

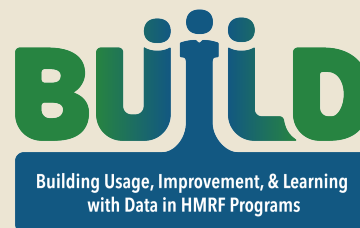
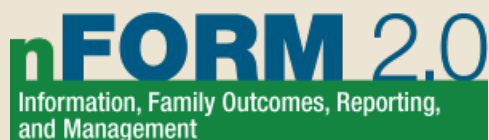
Strengthening a culture of learning and improvement

Continuous quality improvement (CQI) and nFORM 2.0 TTA teams

August 26, 2025 | 2:00 – 3:00pm ET

OFFICE OF FAMILY ASSISTANCE

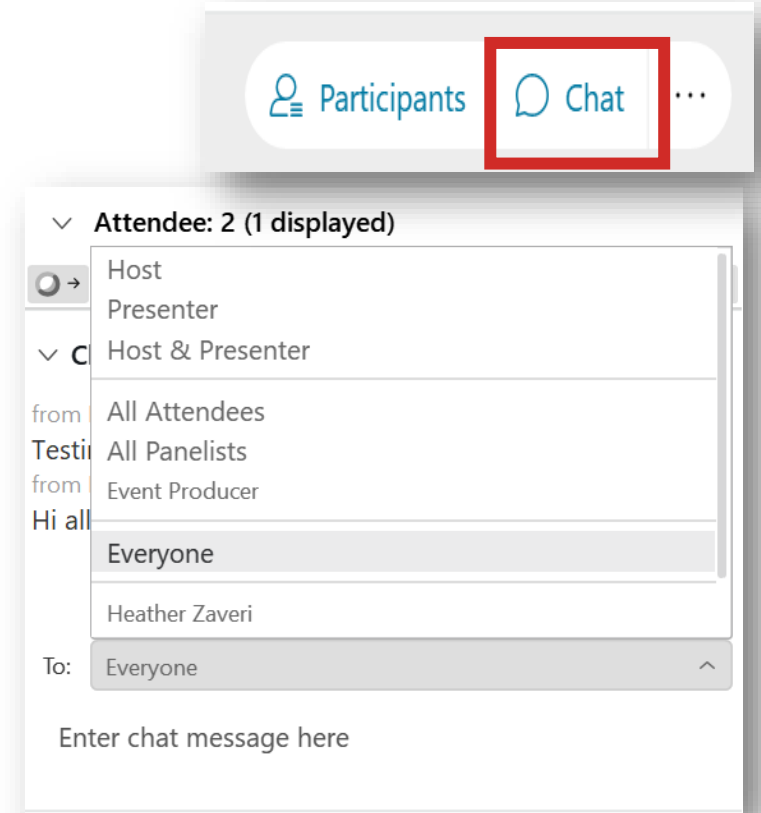
An Office of the Administration for Children & Families





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





Thank you!

/ **Thanks for your participation in office hours during your grant!**

Thank you!



Agenda

- / Finish strong with HMRF data collection and reporting**
- / Refresher: The benefits of a learning culture**
- / Grant recipient panel**
 - Champions for Children
 - The Ridge Project
 - Live the Life
- / How to strengthen your program's learning culture**
- / Q&A**
- / Announcements**



Finish strong with HMRF data
collection and reporting



Plan to finish data collection and data entry by end of grant (September 29, 2025)

- / If you have not yet ended enrollment, determine by when you will enroll and serve final cohort of clients**
- / Identify by when all clients must complete ACS, Entrance, and Exit surveys**
- / Determine grant staff deadlines for entering all service delivery and other information, including workshop participation and individual services**



Review nFORM for potential updates and generate final reports

- / Request final data export by September 27 to allow up to 48 hours for report to generate and ensure you receive the file by September 29**
- / Generate PDF printouts of query tool tabs and applicable operational reports by September 29**
- / Ensure all data are securely archived**
- / Produce final PPR by end of grant, or by October 30, 2025 if your program has capacity to prepare PPR after grant ends**
- / Review July 22nd email guidance from ACF and August 5th email tips from nFORM help desk**



Refresher: The benefits of a learning culture



In a learning culture...

/ **Staff at all levels regularly ask questions and draw on data to answer them**

- Should not be limited to program leadership or data and evaluation staff
- Nature of questions may vary based on staff roles
- Staff feel safe to suggest and try new ideas

/ **Quantitative and qualitative data from multiple sources are used to answer questions**

- Leadership can model what data-driven decision making looks like



Share with us

/ **What did you learn about fostering a 'learning culture' over the course of the grant? In one or two words, what does fostering a 'learning culture' require?**





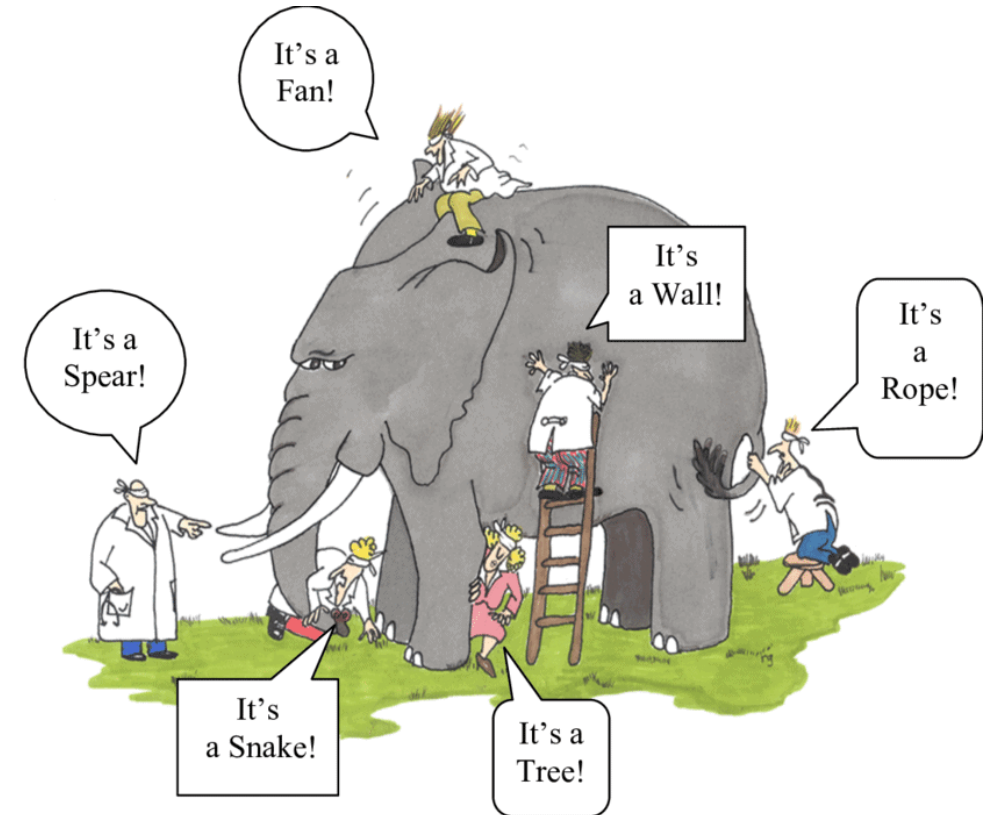
Investing in your program's learning culture

/ Improvement efforts benefit from broader team participation

- Better staff morale
- Contributes to better participant outcomes

/ Build from what you have

- Start by assessing where your program may need strengthening
- Tackle one goal at a time





Grant recipient panel: Strengthening your program's learning culture



Presenters



Champions for Children
Sinziana Bularca, project director

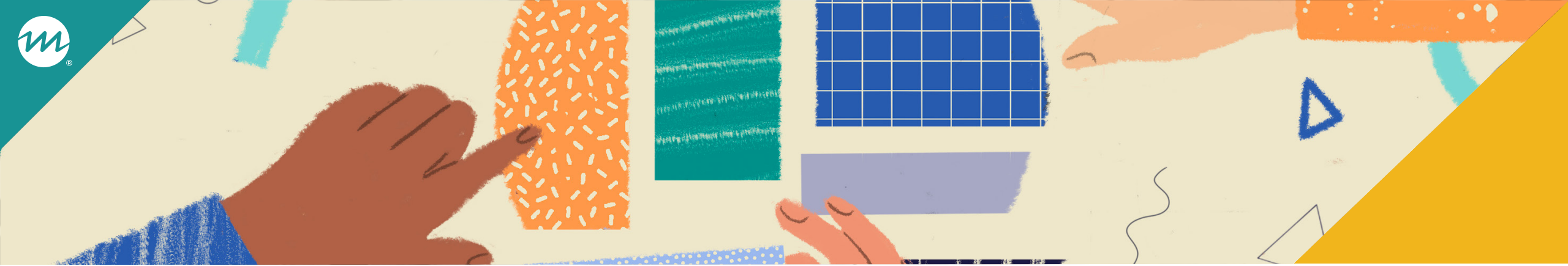
**Jaime Corvin, evaluator, FSU,
Brittan Brown, family educator
& quality assurance
coordinator**



Ridge
Tim Snoke, project director



Live the Life
Cindy Bruce Wilson, evaluator
Kaley Turner, evaluator
**The Florida Center for
Prevention Research at FSU**



**Tell us about what you do in your program to
foster a learning culture.**



Building Better Together: CQI in Action for Family Program Excellence

Presented by:

Jaime Corvin, PhD, MSPH, CPH, Sinziana
Bularca, Program Director, & Brittan Brown,
Family Educator & Quality Assurance
Coordinator



PLAN-DO-STUDY-ACT (PDSA) CYCLE

Continuous Quality Improvement (CQI)

- A data-driven, iterative process for enhancing programs and services
- Champions for Children is committed to CQI
 - All CFC programs have a CQI Team
 - Leads to stronger, better-informed programming
- **CQI Matters**
 - Ensures programs meet evolving needs
 - Promotes accountability and transparency
 - Drives innovation and sustainability
 - Builds a culture of learning and improvement



The Challenge of CQI

- Requires time, data literacy, and commitment
- Can be overwhelming
 - without clear structure
- Resistance to change
- Fear of evaluation
- Balancing CQI with day-to-day responsibilities

10 Continuous Improvement Challenges



Resistance to Change



Lack of Alignment



Organizational Silos



Poor Communication



Limited Resources



Insufficient Training



Short-Term Focus



Overcoming Complacency



Measuring Progress



Sustaining Momentum

The Original Leadership-Led Model of CQI

CQI initiated and driven by program/organization leadership

- Centralized decision-making and oversight

Structure:

- Executive Director
- Program Director
- Program Manager
- Case Manager Supervisor
- Family Educator Supervisor
- Evaluation Lead – USF Partner



Benefits:

- Clear direction
- Strategic alignment

Limitations:

- Limited staff ownership
- Slower feedback loops

Empowering Teams, Elevating Outcomes

- Using a CQI approach we redesigned the model for the P3 program
- Team-based approach
 - All program staff
 - Outside evaluator
- PQI Lead is a staff member who reports to leadership



CQI Lessons Learned

- Enhancing program components
 - Content flow
 - Timing
 - Modality (virtual or in-person)
- Enhancing program outcomes
 - Recruitment
 - Retention
 - Three-month follow-up



Added Benefits: CQI

- Program success goes beyond participants
- As part of CQI – focused on staff
 - A stressful job and the potential for burnout
 - Staff are always giving
 - **You cannot pour from an empty cup**
- CQI led to:
 - Wellness Wednesdays
 - Potlucks
 - Group events
 - Walking club
 - Weekly check-ins



Happy, healthy staff leads to stronger programs and better outcomes!

What Makes This a Success

Training and communication

- Mutual respect: Leadership, Staff, Evaluation Teams
- Staff know and understand all elements of the grant
- They know what is/is not negotiable

Team Commitment

- Everyone is focused on the same goals
- Helps with new staff training



Together – we can grow, develop stronger programs, and change lives!



HMRF CQI Office Hours

August 26, 2025

CQI Approach

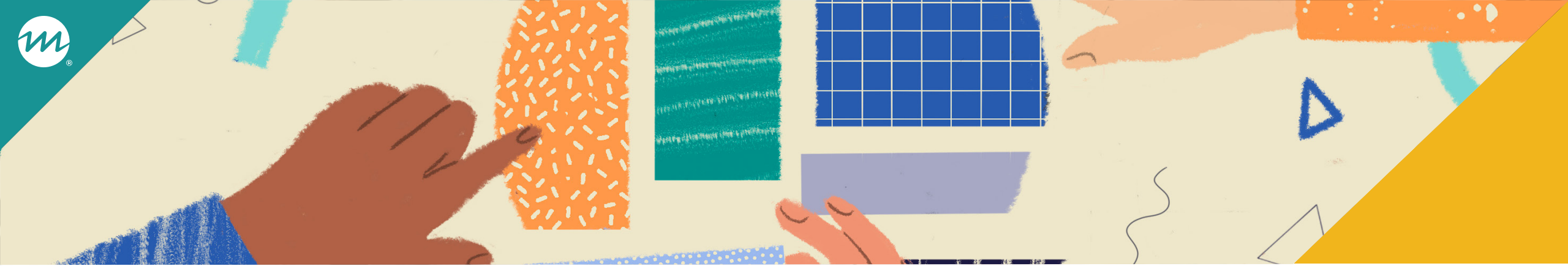
Thinkg Beyond Performance Measures

- Recognize the Difference between Data Requirements and Data Opportunities
 - Facilitation & Program Fidelity
 - Case Management
 - Looking for Performance Trends

CQI Approach

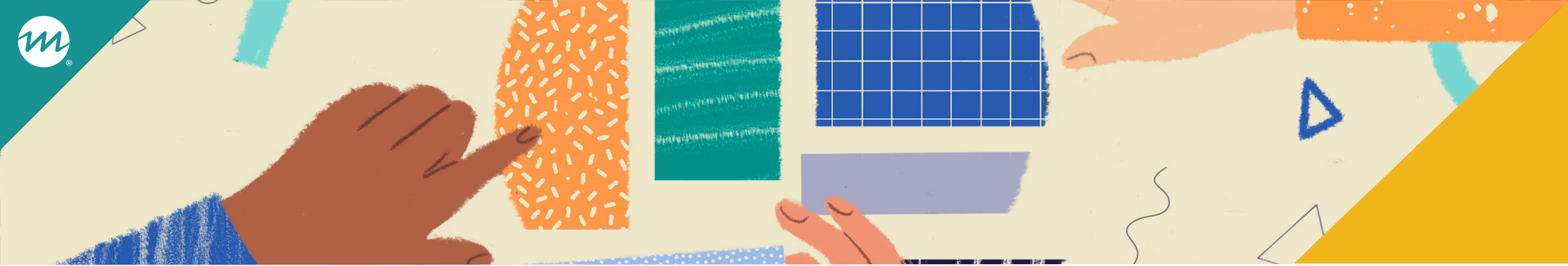
Thinking Beyond Performance Measures

- Utilize 3rd Party Evaluators When Possible
- Artificial Intelligence



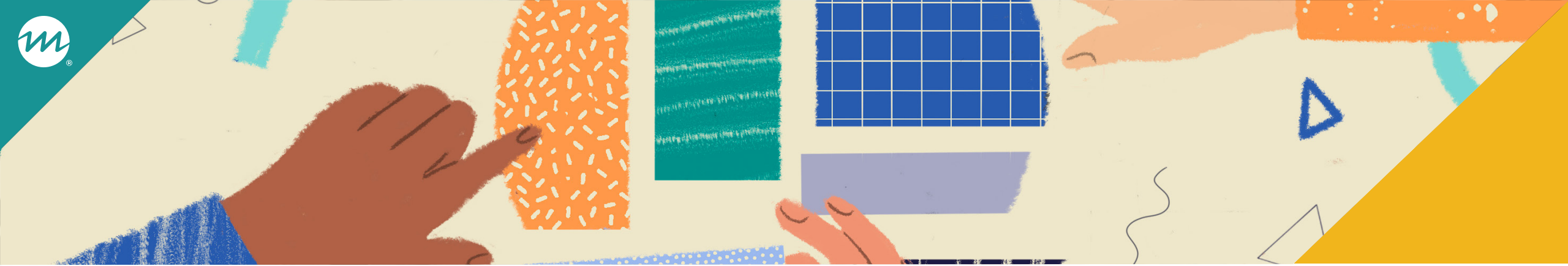
Tell us about the journey. How long did it take you to get to where you are now? What was the biggest challenge?





Why was it important to you to foster a learning culture? What is the greatest value?





What's your best tip? What made the biggest difference in fostering a learning culture?





How to strengthen your program's learning culture



Assess your program's learning culture...

- / **What are we doing well to support a learning culture?**
- / **Where are the gaps or inconsistencies in how learning is supported?**
- / **What are the greatest opportunities we could pursue to strengthen our learning environment, motivation, and knowledge?**



Assess ...

**Your program
learning
environment**

**Leadership
commitment**



**Learning
infrastructure**



Feedback



**Reflection and
knowledge transfer**



**Staff motivation
to learn**

**Rewards and
recognition**



Values alignment



Growth mindset



**Staff knowledge of
how to engage
with CQI**

Clarity of goals



Skills and knowledge



[See final slide for research
supporting domains](#)



Let's turn to your questions...



Announcements

- / **Save the date for nFORM office hours on Tuesday, September 9 from 2-3pm ET – join our nFORM celebration!**
- / **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 a ticket to the nFORM help desk with any nFORM questions**
- / **Email HMRFCQI@mathematica-mpr.com with any CQI-related questions**



Thank you!



Research citations for self-assessment domains



Domain	Key Concepts	Supporting Literature
Leadership commitment	Leaders model behaviors and provide resources for growth	Schein (2010); CIPD (2020)
Trust and safety	Psychological safety fosters open communication and learning	Edmondson (1999)
Learning infrastructure	Systems and tools enable ongoing learning and knowledge sharing	Garvin, Edmondson & Gino (2008)
Feedback and reflection	Feedback loops and structured reflection improve processes and encourage team learning	Argyris & Schön (1978); CIPD (2020)
Recognition and rewards	Celebrating learning behaviors reinforces motivation	Deci & Ryan (Self-Determination Theory)
Values alignment	Shared purpose connects learning to client-centered decision making	Senge (1990)
Growth mindset	Challenges and effort viewed as pathways to development	Carol Dweck (2006)
Clarity of goals	Clear goals linked to role and progress drive engagement	Locke & Latham (2002)
Skills and knowledge development	Ongoing opportunities to build capacity via training and real-world applications	Kolb (Experiential Learning); Knowles (Adult Learning Theory)