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**
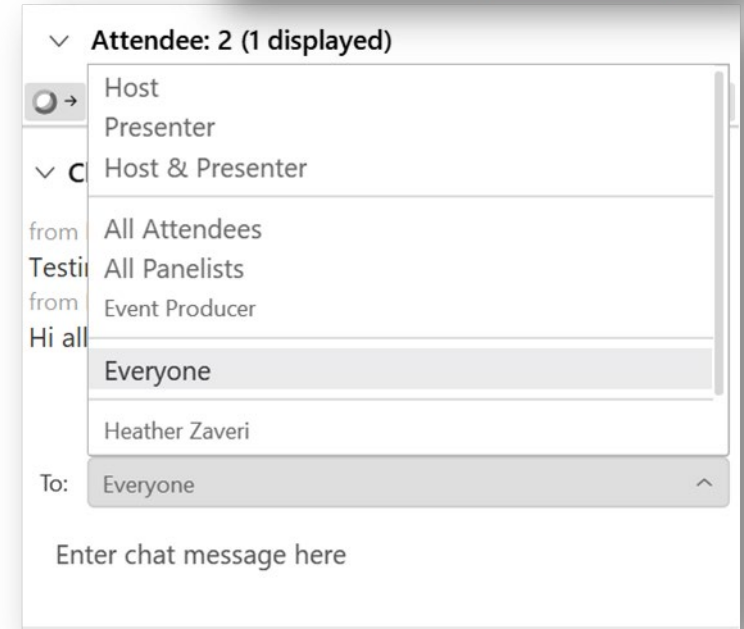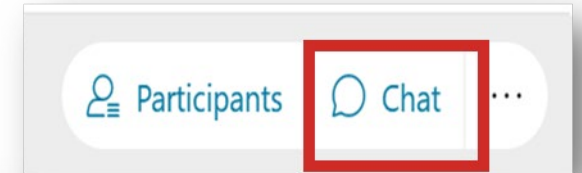
Focusing on your CQI challenges

A common CQI challenge:

Ensuring CQI efforts are improving programming for everyone
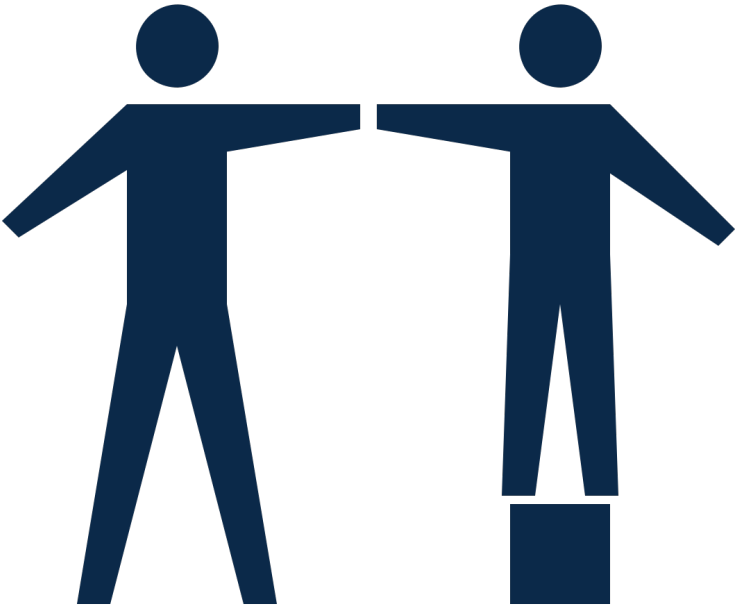
Today's agenda

/ **What do we mean by equity?**

/ **Mechanisms to support equity-driven CQI**

- Intentionality

- Inclusion

- Data

/ **Bringing equity into the steps of the CQI cycle**

Share with us

/ **What's the first word that comes to mind when you hear 'equity'?**

What's the first word that comes to mind when you hear 'equity'?

Equity as an outcome and a process

/ **Equity as an outcome**

- Absence of avoidable or remediable differences among groups of people defined socially, economically, demographically, or geographically

/ **Equity as a process**

- Working towards outcomes in ways that model justice and dignity without recreating harm in our systems, strategies, and working relationships

/ **An equity-focused CQI process supports equitable outcomes**

Sources: World Health Organization; Change Elemental

Why use an equity-focused CQI approach?

/ **Ensure your program is working for *all* clients**

/ **Enhance buy-in for change by using an inclusive CQI approach**

Example: Business-as-usual

We want to see that all fathers in our program are spending quality time with their children. But our entrance and exit surveys aren't showing the growth we strive for.

The CQI team brainstorms strategies to better support fathers

→

The CQI team adds a parenting supplement targeted to all fathers

→

The parenting supplement helps the program meet targets, but staff miss the fact that a core subgroup is still lagging behind

Example: Equity-focused CQI

We want to see that all fathers in our program are spending quality time with their children. But our entrance and exit surveys aren't showing the growth we strive for.

Using data to understand nuances
Through conversations, the team learns that some fathers in the program, such as those who are involved with child welfare system, have supervised visits that limit access and interactions with their children

Being inclusive
CQI team members talk with fathers in the program who are experiencing challenges to inform solutions

Strategy to enhance equity
The program develops a guide of small practices to strengthen nurturing relationships with children to supplement the broader parenting focus of the curriculum

Desired outcome
All fathers have the opportunity to build stronger relationships with their children

Mechanisms supporting an equity-focused CQI process

Intentionality

What processes does the program have in place to keep equity at the forefront of CQI conversations?

Inclusion

Who is at the table for program improvement efforts?

Data

How does the program disaggregate its data to understand inequitable disparities?

Intentionality

How does the team incorporate equity?

/ **Step 1: Notice**

- **Identity:** Practice self awareness about biases and how life experiences shape your perspective or your team's perspective

- **Power:** Acknowledge and address power dynamics shaping decision making about programming

- **Context:** Identify where there is potential for inequity in the program

/ **Step 2: Reflect**

- How do we shift our process to more consistently reflect on potential inequities or blind spots?

Source: Stanford d.school

Useful technique: The equity pause

/ A sense of urgency can get in the way of intentionality, but the simple practice of pausing can disrupt the tendency to default to the familiar

/ Ask 1-2 of the questions below before proceeding to the next step in your CQI process

- How does my identity impact the way I am interacting with this problem?
- How does my experience impact the way I am thinking about the solution?
- Why does this problem exist?
- Am I blaming clients for this problem?
- Do I only have traditional forms of data at my disposal?

Source: CityBridge, Promising Practice: Taking an Equity Pause

Intentionality: Share with us

/ **What helps your program keep equity top-of-mind?**

What helps your program keep equity top-of-mind?

Client based

Listen to your clients

Our participants. We see extremely inequitable situations every single day, so it is hard to ignore

EDI programming

Case managers completing assessment with every client

Our team is part of the community. We look like them, grew up in the community, and can relate

Focus groups with alumni and past participants

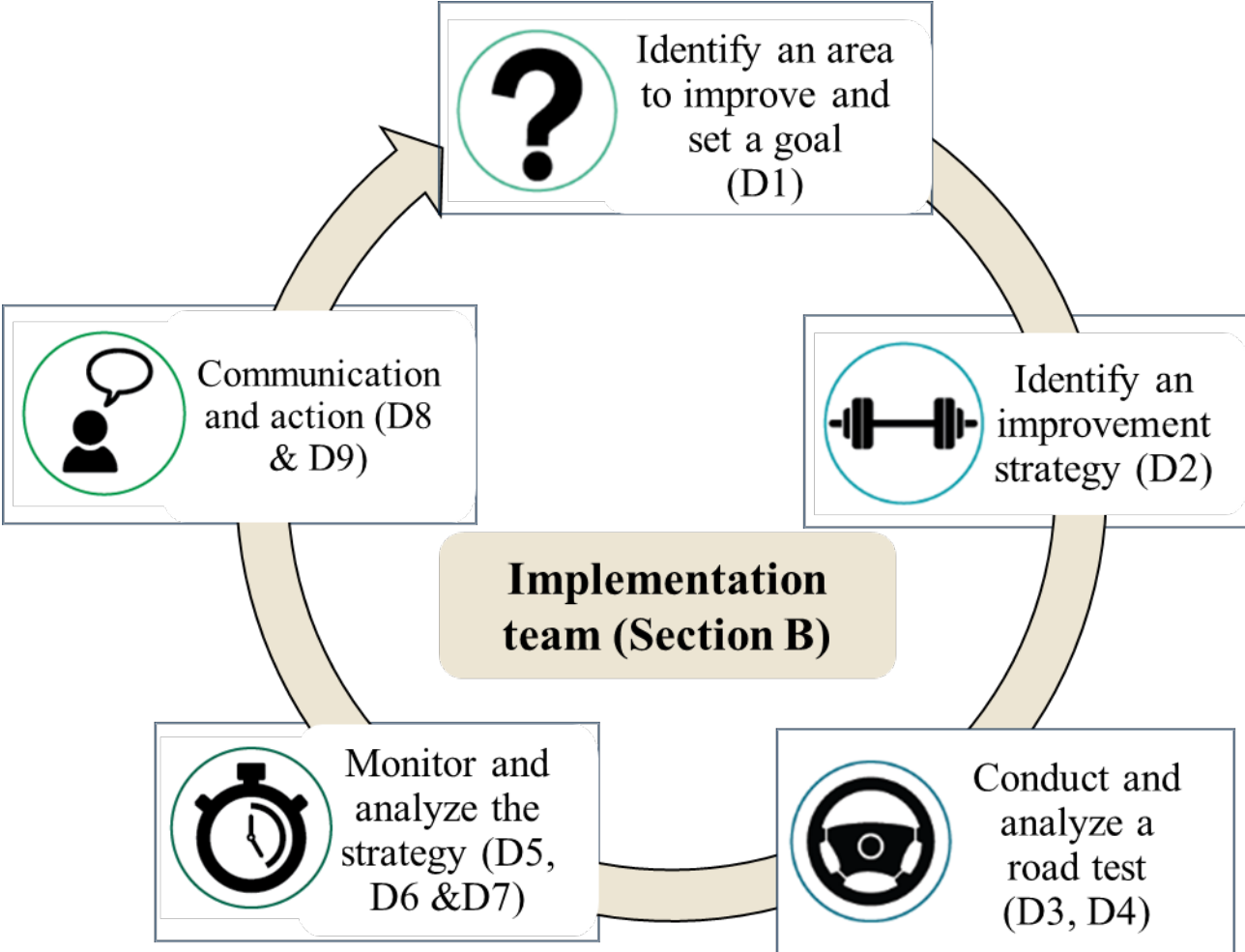Departmental meetings where directors lead discussion about keeping equity top-of-mind
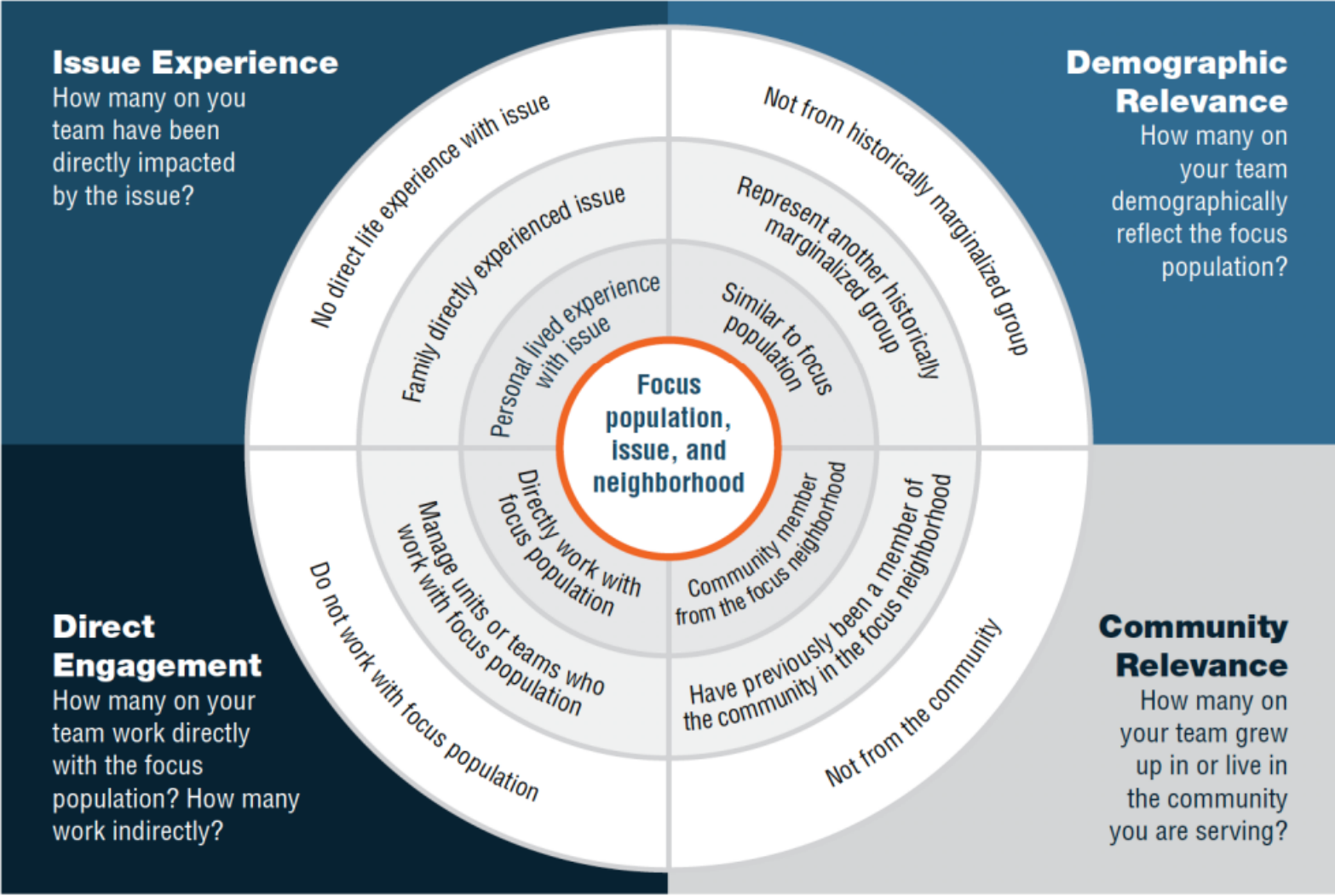
Inclusion

Who participates in your CQI efforts?

/ **Who is on the CQI team?**

/ **Who consults at different steps in the CQI process?**

/ **How does the team make participation in CQI accessible?**

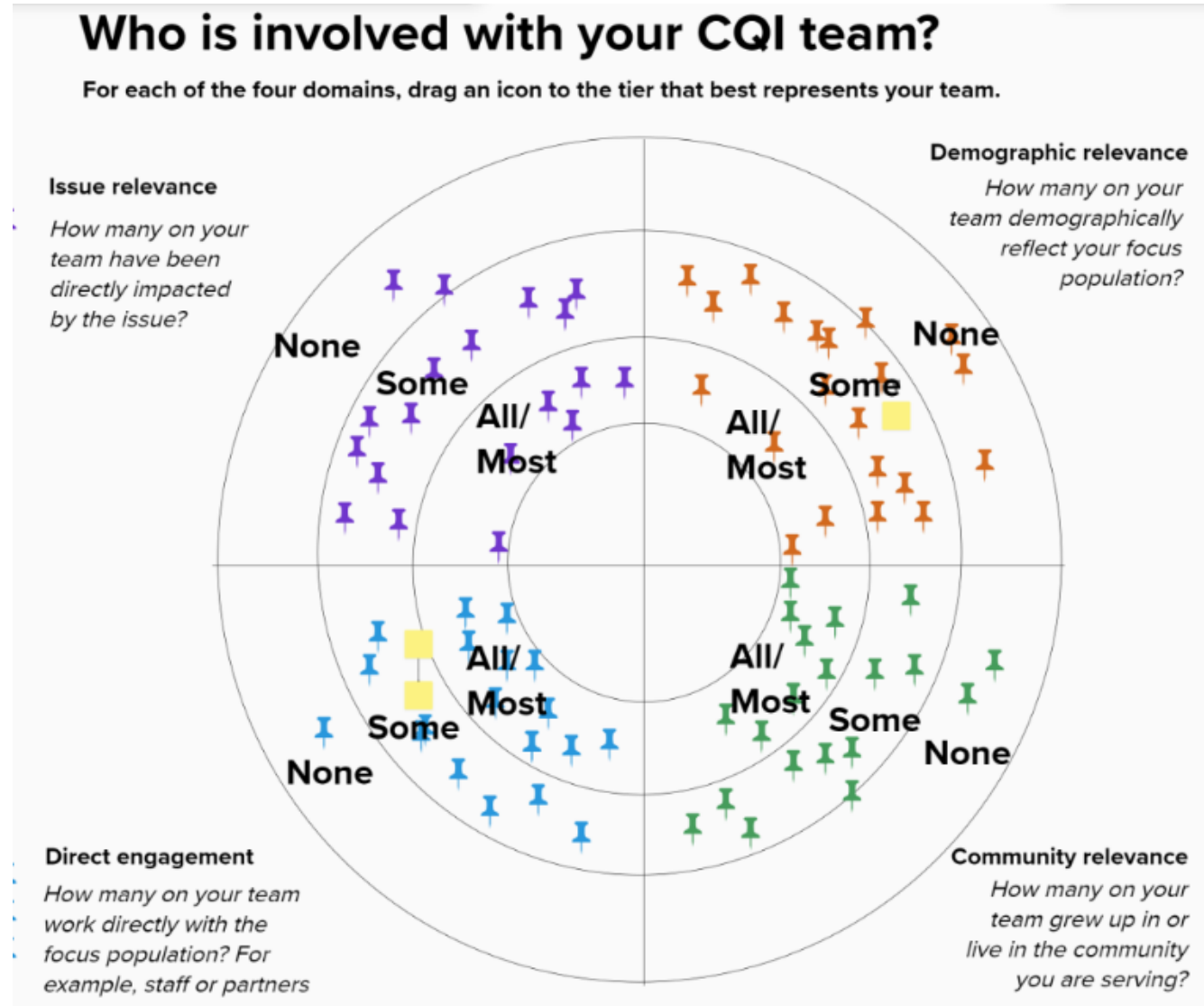# Useful tool: Reflect on inclusiveness

Source: Including a Diversity of Perspectives in Interpreting Data and Decision-Making | Healthy Marriage & Responsible Fatherhood Resource Site for 2020 Grantees (hmrfgrantresources.info)

Mural activity: Mapping inclusiveness

20

Inclusion: Share with us

/ **What insights did you gain from the mapping activity?**

- Where you have identified strengths, what practices do you attribute this to?
- Are there gaps that you want to prioritize?

What insights did you gain from the mapping activity?

Lived experience, grew up in the same marginalized communities

We have a boots-on-the-ground approach where we do outreach directly in the community

We need more representation of the population we serve among staff and leadership

Discussing how we can provide the programming to others who may not speak the language

Regular meetings to address any issues and successes

Team members who are especially attuned to father engagement

Data

How does the team use data to identify inequities?

/ **Disaggregating data allows the team to monitor not just overarching metrics but within- and across-group metrics**

- e.g. Race/ethnicity, Referral source, Geographic location

/ **What to monitor?**

- Differences in access to programming

- Differences in outcomes from programming

- Unintended consequences of strategies

- Whether the group most in need was served by a strategy

Source: Paul Elam, Is My Evaluation Culturally Responsive?

Use nFORM query tool to examine subgroups

/ **Many query tool tabs include filters and data visualizations on subgroups**

Enrollment: Referral source and primary reason for enrolling

Applicant Characteristics: Filter on select characteristics

All Workshops: Workshop participation by race and gender (HM) or race and age (RF)

Client Outcomes: Filter on client characteristics to review select survey outcomes

Use data export for tailored analyses

/ **Data export includes all client level data captured in nFORM, except personally identifiable information**

/ **Programs can use data export to develop tailored analyses on enrollment, service delivery, and client outcomes by subgroups**

Data: Share with us

/ **How would you like to use data to understand disparities in your program?**

How would you like to use data to understand disparities in your program?

To address the gaps in service

Average duration father is part of our program

What populations are we not serving, who due to barriers needs our services and are not receiving them

Understand the disparities among fathers who may have disabilities. Also, military or veteran populations
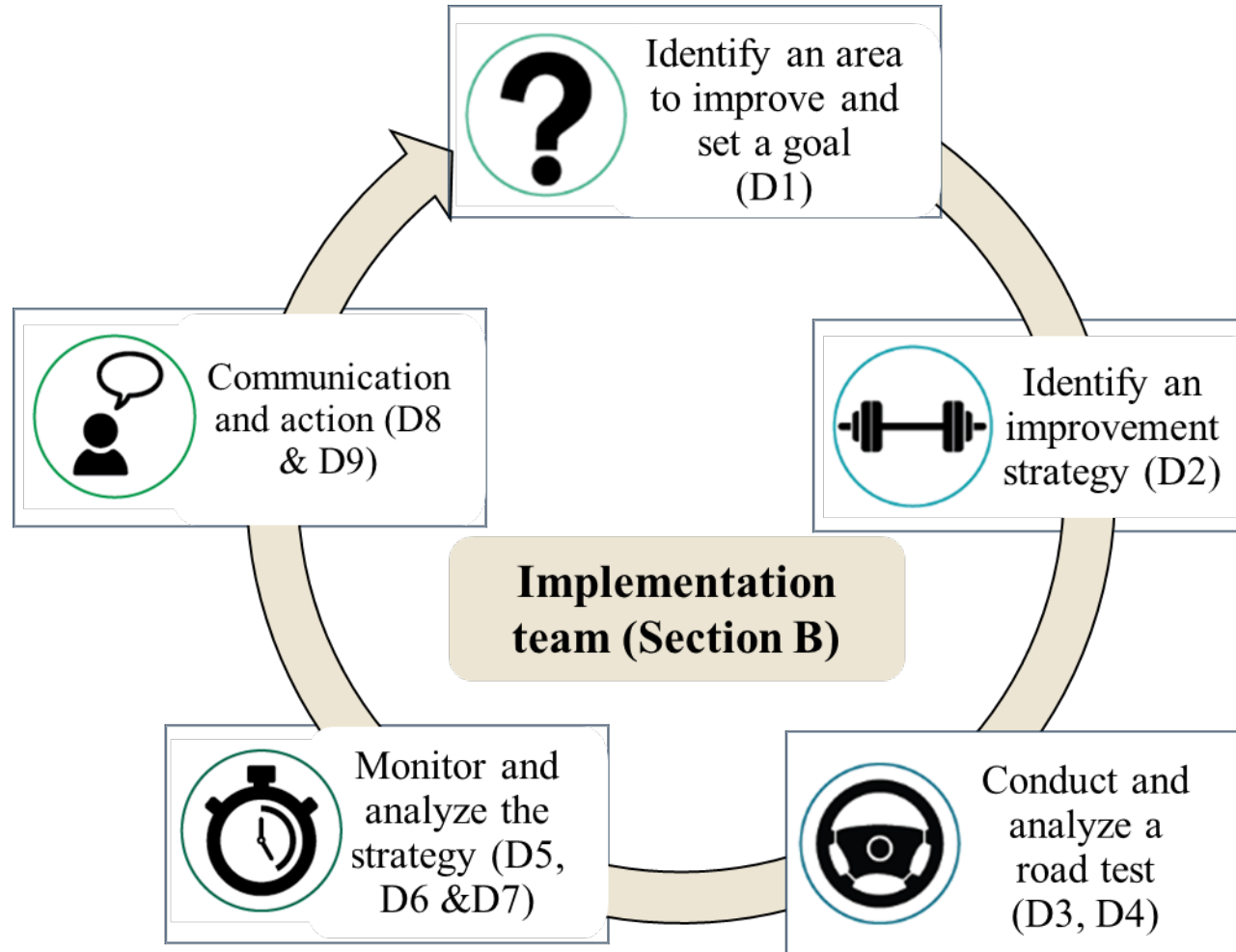
Completion rates

Infusing equity into your CQI process

Enhancing equity in the steps of the CQI process

Identify an area to improve and set a goal

/ **Pick and prioritize issues for CQI**

- *Intentionality:* What are the consequences of not addressing disparities?
- *Inclusion:* Who is involved with prioritizing challenges?
- *Data:* What groups are most affected by the challenge?

/ **Examine root causes**

- *Intentionality:* What factors might be producing and perpetuating disparities? What blind spots might be contributing to disparities?
- *Inclusion:* Who are you talking to to learn about the challenge?

/ **Set improvement goals**

- *Data:* For which groups are we below targets? By how much?

Identify an improvement strategy

/ **Pick and prioritize a strategy**

- *Intentionality:* What negative or unintended consequences might result from this strategy? How might the strategy address disparities? What is our plan of action if disparities are maintained or increased?

- *Inclusion:* Who informs strategy ideas? How can we get ideas from those affected by the challenge?

Conduct and analyze a road test

/ **Develop learning questions**

- *Intentionality:* Do our learning questions reflect how the strategy might affect subgroups differently?

/ **Develop a road test plan**

- *Inclusion:* What types of data can we collect and from whom?

/ **Analyze road test data**

- *Inclusion:* Who can we include in the analysis process to help with interpretation? How will we make findings accessible?

- *Data*: Can we examine road test data by subgroups to understand how the strategy worked for different groups of clients?

Monitor success and consider next steps

/ **Intentionality**

- If we intend to scale, how will we prevent or minimize unintended consequences?

/ **Inclusion**

- Who is part of the decision-making process to determine next steps?

/ **Data**

- Who did the strategy work for? Who didn't benefit from the strategy? Do we notice any unintended consequences in the data?

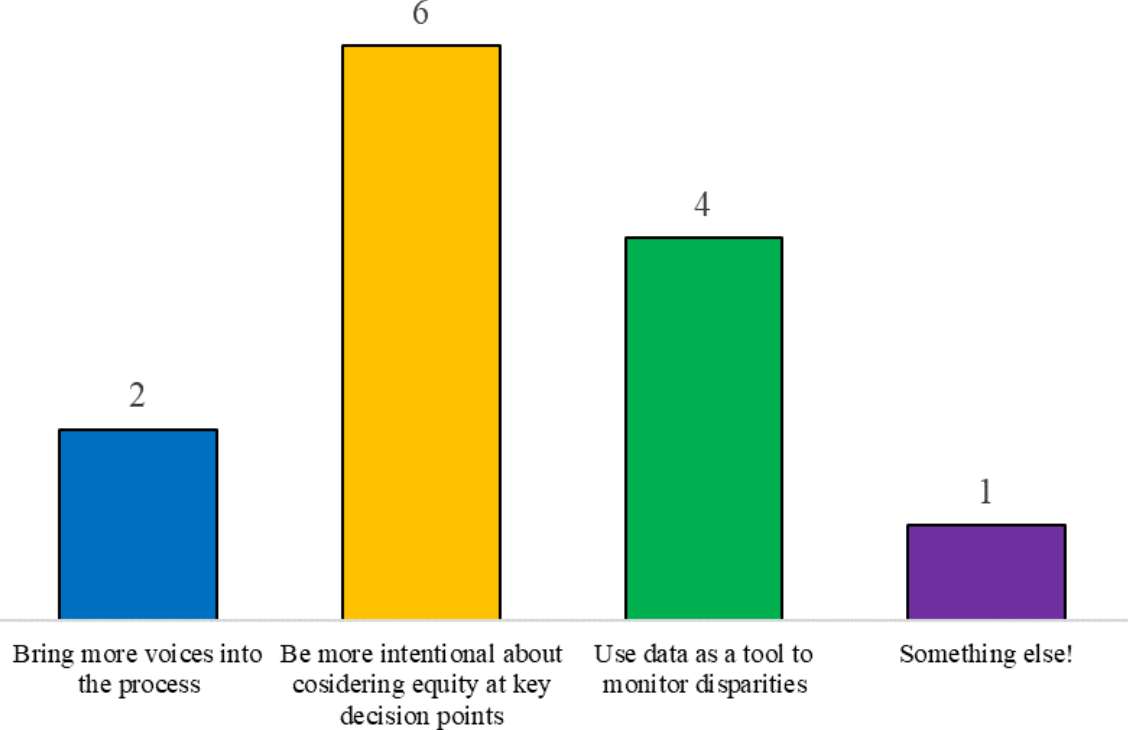# Infusing equity into your CQI process: Share with us

/ **How might your team enhance equity in your CQI process?**

- Bring more voices into the process
- Be more intentional about considering equity at key decision points
- Use data as a tool to monitor disparities
- Something else!

How might your team enhance equity in your CQI process?

Announcements

Announcements

/ **Join us for the August CQI office hours**

- August 22, 2023, 2-3 p.m. ET

- 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

  o Useful tool: Including a Diversity of Perspectives in Interpreting Data and Decision-Making

  o Submit questions to hmrfcqi@mathematica-mpr.com

Thank you!