Low burden data collection to support CQI

Continuous quality improvement (CQI) office hours

May 23, 2023 | 2:00 – 3:00pm ET

HMRF
HEALTHY MARRIAGE & RESPONSIBLE FATHERHOOD

OPRE

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

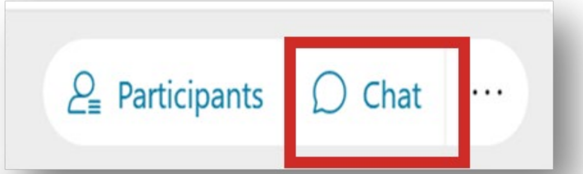
BUILD
Building Usage, Improvement, & Learning with Data in HMRF Programs

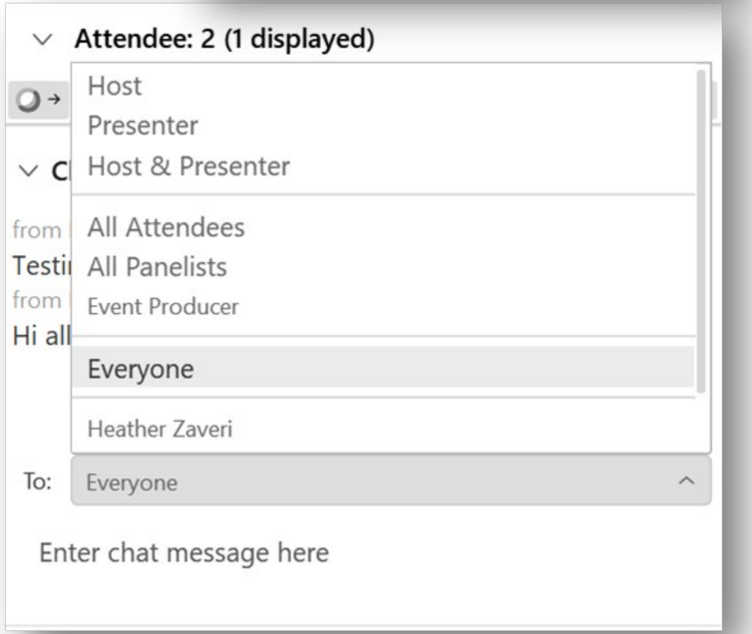
Mathematica
Progress Together

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





Focusing on your CQI challenges

A common CQI challenge:

Collecting new data to inform CQI efforts, without burdening staff or clients

Staff did not provide input as much as they could have

Becoming more creative in getting feedback from participants.

Surveying our participants

Including more youth voice in our CQI process. Finding the right timing to meet.

improving our CQI process to include more of our partners feedback

Today's agenda

/ Collecting new qualitative and quantitative data to drive CQI

/ Potential challenges

/ Suggestions for improving CQI data collection

/ Grantee spotlight: Youth & Family Services

/ Share your CQI data collection approaches

Menti Q1, Page 1

- **What are you most interested in learning from clients or staff?**
- **What would you most want to ask, if data collection burden was not a consideration?**

Menti Q1, Page 2

What are you most interested in learning from clients or staff? What would you most want to ask, if data collection burden was not a consideration?

26 answers

Mentimeter

What improvements would they like to see?	What convinced you to enroll in the program?	what do they like or not like in the workshops? What would make this a better experience for you?
Did this make a difference in your life? How?	How is the class and information working for you?	Dropout reason from the client. referrals that need to be followed up
tips and tricks to analyze data	What type of assistance is most needed.	What kind of services are needed and how the agency I work for can help.

Menti Q1, Page 3

What are you most interested in learning from clients or staff? What would you most want to ask, if data collection burden was not a consideration?

26 answers

Mentimeter

Why people drop	How to maximize productivity with also being thorough in the tasks.	If you had a magic wand what one thing would you change?
What are we missing? What can we improve to better obtain the outcomes we want to see?	Did you get everything you wanted to receive from the program? If not, what else can we do to help?	From clients who drop: why?
What are the disconnects between what participants are hearing upon Program enrollment versus what they hear upon starting a workshop that causes them to drop out?	What do you need most to be helpful	From clients—I would most like to learn why a client decided to drop out, especially if they didn't offer up a specific reason(s) without being asked.

Menti Q1, Page 4

What are you most interested in learning from clients or staff? What would you most want to ask, if data collection burden was not a consideration?

26 answers

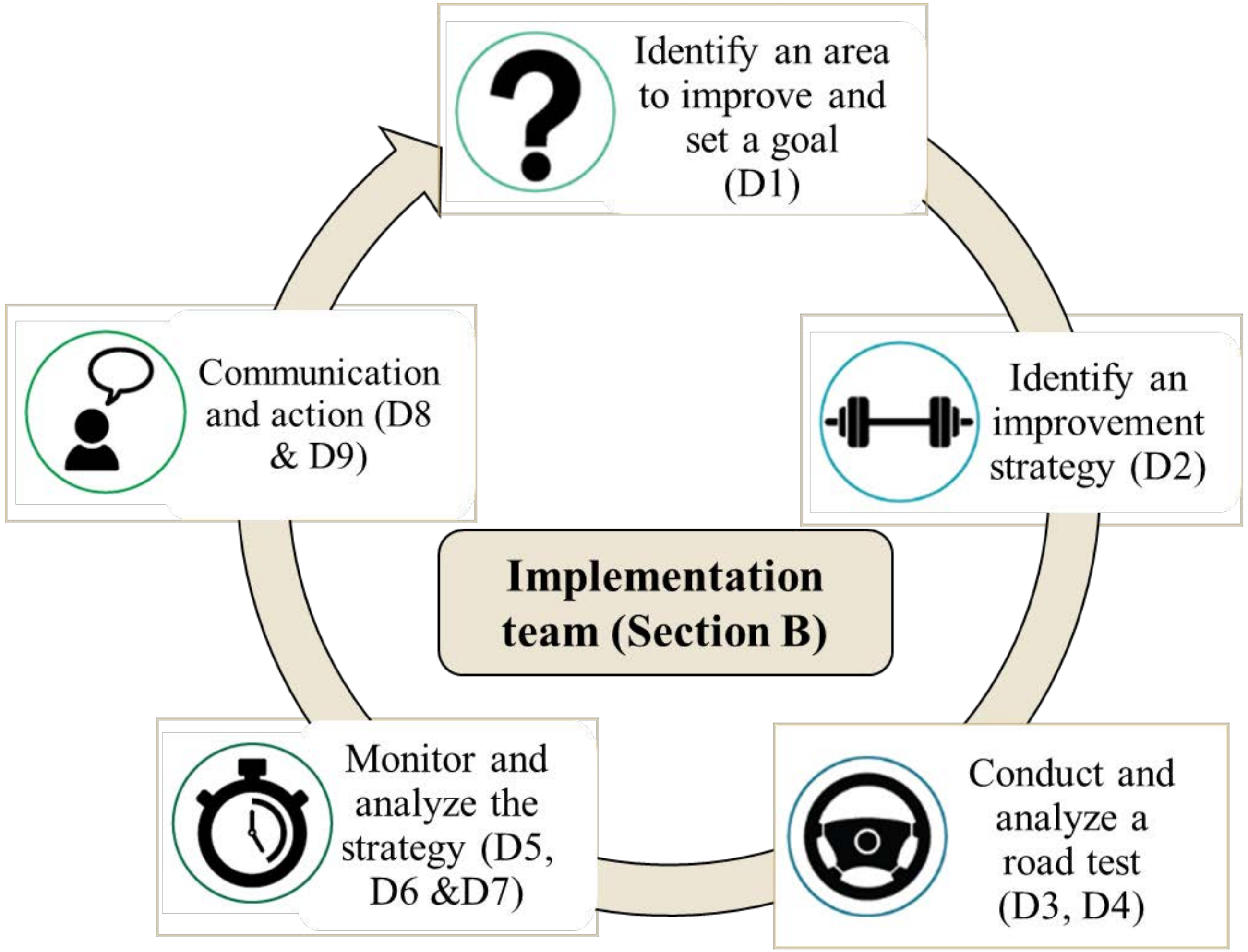
Mentimeter

In what ways will the tools given from the workshop be used within the next 5 years?	How would you define success in this program?	What are the most beneficial aspects of the program?
White Hispanic class as white in the data collection	More details about where referrals are coming from	Anonymous feedback (index cards)
From youth, what are they really taking away from the lessons and what are the ways they are going to apply the things once they leave the session.	survey goals, monthly meetings on target goals performance	

Collecting new data for learning and improvement

- **Feedback to understand staff and client experiences in the program or with improvement strategies, and inform opportunities for improvement**
- **New quantitative data to understand what happened (e.g., how key activities were implemented)**
  - nFORM 2.0 and grantee-specific systems have a vast amount of information, but may not be able to answer all CQI-related questions
- **New data provide vital information but can put extra burden on staff, clients, partners, and others**
  - ACF does not require grantees to collect new data for CQI

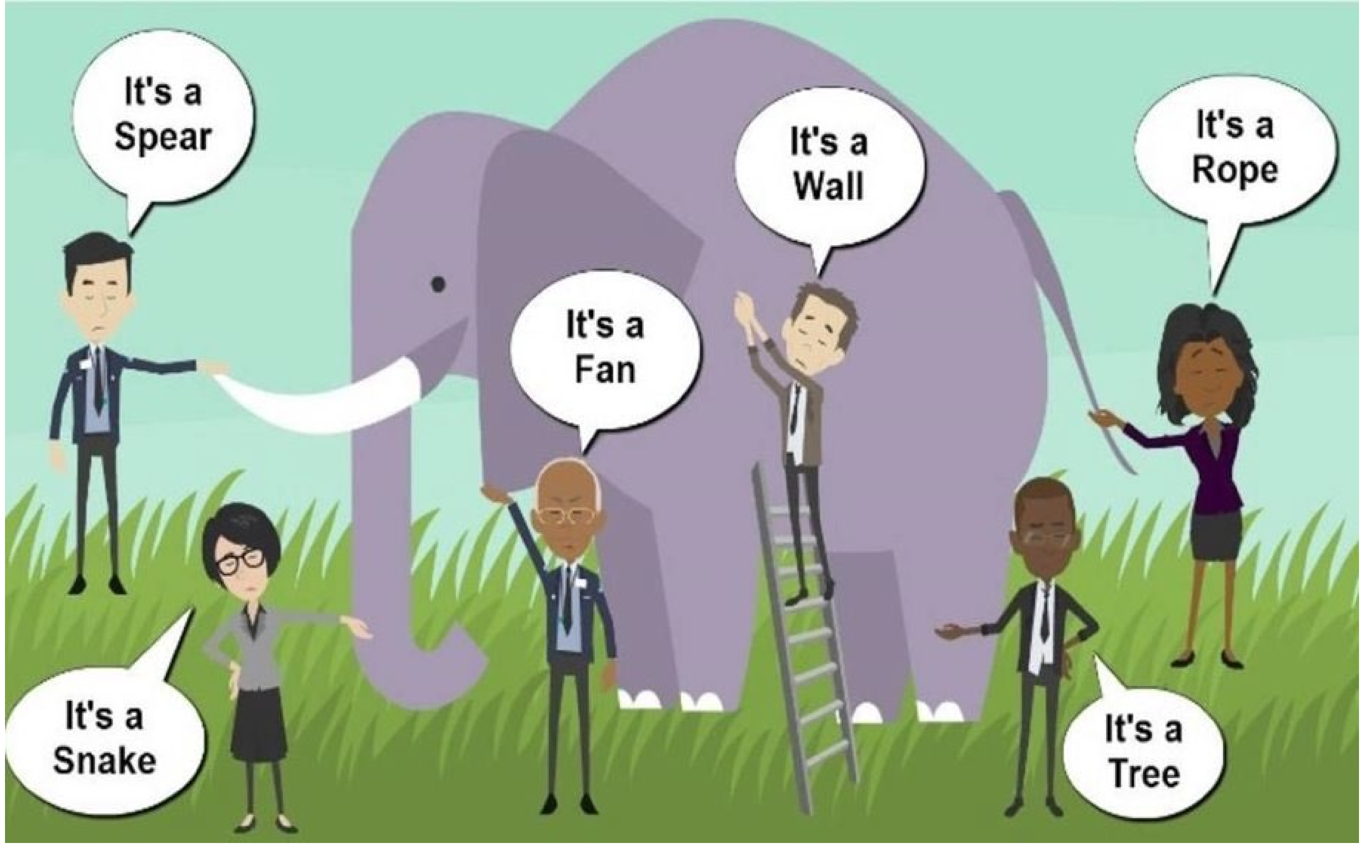
Where in the cycle is data useful?



Feedback: Why it matters in CQI

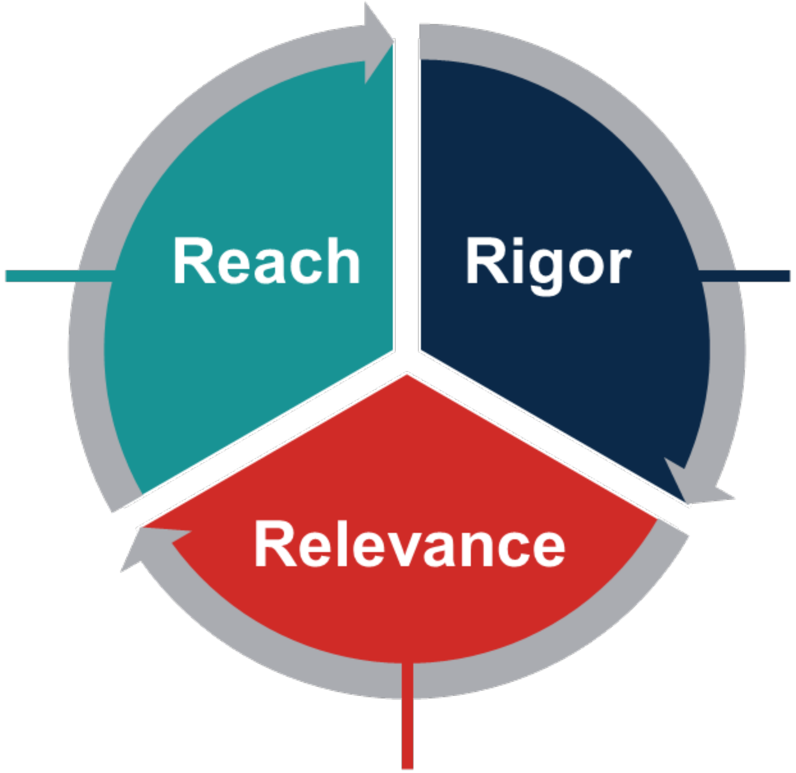
- **Empowers those affected by services (staff, clients, partners) to have a voice in how to improve**
- **Can unearth unexpected challenges or blind spots (e.g., a burdensome enrollment process)**
- **Leads to ideas for improvement that are better informed**
  - Strategies may be more feasible to implement and/or promising

Perspective matters!



Incorporate multiple voices to improve rigor, relevance, and reach

Involving staff, clients, and partners from the start will enhance buy-in for the changes you need to make to improve



Bringing in more voices helps to improve the quality of CQI by leading to a better understanding of challenges, more targeted strategies to improve, and decision-making informed by those most affected by the issue

Gathering feedback helps you prioritize your improvement efforts on the most important challenges

Balazs, C. L., & Morello-Frosch, R. (2013). The three Rs: How community-based participatory research strengthens the rigor, relevance, and reach of science. *Environmental Justice, 6*(1), 9-16.

Feedback: Why it can be hard to collect

- Lack of time to plan and implement data collection efforts
- Lack of time to respond to data collection requests
- Fatigue with existing data collection efforts for other purposes (e.g., staff already collect a lot of information)
- Lack of trust or understanding from staff and others about how feedback will be used for improvement

New quantitative data: Why it matters in CQI

- **Let’s you know what activities are happening on the ground when not measured by existing administrative data**
  - EXAMPLE: Understanding social media engagement efforts
- **Helps staff who are implementing a practice or new improvement strategy to assess their efforts and set goals**
- **Helps CQI teams understand how a practice or strategy is implemented over time**

New quantitative data: Why it can be hard to collect

- **Data entry fatigue: Staff are already entering a lot of data into existing systems for reporting, performance management, and, sometimes, evaluation**
- **Staff may not have time for extra data collection**
- **Tracking activities can be onerous, depending on how information is collected**
  - Are recruitment staff being asked to document every location visited through direct outreach efforts or just note the number of locations visited each week?

Example of a data tracker

Partnerships tracking									
Description						Activity	Results		
Partner organization name	Primary contact	Contact information	Monthly service number	Engagement level	Partnership agreement	Frequency of contact	Referral partner commitment per month	Actual referrals this month	Follow up with partner required
Head Start	*Jane Doe*	*123-456-7890; jane@headstart.org*	*100 families*	*For example, prospective, willing, supportive, engaged*	*For example, informal, contract, memorandum of understanding*	*Biweekly*	*10*	*12*	*No*

Suggestion 1: Build data collection into existing processes

Build into existing processes: Debrief in team meetings

/ **Use existing staff meetings to facilitate a structured staff debrief**

- Data collection activities in a road test or other steps don't need to be formal
- Use human-centered design activities to hear from everyone
  - Rose, Thorn, Bud
  - Plus/Delta
  - I like, I wish, I wonder

Strategy: Assign specific staff to maintain relationships with partners

Plus (+)	Delta (Δ)
-Partners started to get to know me and expect communication -The approach seems effective	-It's hard to find time for regular outreach

Build into existing processes: Revise workflows or forms

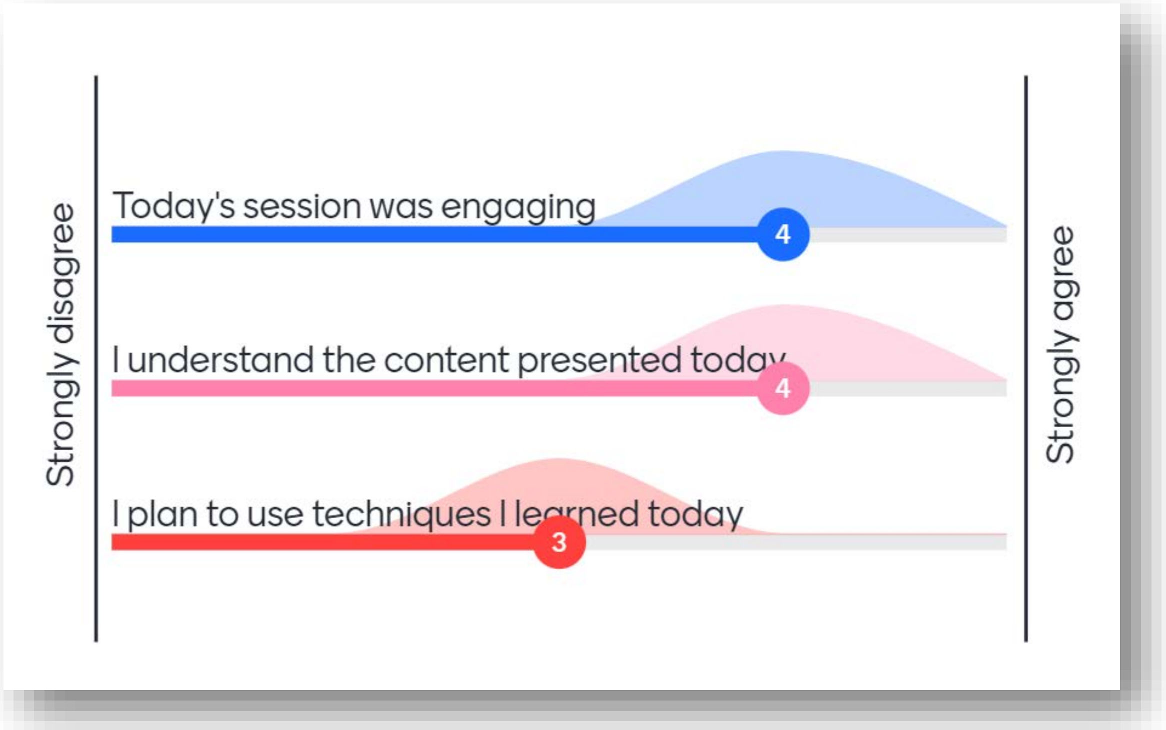
- **Look for opportunities to build tracking of new quantitative data into processes staff are already doing**
  - Alter existing forms or workflows to support data collection needs

NEED: Understand a strategy to enhance participation in case management

DATA COLLECTION STRATEGY: Add a checkbox to your program's outreach tracker to note whether clients were informed about case management services

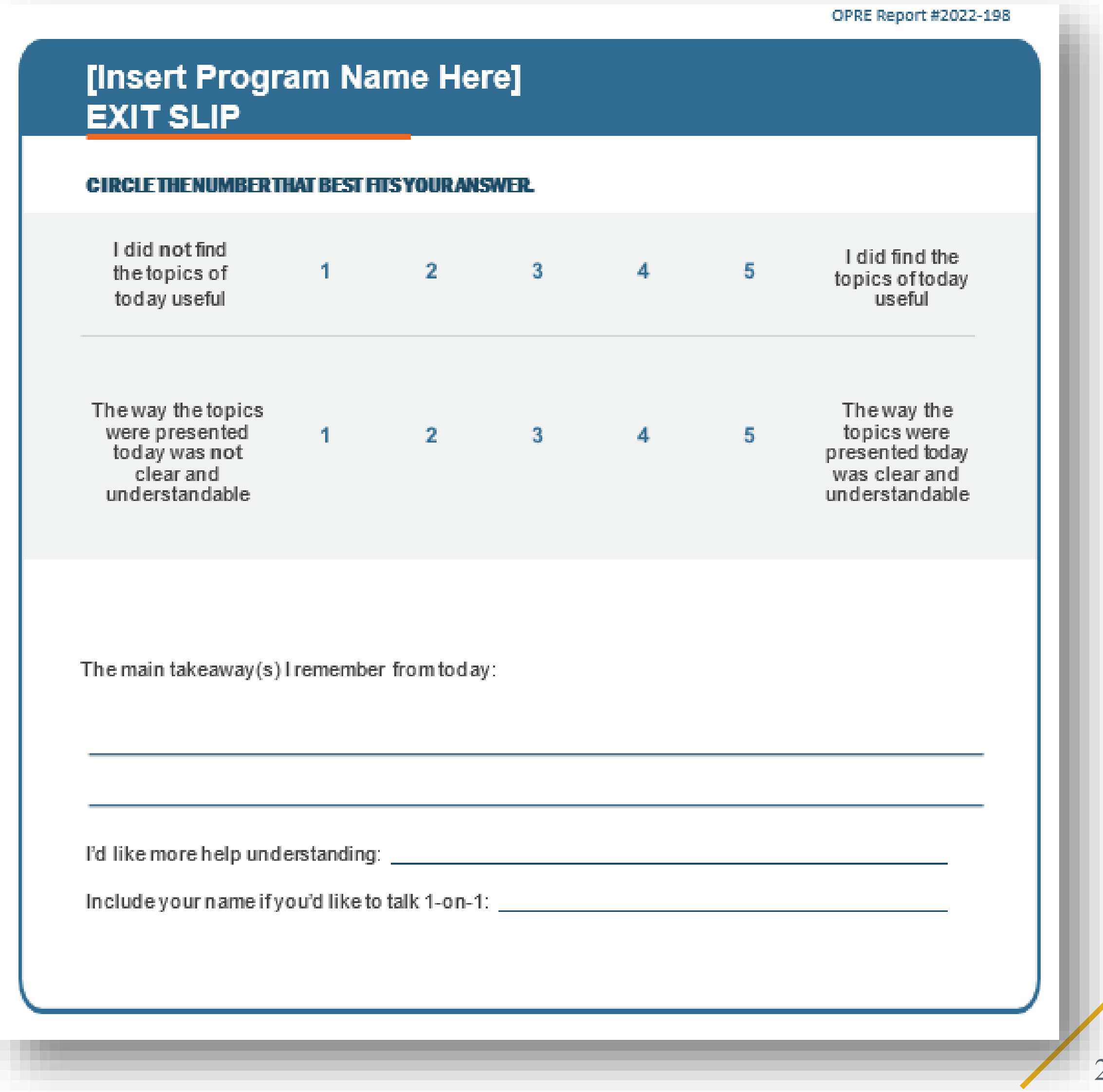
Build into existing processes: Pulse check in workshops

- **Use software tools to collect feedback**
- **Best when you only need feedback on one or two key items (e.g., satisfaction)**
- **Results can be shared live to generate discussion or kept private to promote candid responses**



Build data collection into existing processes: Use exit tickets

- **Exit tickets are short surveys (1 to 5 questions) administered at the end of a workshop class**
  - Because they are short, they can be administered multiple times to gather information about satisfaction, engagement, knowledge gain, as examples
  - Sample question: On a scale from 1-5, how engaged were you in the class today?



OPRE Report #2022-198

[Insert Program Name Here]
EXIT SLIP

CIRCLE THE NUMBER THAT BEST FITS YOUR ANSWER.

I did not find the topics of today useful	1	2	3	4	5	I did find the topics of today useful
The way the topics were presented today was not clear and understandable	1	2	3	4	5	The way the topics were presented today was clear and understandable

The main takeaway(s) I remember from today:

I'd like more help understanding: ______

Include your name if you'd like to talk 1-on-1: ______

Grantee spotlight: Youth & Family Services, Mary Ann Slanina

Youth & Family Services™

- FrameWorks and Ready4Life grants
- Based in western South Dakota
- Need: Understand student satisfaction with enhanced co-facilitation approach
- Data collection: Administered exit tickets after each class
  - Captured information about level of engagement, satisfaction with co-facilitators, and ability to pay attention
  - Also included open-ended space for youth to share feedback

Questions for Youth & Family Services?

Suggestion 2: Leverage existing data to inform CQI

Leverage existing data : Systematically track anecdotal data

- **Clients and staff likely provide feedback all the time, but it's not collected systematically**
- **Make it more systematic by keeping a running list that you can review at designated periods of time to identify themes**

Workshop (May cohort)

Successes

Brittany shared that she used a communication technique from class with her boyfriend and it helped them to navigate an argument

Challenges

Danny told a facilitator that he's having trouble attending and may need to drop out

Leverage existing data: Accept imperfect fits

- **Data for CQI does not need to be perfect; CQI data should be informative for next steps**
- **Before collecting new data, explore possibilities in nFORM and other existing data**

NEED: Understand how clients feel about a curriculum adaptation to enhance engagement

DATA COLLECTION STRATEGY: Use workshop attendance and program satisfaction responses on HMRF exit surveys to approximate workshop engagement

Suggestion 3: Shift the burden to the CQI team

Shift the burden: Observe instead of ask

- Observations allow your team to note behaviors rather than ask for direct feedback
- Transfers the burden of data collection from staff, clients, or partners to the CQI team, while still allowing the team to understand client reactions

NEED: Understand engagement with new co-facilitation approach

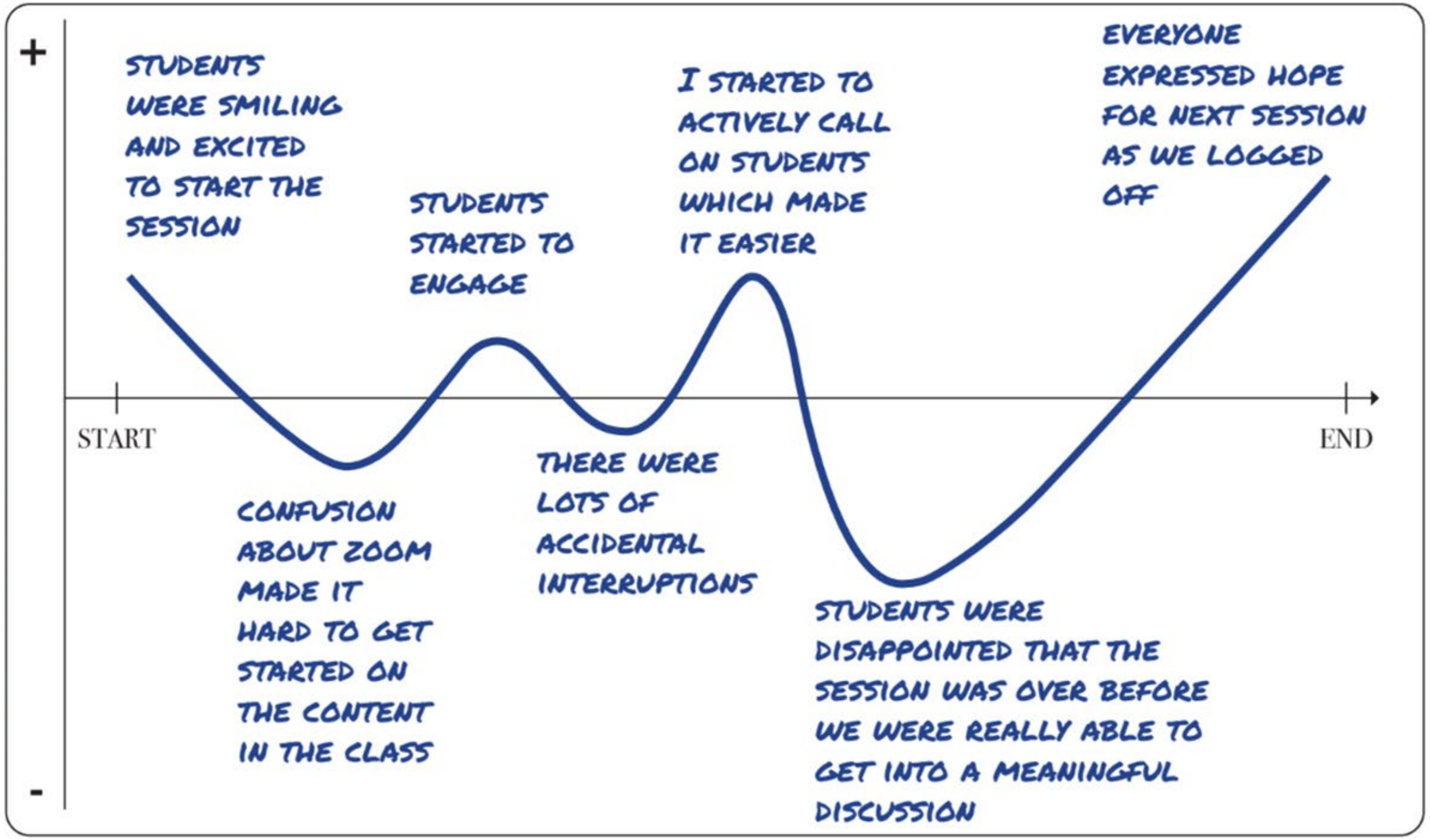
DATA COLLECTION STRATEGY: Instead of asking: “How engaging was today’s session?,” observe the extent to which clients participate and appear engaged

Structured and unstructured observations

Structured observation

Overall facilitation	ring the uted to
The facilitators used technology (including disruptions within their control.	
The facilitators encouraged participants tc camera off at different points.	
The facilitators encouraged participants tc	
The facilitators engaged all participants in share, answer questions, and talk with on dominating the conversation).	
The facilitators seemed attuned to the par listening and appeared to be responsive t	
The facilitators worked together well to co each had a good dynamic and split respoı	

Unstructured observation



Gray Garmon www.graygarmon.com & Katie Krummeck www.katiekrummeck.com

Menti Q2, Page 1

- How do you collect data for CQI from staff, clients, and partners?
- What have you tried that didn't work as well?

Menti Q2, Page 2

How do you collect data for CQI from staff, clients, and partners?

23 answers

Mentimeter

nform, survey monkey surveys, excel tracking goals	Quick 5 minute surveys using QR codes	Anonymous surveys
Satisfactions surveys	Surveys as well as discussing during monthly meetings	Interviews with staff and partners. Anonymous feedback surveys with clients
From staff, typically verbally or via short surveys like SurveyMonkey. From clients, typically via surveys.	Surveys, questionares, nFORM, etc.	Anonymous feedback (Index Cards)

Menti Q2, Page 3

How do you collect data for CQI from staff, clients, and partners?

23 answers

Mentimeter

Qualtrics satisfaction surveys	practice facilitations to put ourselves in the participants shoes	Feedback survey at the end of workshop, satisfaction surveys.
360 evaluations from staff	surveys, quality assurance check-ins	Exit tickets at the end of each session; program evaluation form at the end of last workshop session; and our local evaluator does individual interviews with clients after they complete the program.
quick meetings with partners to get feedback and general feeling about our program	check ins	focus groups

Menti Q2, Page 4

How do you collect data for CQI from staff, clients, and partners?

23 answers

Mentimeter

Feedback through conversations and discussions	nFORM using tablets	My experience…. form that is open ended to provide what they learned at the end.
Verbal feedback with 3 questions on a FINAL power point slide at the end of class asking for feedback that facilitator gathering count by raised hands before students head out.	collecting data with a virtual class can be challenging!	

Menti Q2, Page 5

What have you tried that didn't work as well?

9 answers

Mentimeter

focus groups	Yes implements Enrollment Day every 2nd Tuesday of each month and no success rate from CQI PLanning	Students don't always show up to class when they know we're doing su
Relying on nform survey responses about how they heardabout us – many people choose "other" when their response could fit in a category.	Be aware of timing: during exit survey session youth who take longer to complete surveys don't always get time to submit feedback.	It is a challenge to get a large number of responses for even brief surveys. However, we keep trying. We have given incentives for e-mailed links that asked for feedback.
Not collecting Exit Survey data immediately following the final session (i.e., waiting too long)	Exit surveys (of graduates) only collect feedback from people who liked the class enough to graduate. So that's not as helpful for criticism.	in-person focus groups. did it virtually and quadrupled participation.

Sharing the data back

- **Any time you are planning to collect new data for CQI, be sure to create a plan for how you will share it back**
  - Staff, clients, and partners will be more likely to get frustrated if they provide data and never see the results of it!
  - Share back findings as well as examples of how you used the findings to inform changes

Announcements

Announcements (Continued)

- **New date for June office hours! Combined CQI/nFORM office hours on Tuesday, June 20 to accommodate regional roundtable schedule**
  - Invitation is coming soon!
- **For more resources:**
  - The HMRF Grantee Resources site (https://hmrfgrantresources.info/continuous-quality-improvement) contains CQI template, worksheet, office hours slides, tip sheets, and other CQI resources
    - Useful tool: Sample feedback form and exit ticket templates
  - Submit questions to hmrfcqi@mathematica-mpr.com

Thank you!