

Using advisory boards to enhance CQI efforts

Continuous quality improvement (CQI) office hours

March 26, 2024 | 2:00 – 3:00pm ET



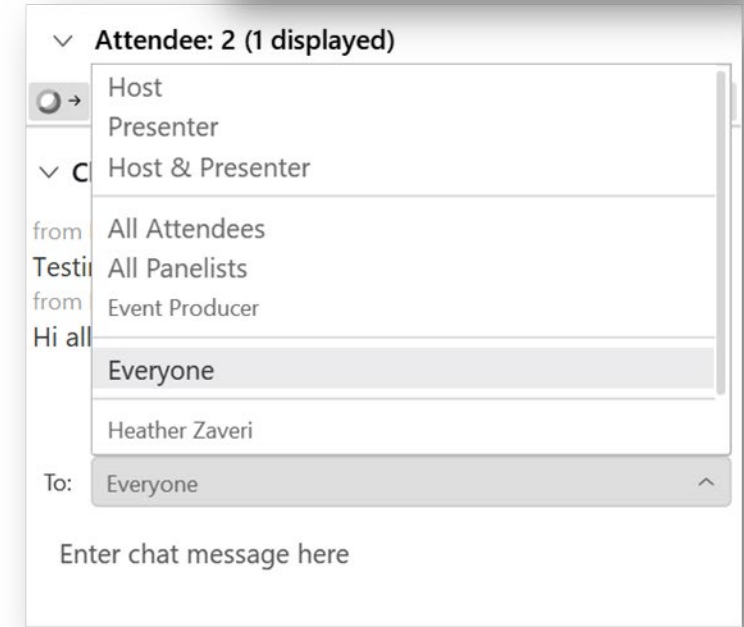
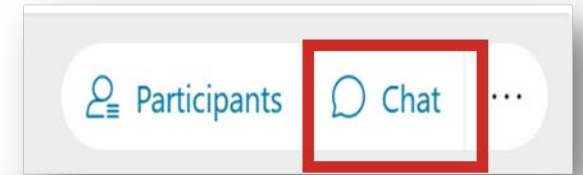
OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families





How you can participate

- / You may also use the chat 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**





Maintaining and strengthening CQI practices

/ Drawing on an advisory board to bring more voices into your CQI efforts





Agenda

- / The value of advisory boards to improvement efforts**
- / Tips for using advisory boards**
- / Panel discussion**
 - Texas State University
 - Hope for Miami
 - Goodwill of Southwestern Pennsylvania



The value of advisory boards to improvement efforts



CQI benefits from diverse perspectives

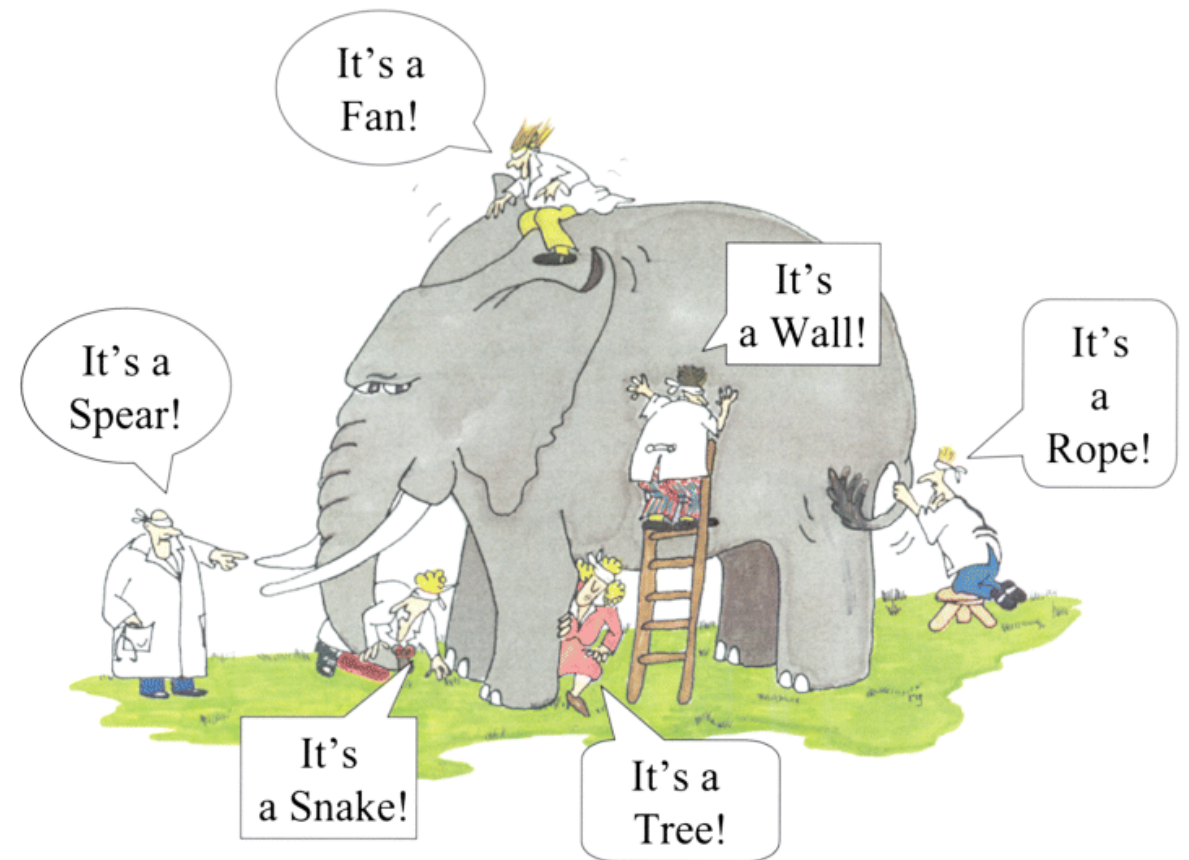
/ Develop a more comprehensive understanding

- Case managers, participants, partners and program leaders experience challenges differently
- Programs can develop a more holistic understanding together

/ Create more buy-in for change

- Bring more people into the improvement process

/ Promote more equitable improvement





Advisory boards are one way to enhance diversity of perspectives

- / **Consist of key collaborators, such as clients, partners, or community members**
- / **Support program planning and improvement by incorporating the voices of those affected by a program**
- / **Allow for input throughout the program lifecycle**
- / **Can be used for purposes beyond CQI**
 - E.g. to help plan events, support outreach, or provide subject matter expertise for any purpose





Example goals for an advisory board

/ **Promote community ownership of the program**

- Involve the broader community being served in program design, implementation, and evaluation considerations
- Community could mean a neighborhood served by the community, target population, or others who are involved/impacted by the program (e.g., refugee community; area youth justice system providers/agencies)
- Questions: Is our selected curriculum appropriate for and meeting the community's needs? How can we more effectively get the message out about our program?

/ **Get regular and ongoing feedback from participants of the program about their experiences**

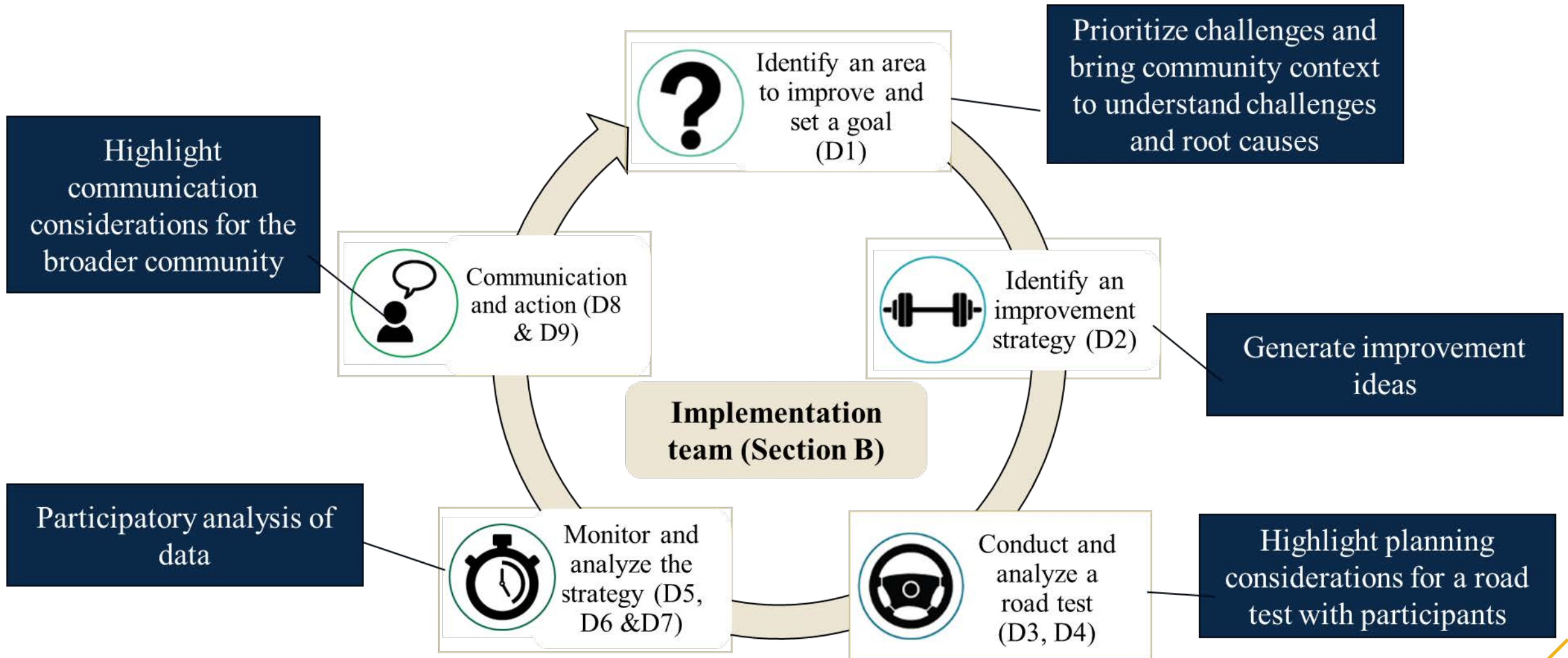
- Involve youth/participant voice in planning and improvement
- Questions: We collected this feedback on workshops from your peers. Based on your experiences, how would you interpret it?



Tips for using advisory boards



Where advisory boards can enhance CQI





Tip: Be clear on roles and expectations

/ **Determine how CQI team will draw on advisory board**

- Where does the CQI team expect that the advisory board can add value or bring needed perspectives? At which steps in the CQI cycle?

/ **Be sure the advisory board is equipped to contribute**

- Ensure the board has a general understanding of the program's CQI approach/goals
- Provide relevant background

/ **Be clear about decision-making power and how the CQI team will use the board's feedback**

- Check out the [Universal Decision Making](#) tip sheet for suggestions

/ **If compensating members, make sure parameters for compensation are clear**

- Please check with your FPS about compensation



Tip: Foster a space where everyone is comfortable participating

/ Use facilitated activities that amplify diverse voices and promote a safe space for participation

- Prioritizing challenges: [Rose, Thorn, Bud](#)
- Generating ideas: [How might we ...?](#)
- Participatory analysis: [What? So what? Now what?](#)
- For more information: [Facilitation Strategies for Fostering Discussion and Consensus](#)

/ Take time to build relationships

/ Take time to assess dynamics

- Check in with team members periodically to ensure meeting processes are working
- If not, be prepared to try something else

/ Share with the advisory board how you incorporate their feedback



Panel discussion



Peer sharing

/ Texas State University

- Ready4Life grant, serves teen mothers and fathers and their caregivers in Central Texas
- Youth Advisory Board consists of current and former participants



Dr. Norma Perez-Brena
Program Co-Director



Mariana Zamora, LMSW
Program Coordinator





Peer sharing

/ Hope for Miami

- Laresha Tyler, MSW, CPP, Director of Prevention Services
- Ready4Life grant, serves teens and young adults in Miami
- Stakeholder Advisory Board consists of partners (e.g., school staff), in addition to program and evaluation staff





Peer sharing

/ Goodwill of Southwestern Pennsylvania

- Dr. Rick McCown, evaluator, Mike Olack, project director
- Fatherhood FIRE grant, serves economically disadvantaged adult fathers in Allegheny County
- Team of community fathers and leaders advise on evaluation and programmatic issues



JOB TRAINING | LIFE CHANGING



Panel discussion

- / What are your lessons learned about engaging and maintaining a board? Would you do anything differently if you could start over?**
- / What recommendations do you have for others for getting an advisory board off the ground? How do you get started?**



Announcements



Announcements

/ **Join us next month—invitations are coming soon!**

- nFORM 2.0 office hours on Tuesday, April 9, 2024 2-3p.m. ET
- CQI office hours on Tuesday, April 23, 2024, 2-3 p.m. ET

/ **New tip sheets!**

- [Bright Spots: Finding inspiration on what's working](#)
- [Tracking data to inform improvement](#)

/ **For more resources:**

- The HMRF Grant Resources site (<https://hmrfggrantresources.info/continuous-quality-improvement>) contains CQI template, worksheet, office hours slides, tip sheets, and other CQI resources

/ **For CQI-related questions, reach out to the CQI helpdesk**

- HMRFCQI@mathematica-mpr.com



Thank you!

