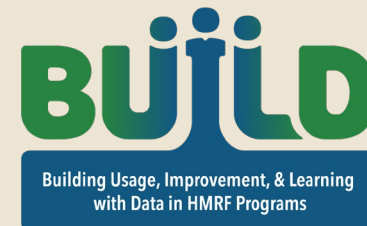


HMRF grantee office hours: Continuous quality improvement

April 27, 2021, 3:00 – 4:00 ET



OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families



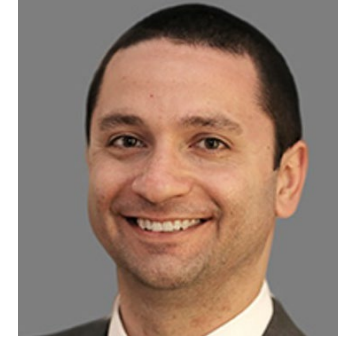
Today's speakers



Allon Kalisher
Mathematica



**Annie
Buonaspina**
Mathematica



Scott Richman
Mathematica

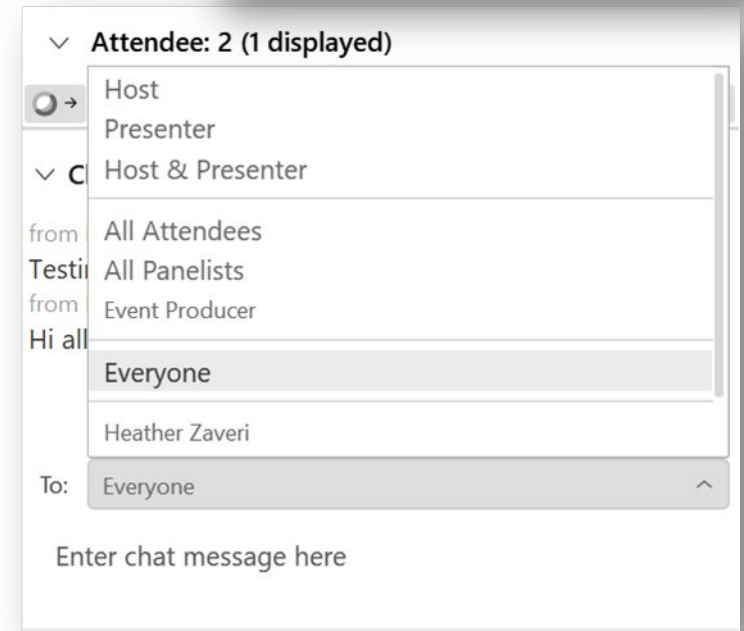
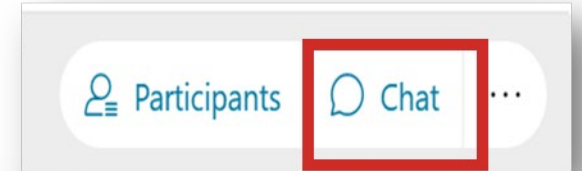


Introducing monthly CQI office hours

- / 1-hour sessions on a distinct topic related to CQI**
- / Participatory in nature with opportunities for Q&A and grantee sharing**
- / Responsive to your needs**

How you can participate

- / **Use the chat to ask questions or share experiences**
- / **Respond to polls about specific CQI topics**



Today's focus

- / **Getting started with the CQI plan template**
- / **Building a successful CQI team**

Getting started with the CQI template

CQI template: A tool for CQI planning

- / **The Office of Family Assistance (OFA) requires grantees to develop, implement, and regularly update a CQI plan**
- / **The CQI template will help grantees plan:**
 - CQI team roles and responsibilities
 - Key steps in the CQI cycles, including setting SMART goals, planning a road test, and monitoring implementation

OMB Control No.: 0670-0566
Expiration Date: 4/30/2024

HMRF
HEALTHY MARRIAGE & RESPONSIBLE FATHERHOOD

CONTINUOUS QUALITY IMPROVEMENT PLAN TEMPLATE

Instructions

Please use this template to describe your continuous quality improvement (CQI) plan for the Office of Family Assistance (OFA). You can either (1) add your text within each section and submit this document as your written plan for CQI (note that each table is fillable), or (2) use these headers and describe your CQI plan in another document. This document is meant to be updated and changed over time as you work on CQI.

A. Grantee and CQI plan information

Grantee name	
Type of grant (FRAMEWorks, READY4Life, Fatherhood FIRE)	
Date of CQI plan	
Changes to this version of the CQI plan	

B. Summary of CQI work to date (if any)

Please summarize past CQI issues that your team has worked on and the current status of those issues in Table B1. If you have not engaged in any CQI, leave this blank. Strategies for improvement should be monitored over time to check if they are still working as intended or need to be revisited.

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: The purpose of this information collection is to support program performance monitoring and program improvement activities for Healthy Marriage and Responsible Fatherhood programs. Public reporting burden for this collection of information is estimated to average 4 hours per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. This is a voluntary collection of information. The answers you give will be kept private. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. The OMB # is 0670-0566 and the expiration date is 4/30/2024. If you have any comments on this collection of information, please contact Dr. Matthew Stage at info@helpdesk@mathematica-pr.com.

CQI template: Grantee information and CQI log

A. Grantee and CQI plan information

Grantee name	
Type of grant (FRAMEWorks, READY4Life, Fatherhood FIRE)	
Date of CQI plan	
Changes to this version of the CQI plan	

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	

CQI template: Team planning

Table C1. Members of your implementation team¹

Staff name and title	Organization	CQI responsibilities
		Team leader: Organizes and oversees the CQI process
		CQI plan lead: Documents and updates CQI plan (this template) with input from implementation team and others
		Key program staff: Identifies targets, develops improvement strategies, and monitors their implementation and testing

Building a successful CQI implementation team

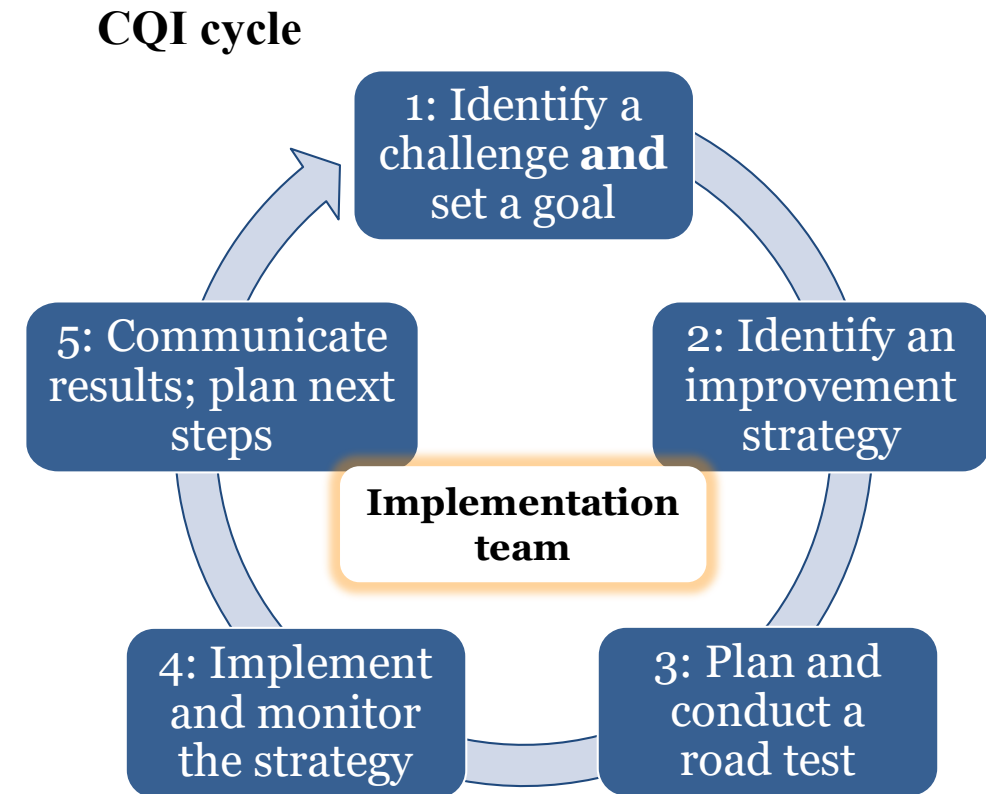
POLL: CQI implementation teams

/ Does your grant have a CQI team?

- We'd like to learn more before forming a team
- We are in the process of forming one
- Our full team is in place

What is a CQI implementation team?

- / **A dedicated group that oversees program improvement efforts along the CQI cycle**
- / **Distinct from other programmatic teams**
- / **An active team (not an advisory group)**

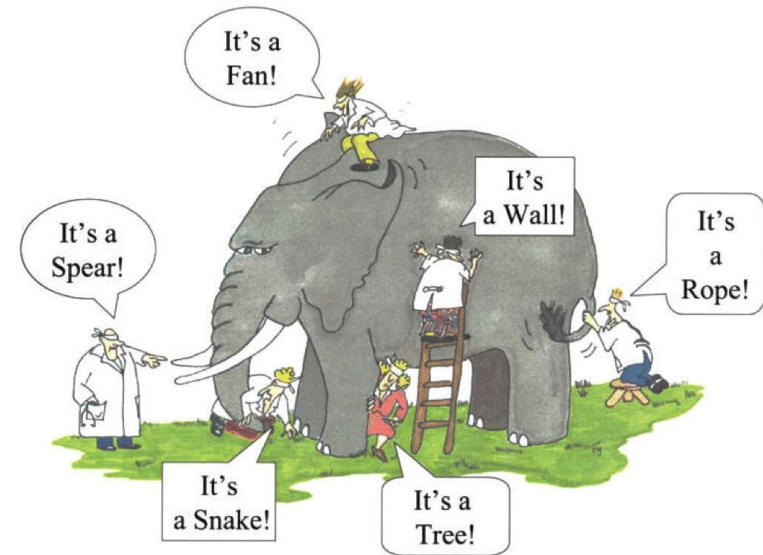


What does the team do?

- / Develops and maintains the CQI plan**
- / Monitors program data to identify challenges and assess improvement strategies**
- / Plans strategies, provides training, and oversees implementation**
- / Communicates insights to stakeholders**

Why have an implementation team?

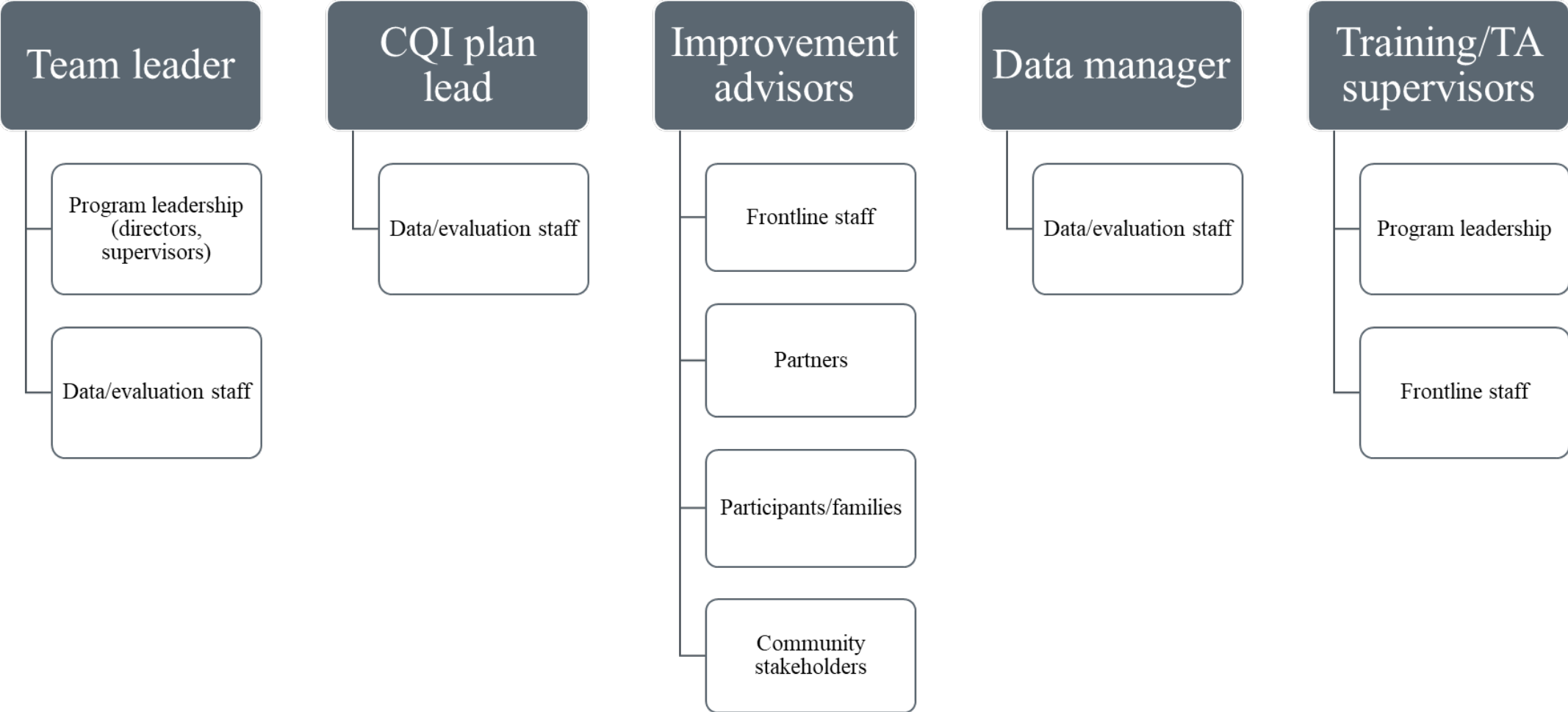
- / Create a shared sense of responsibility for program improvement
- / Ensure improvement efforts move forward among other priorities
- / Bring a diversity of perspectives to problem solving and ensure equitable decision making



Team roles and responsibilities

Role	Responsibilities
Team leader	Oversees the CQI process
CQI plan lead	Documents and updates the CQI plan
Improvement advisors	Contribute insights about challenges and in designing relevant strategies
Data manager	Oversees data collection, analyzes data to measure progress, presents findings
Training/technical assistance (TA) supervisors	Support implementation of new strategies

Team members



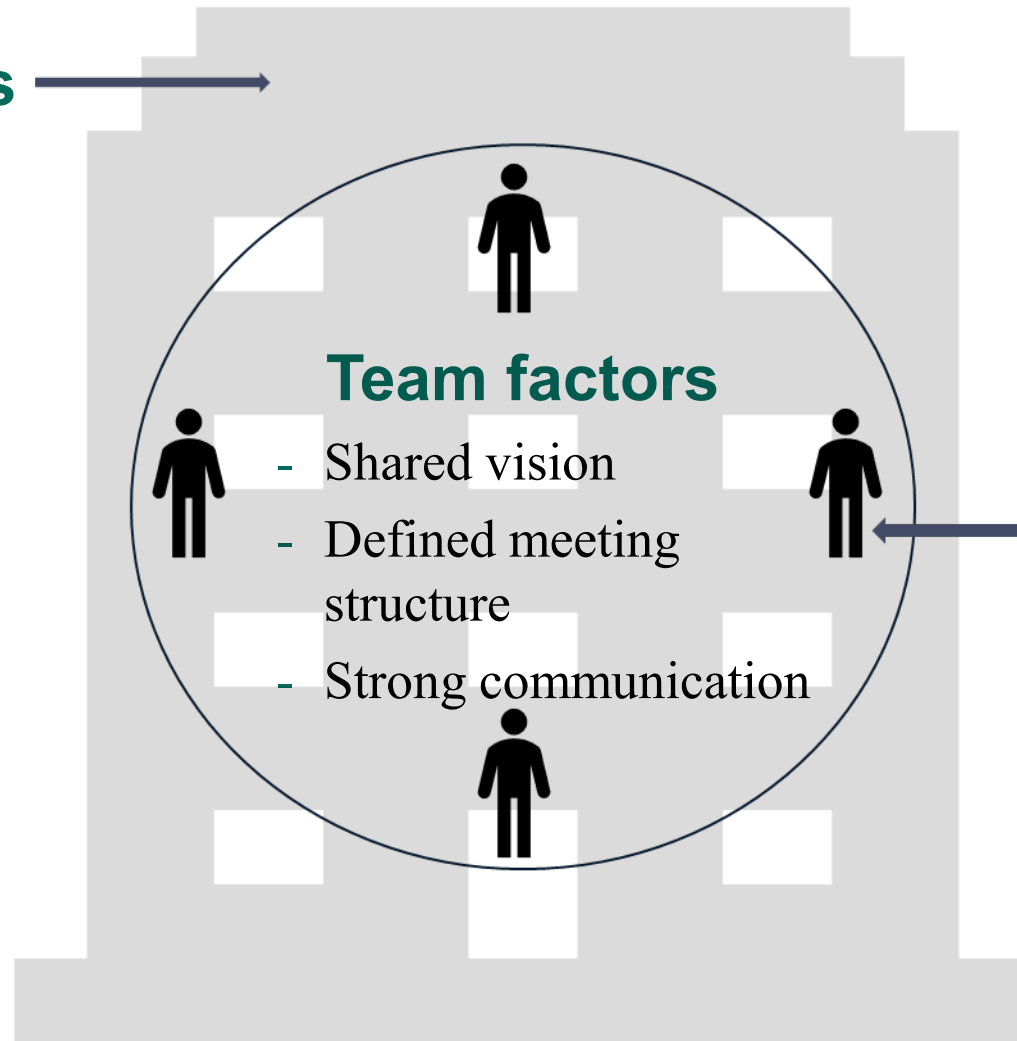
Engaging external partners

/ CHAT: What perspectives would you like external stakeholders to bring to your CQI team?

What contributes to team success?

Organizational factors

- Culture of innovation
- Resources and supports



Team factors

- Shared vision
- Defined meeting structure
- Strong communication

Individual factors

- Knowledge of CQI
- Prior experience with CQI
- Beliefs about CQI

Supporting the CQI team's success

/ **Shared vision, goals, and objectives**

- How does the CQI team define success?
- Is the goal challenge-specific? Or, broadly, to support program improvement over the course of the grant?

/ **Defined meeting structure**

- How often will you meet? What protocols will guide meetings? (e.g., What? So what? Now what?)

/ **Strong communication processes**

- How will team members check in between meetings? How will the team share insights with outside stakeholders?

Agreement worksheet: A tool for team planning

/ What goes into a team agreement?

- Vision, goals, and objectives
- Roles and responsibilities
- Scope
- Meeting structure
- Communication processes
- Resources available to the group or project
- Authority and influence and decision-making process
- Deliverables

CQI Best Practices

IMPLEMENTATION TEAM AGREEMENT WORKSHEET

This worksheet provides a template that implementation teams can use to define core team agreements. Questions are provided in each section to guide the development of a team agreement with a focus on CQI.

Implementation teams are responsible for actively supporting implementation of the program. Team members should have detailed knowledge of the program. An implementation team is not an advisory group, but rather a team that is actively and regularly involved in program implementation.

COMPONENT	GUIDING QUESTIONS	RESPONSES AND NOTES
Vision	<ul style="list-style-type: none"> What is the overarching vision for the team? How does the vision emphasize CQI? Does this align with the organization's vision? 	
Goals and Objectives	<ul style="list-style-type: none"> What are the main purposes of the team related to CQI? What are the team's goals for using data to inform decision-making and improvement? 	
Roles, Responsibilities and Scope	<ul style="list-style-type: none"> Who participates and in what roles? What are the team's responsibilities? How do team members share accountability for CQI? (For example, who will be responsible for gathering data and information?) 	
Communication Protocols	<ul style="list-style-type: none"> How does the IT communicate or work with other groups (like an evaluation team, or outside partner/group)? How does this team communicate internally? How do team members gather and share information outside the team and feedback related to CQI efforts? When improvement decisions are made, how are they communicated? Who communicates team activities and decisions and how often? 	
Resources available to the group or project	<ul style="list-style-type: none"> What resources are available to support the implementation team's work? Specifically, what resources are available to support CQI? What resources are important to document in this agreement? 	
Authority and Influence and Decision-Making Process	<ul style="list-style-type: none"> What authority does the team have in making CQI improvement decisions? How does the team make decisions? What are the limits of the team's authority? 	
Deliverables	<ul style="list-style-type: none"> What are expected deliverables (and anticipated timing) of the team and its members? 	

After answering the questions above, you can then make this into a standalone implementation team agreement document, or keep it in the table format above. Once completed, have each team member sign it and pick a date in the future to revisit this agreement and make any changes needed at that time. (Note: add signatures as needed.)

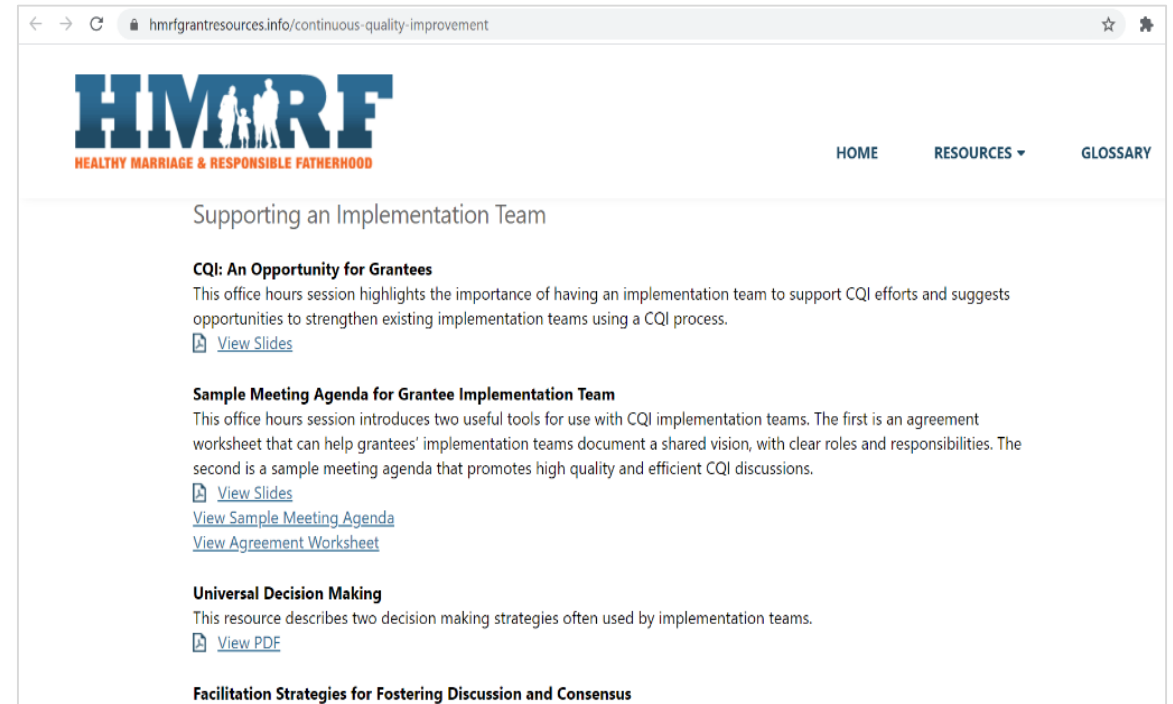
What factors are related to success?

/ CHAT: What organizational, team or individual factors are in place for you to help facilitate your team's success? What barriers do you foresee?

Resources to support CQI planning

/ Visit the HMRF Resources site to find:

- The CQI plan template
- A template to support development of a CQI team agreement/charter
- A template to support development of CQI meeting agendas
- A worksheet to plan CQI team communication processes across team members and with outside stakeholders
- Briefs on decision-making models and facilitation strategies



Discussion

- / **What are your next steps related to your CQI team?**
 - How often might your team meet after programming begins?
 - Have you developed a CQI team agreement or charter? What does it include, and how will you use it to guide the work of the team?
- / **What questions do you have about CQI teams or the CQI template?**

Additional questions?

/ For more resources:

- [HMRF Grant Resources](#) contains tip sheets and informational resources related to CQI

/ Next office hours Tuesday, May 25

/ Submit questions to hmrfcqi@mathematica-mpr.com