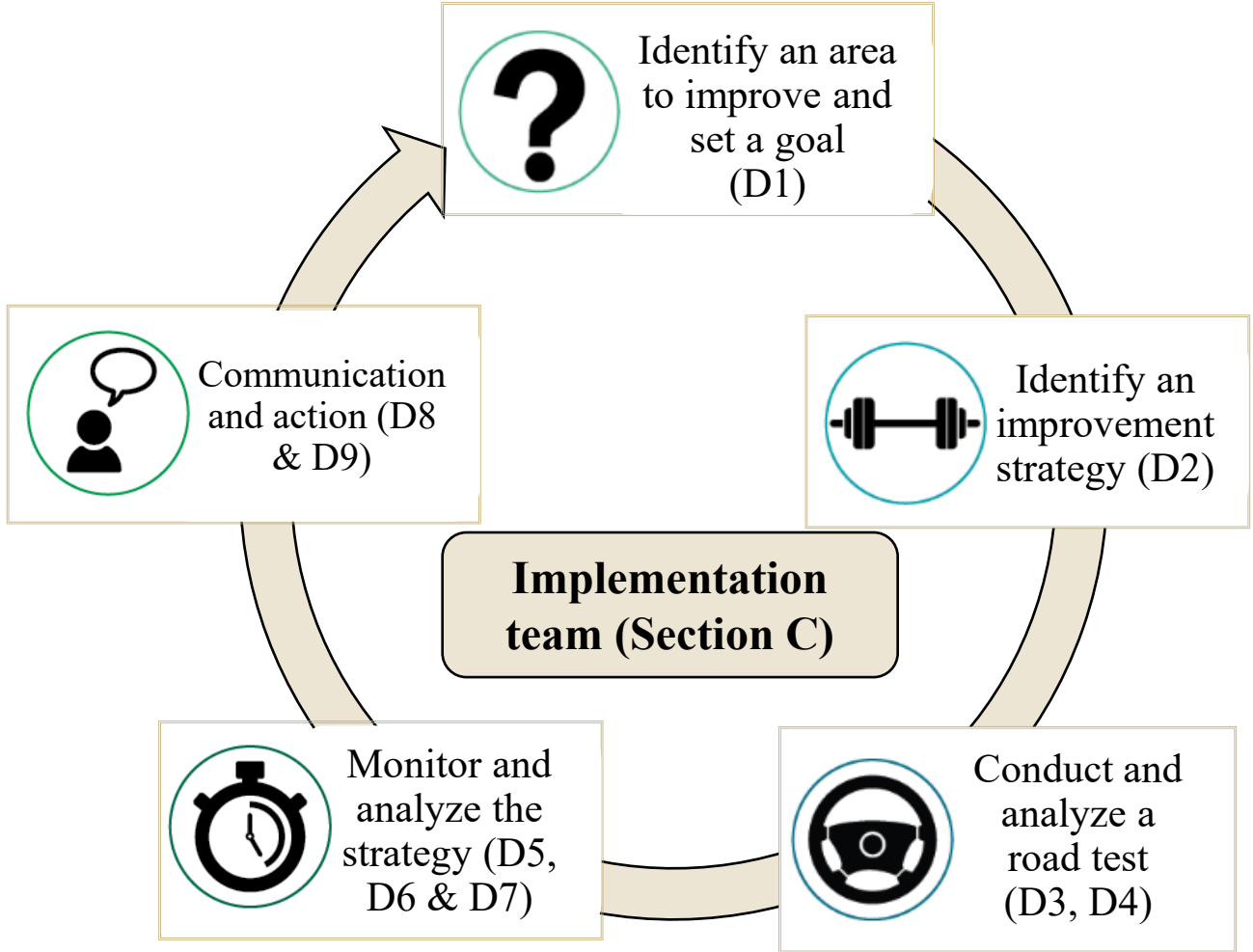
Path 1: We reached our SMART goal!

The cyclical nature of CQI

We reached our SMART goal!

Identify an area to improve and set a goal (D1)

Identify an improvement strategy (D2)

Communication and action (D8 & D9)

Implementation team (Section C)

Monitor and analyze the strategy (D5, D6 & D7)

Conduct and analyze a road test (D3, D4)
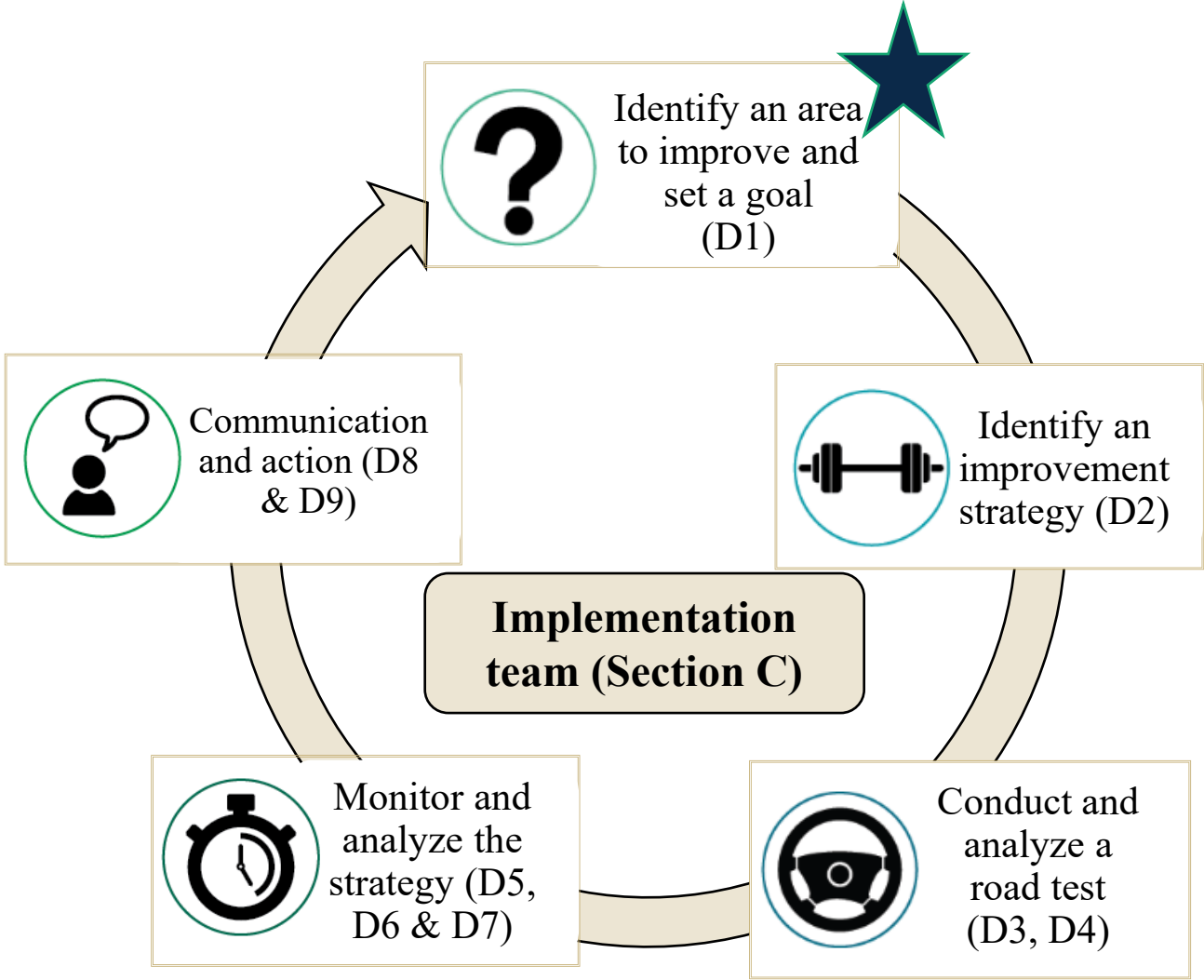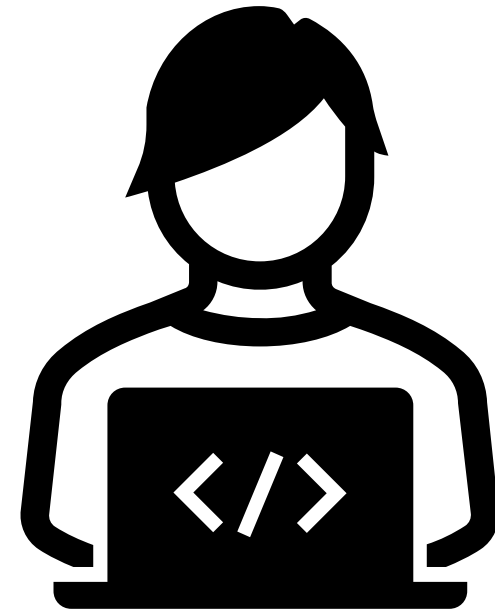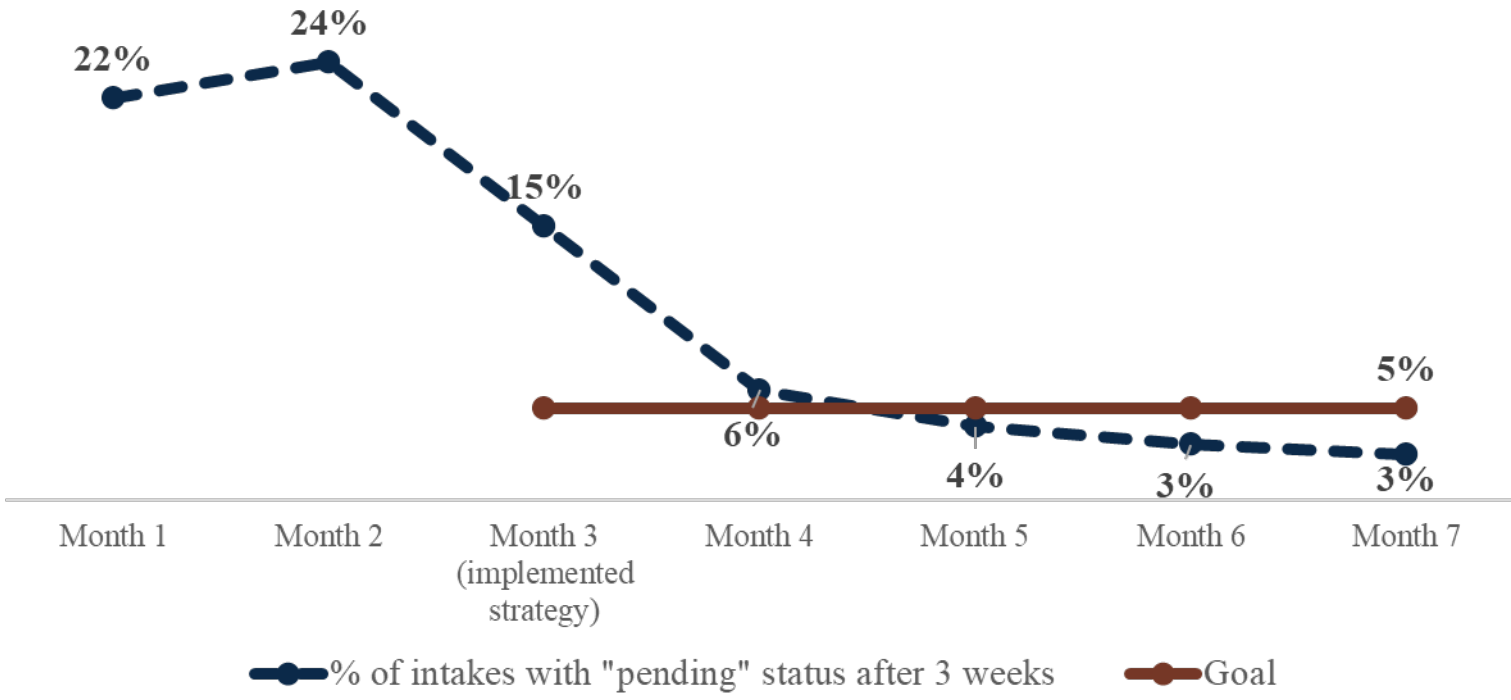
Stronger Families' efforts to facilitate enrollment

/ **Challenge: Program applicants aren't completing the enrollment process so can't participate when classes begin. Many applicants who complete the intake process still have the status of "Applicant pending enrollment" 3 weeks later.**

/ **Root cause: Intake occurs on an ad hoc, rolling basis. Staff do not have a regular process for monitoring new intakes and administering the Applicant Characteristics Survey to complete enrollment.**

/ **Strategy: Staff implement a regular schedule for monitoring applicants who are pending enrollment on the Client Status operational report and reaching out to new applicants to complete the enrollment process.**

Stronger Families' SMART goal progress

We did it!

22% 24% 15% 6% 5% 4% 3% 3%

Month 1 Month 2 Month 3 (implemented strategy) Month 4 Month 5 Month 6 Month 7

— % of intakes with "pending" status after 3 weeks — Goal

Next steps: Continue monitoring progress

/ **You're ready to move on to a new challenge, but don't stop monitoring progress on your SMART goal**

/ **Use section B of the CQI template to document your prior cycle**

Table B1. Summary of past CQI issues addressed

| Past CQI work	Description
Issue 1	
Issue addressed	
Goal	
Data source for monitoring goal	
Road test status and results	
Progress toward goal	
Frequency of monitoring progress	
Next steps/Notes	

Next steps: Identifying a new challenge

To identify a new challenge, consider:

- What other challenges did you identify at the start of your last CQI effort? Are any still a challenge?

- What challenges cropped up over the course of your most recent CQI cycle?

- How can you be inclusive in learning about programmatic challenges?
  - Example: Rose, Thorn, Bud activity

- What challenges are your data revealing?
  - Dig into your data to understand whether components of the program are working better or worse for certain subgroups
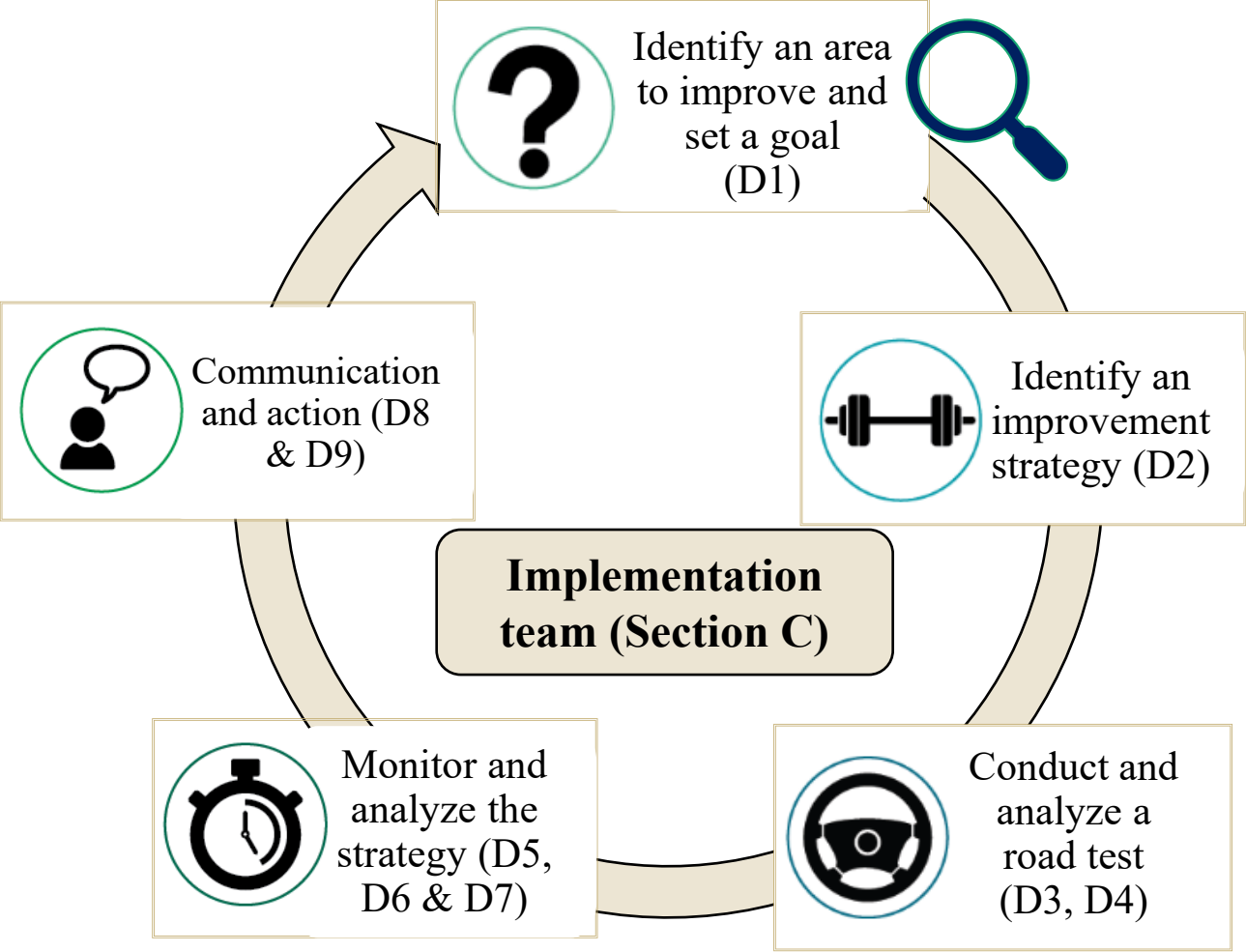
Identify an area to improve and set a goal   (D1)
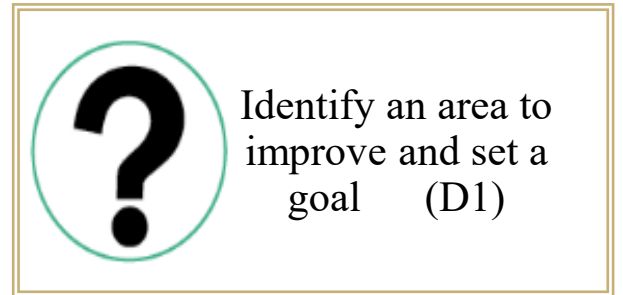
Path 2: We made progress on our SMART goal, but are not there yet

The cyclical nature of CQI

We made progress on our SMART goal

Identify an area to improve and set a goal (D1)

Identify an improvement strategy (D2)

Communication and action (D8 & D9)

Implementation team (Section C)

Monitor and analyze the strategy (D5, D6 & D7)

Conduct and analyze a road test (D3, D4)

Stronger Families' efforts to enhance class attendance

/ **Challenge: Client attendance at workshops is inconsistent**

/ **Root cause: Clients shared that their work schedules are unpredictable and sometimes conflict with classes. Attendance data shows that when clients miss classes, they drop out of the program altogether.**

/ **Strategy: Offer make-up sessions during case management to provide flexibility and ensure clients don't fall behind in the curriculum**
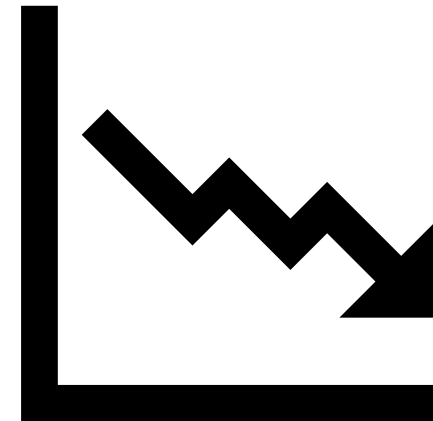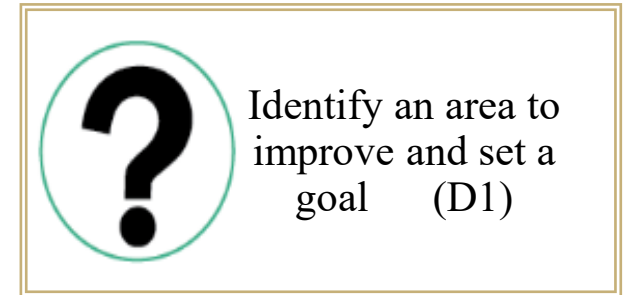
Stronger Families' SMART goal progress
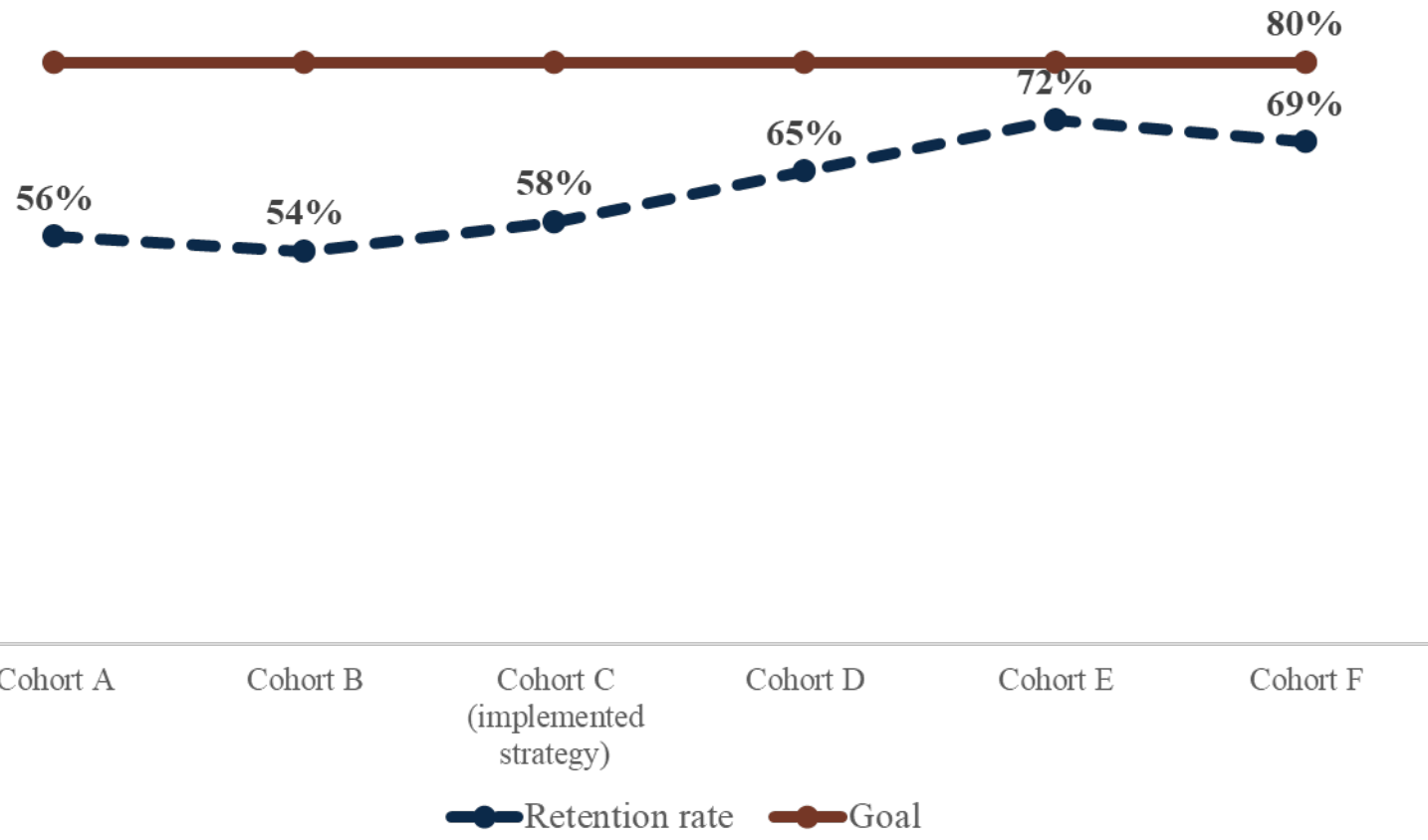
We appear to be making upward progress, but we're not there yet

Next steps: Go back to your root causes

/ **Celebrate your progress**

/ **Many challenges are multifaceted and will require addressing more than one root cause to resolve**

- In a CQI cycle, you should prioritize and address one root cause at a time, testing targeted strategies to address the root cause

/ **When you finish one cycle, return to your understanding of the challenge to determine other root causes to address**

? Identify an area to improve and set a goal   (D1)

Organize root causes using fishbone diagram

Competing priorities
- Family responsibilities
- Work schedules

Logistical barriers
- Lack of transportation
- Lack of childcare

Client engagement
- Not connecting to facilitator
- Not connecting to other clients

Curriculum
- Initial sessions not fully relevant to client experiences
- Format is not interactive

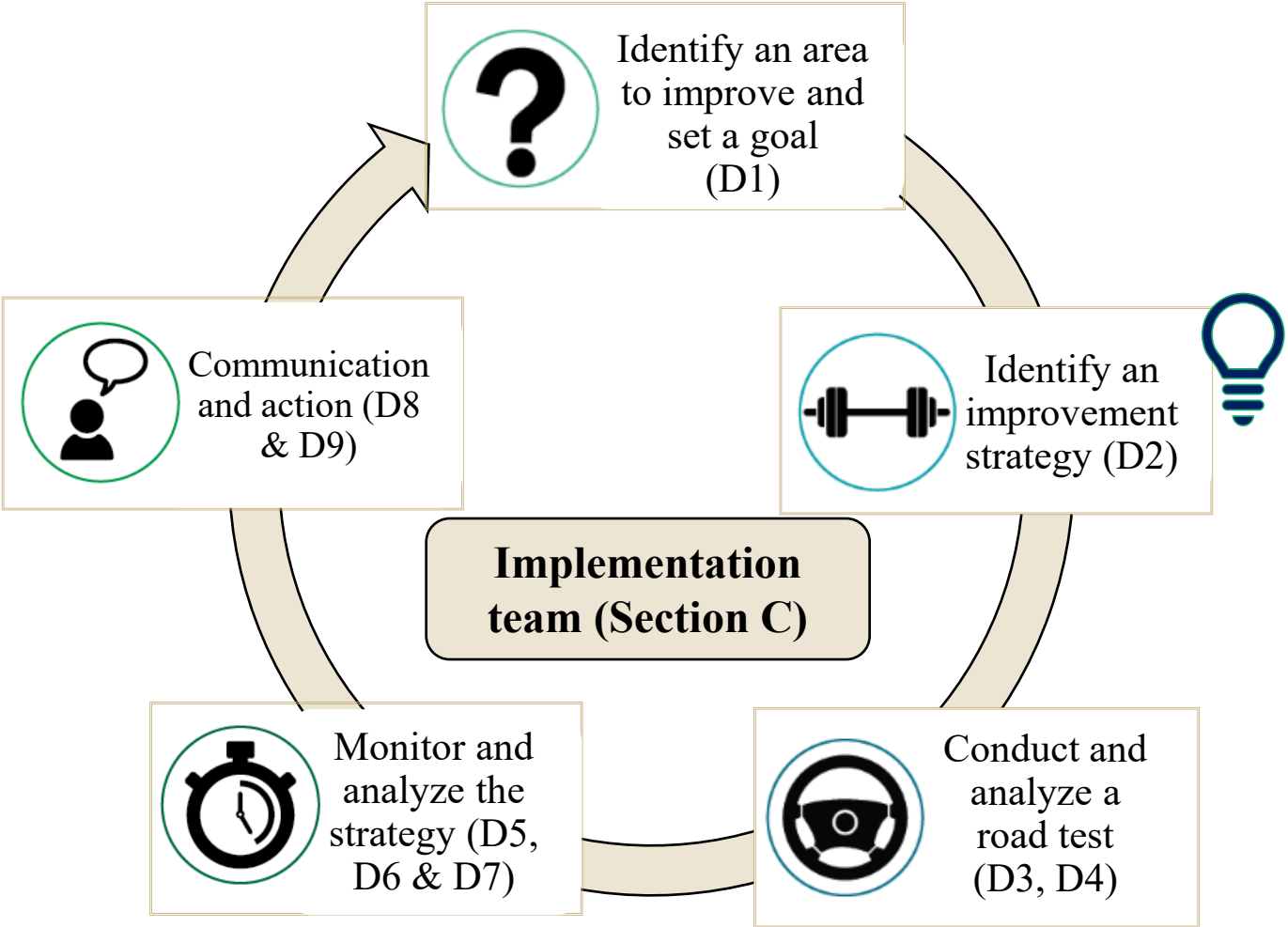Low retention

Identify an area to improve and set a goal   (D1)

Path 3: The effort did not support progress on our SMART goal

The cyclical nature of CQI

We did not make progress on our SMART goal

Identify an area to improve and set a goal (D1)

Identify an improvement strategy (D2)

Conduct and analyze a road test (D3, D4)

Monitor and analyze the strategy (D5, D6 & D7)

Communication and action (D8 & D9)

Implementation team (Section C)

Stronger Families' efforts to improve attendance

/ **Challenge: Client attendance at workshops is inconsistent**

/ **Root cause: In talking to clients, the team learns that transportation barriers are a major reason for missed classes**

/ **Strategy: Offer a virtual version of the class and target it to prospective clients who have transportation limitations**

Stronger Families' SMART goal progress

90%

60% 62% 58% 65% 62%
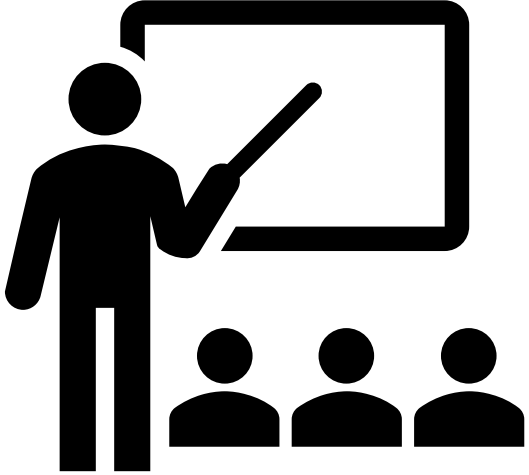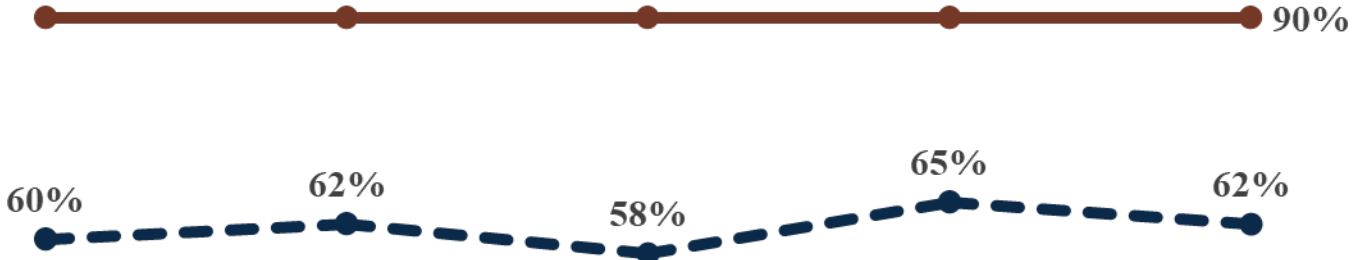
Offering the virtual option doesn't appear to support increased average attendance

Cohort A (in person)   Cohort B (in person)   Cohort C (virtual)   Cohort D (in person)   Cohort E (virtual)

Average attendance (percent of primary workshop hours)   Goal
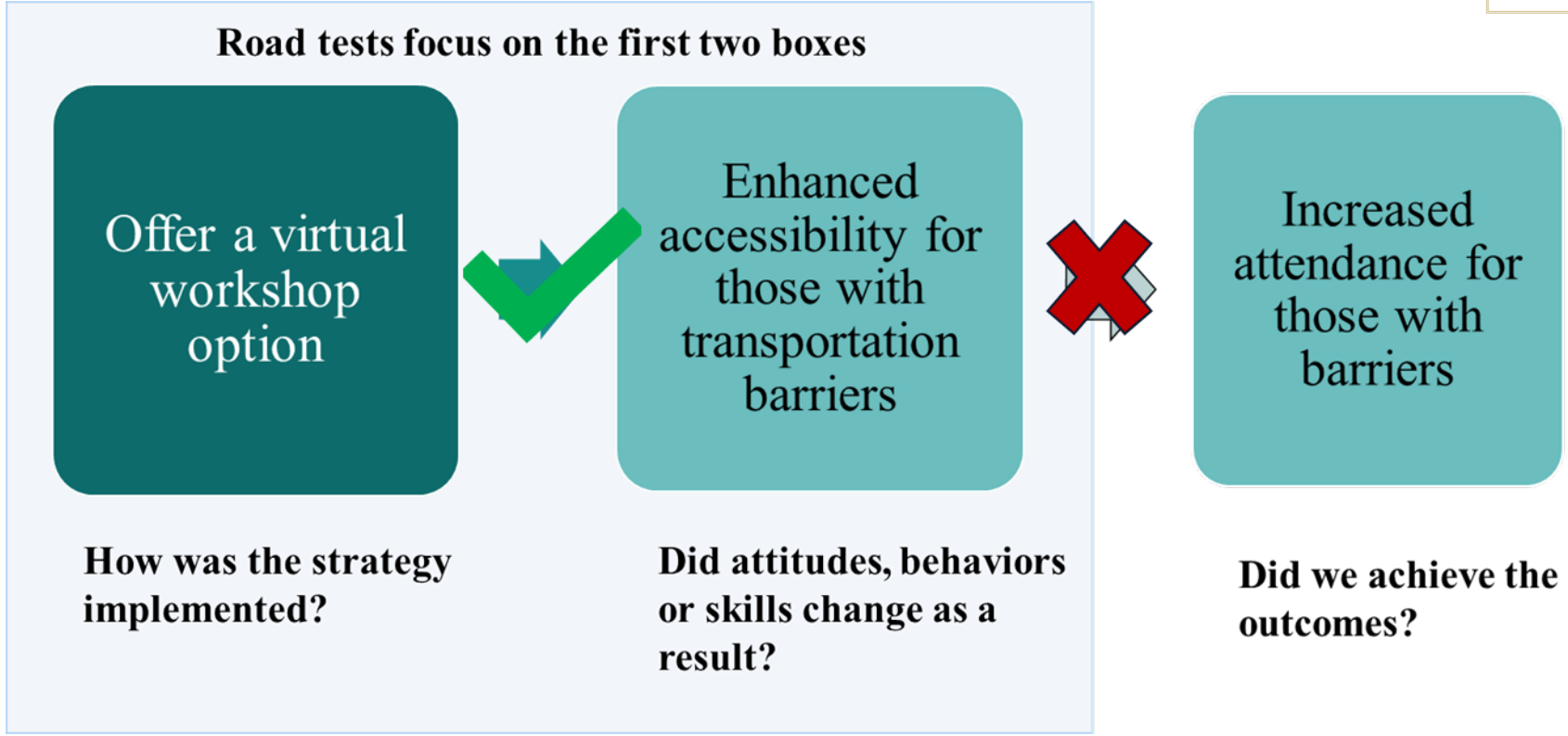
Next steps: Examine your strategy rationale

/ **If your strategy didn't support progress, revisit your strategy rationale**

Identify an improvement strategy (D2)

Road tests focus on the first two boxes

Offer a virtual workshop option

Enhanced accessibility for those with transportation barriers

Increased attendance for those with barriers

How was the strategy implemented?

Did attitudes, behaviors or skills change as a result?

Did we achieve the outcomes?

Digging into your strategy rationale

/ **To improve the rationale for your strategy**

- Talk to those affected by the strategy—why do they think the strategy failed to support improvement?

- Use data to examine how the strategy worked for different groups to understand the conditions under which it did and did not work

- Explore how others addressed a similar issue—what root causes did they target?
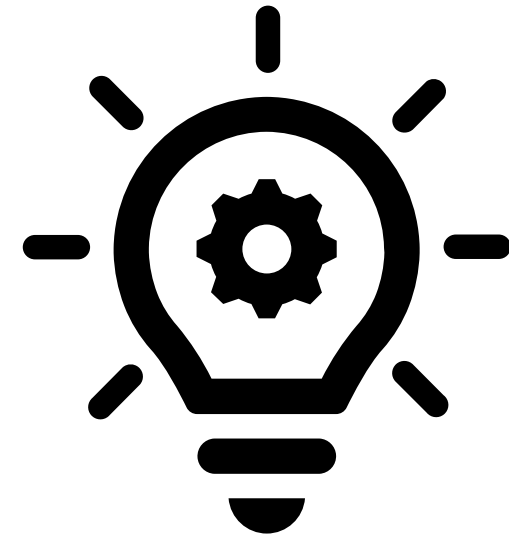
Grantee spotlight: Be Strong International

/ **Based in Miami, Florida**

/ **FRAMEWorks grantee**

/ **Target population is married couples in Miami-Dade county**

/ **Challenge: Survey data collection from clients**

Be Strong
INTERNATIONAL

Healthy Relationships. Thriving Families. Stronger Communities.

Sharing CQI insights so far

What findings from your CQI efforts stand out the most?

How did the insights you gained from one CQI cycle inform what you focused on next?

What are ACF's expectations for CQI plans and processes?

/ **The last required deadline – December 31, 2021**

- Submit a CQI plan through section D3 of the HMRF template (planning for a road test)

/ **Soft deadline – August 1, 2022**

- If you have completed a road test, submit an updated plan that includes what you learned from the test (through section D4 and D5)

/ **Soft deadline – September 29, 2022**

- If you have completed a road test, submit an updated plan with the full cycle (section D6 through D9) by the end of the grant year; this includes monitoring your SMART goal, communication, and making a decision

/ **Please discuss submission dates and next steps with your FPS**

- This includes preparing and submitting a plan for your next CQI cycle

Announcements

/ **For more resources:**

- The HMRF Grantee Resources site (https://hmrfgrantresources.info/continuous-quality-improvement) contains CQI template, instructions, office hours slides, tip sheets, and other CQI resources

- New resource coming soon: Scaling and sustaining gains from CQI

/ **Next office hours on Tuesday, October 25th from 2-3pm ET**

/ **Submit questions to hmrfcqi@mathematica-mpr.com**