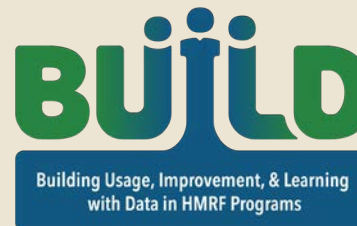


# CQI Office Hours Reflecting on CQI

August 23, 2022 | 2:00 – 3:00pm ET



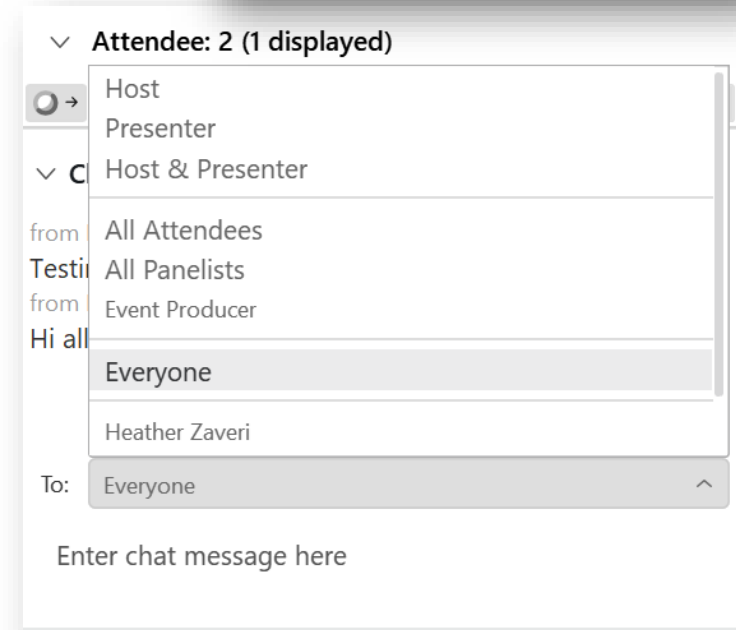
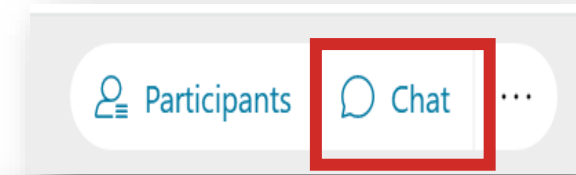
**OFFICE OF FAMILY ASSISTANCE**  
An Office of the Administration for Children & Families





# 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

## / **Reflecting on CQI processes**

- Why it's important to reflect and what to consider
- Rose, Bud, Thorn activity

## / **Grant expectations for CQI**

## / **Breakout rooms: Addressing your questions**

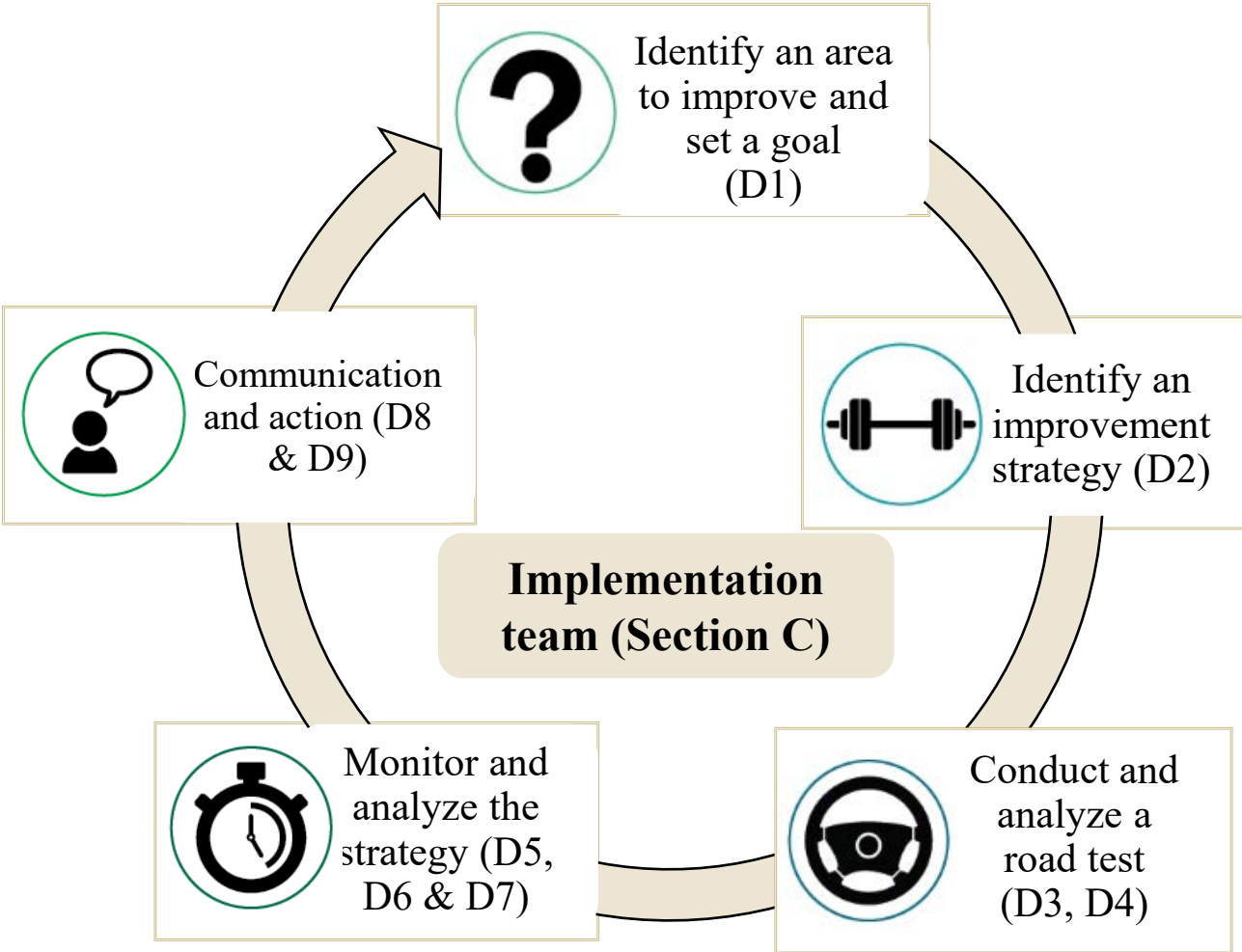


# Reflecting on your CQI processes





# Reflecting on the CQI process





# Why reflect on your CQI processes

- / **Goal is to continuously refine your improvement process to get better at getting better**
- / **Identify what went well so you can replicate strong practices in future cycles**
- / **Identify what needs to be fixed**

**WENT WELL:** “The focus group we did with some of the fathers in our program was so insightful for informing our strategy, but we also learned about other things.”

**NEXT STEP:** “We should do a client focus group every quarter.”

**NEEDS FIXING:** “It was hard to stay focused on our workshop engagement challenge, as we kept getting pulled into other pressing challenges, like meeting enrollment numbers.”

**NEXT STEP:** “If another pressing issue comes up, we need to stay committed to resolving the workshop engagement challenge. If necessary, we should assign someone on our team responsibility for overseeing an improvement effort focused on the secondary issue.”



# What to consider

## / CQI team and meetings

## / CQI processes

- Identifying challenges
- Identifying and implementing improvement strategies
- Conducting a road test
- Collecting and analyzing data
- Making decisions and communicating new practices

## / Resources to support CQI



# CQI team composition and meetings

- / **Did we have the right voices on our team?**
  - See “[Including a diversity of perspectives](#)” on HMRF Grantee Resources site
  - How did we do at getting everyone to contribute their perspectives?
- / **Did we meet frequently enough to keep the work on everyone’s radar?**
- / **How well did we communicate with each other as a team between meetings?**







# Revisiting your CQI agreement

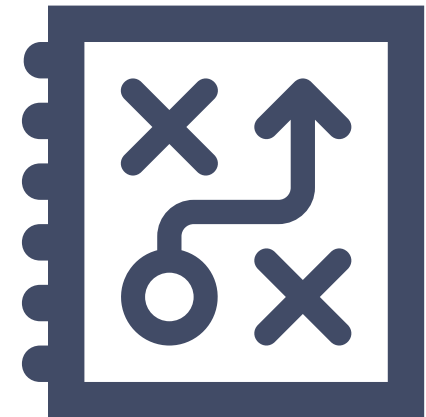
- / A team agreement is not a static document but should be updated as you gain experience with CQI and begin new cycles**
- / Revisit elements of the agreement**
  - Team goals
  - Roles and responsibilities
  - Communication process (within the team and with others at the agency)
  - Decision-making





# CQI processes: Identifying challenges

- / **Have we been monitoring the right things (outcomes and process measures)?**
- / **Did we identify a challenge that staff are motivated to tackle?**
- / **Did we have communication processes in place to learn about what's working or not?**
- / **How did our team do in breaking down our high-level challenge? Did we understand the root causes of our main challenge?**





# CQI processes: Identifying and implementing strategies

- / **Could we draw on more sources to inform strategies?**
- / **How did implementation of the strategy go during testing?**
  - In the future, do we need to enhance training or support to help staff implement the strategy?
  - What were the main challenges and how can we avoid those in the future?





# CQI processes: Conducting a road test

- / Did we have the right learning questions?**
- / Were we successful with our efforts to collect data for our road test?**
- / Did we have the data we needed to answer our learning questions?**





# CQI processes: Collecting and analyzing data

- / Did we hear from everyone we needed to in order to inform our road test decision? Were any voices missing?**
- / Did we draw on all of the data we collected to inform our decision?**





# CQI processes: Making decisions and communicating about data

## / How did we do in communicating with others at the agency about the new practice?

- Are there opportunities to support more seamless change management?

## / Was the team able to work with leadership and other teams to recommend/promote change?

- Does the team have influence and autonomy to recommend changes?





# Resources for CQI

**/ What tools or processes helped us to enhance our work? What could we use in the future?**

- Root cause analysis tools (problem tree, fishbone)
- Prioritization tools (impact-to-effort)
- Participatory sensemaking meetings





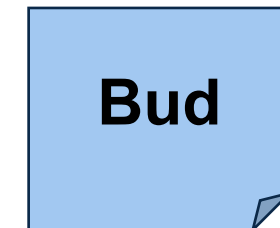
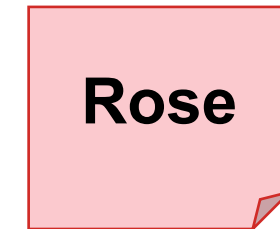
# Rose, Bud, Thorn activity

/ **A human-centered design activity that supports reflections on**

- **Roses:** Something positive or that works really well
- **Buds:** Opportunities to improve
- **Thorns:** Something negative or that doesn't work well

/ **We'll use Mural to reflect today**

/ **You can use this or other reflection activities with your team**







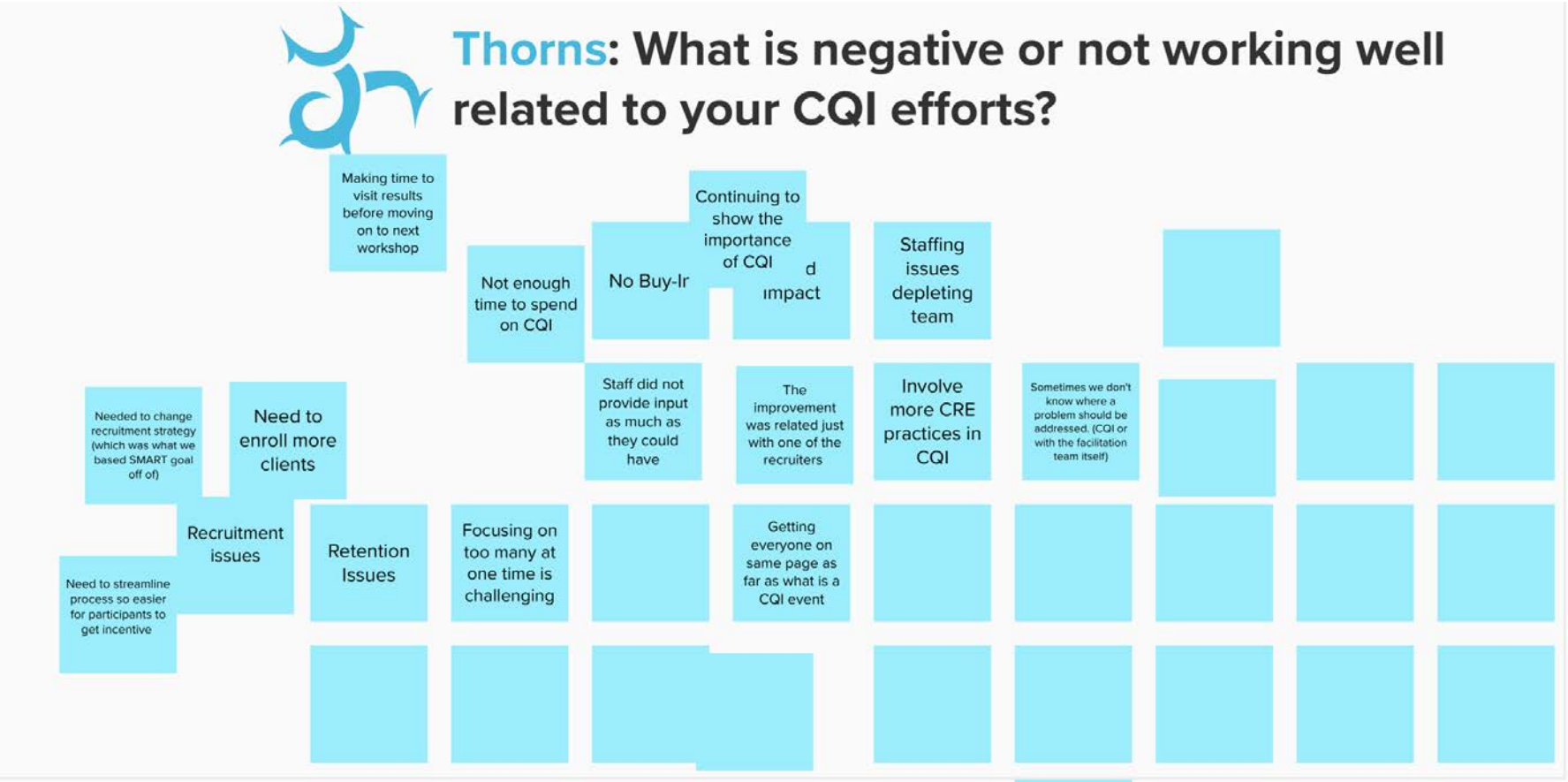
# Roses from the R, B, T activity in August 2022

**Roses: What is positive or going well related to your CQI efforts?**

- We've seen positive changes
- Our team meets very regularly and we have a very established method of collecting feedback items to feed to the CQI agenda.
- Community outreach in person
- Great ideas from all parties
- Everyone is involved in problem solving. Great ideas shared.
- Staff buy-in to data
- Team work improving our processes
- Opportunity to view program data with staff
- Team members making themselves available
- CQI is part of programming culture and incorporated in the majority of work
- Participants have shared positive feedback on recruitment efforts
- Team members make themselves available for the CQI meeting.
- Goals common across team
- Stronger push towards enrollment and initial engagement
- Incentive program did improve attendance and completion
- When clients begin they typically finish
- Improvements to the goals/ areas set within the CQI
- Added a youth to our regular CQI team
- The team recognizes the purpose and importance of our CQI team.
- We increase the intake schedule and availability
- Having all members understand data and how to use it for CQI
- Follow up with speakers

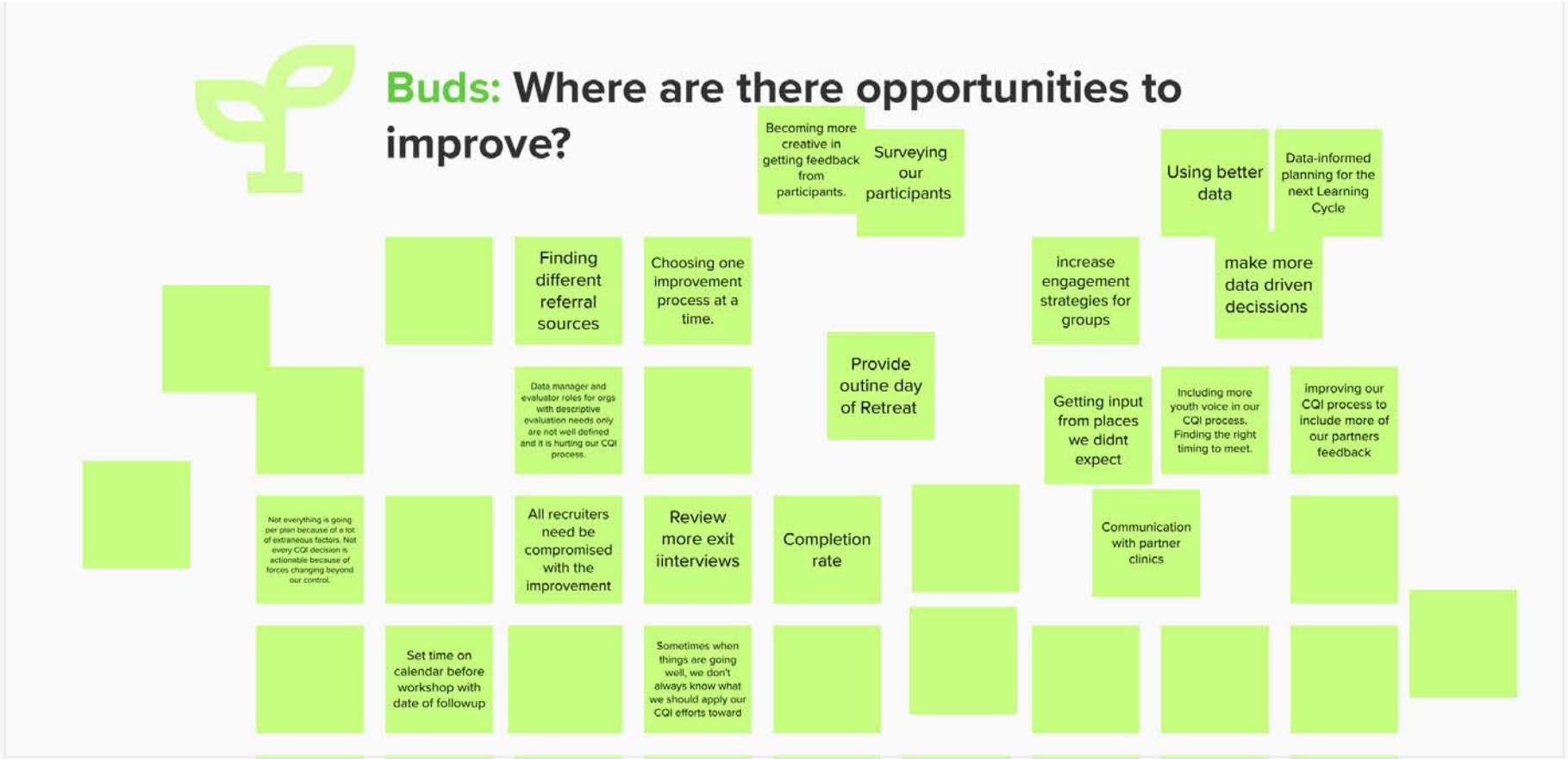


# Thorns from the R, B, T activity in August 2022





# Buds from the R, B, T activity in August 2022





# Grant expectations for CQI





# 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



**Breakout rooms: What are your questions about CQI?**





# Conducting improvement

We are a new program and always conducting CQI. It has been a struggle identifying specific topics to address in the CQI cycle vs. addressing it on a regular basis.

What are the expectations for completing section E of the template?



# Sourcing improvement ideas

How do we find the balance between qualitative data collection for our road tests and the survey fatigue that clients are feeling?

Two of our partner sites have been short-staffed, so how do we best address road testing new strategies when folks are already more strapped?





# Sourcing improvement ideas

What are some ways people have found effective to foster staff buy-in to protocol changes, such as during road tests?

What has early CQI detected from projects during the 1st two years of this cycle that stood out?



# Sourcing improvement ideas

From a site struggling with low enrollment. What have you tried related to marketing/outreach to boost enrollment?

Can you provide an example of a road test that has had multiple tested strategies?



# Announcements

## / **For more resources:**

- The newly-designed HMRF Grantee Resources site (<https://hmrfggrantresources.info/continuous-quality-improvement>) contains CQI template, instructions, office hours slides, tip sheets, and other CQI resources
- New resource coming soon: Sustaining gains from CQI

/ **Next office hours on Tuesday, September 27th from 2-3pm ET**

/ **Submit questions to [hmrfcqi@mathematica-mpr.com](mailto:hmrfcqi@mathematica-mpr.com)**