How you can participate

/ **You may use the chat 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**
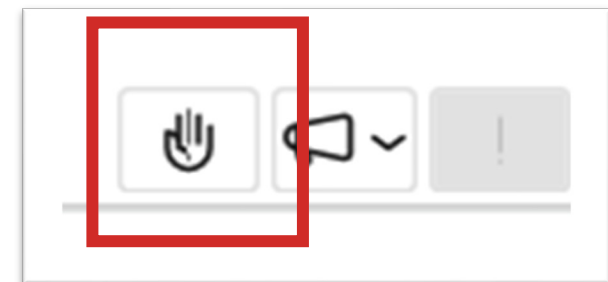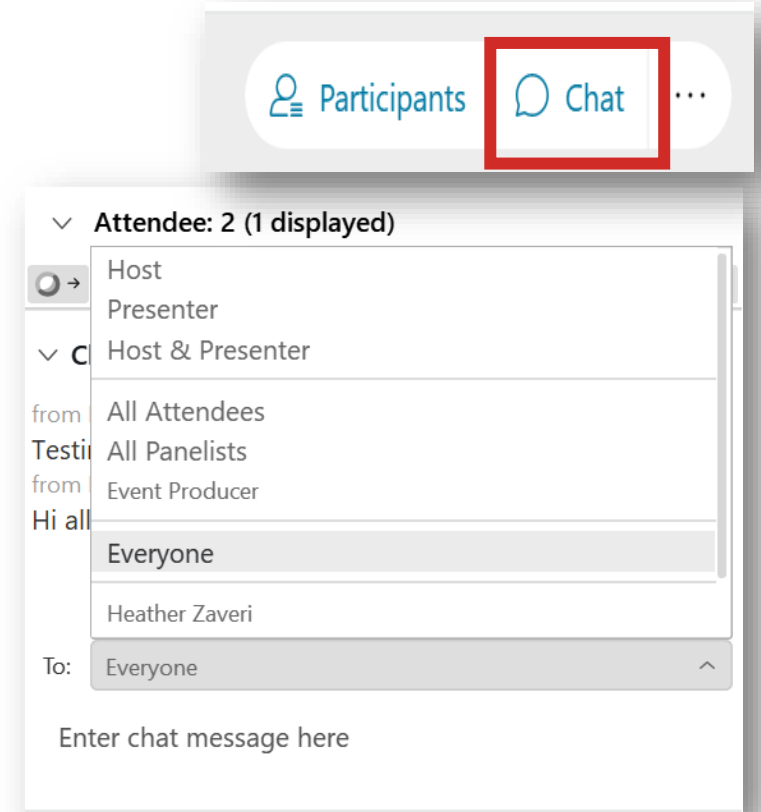
Sustaining gains

/ **In this final year of the grant, we'll focus on lessons from CQI related to sustainability**
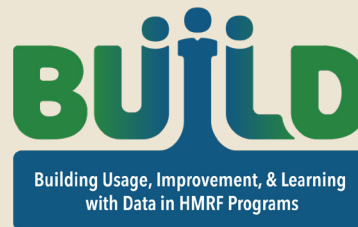
/ **Today, we're focusing on bringing a CQI lens to your sustainability plan**

Agenda

/ **Vision for sustainability**

- Grant spotlight: Zepf Center (Fatherhood FIRE, Ohio)

/ **Incorporating CQI practices into sustainability efforts**

/ **Applying CQI across key program domains**

/ **Open Q&A**

/ **Announcements**

Vision for sustainability

Start with your vision

/ **What is your program trying to sustain?**

  - What are your short term and long-term goals after your HMRF grant ends?

/ **Your HMRF sustainability plan is a living document**

  - Adapt your plan in response to changing circumstances and challenges
  - Identify new strategies for sustaining program components over time, such as fostering new partnerships

Make your vision concrete and actionable

/ **Set goals for each component of your sustainability plan**

/ **Specify strategies for achieving each goal**

/ **Use the Program Sustainability Assessment Tool (PSAT) to assess what resources are available or needed**

/ **Build monitoring and CQI processes into sustainability plans so your team is equipped to identify and address challenges to sustaining program components**

Grant Spotlight

CQI and Sustainability

Presented by Gretchen Clark Hammond, PhD, MSW, LSW, LCDCIII

CEO, Mighty Crow; Local Evaluator for the Zepf Center's Northwest Ohio Fatherhood Connection Program

In Collaboration with the NWOFC Team: Leigh Guerra, Project Director; Justin Koralewski, Data Manager; Andrew Holbein, Business Outreach Coordinator

MIGHTY CROW

Vision for Sustainability

▶ When we developed our application for funding, we opted to work within a sustainability framework and to begin thinking about sustainability very broadly. We use the Program Sustainability Assessment Tool (sustaintool.org)

    ▶ We knew that that groundwork for maintaining the program after the grant period would need to begin in the first year of our funding.

Environmental Support

Funding Stability

Communications

Strategic Planning

Partnerships

Program Adaptation

Program Evaluation

Organizational Capacity

Using the Domains to Plan: Four Examples

▶ Environmental Support: Emphasizing how our program impacts the community, making connections outside of existing partnerships, and making the case for this program to decision-makers.

▶ Partnerships: Thinking through partners, leveraged resources, reciprocal benefits, etc. Ensuring that partnerships are meaningful.

▶ Program Evaluation: Using our data regularly and in ways that allowed us to talk with the staff about strengths of the program, client progress, etc. The use of data then created opportunities for communication.

▶ Communication: Creating "Father of the Month" newsletters, sharing the story of the program with local media, giving regular presentations in the community, etc.

CQI and Sustainability: Complimentary

- Our CQI plan included looking at our targets for enrollment and completion, as well as monitoring for data quality.

- In CQI discussions, we approached each topic with curiosity about what we were seeing through the data and what we may need to amplify, change, etc.

- These CQI efforts ultimately strengthened the program and also identified areas of the program that needed to change.

- CQI efforts support the domains of sustainability:
  - CQI is an excellent tool for process and implementation evaluation
  - CQI provides contextual insights about the data and helps with problem-solving and with data interpretation

Hopes for the Future

- **Ultimate Goal**: Secure another round of funding with HMRF
  - If we are fortunate to do that, we have already discussed what our CQI process and our evaluation findings have told us about our program and what we want to do differently in the future.
    - Changes to our program's phases/duration, changes to some of our service offerings and partnerships, streamlining of some of our data collection, etc.

- Alternative Plans:
  - Leverage our existing partnerships
  - Leverage our environmental support
  - Examine what services are natural fits within Zepf and likely billable via Medicaid
  - Examine how aspects of the program may fit within other programs
  - Support internal staff in data collection and evaluation

If Today is Day 1 for thinking about Sustainability…

▶ Look at the eight domains and take the assessment

▶ Identify areas of strength across the domains and build upon those

▶ Identify areas of challenge and think about if they can be addressed quickly

▶ Use your evaluation data to decide what should be sustained versus what you may not want to sustain (that's OK to let some things go/change/end)

▶ Talk to your peers about how they are planning to sustain their programs

Thank you!
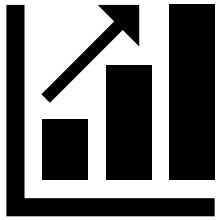
- Gretchen@mightycrow.com

- LGuerra@zepfcenter.org

- https://www.zepfcenter.org/fatherhood-connection/
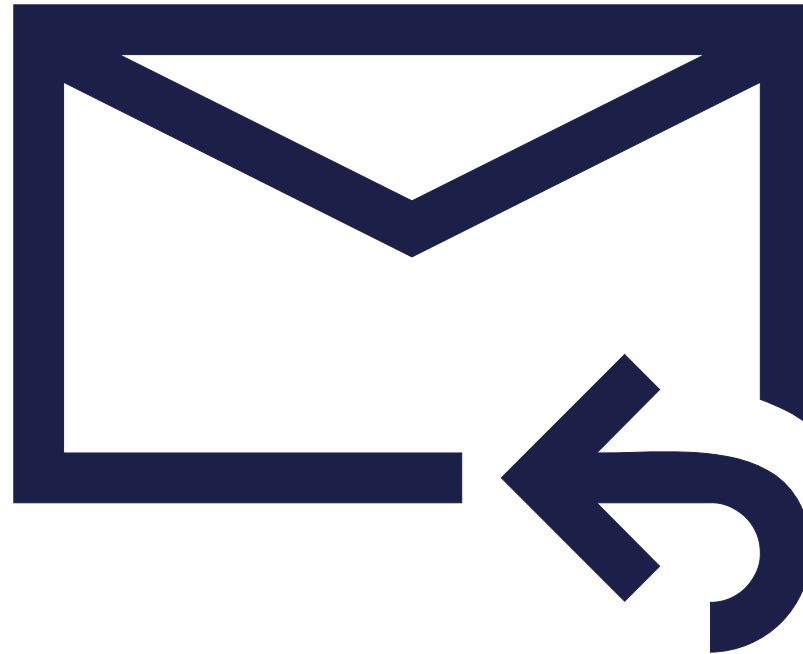
Incorporating CQI practices into sustainability efforts
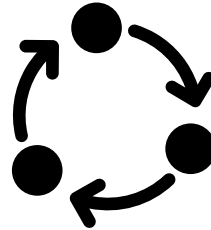
Sustain your CQI practices

/ **Continue adhering to key CQI principles**

Be data-driven

Engage collaborators

Demonstrate a mindset of continuous learning

Use and build knowledge

/ **Maintain a CQI team, team routines, and a team agreement to set expectations and procedures**

/ **Task the CQI team with regular monitoring of sustainability plans to identify challenge areas**

Run CQI cycles to address sustainability challenges

/ **If you don't meet goals, explore barriers and root causes**

/ **What prevented the team from achieving a sustainability goal?**

- Get feedback from staff and partners to enhance your understanding

/ **Develop strategies to address those barriers**

/ **Establish SMART goals tied to those strategies to strengthen your sustainability plan**

Road test sustainability strategies

/ **Learn about new approaches by road testing to understand feasibility and promise**

- Be sure to bring collaborators (e.g. partners, community members) into the road test process

- Are the new strategies sustainable?

/ **Be sure to update the sustainability plan as the team learns more about how to successfully maintain program components**

Applying CQI across key program domains

PSAT's 8 sustainability domains

1. **Environmental support**
2. **Funding stability**
3. **Partnerships**
4. **Organizational capacity**
5. **Program evaluation**
6. **Program adaptation** ⎤
   Evaluation and learning capacity
7. **Communications**
8. **Strategic planning**

Environmental support

/ **The program has champions and support of the larger organization**

/ **Example goal: Establish a community working group of organizations and leaders to assume ownership for the program**

/ **Action plan:**

Initial strategies	Who is doing it?	How are we assessing success?	Timeline	Achieved
Identify existing and new collaborators with a similar mission	Leadership		February 2026	✔
Recruit key individuals for an advisory group and sustain participation	Leadership		May 2026	✘
Establish mission for the advisory group	Leadership			✔

Applying CQI practices to environmental support

/ **CQI principles**

- Engage collaborators

- Gather feedback from members of the working group to understand barriers to sustaining participation

/ **CQI processes**

- Create and send a [feedback survey](#) to partners to learn more about challenges to participation

- Design and test strategies based on what you learn

Partnerships

/ **Quality and extent of involvement between your program and collaborators, community organizations, and leaders**

/ **Example goal: Build new partnerships to continue programming**

/ **Action plan:**

Initial strategies	Who is doing it?	How are we assessing success?	Timeline	Achieved
Establish agreements with 5 existing partners to continue implementing	Leadership	5 agreements	February 2026	✔
Identify 2-3 case managers at each organization to implement the program	Curriculum developer	2-3 staff trained per organization	May 2026	✘

Applying CQI practices to partnerships

/ **CQI principles**

- Be data driven.

- [Track data on training efforts](#) and explore trends.

/ **CQI processes**

- Begin tracking training efforts and known characteristics of partner organizations to be able to explore trends.

- Pull insights from the data to develop a refined understanding of the challenge
  o What organizations are following through with training staff?
  o How often have partners experienced staff turnover of trained staff?

- Use your data to determine characteristics of successful partners and supports the program can provide to help them be successful

Organizational capacity

/ **The program has internal support and resources—for example, the program is integrated into organizational operations, staffing is adequate and managed efficiently**

/ **Example goal: Leadership will support a core internal group to manage the program**

/ **Action plan:**

Initial strategies	Who is doing it?	How are we assessing success?	Timeline	Achieved
Update staff in communications, accounting, IT, and HR departments on how plans for sustaining the program might affect their involvement	Leadership	Responsibilities are officially folded into job descriptions	May 2026	✔
Maintain core positions needed to operate the program	Leadership	Maintain 5 critical positions	August 2026	✖

Applying CQI practices to organizational capacity

/ **CQI principles**

- Use and build knowledge

- Draw on past CQI findings to demonstrate value

/ **CQI processes**

- Analyze enrollment trends before and after the program implemented a dedicated recruiter during the grant period

- Create [a storyboard](#) to share in a compelling way the value of having a dedicated recruiter after the grant ends

Communications

/ **Strategic communication promotes the program to the public, demonstrating its value and generating interest**

/ **Example goal: Our team actively communicates the value of the program to potential clients and partners**

/ **Action plans:**

Initial strategies	Who?	Define success?	Timeline	Achieved
Use fliers to advertise the program in key communities	Communications	Fliers drive interest (will help identify 'How did you hear about the program?')	Fall 2026	❌
Establish agreements with partners to advertise the program in their channels	Leadership	10 partners agree to share information	July 2026	✔️

Applying CQI practices to communications

CQI principles

- Use and build knowledge
- Practice [user-centered design](#) to consider messages for your new program that may resonate more with the different communities the program reaches

CQI processes

- Use empathy mapping or participant personas to consider the messages that would resonate most with different communities
- Refine messages and gather feedback from communities

Strategic planning

/ **Using processes to guide the program's directions, goals, and strategies—for example, the program plans for future resource needs, the vision is well-known, collaborators know their roles and responsibilities**

/ **Example goal: Ensure all partners understand and support the vision**

/ **Action plan:**

Initial strategies	Who?	Define success?	Timeline	Achieved
Hold regular, monthly meetings with the network of partners to report on progress, share data, and remind everyone of the end goal	Communications	Kick-off in Spring 2026, hold monthly meetings	Fall 2026	❌

Applying CQI practices to strategic planning

/ **CQI principles**

- Demonstrate a mindset of continuous learning.
- Give collaborators the opportunity to help shape your vision and the steps to achieve the vision.

/ **CQI processes**

- Be more explicit about the goals of the team by collectively developing expectations, roles and responsibilities, and vision using [a team agreement](#)
- Start every meeting by reviewing the agreement to remind the group of the overall vision for the program and how the team expects to achieve it
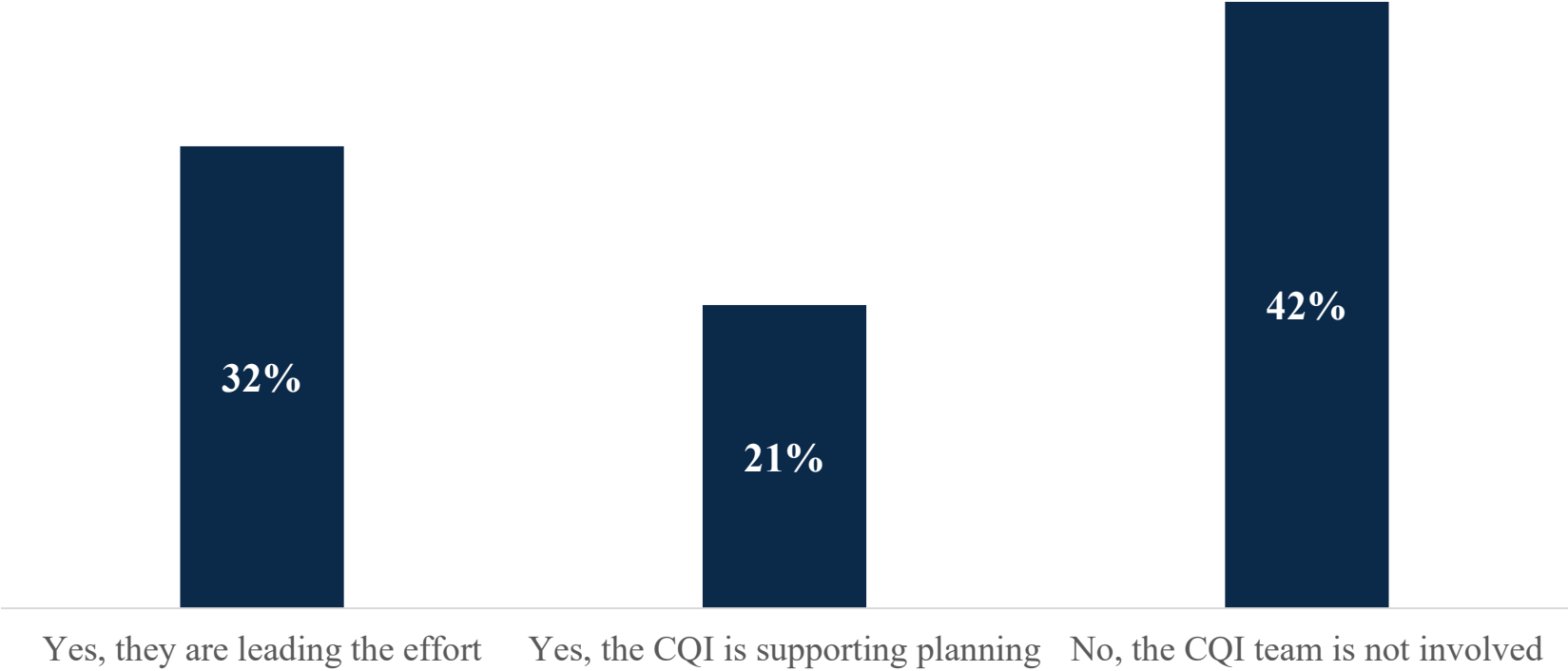
Share with us

/ **Is your CQI team involved in sustainability planning?**

/ **If so, how is your team supporting the planning process?**

/ **Does your CQI team plan to monitor progress towards sustainability goals after the grant ends?**
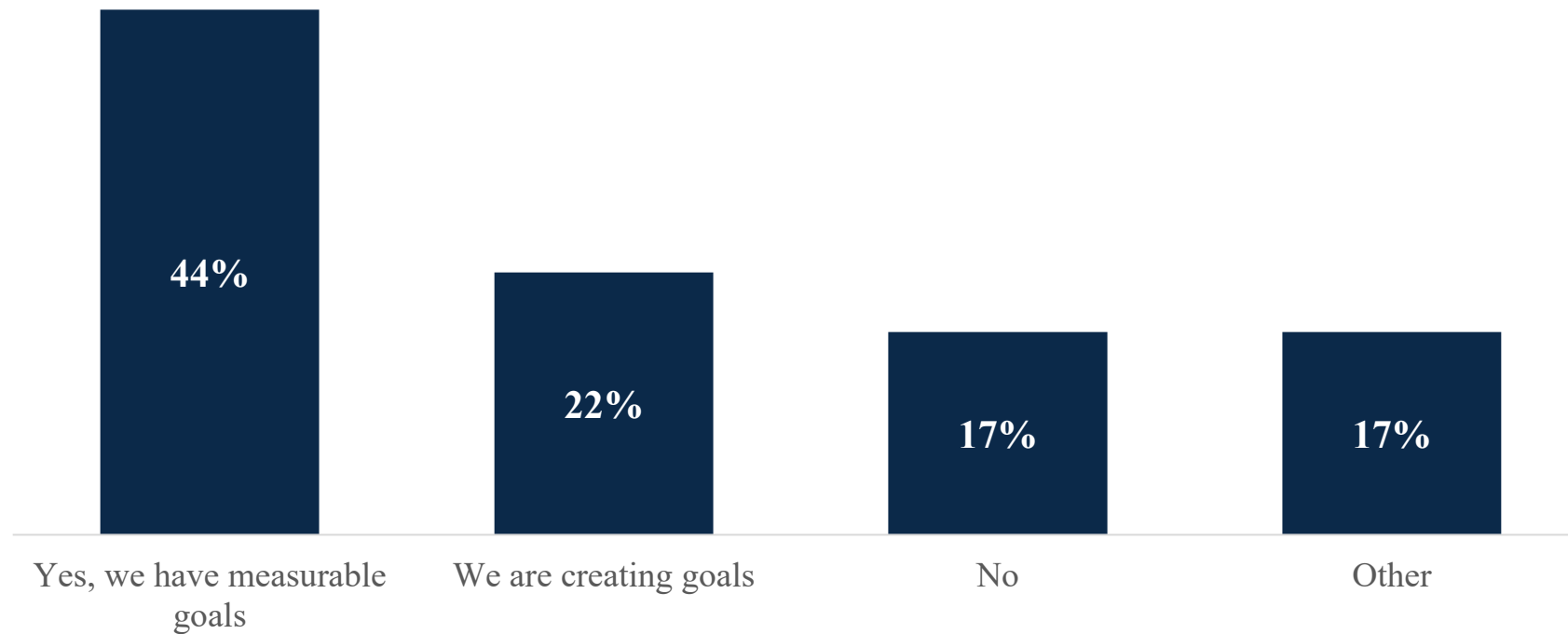
Share with us

Is your CQI team involved in sustainability planning?

32%	**21%**	**42%**
Yes, they are leading the effort	Yes, the CQI is supporting planning	No, the CQI team is not involved

Share with us

Does your CQI team plan to monitor progress toward sustainability goals?

44%	22%	17%	17%
Yes, we have measurable goals	We are creating goals	No	Other

Reassess sustainability capacity and goals

/ **Sustainability capacity**

- CQI team can identify strengths and challenges and prioritize issues to address

/ **Sustainability goals**

- Monitor progress, address challenges, and adjust the plan as needed based on CQI findings and changing circumstances
- Update actions needed to achieve goals so CQI team can accurately assess progress going forward

Open Q&A

Announcements

/ **Join us on May 13 for a combined nFORM/CQI office hours!**

- Hear other grant recipients' experiences with using data for program monitoring and CQI

/ **Check out …**

- [HMRF Grant Resource Site](#) for nFORM and HMRF CQI resources
- [OPRE Resource Library](#) for resources related to HMRF and other grant programs

/ **Submit a help desk ticket for any nFORM-related questions**

/ **For CQI-related questions, reach out to the CQI helpdesk**

- HMRFCQI@mathematica-mpr.com

Thank you!