

nFORM 2.0 and CQI Office Hours

July 9, 2024
nFORM 2.0 Team
Mathematica

OFFICE OF FAMILY ASSISTANCE

An Office of the Administration for Children & Families



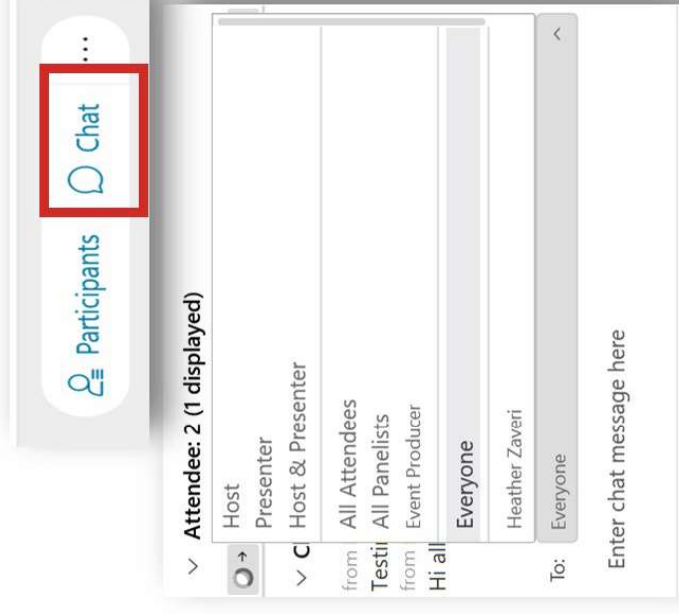
Mathematica
Progress Together





Housekeeping

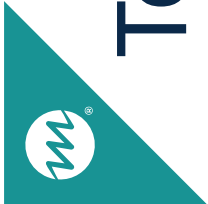
- / Use the Webex chat and Menti to ask questions
- / Click on the link in the chat to access closed-captioning





REMINDERS:

- / **Never text or email personally identifiable information (PII) like client names – including to nFORM and CQI help desks**
 - Only refer to clients in emails by their client ID number
- / **Never take screenshots of client PII from nFORM**
- / **Everyone who interacts with client data should:**
 1. Watch the Keeping Data Secure training video on the resources site
 2. Review the Performance Measures and Data Collection Logistics Manual on the resources site for more information on keeping data secure



Today's focus



Discuss your nFORM and CQI questions and topics of interest



Announcements



nFORM and CQI questions



What questions do you have about nFORM and CQI?

- / **What types of questions or topics have come up in discussions with your staff, thought partners, or FPS?**
- / **What information and tools could better support your program monitoring and improvement needs?**

Enter your questions into Menti, Webex chat or ask aloud!

Go to [Menti.com](https://menti.com) and enter the code 2332927 or use the link in the chat



nFORM questions and topics submitted ahead of time include...

How should I access and save the progress narrative template?

What data in nFORM determines whether a client is counted towards the Completed Client primary workshop participation benchmark? Is it workshop hours attended, client status, and/or exit survey completion?

How can I help my team avoid having their nFORM accounts deactivated or locked?

Are there any upcoming nFORM enhancements?



nFORM questions and topics submitted ahead of time include (cont.)...

How do you create, update and monitor client profiles?

How should I record makeup workshop attendance?

What should I do if a client is willing to complete an exit survey but they did not submit an entrance survey?



We also received the following CQI questions...

How can we use the Bright Spots method to determine the focus for our next CQI cycle?

How long should a road test be?

What strategies can improve buy-in for CQI from partners?

Will there be another CQI road test?



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Announcements



New tip sheet on using nFORM data to monitor equity coming soon!

- / Summarizes topics covered in January – May 2023 nFORM office hours
- / Includes sections on monitoring enrollment, workshop delivery, and individual services, and survey responses by client characteristics



Using nFORM 2.0 to monitor equity in service delivery


The Administration for Children and Families (ACF) defines equity as “the consistent and systematic fair, just, and impartial treatment of all individuals, including individuals who belong to underserved communities that have been denied such treatment.” ACF asks Healthy Marriage and Responsible Fatherhood (HMRF) grant recipients to describe program activities that address or advance equity on [HM](#) and [RE](#) quarterly narrative progress reports. This tip sheet highlights how grant recipients can use nFORM data to monitor and report on their program’s progress towards ACF’s goal of equitable program delivery, including enrollment, workshop and individual services, and survey responses by target demographic groups. More information can be found in [ACF’s FEDTalk](#) on advancing equity and the [January 2024](#), [February 2024](#), and [March 2024](#) nFORM office hours recordings and slides on the [HMRF Grant Resources site](#). After reviewing this tip sheet, contact the nFORM 2.0 help desk with any questions by either submitting a ticket through the [help tab](#) of nFORM or emailing us at nform2helpdesk@mathematica-mpr.com. We are happy to help!




Expanded tip sheet on Bright Spots approach

- / Includes more information on using the Bright Spots approach
- / Includes the 4 P's method for identifying success factors

<https://hmrfggrantresources.info/resource/bright-spots-finding-inspiration-whats-working>



CQI Best Practices Series



HIMRF
HOSPITAL IMPROVEMENT RESEARCH FOUNDATION

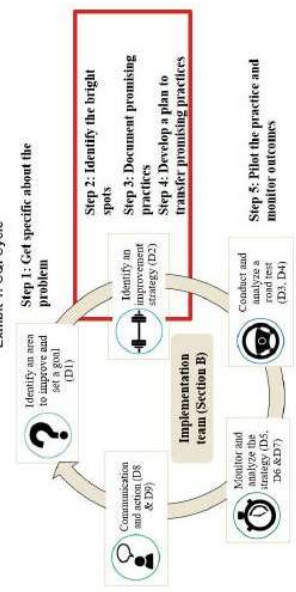
Bright Spots: Finding inspiration in what works

CQI teams often develop strategies by identifying areas needing improvement, drilling down on barriers, and coming up with strategies to reduce or eliminate those barriers. When teams feel stuck during strategy development, they can find inspiration by looking internally at their high performers. These high performers are sometimes called bright spots—they are programs, sites, or staff achieving high outcomes related to a specific challenge where others are struggling. When your CQI team needs inspiration or new ideas, try to identify high performers, determine what they are doing differently, and then spread their approach to others.

An approach to using bright spots in CQI

After identifying an area to improve, the next step in the CQI cycle is to get specific about the challenge or opportunity for improvement (see Exhibit 1). By identifying a specific challenge, a team can determine the drivers or root causes of the challenge, which helps to narrow in on what types of strategies may be useful. For example, instead of naming under-enrollment as the challenge, a team could get specific by naming recruitment of fathers. The team may also identify lack of interest and varying job schedules as key root causes. By getting specific about challenges and root causes, teams can look internally to see if there are sites or staff that appear to be thriving where others are struggling. If a program is under-enrolling fathers, for example, the CQI team can look for specific sites that excel in recruiting fathers and determine whether the factors that drive their success can be replicated in other sites.

Exhibit 1: CQI Cycle



Below are steps for using the Bright Spots approach:

Identify the bright spots. Bright spots are programs, sites, or staff that achieve higher outcomes than others, drawing on similar resources. Before identifying bright spots, be clear about the pool of possible bright spots. Exhibit 2 illustrates different levels of bright spots: you may have a staff member or a site that is a bright spot relative to other staff or sites. Or your program may be a bright spot for other programs that struggle in an area where your program consistently outperforms targets.

HIMRF CQI BEST PRACTICES SERIES



Stop by to say hi at the HMRF Biennial Conference!

- / Stop by our table at the conference to ask any questions or chat about nFORM and CQI**
- / Pick up printed TA resources including the monitoring equity and bright spots tip sheets**





Save the date for upcoming office hours

- / **nFORM office hours on Tuesday, August 13 from 2-3pm ET—upcoming enhancements to data export**
- / **CQI office hours on Tuesday, August 27 from 2-3pm ET—leveraging research and resources for CQI**





Questions?

