

AN OVERVIEW OF THE CONTINUOUS QUALITY IMPROVEMENT TEMPLATE

The Office of Family Assistance (OFA) expects all grantees to have a continuous quality improvement (CQI) plan, and to have evidence of a functioning CQI plan (see FAQs for more information).

WHAT IS CQI?

CQI is identifying, describing, and analyzing strengths and problems and then testing, implementing, learning from, and revising solutions.¹

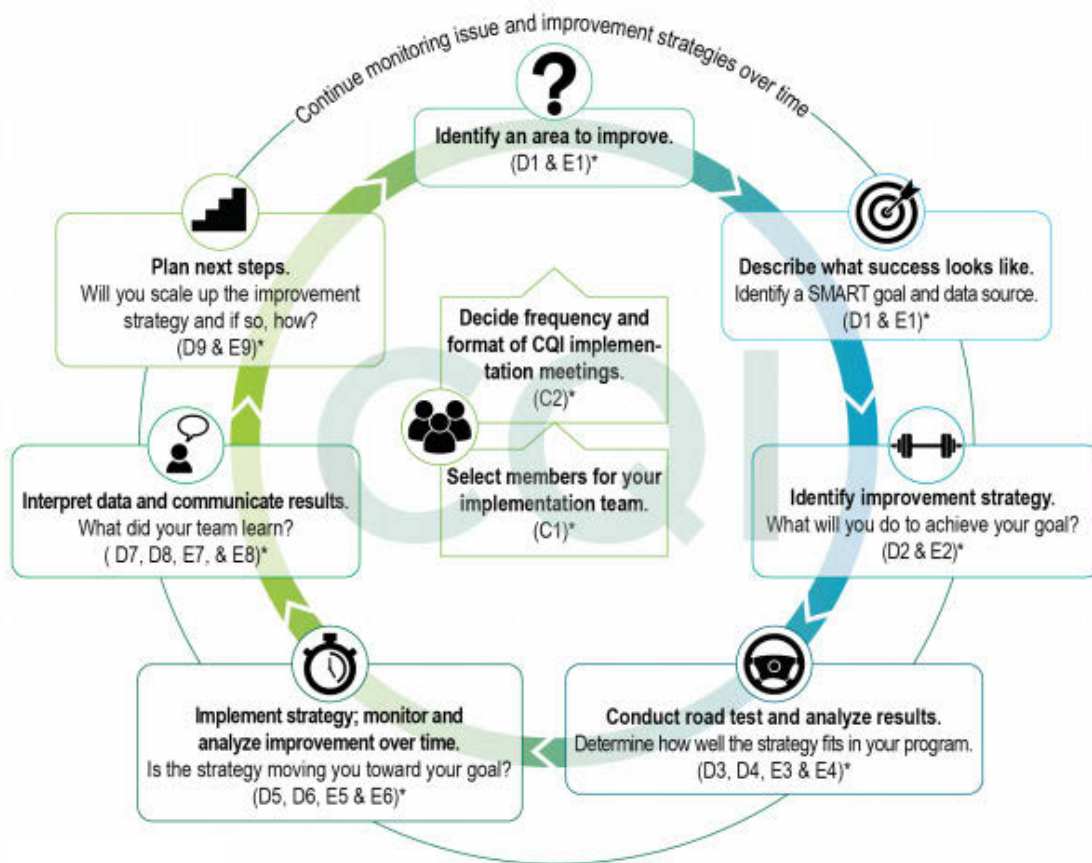
OFA has created a template for grantees to use to develop their plans. You can either (1) add text into the template and submit the document to ACF as your written CQI plan, or (2) use the template headers and prompts to describe your CQI plan in another document. The template walks through seven steps of a CQI process (Figure 1). These steps can be a good starting point, as well as guide your CQI work as you revisit and refine it over time.

To be effective, CQI must be relevant to an organization and data-driven. CQI should be grounded in an organization's mission, vision, and values; and must include staff at all levels.¹ CQI needs to use data to understand the issues and test solutions. To help you with this, we have also provided an appendix with ideas for using data from nFORM for CQI.

A CQI plan, just like CQI itself, changes over time as your program successfully addresses some issues and encounters others. For a high quality CQI process, be inquisitive, use data to drive decision-making, and remember that it is a continuous process of learning, applying, and adapting.

¹For more information, see <https://www.childwelfare.gov/topics/management/practice-improvement/cqi/approaches/tools/>

FIGURE 1. THE CONTINUOUS QUALITY IMPROVEMENT PROCESS



*= Template section

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