

Using CQI for program enhancement

Continuous quality improvement (CQI) office hour

July 22, 2025 | 2:00 – 3:00pm ET



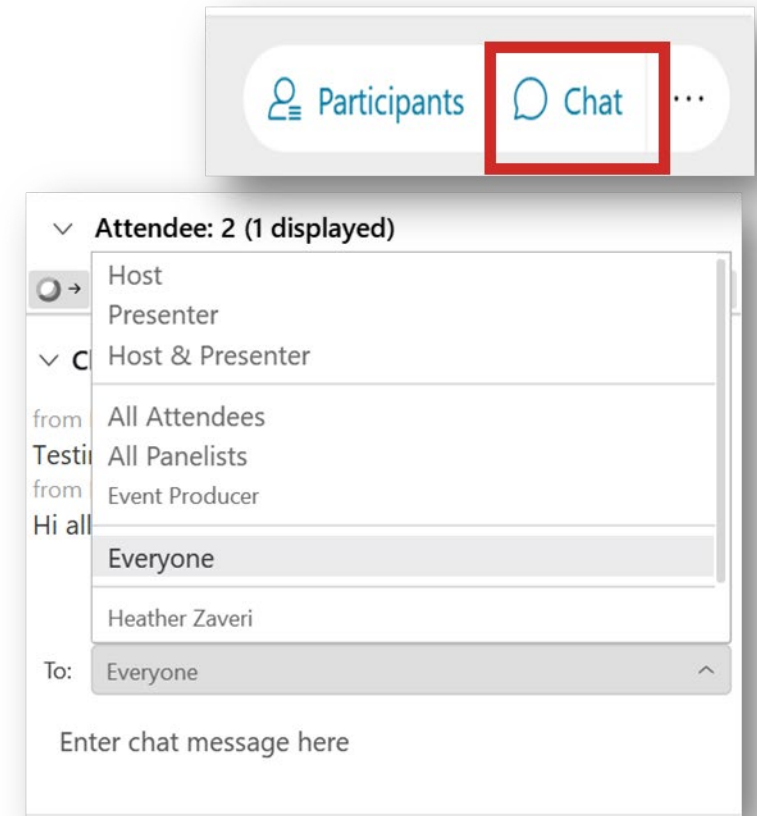
OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families





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

/ **Using CQI for program enhancement**

/ **Grant recipient sharing**

- Strong Families Strong Wyoming: Kelsey Giroux, project director
- Auburn University: Julianne McGill, project director; Dejah Perrier, data manager

/ **Announcements**



Using CQI for program enhancement



Challenges versus enhancement



/ **CQI is typically used to respond to challenges**

- We have low retention from enrollment to the first workshop session and are falling short of our target

/ **But CQI can also be used to enhance strong program components**

- We are meeting our target for initial attendance, but can we do even better?

/ **Enhancement ideas can come from many sources**



Identify opportunities for enhancement

/ **Review your program's logic model**

- Does it include assumptions you haven't tested yet?

/ **Consider your wildly important goal (WIG)**

- If CQI efforts helped you reach your WIG, set a new WIG to go further

/ **Seek regular feedback from clients, staff, partners, others**

- In addition to asking “Where do we need to improve?”, ask “How can we build on what's going well?”

/ **Look for innovations from peers and in research**



Use CQI to explore potential enhancements

/ **Look for enhancement ideas that**

- Are clearly defined and relevant to your program
- Have the potential for meaningful gains
- Have not been addressed in prior CQI cycles

/ **Communicate the potential benefits to motivate your team**

/ **Make the idea tangible by creating a SMART goal and strategy**

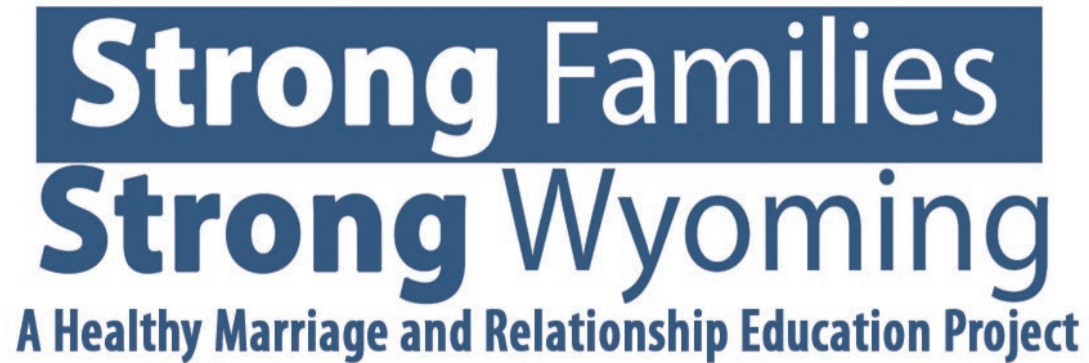
- Plan, road test, and monitor as you would for any CQI cycle

/ **Make space for your CQI team to address any challenges that might emerge**





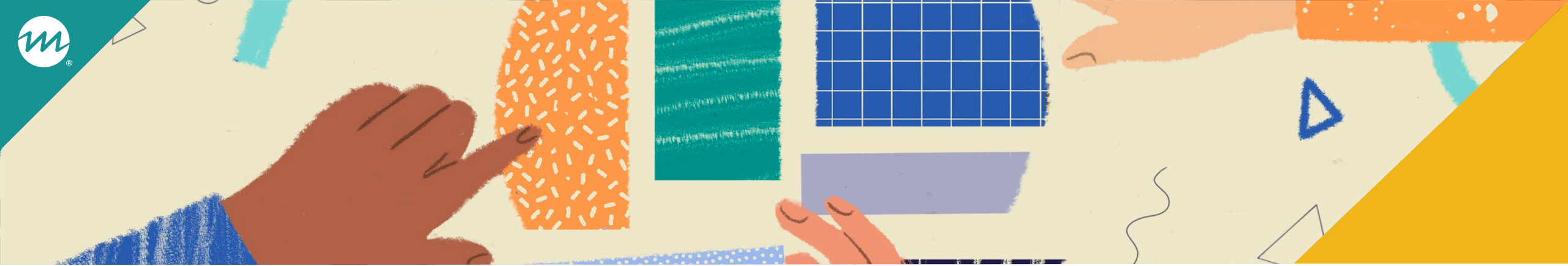
Grant Recipient Panel



Strong Families, Strong Wyoming
READY4Life
Kelsey Giroux, project director



Auburn University, READY4Life
Julianne McGill, project director
Dejah Perrier, data manager



**Tell us about enhancement opportunities
your CQI team has explored.**

How did you identify them?

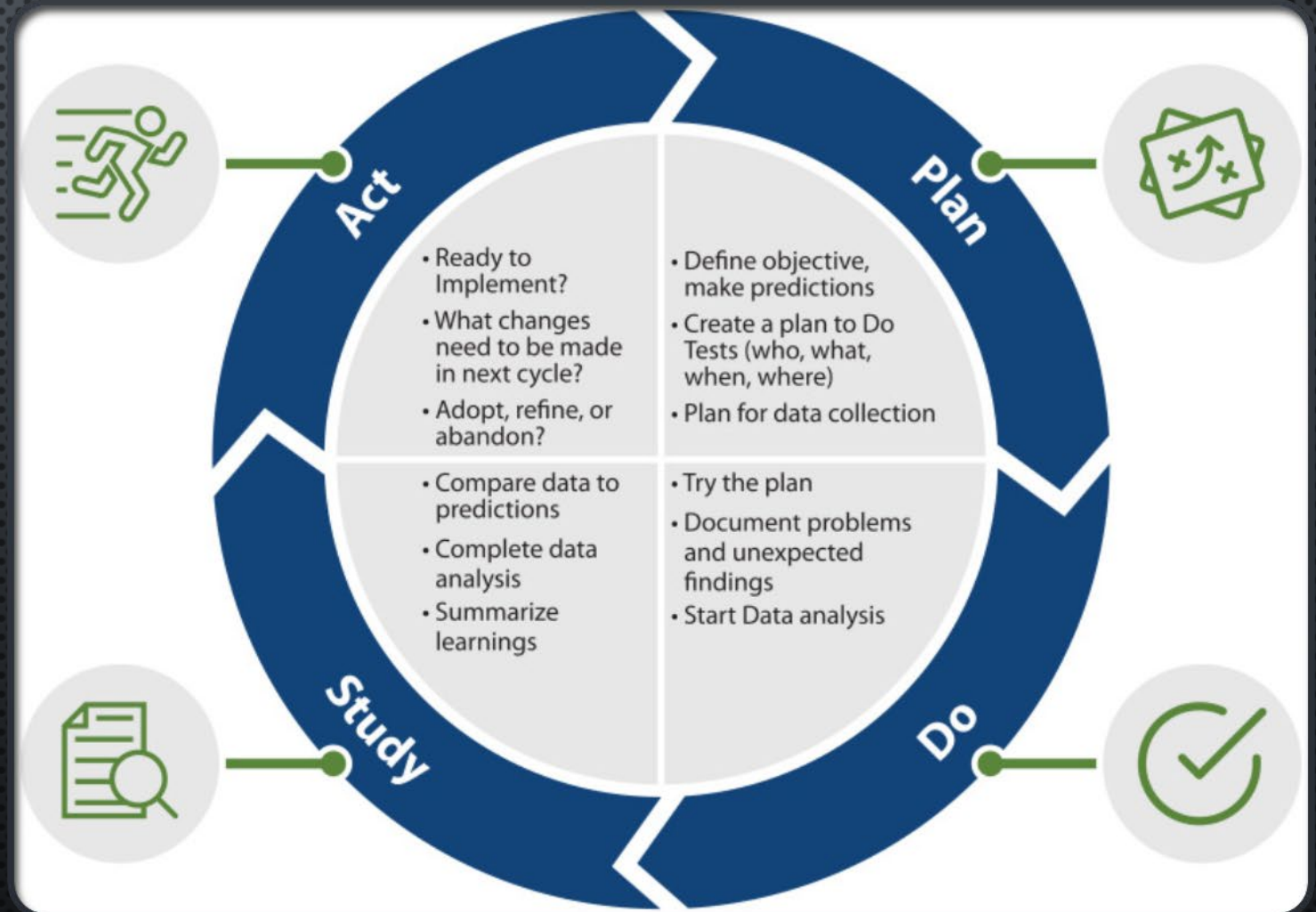
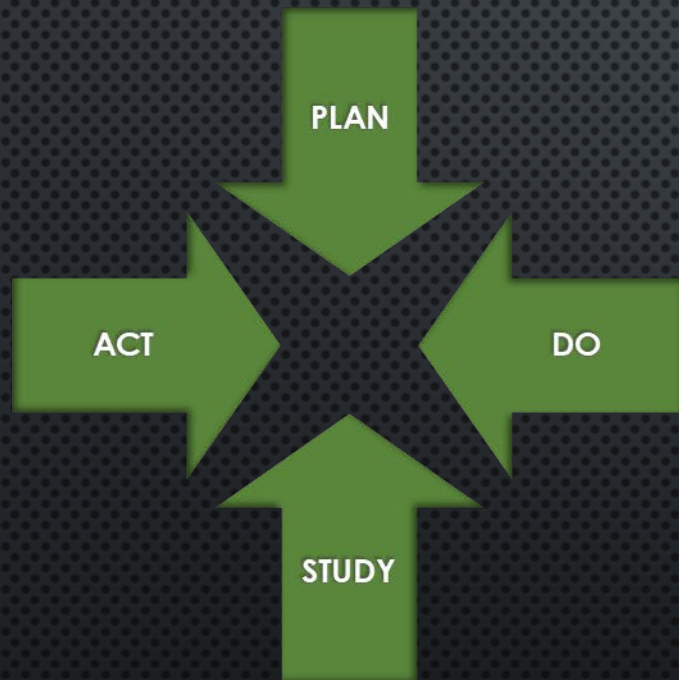


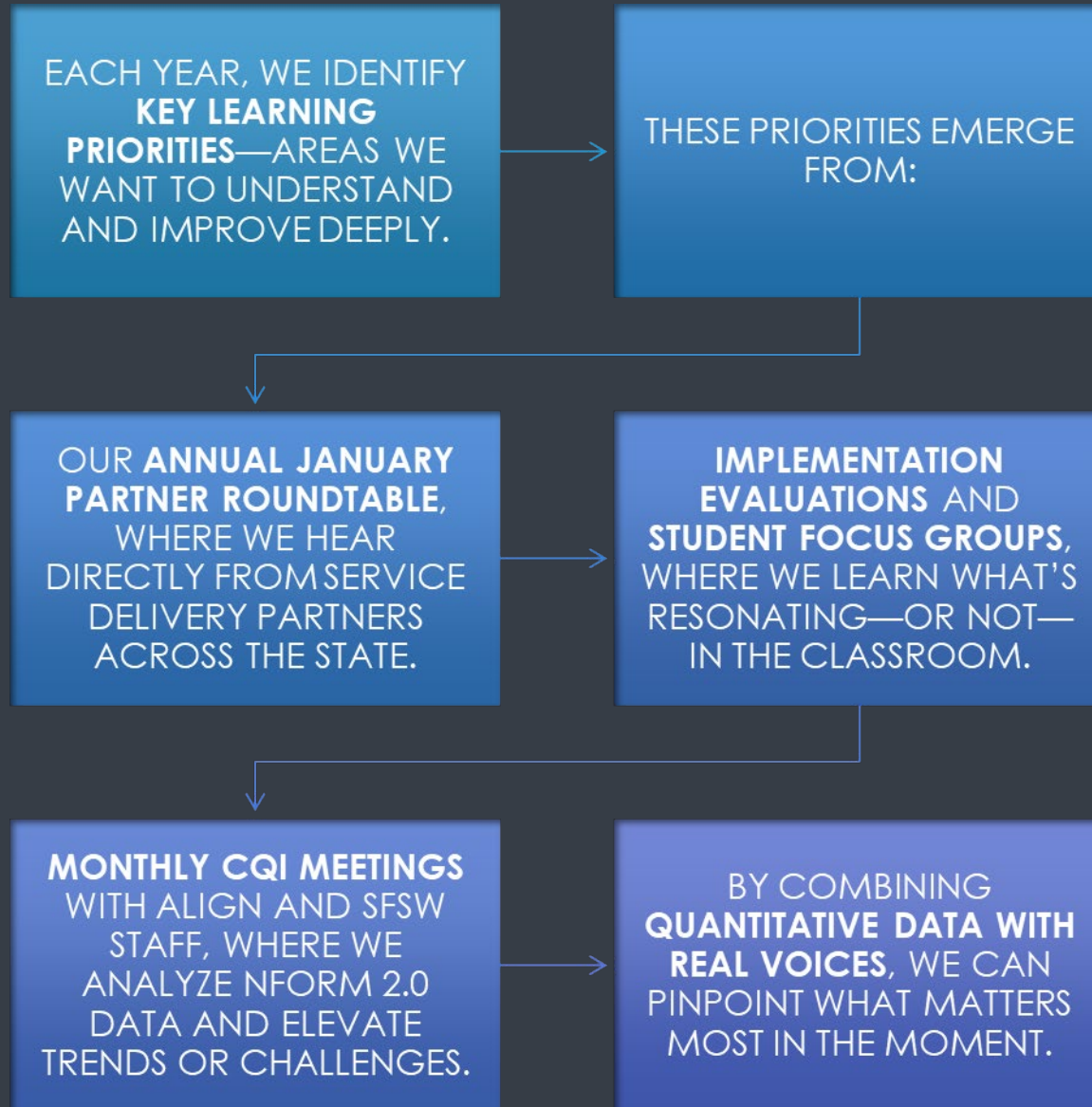


USING A LEARNING AGENDA TO STRUCTURE CQI EFFORTS

PRESENTED BY KELSEY GIROUX, READY4LIFE PROJECT DIRECTOR

CQI STRUCTURE & TEAM ROLES





**ANNUAL
LEARNING
PRIORITIES:
HOW WE
DECIDE
WHAT
MATTERS
MOST**

HOW WE KEEP EVERYONE INFORMED AND ENGAGED



Bi-weekly check-ins with teachers and facilitators



Monthly e-newsletters with updates, resources, and polls



Refresher trainings and virtual office hours we call 'Gabbing with Gabi'



Our Roundtable retreat presentations and session recordings This ongoing dialogue supports clarity, accountability, and partner empowerment.



OMB Control No.: 0970-0566
Expiration Date: 4/30/2024

CONTINUOUS QUALITY IMPROVEMENT PLAN TEMPLATE



Instructions

Please use this template to describe your continuous quality improvement (CQI) plan for the Office of Family Assistance (OFA). You can either (1) add your text within each section and submit this document as your written plan for CQI (note that each table is fillable), or (2) use these headers and describe your CQI plan in another document. This document is meant to be updated and changed over time as you work on CQI.

Group Action Planning Tool

Strong Families Strong Wyoming- 90ZD0016



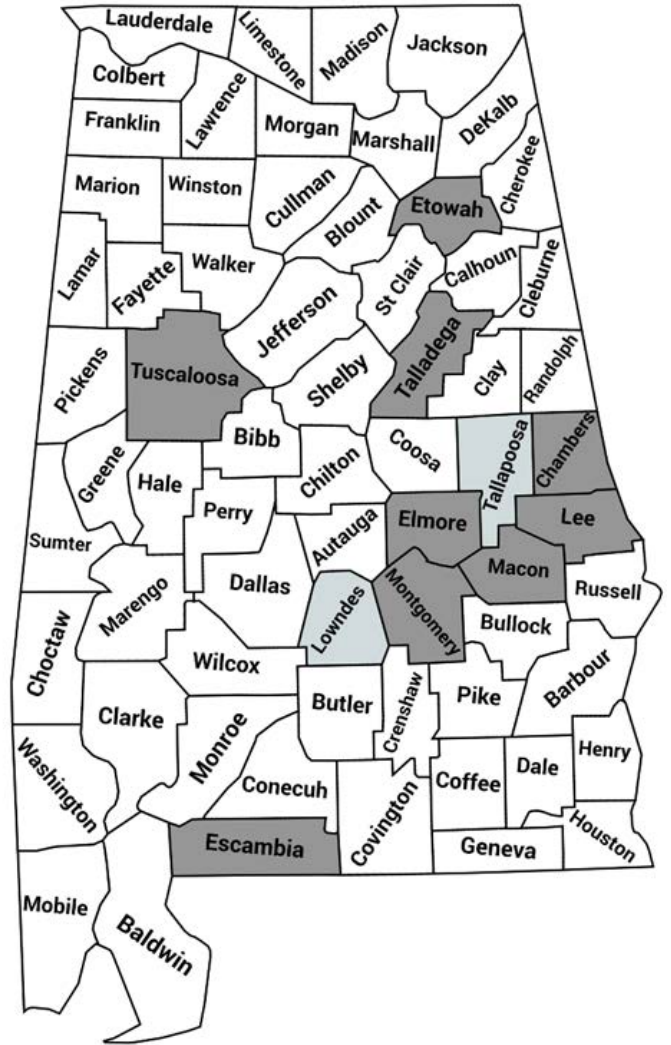
Goal	By the 2023 fall semester, SFSW will have developed and disseminated a student participant key-concept reinforcement resource, ensuring distribution to all students participating in SFSW programs, intending to increase information retention and engagement along with youth voice.
Steps to Take to Achieve the Goal	<ol style="list-style-type: none"> 1. Identify curriculum knowledge based key concepts. 2. Data Manager reviews/includes identified grant goals/objectives aimed at student outcomes with data weaknesses/areas for improvement. 3. Team Collab/Brainstorm Session- organize and finalize resource format-review budgeting for cost of materials/format. 4. Dissemination at post-survey completion. 5. Identify analytics to measure achievement of goal (e.g., website traffic, link clicks, etc.)
Short-Term Actions	<ol style="list-style-type: none"> 1. Assign staff duties to research and review data/student outcomes, including <u>organize</u> REA key concepts relating to program goals and objectives. 2. Review budget for reasonable cost of product/resource (e.g., t-shirt, enamel pin, wallet cards, website update, etc.)
Long-Term Actions	<ol style="list-style-type: none"> 1. Identify long-term data/outcome measurements and analytics: <ul style="list-style-type: none"> - Brainstorm boundaries/limits to collect long-term data; - Track website traffic/links click rate if website resource is used. 2. CQI Focus Teacher Interviews to include alumni/past student updates as applicable. 3. Increase youth voice/buy-in with student art/design for resource tool.
Measurements of Success	<ol style="list-style-type: none"> 1. Increased student engagement/knowledge retention and youth-voice 2. Increased outreach/referrals for new program participants
Notes	Incorporate language "alumni"

WHAT HAPPENS WHEN WE ARE MEETING OUR TARGETS: RESPONSIVE CQI IN PRACTICE

MEETING OUR TARGETS IS
A GREAT PLACE TO BE—
BUT WE TREAT IT AS A
SPRINGBOARD, NOT A
FINISH LINE.

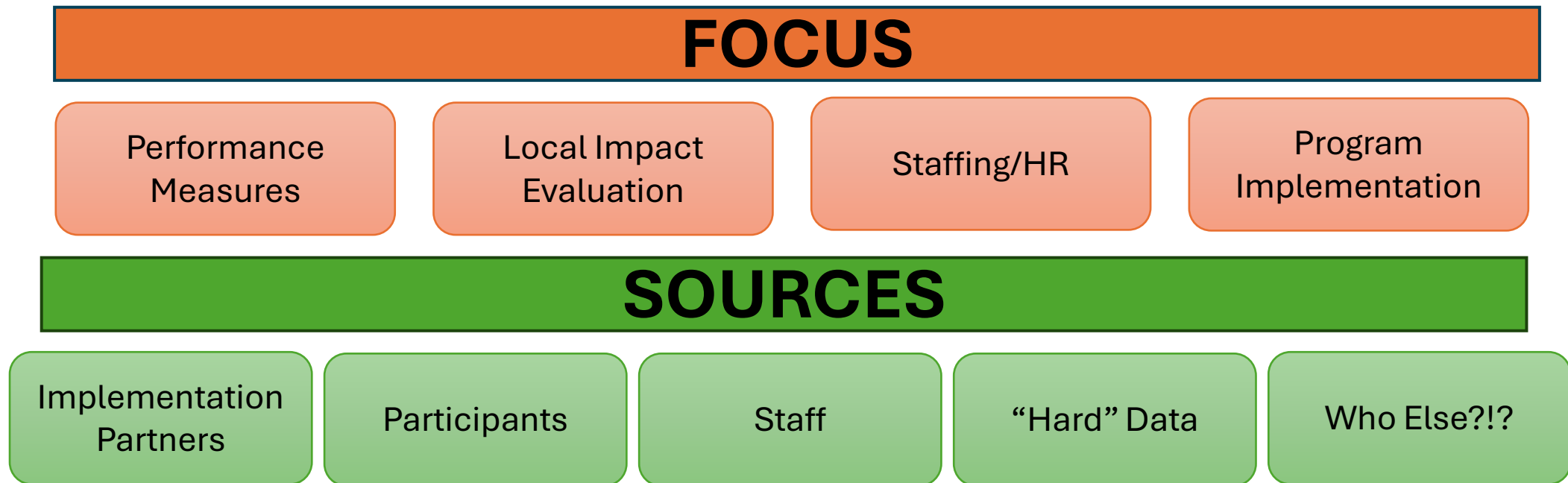
The Alabama Youth Relationship Education Project

- Providing YRE to high schoolers in AL since 2002
 - Over 70,000 youth in over 40 AL high schools have participated in multi-session HMRE classes
- 2020–2025 cycle
 - Goal to enroll 2,000 and complete 1,500 youth *per year*
 - Partner with implementation sites across the state
 - Over 100% of targets met each year



Moving from Issues to Enhancement

- We had several successful CQI plans
- Then we were meeting all benchmarks and goals
- Started considering focus & source for enhancement



Setting Our Learning Agenda

- Implemented a brief end-of-program survey for high school teachers
 - Survey distributed during the final class session
 - Designed to capture teacher feedback, suggestions, and overall program experience
- Provides a formal channel for continuous quality improvement
 - Gave voice to teachers
- Feedback already informing program enhancements
 - Ensured every lesson includes a student engagement activity
 - Icebreakers added when curriculum lacks a built-in activity
 - Adjusted scheduling based on teacher input to better align with school needs

Key Take Aways

1

Consider sources
of information
you may not be
tapping

2

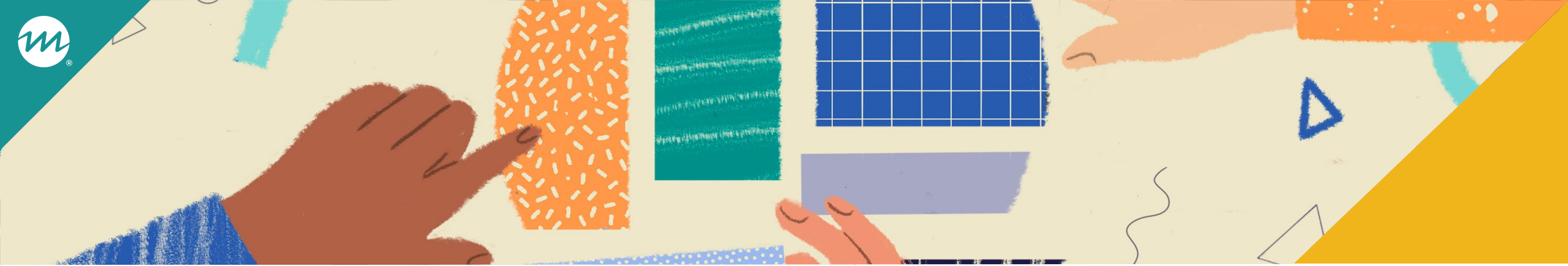
Think about how
to formalize
input

3

Consider both
your focus areas
and sources of
information

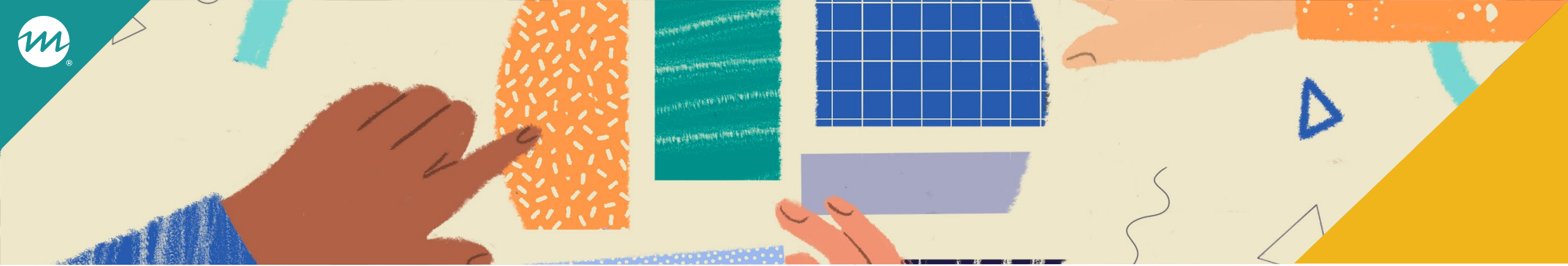
4

Feedback loop:
Communicate
learning priorities
to *sources



How do you motivate your team to develop and test enhancement ideas?





How does your CQI team balance enhancement opportunities with emerging challenges that need to be addressed?





Open Q&A



Share with us

- / What program enhancement ideas have you explored?
What other enhancement ideas does your program plan to explore?**
- / How did you identify and test them?**



Slido responses

monthly stakeholder
advisory meeting;
hearing from
partners and their
perspectives

We are currently
implementing a plan that
engages with participants
prior to WK1 and that has
helped with attendance
benchmarks

Would like to explore our
relationship with our school
partners and their
understanding and thoughts
on how we can improve
programming in their
schools.

Expanding
referral
sources

expanding my
outreach into the
OB/GYN offices

Starting a youth
advisory board

Always looking for
improvements to the
class experience.
Using more
engagement
strategies, etc.

weekly
facilitation
debrief and data
checks



How did you identify and test them?

monthly stakeholder contacting Health Educator in the OB/GYN offices where there is a need for fathers to be involved

Our youth did not fully understand some of our intake questions. We changed the wording since and will test results soon.

Through our Youth Advisory Board and youth CQI representative. They notice things we don't.

We noticed a drop in WK 1 attendance, so we started sending out weekly content such as a "Meet the Team" photo, "Resource of the week", etc and noticed an increase in responsiveness.



Announcements

- / **Join us for a combined nFORM-CQI office hours on August 26, 2025; we'll cover using data to build a learning culture**
- / **Check out ...**
 - [HMRF Grant Resource Site](#) for nFORM and HMRF CQI resources
 - [OPRE Resource Library](#) for resources related to HMRF and other grant programs
- / **Submit an nFORM help desk ticket for any nFORM-related questions**
- / **For CQI-related questions, reach out to the CQI helpdesk**
 - HMRFCQI@mathematica-mpr.com



Thank you!