

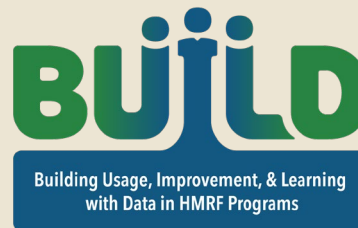
# Using nFORM survey data for CQI

Continuous quality improvement (CQI) office hour

March 25, 2025 | 2:00 – 3:00pm ET



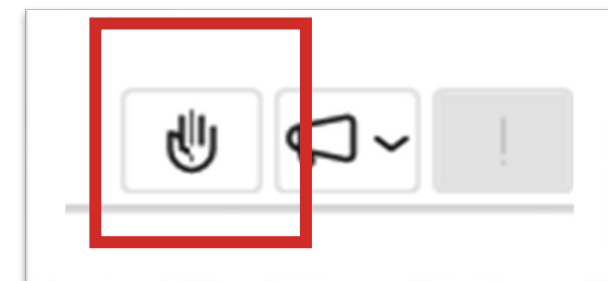
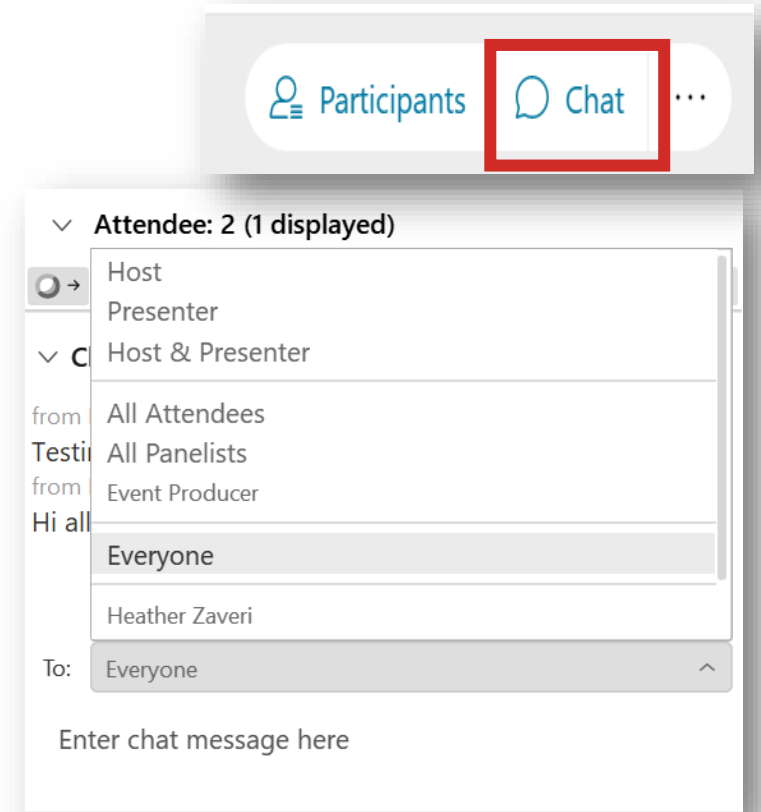
**OFFICE OF FAMILY ASSISTANCE**  
An Office of the Administration for Children & Families





# How you can participate

- / You may 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





# Agenda

- / Revisiting program logic models**
- / Exploring survey outcomes data to identify challenges**
- / Identifying root causes and CQI strategies**
- / Feedback on CQI TA**
- / Open Q&A**
- / Announcements**



# Revisiting program logic models



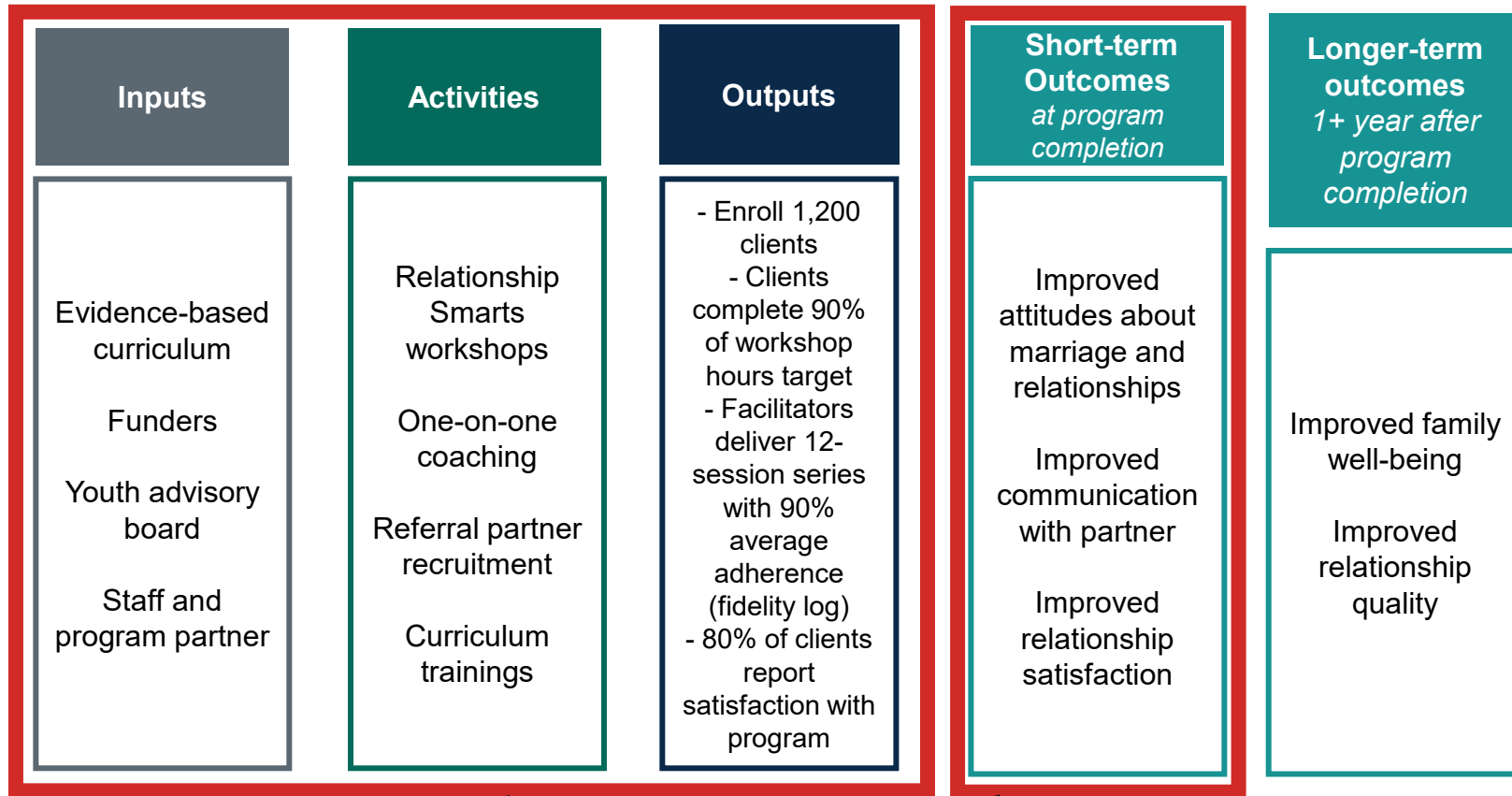
# CQI check-in

- / By Grant Year 5, programs have collected a large amount of data on program enrollment, participation, and client outcomes**
- / Revisit your logic model to consider whether you are on track to achieve your program's outcome goals**
  - As a reminder, program goals should be SMART and have clear targets
- / Have your CQI efforts to enhance program implementation helped you achieve your SMART goals?**
- / Use nFORM survey data to understand progress and identify areas for improvement**



# Example of Healthy Marriage logic model

**Overall goal:** Increase healthy relationship behaviors among clients



Activities and outputs are often the focus of CQI

By Grant Year 5, you likely have enough survey outcome data to examine: Is the program supporting positive outcomes, as expected?



# Share with us

/ **What short-term outcomes  
(at program exit) are on your  
program's logic model?**





# What short-term outcomes (at program exit) are on your program's logic model?

60% of participants will report improved parenting and co-parenting skills after the workshop series

How useful did participants feel the program was, with respect to improving their lives and economic stability?

70% of participants will report increased knowledge of career advancement, financial planning and management, and budgeting

70% of participants will report increased skill attainment and/or employment

Increase in healthy relationship skills

Reduce parenting stress

Improve communication with partners



# What short-term outcomes (at program exit) are on your program's logic model? (contd.)

Fathers having increased contact with their children

one outcome is "increased time spent with children"

Reduce negative communication; increase positive communication;

60% of participants will identify utilizing healthy marriage and relationship skills



# Exploring survey outcomes data to identify challenges



# Exploring survey outcomes data

- / **For short-term outcome goals on your logic model, review change from program entrance to exit**
- / **Use HMRF client survey data (or other data sources if applicable to your goals)**
- / **If change occurred, was it positive or negative?**
- / **Consider clients who did not finish the program**
  - How many dropped out of the program?
  - Are they similar to or different from clients who finished and are reflected in short-term outcomes?



# Comparing outcomes at entrance and exit

## / **Measure change based on how you set outcome targets**

- If targets reflect the percent of participants who will improve, calculate each participant's change, then the percent of all clients with a positive change
  - For example, 80% of participants will improve by the end of the program
- If targets reflect changes in outcomes, calculate average score at entrance across all participants, and compare to average score at exit
  - For example, participant scores will increase on average from 3.1 to 3.8 on a scale of 1 to 4

## / **Compare what the program achieved to targets**

## / **Flag outcomes where the program missed the target → these are areas for improvement to address through CQI**



# nFORM data tools for monitoring outcomes

## / **PPR Sections C-02 Applicant Characteristics (entrance) and C-09 (exit) include average outcomes based on survey responses in reporting period**

- Organized by construct
- Include average score and number of responses for each outcome

## / **Client Outcomes tab of query tool includes all outcomes reported in PPR**

- Filter by entrance and exit survey completion date ranges
- Filter by age, sex, ethnicity, race, partner status, and employment status



# nFORM data tools for monitoring outcomes (contd.)

- / **Operational reports tailored to support program monitoring, such as survey completion and primary workshop participation reports**
- / **Data export includes all grant data, except PII**
  - Generate by data types and date ranges for in-depth analysis of potential trends in survey data
- / **Survey data can help identify trends, but cannot be used to determine effects of the program—this can only be done using a rigorous evaluation**



# PPR Section C-02

## Characteristics of Adult Couple and Individual Clients at Beginning of Program

### 4. Relationships/Marriage

Outcome	Average score	Range	Number of respondents
Attitudes about marriage			
Believes that it is better for children if their parents are married	1.6	1 (strongly agree) to 4 (strongly disagree)	140
Believes that living together is just the same as being married	3.4	1 (strongly agree) to 4 (strongly disagree)	141
Conflict management (only those with a partner)			
Negative conflict management skills (5-item scale) <ul style="list-style-type: none"><li>• My partner/spouse was rude or mean to me when we disagree</li><li>• My partner/spouse seemed to view my words or actions more negatively than I meant them to be</li><li>• Our arguments became very heated</li><li>• Small issues suddenly became big arguments</li><li>• My partner/spouse or I stayed mad at one another after an argument</li></ul>	11.1	5 (never) – 20 (often)	141





# PPR Section C-09

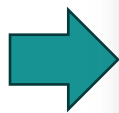
## C-09 Participant Outcomes

### 1. Characteristics of Adult Couple and Individual Clients at Program Exit

#### A. Relationships/Marriage

Outcome	Average posttest score	Range	Number of respondents
Attitudes about marriage			
Believes that it is better for children if their parents are married	1.6	1 (strongly agree) to 4 (strongly disagree)	69
Believes that living together is just the same as being married	3.6	1 (strongly agree) to 4 (strongly disagree)	70
Relationship status (%)			
Married (%)	100.0%	0 - 100	70
Engaged (%)	0.0%	0 - 100	0
Separated (%)	0.0%	0 - 100	0
Divorced (%)	0.0%	0 - 100	0
Widowed (%)	0.0%	0 - 100	0
Never married (%)	0.0%	0 - 100	0
Conflict management (only those with a partner)			
Negative conflict management skills (5-item scale) • My partner/spouse was rude or mean to me when we disagree • My partner/spouse seemed to view my words or actions more negatively than I meant them to be • Our arguments became very heated • Small issues suddenly became big arguments • My partner/spouse or I stayed mad at one another after an argument	10.0	5 (never) - 20 (often)	67

Compare to outcomes in Section C-02





# Query tool Client Outcomes tab: Entrance survey data

Characteristic	PROGRAM ENTRANCE		PROGRAM EXIT			
-	ENTRANCE OUTCOME	RANGE	NUMBER OF INDIVIDUAL CLIENTS	Average Score/Percent	18 - 20 years	21 - 24 years
18 - 20 years ✓	Believes that it is better for children if their parents are married	1 (strongly agree) to 4 (strongly disagree)	280	2.1	2.2	2.2
21 - 24 years ✓	Believes that living together is just the same as being married	1 (strongly agree) to 4 (strongly disagree)	279	2.4	2.0	2.5
25 - 34 years	Negative conflict management skills (5-item scale)	5 (never) - 20 (often)	172	11.3	10.0	13.5
35 - 44 years	Satisfaction with how conflict with partner is handled	1 (very satisfied) to 3 (not at all satisfied)	177	1.8	1.3	2.2
45 - 54 years	Tries to comfort child when he/she is upset	1 (never) to 4 (often)	209	3.7	4.0	3.8
55 years or older	Spends time with child doing what he/she likes to do	1 (never) to 4 (often)	208	3.5	4.0	4.0
American Indian or Alaska Native	Hits, spans, grabs, or uses physical punishment	1 (yes); 0 (no)	316	2.8	0.0	0.0
Asian	Yells, shouts, or screams at child when he/she is mad at him/her	1 (yes); 0 (no)	316	27.4	0.0	16.7
Black or African American	Talks about what child did wrong	1 (yes); 0 (no)	316	82.3	50.0	66.7
Employed, but number of hours changes from week to week	Works well with co-parent in parenting child	1 (strongly agree) to 4 (strongly disagree)	208	2.2	2.5	1.7
Female	I would like to learn new job skills	1 (strongly agree) to 4 (strongly disagree)	250	1.7	1.8	1.9
Full-time employment (usually work 35 or more hours a week)	I feel confident in my ability to conduct an effective job search for a job I want	1 (strongly agree) to 4 (strongly disagree)	256	1.9	1.8	1.8



Filter by applicant characteristic (as reported from ACS responses)

Filter by population (if more than one) and survey completion date range



# Query tool Client Outcomes tab: Exit survey data

Characteristic	PROGRAM ENTRANCE		PROGRAM EXIT			
	EXIT OUTCOME	RANGE	NUMBER OF INDIVIDUAL CLIENTS	Average Score/Percent	18 – 20 years	21 – 24 years
18 – 20 years ✓	Believes that it is better for children if their parents are married	1 (strongly agree) to 4 (strongly disagree)	185	2.0	2.0	2.0
21 – 24 years ✓	Believes that living together is just the same as being married	1 (strongly agree) to 4 (strongly disagree)	185	2.5	3.0	2.6
25 – 34 years	Relationship Status - Married (%)	0 - 100	74	39.8	0.0	0.0
35 – 44 years	Relationship Status - Engaged (%)	0 - 100	18	9.7	0.0	0.0
45 – 54 years	Relationship Status - Separated (%)	0 - 100	22	11.8	0.0	28.6
55 years or older	Relationship Status - Divorced (%)	0 - 100	15	8.1	0.0	0.0
American Indian or Alaska Native	Relationship Status - Widowed (%)	0 - 100	4	2.2	0.0	0.0
Asian	Relationship Status - Never married (%)	0 - 100	53	28.5	100.0	71.4
Black or African American	Negative conflict management skills (5-item scale)	5 (never) - 20 (often)	123	9.4	8.0	9.5
Employed, but number of hours changes from week to week	Positive conflict management skills (7-item scale)	7 (never) - 28 (often)	124	23.6	25.0	22.8
Female	Satisfaction with how conflict with partner is handled	1 (very satisfied) to 3 (not at all satisfied)	124	1.5	2.0	1.5
Full-time employment (usually work 35 or more hours a week)	New marriage as a result	1 (strongly agree) to 4 (strongly disagree)	123	1.5	2.0	1.8
	Happy being with child	1 (never) to 4 (often)	145	3.9	4.0	4.0
	Feels very close to child	1 (never) to 4 (often)	146	3.9	4.0	4.0



Filter by applicant characteristic (as reported from ACS responses)

Review differences between Entrance and Exit survey outcomes



# Data export survey response data tab

- / Includes all client-level responses to the Applicant Characteristics, Entrance and Exit surveys**
  - Also displays survey completion dates and survey completion language
- / Refer to data dictionary for the meanings of each variable and data export template for tips on how to use the export**
- / Can merge survey data with other types of data to support analysis**
  - For example, merge survey and workshop participation data to help assess trends in outcomes by participation levels



# Share with us

/ **What nFORM survey data do you monitor to identify trends in client outcomes?**





# What nFORM survey data do you monitor?

changes in answers to employment questions (like if they have a resume or not), fatherhood engagement scale data

Are they following through with resource referrals.

Employment status

Reasons for enrolling to the program

Comparing client responses to how they hears about us to our internal referral data



# Identifying root causes and CQI strategies



# Reviewing data with your team

- / **Review logic model to help understand how the program intended to influence outcomes and what targets were set to define success**
  - For example, 80% of clients will demonstrate improved conflict resolution skills
- / **Start with a question to frame what you intend to discuss**
  - Example: What do the data tell us about [topic]?
  - Example: What do the data tell us about attendance patterns among employed participants?



# Reviewing data with your team (contd.2)

## / **Disaggregate your data**

- Explore data by different groups, such as employed and unemployed parents
- Explore by participation levels—do clients who complete more workshop hours have better outcomes?

## / **Use nFORM data tool**

- Highlight relevant PPR outcome tables
- Annotate query tool visualizations to highlight key findings
- Show findings from analysis of data export and operational reports

## / **Share data in advance, so staff have time to review and process the data before the meeting**



# Reviewing data with your team (contd.3)

## / **The What? So what? Now what?** **Framework helps structure data conversations**

- Staff first explain what they are seeing in the data (what are the patterns?)
- And then, why it matters (why does that need to be addressed?)
- And then, what the program is going to do about it (action steps)





# Example

/ **Setting: HM program serving adult couples**

/ **What does the data show?**

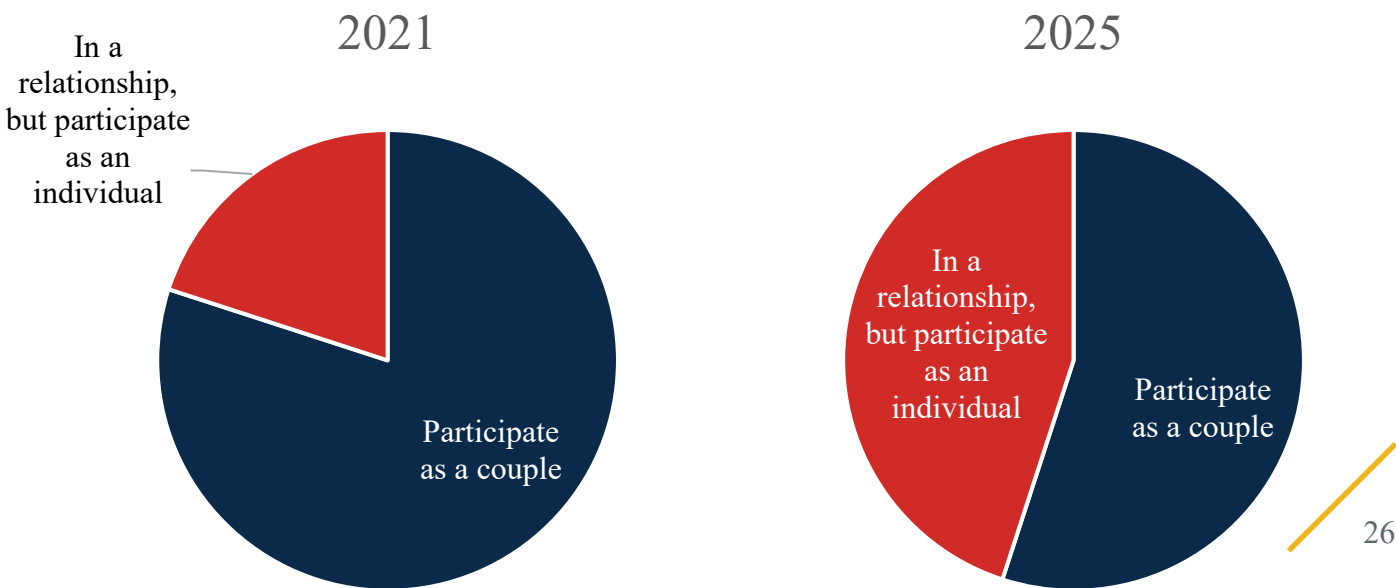
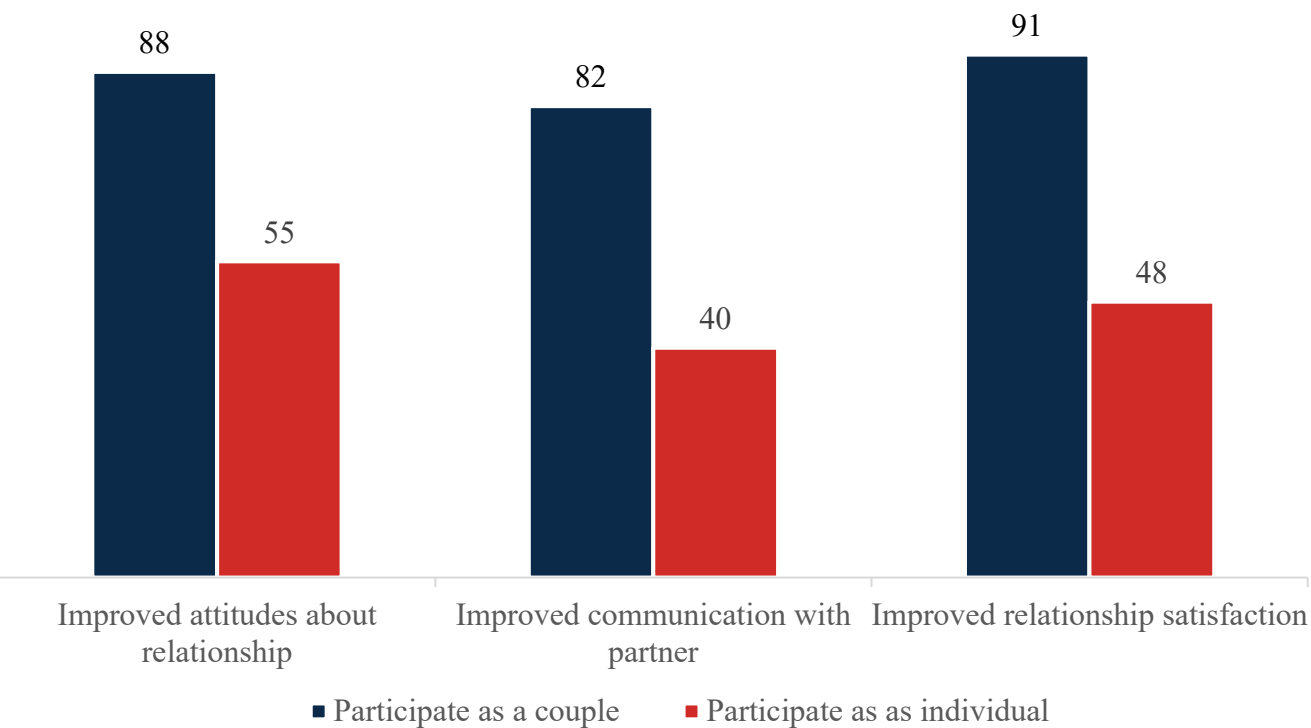
- We notice that participants who enroll as a couple have better outcomes

/ **Why does it matter?**

- Participants increasingly enroll as individuals, which this highlights as a greater challenge than expected

/ **What are we going to do?**

- Talk to participants before the next CQI team meeting, to learn why they enroll without their partner





# What does the data show?

Higher number of individuals participating

Couple participation show's better overall results

Stronger results for couples. Also, more participants in couples

More individuals in a couple increase by 2025

Also that more participants are taking it as an individual has increased significantly over the last 4 years

over time more individual participants than couples

Need to know how many we started with in each area

higher numbers for couples

couples did better



# Why does it matter?

Don't discourage individuals that are apart of couples. We can drill down into that data set

If outcomes overall are not as expected or planned, adjust your CQI “sails”

Express to the clients that Couple have greater outcomes

evidence to prove we are meeting our CQI outcomes

Participation with co-parent will help improve relationships overall with their children

incentivizes couples to join over just as individuals, internal accountability when joining as a couple.

I assume this would change the questioning or overall structure of programs and surveys possibly.

Understanding which group to target

Provides context into allocating appropriate resources overtime



# Identify root causes—the 5 Whys activity

## / **The CQI team sees that outcomes for employed participants are not hitting the target**

- We have challenges with attendance among employed participants. **Why?**
- Employed participants don't feel they have time to participate? **Why?**
- Their job schedule is constantly changing, so it's hard to commit to our 12-week, once-a-week program. **Why?**
- When employed participants miss a class due to work, they have trouble keeping up and eventually drop out. **Why?**

## / **Strategy idea: We need more accessible make-up class options to keep employed participants engaged with us.**



# Identify root causes

/ **How does your team engage with survey outcome data to identify challenges and root causes?**





# How does your team engage with outcome data?

Address items during CQI meetings to come up with potential solutions that are then road tested

Reviewing data after each quarter at our team meetings. Then trying to implement new strategies to tackle the issues.

Using the workshop hours metric & comparing it to various client characteristics. For example, seeing how different employment status correlates w/ workshop hours

it drives our professional develop for topics related to outcomes



# Develop and road test strategies

- / **As you've done for other cycles, use data to develop strategies to address specific root causes**
- / **Be sure to set SMART goals that give the team feedback using leading (short-term) indicators**
- / **Example:**
  - If we create more accessible make-up sessions, we should plan to look at outputs like program completion for more immediate feedback to assess the strategy
  - As cohorts end, keep track of whether program completion increases, and in turn, whether getting more clients to complete supports identified outcomes



# Feedback on CQI TA



# Feedback

**/ What types of CQI TTA have you found most helpful over the past year? For example...**

- Office hours
- Tip sheets
- HMRF CQI plan template/worksheet
- 1:1 assistance from CQI TA team





# Feedback (contd.)

**/ What topics would you be interested in for future sessions? For example...**

- Root cause analysis
- Strategy development
- Road testing
- Monitoring changes
- Setting SMART goals
- Supporting the CQI team
- Other





# Open Q&A



# Please complete the HMRF outreach and recruitment data survey!

- / **ACF wants to learn more about how HMRF grants collect and use data on outreach and recruitment**
- / **ACF wants to hear from everyone, including programs that are or are not currently collecting data on outreach and recruitment outside of nFORM**
- / **Check March 20th email from nFORM 2.0 help desk with link to survey**
  - If not in your inbox, check your junk/spam folder



# Announcements

## / **Coming up!**

- April 8<sup>th</sup> nFORM office hours on using nFORM data to focus progress narrative responses
- April 22<sup>nd</sup> CQI office hours on using a CQI approach to sustainability

## / **For more on engaging staff with data, check out:**

- [Using 4DX for improvement](#)
- [Facilitation strategies for fostering discussion](#)
- [Sample meeting agenda](#)

## / **Check out ...**

- [February 11](#), [February 25](#) and March 11 office hours for information on recent nFORM updates
- [HMRP Grant Resource Site](#) for HMRP CQI resources
- [OPRE Resource Library](#) for resources related to HMRP and other grant programs

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

- [HMRFCQI@mathematica-mpr.com](mailto:HMRFCQI@mathematica-mpr.com)



Thank you!