



CQI Tip Sheet: A Table Worth a Thousand Words

At the request of the Administration for Children and Families (ACF), Mathematica visited 17 Healthy Marriage and Responsible Fatherhood (HMRF) grantees in the 2015 cohort in spring and early summer 2019 to learn more about implementation of their grants. We talked to leaders and staff members from grantee and partner organizations about their experiences, successes, and challenges implementing their HMRF services. During the site visits, we learned about ideas and tools several grantees were using to monitor and improve their programs. This continuous quality improvement (CQI) tip sheet describes one such tool.



HMRF grantees often used nFORM data to monitor their program operations. Several grantees we visited regularly extracted data from nFORM and prepared tables for program staff to review and discuss. Table formats and content differed across grantees that followed this practice, and we saw many fine examples.

Tables created by the CQI team for The Houston Horizon Eagle project were particularly informative and easy to use because of their formatting and explanatory details. For example (and as **Figure 1 on the next page** shows):

- ❖ Each table was large (usually a full page), with ample white space, so it was legible and easy for the reader to scan.
- ❖ Content was separated into smaller sections with their own borders (small tables within the table). Shading and colored text help the reader distinguish the different elements.
- ❖ Content was also clearly labeled, with enough detail for users to orient themselves to the information analyzed and follow the results shown. They could easily link a statistic in the table to a specific item in client surveys, for example.

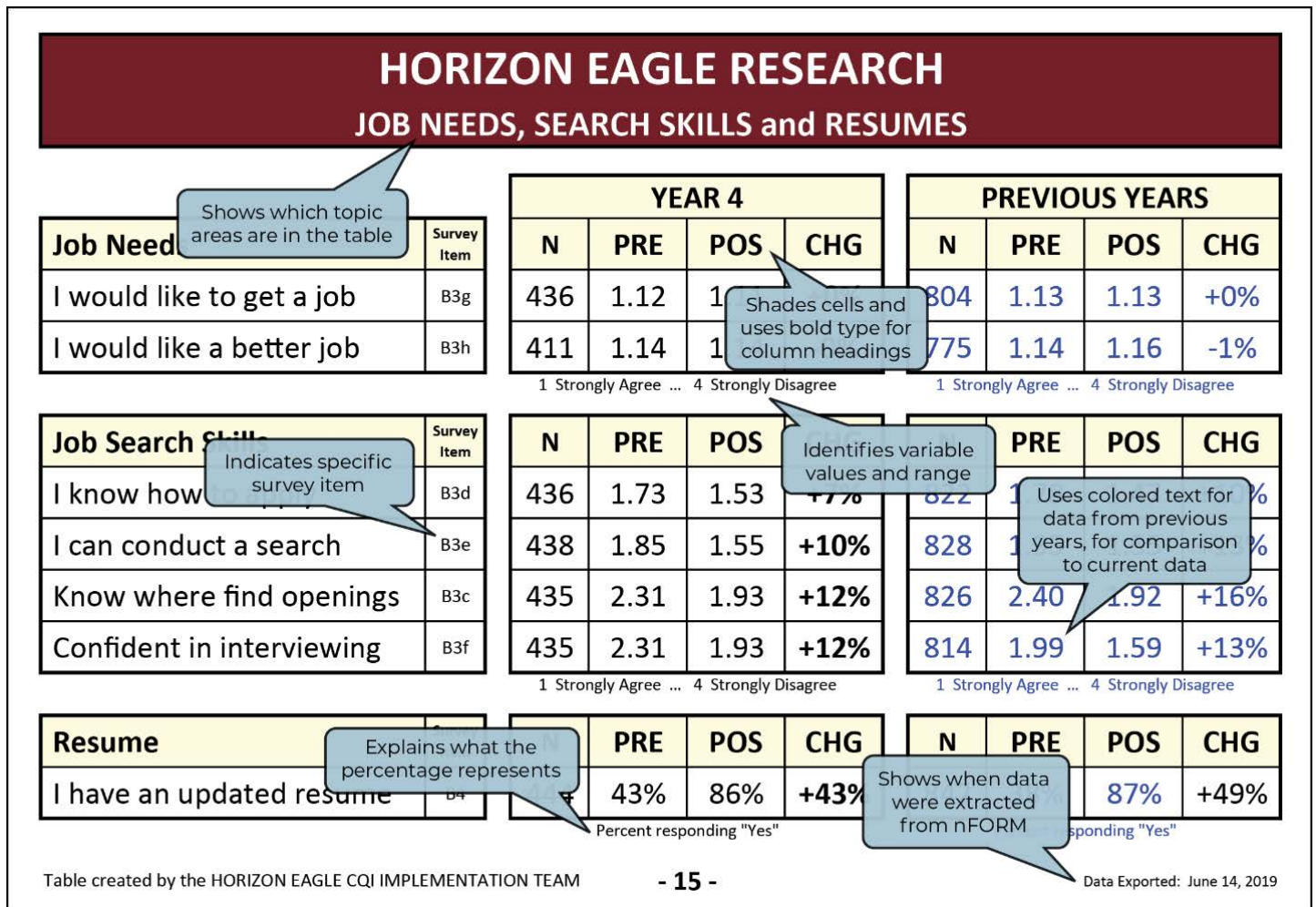


The Horizon Eagle Project team's CQI consultant provided tables each month in standard reports. Their CQI implementation team used the information to examine program operations and outcomes, and to diagnose any potential difficulties, such as lagging referrals or enrollment. The team could work with program staff to troubleshoot or brainstorm solutions.



If you have any questions about CQI, please do not hesitate to contact the HMRF CQI technical assistance team at hmrfcqi@mathematica-mpr.com. We are happy to help!

Figure 1. Sample CQI table to facilitate program monitoring



Note: We altered numbers and percentages from the original table provided by Horizon Eagle.