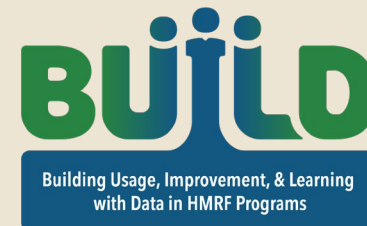


HMRF grantee office hours: Continuous quality improvement

June 22, 2021, 2:00 – 3:00 ET

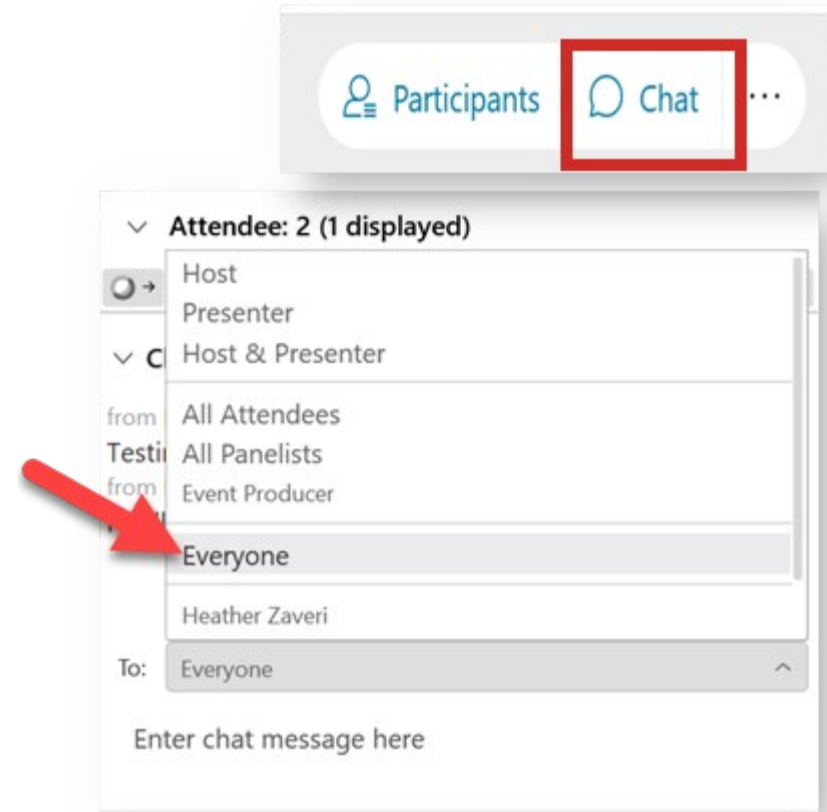


OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families



How you can participate

- / **Select Everyone in the chat to ask questions or share experiences**
- / **Respond to polls about specific CQI topics**
- / **REMINDER: Never text or email client personally identifiable information (PII), including during office hours or when contacting the TA teams**



Today's focus

- / Getting started with CQI cycles**
- / Monitoring program performance to identify challenges and areas for improvement**
- / Breaking down challenges to understand root causes**

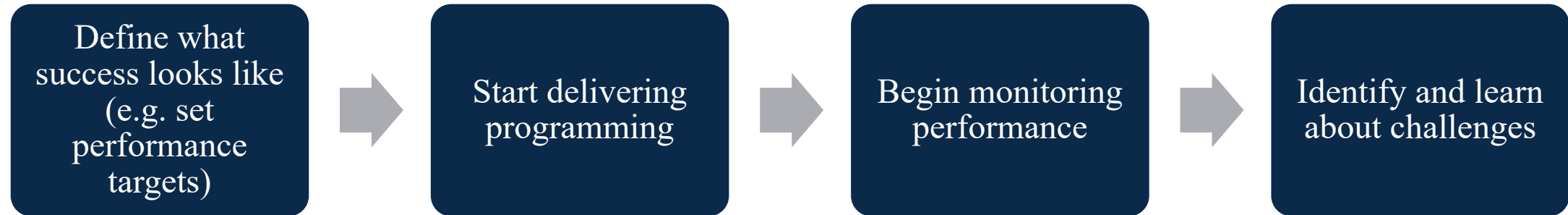
Getting started with CQI cycles

Getting started with CQI cycles

/ You're delivering program services now and have set targets for key performance measures

Program launch

Starting CQI cycles

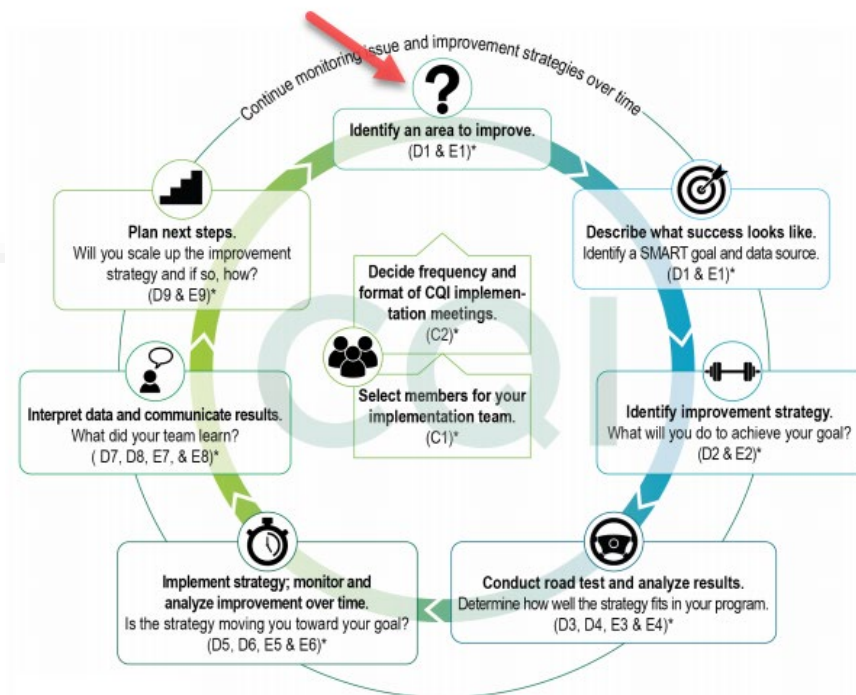


CQI template: Identifying challenges

a. Please select one area of improvement for your program:

- Enrollment
- Client completion of services
- Quality of services
- Data collection
- Other _____

(Please specify, such as staff morale, organizational leadership, teamwork or other important areas related to the success of your program)



Monitoring program performance to identify challenges and areas for improvement

Using data to monitor program performance

/ **Look at your data holistically to identify challenges and areas of improvement**

- Increases objectivity, reduces bias related to perspectives
- Helps to get staff on the same page about the priority of challenges
- Allows the team to track challenges over time

/ **Potential data sources**

- nFORM data: quarterly performance reports, query tool, operational reports
- Feedback from stakeholders: clients, staff, partners, FPSs

Quarterly performance reports

- / All performance measures data will be stored in nFORM
- / All numeric information for the quarterly reports is generated at the touch of a button in nFORM
- / Quarterly reports help you explore:
 - Recruitment
 - Enrollment
 - Participation
 - Retention
 - Client outcomes
 - Program operations

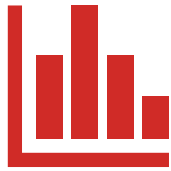
2. Enrollment targets and actual enrollment

	Number of reentering individuals ^b	Number of community individuals	Number of community couples ^a
Enrollment target for the grant year			
Enrolled since the beginning of grant year through end of reporting period			
<i>% of grant-year target met to date</i>			

^a The number of community couples is the number of couple units.

^b Reentering individuals are a target population of clients who have or previously had contact with the criminal justice system.

nFORM data tools and reports for viewing and analyzing your data



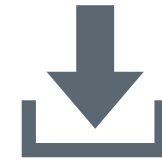
Query Tool

A data visualization tool
Drill down by options such
as date and client
population



Operational Reports

Reports showing summary
and client-level data
Open in Excel to sort and
filter the information



Data Export

Export all data except PII
Open in Excel or statistical
program to do custom
analyses
(available later in the
summer)

Query tool for drilling down

/ Query tool

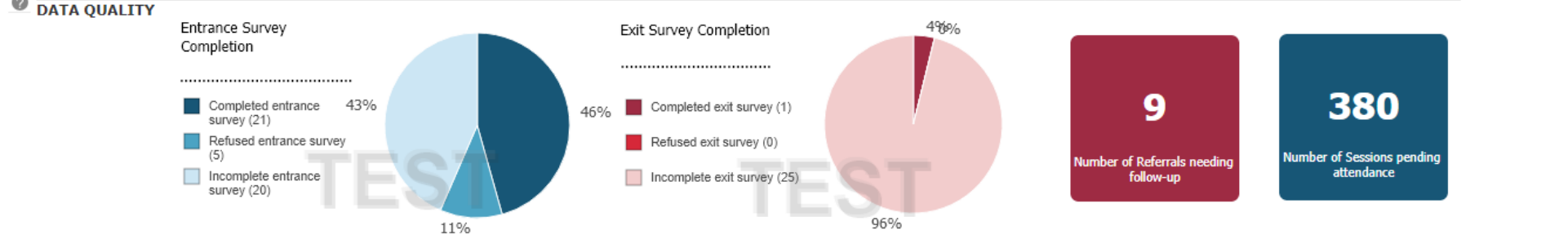
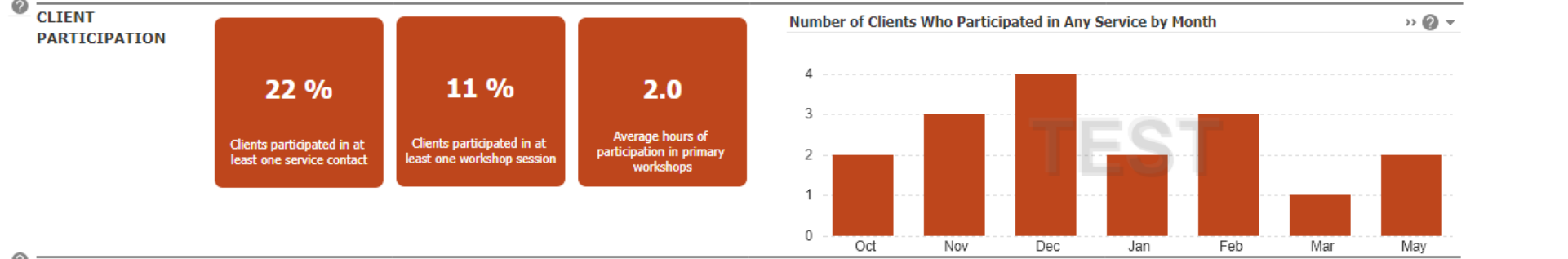
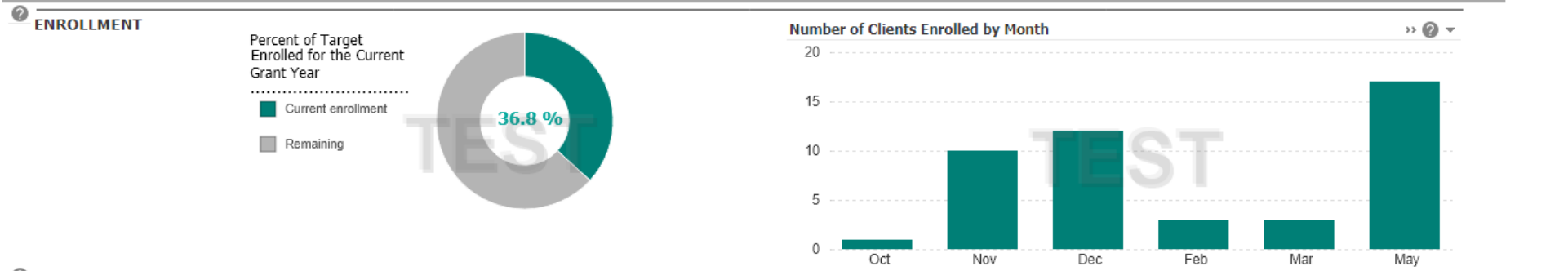
- Data quality
- Enrollment
- Applicant characteristics
- Individual services (service contacts, referrals, and incentives)
- Workshop participation
- Entrance and exit survey outcomes

/ **Allows examination by client population and custom time periods (e.g., last month, one workshop session)**

2021 GRANT YEAR

This dashboard highlights key grantee indicators for the current grant year for all client populations served by the grant. Grantees that serve multiple populations can view data for each population by selecting the applicable buttons to the right. For grantees conducting local evaluations, data displayed on this tab are for treatment and control (with services) group clients only. To explore additional aspects of grantee and client performance, click on the Enrollment Overview, Applicant Characteristics, Individual Services, Workshop Participation, or Client Outcomes tabs.

Adult individual



Operational reports in nFORM

**Caseload
Summary**

**Client Status
Report
Summary**

**Maximum
Incentives
Report**

**Phone Number
Report**

**Primary
Workshop
Participation
Detail Report**

**Primary
Workshop
Participation
Summary**

**Series Session
Attendance**

**Survey
Completion
Summary**

**Survey Report
– Paper Survey**

**Survey Report
– Refused
Survey**

**User Account
Activity**

**Zip Code
Report**

Operational reports give real-time access to data

Grantee 1 HM (LE)
Refused Survey Report Summary*
Clients Enrolled 1/1/2012 - 6/3/2021

Grantee	Client Grantee Location	Population	Applicant Characteristics Survey Number of refused surveys (by # days backdated)					Entrance Survey Number of refused surveys (by # days backdated)					Exit Survey Number of refused surveys (by # days backdated)							
			Total	0	1	2	3	4	Total	0	1	2	3	4	Total	0	1	2	3	4
Grantee 1 HM (LE)	All	All	19	13	2	1	2	1	15	12	1	0	1	1	4	2	1	0	0	1
		Adult couple	12	6	2	1	2	1	7	6	1	0	0	0	1	0	0	0	0	1
		Adult individual	7	7	0	0	0	0	8	6	0	0	1	1	3	2	1	0	0	0

Grantee 1 HM (LE)
Refused Survey Report Detail*
Clients Enrolled 10/6/2015 - 6/3/2021

Client Grantee Location	Population	Client ID	Client Last Name	Client First Name	Current Client Status	Application Date	Enrollment Date	Survey	Date Client Refused Survey	System Entry Date	#Days difference	Reason
	Adult couple	10001167	Bobby	Ricky	Completed/Graduated	9/30/2015	10/6/2015	Entrance	12/2/2020	12/3/2020	1	
	Adult couple	10001662	Brady	Carol	Active	5/3/2016	4/1/2019	Entrance	11/10/2020	11/10/2020	0	
	Adult couple	10001659	Brady	Mike	Active	5/3/2016	4/25/2017	Exit	11/29/2020	12/3/2020	4	Not interested
	Adult couple	10021765	c2	c2 first name c2 las	Removed from program	10/20/2020	12/3/2020	ACS	12/3/2020	12/3/2020	0	Survey too long
	Adult couple	10017287	Jeanne	Billy	Active	4/26/2018	12/16/2020	ACS	12/16/2020	12/16/2020	0	Privacy concerns
	Adult couple	10019696	Mars	Veronica	Active	12/17/2018	12/11/2020	ACS	12/11/2020	12/14/2020	3	Other or unspecified
	Adult couple	10017258	NAME2	NAME1	Active	4/26/2018	10/8/2018	Entrance	12/11/2020	12/11/2020	0	Privacy concerns

Client feedback

- / **Clients are your core stakeholders so it's important to hear directly what they think of your program**
- / **Tools for collecting feedback**
 - Satisfaction questions on program exit surveys
 - Online polls (virtual) or suggestion boxes/exit tickets (in-person)
 - End-of-session focus group or interviews

Facilitating improvement conversations with staff and partners

ROSES

Things that are working well

Buds

Opportunities!

Thorns

Challenges or areas for improvement

Get specific about your challenge

- / **As you begin to investigate the challenge, getting specific about your questions will lead to more targeted solutions**
- / **OK: Our challenge is recruiting our target population.**
 - We hoped to enroll 40 fathers and did not achieve that.
 - How can the program improve outreach?
- / **Better: Our challenge is recruiting fathers who are reentering in our community, a key target population.**
 - Only 4 fathers who reentered the community were recruited this quarter, whereas our recruitment was successful for fathers already living in the community.
 - How can we improve outreach to reentering fathers?

Share with us

/ How are you using data to identify challenges? What sources are you using?



Breaking down challenges to understand root causes

What is root cause analysis?

- / A process for breaking high-level challenges into smaller, discrete causes
- / Ensure that you're addressing the cause of a problem, rather than the symptom of it

Symptom: Enrollment is low



Potential causes:

Ineffective marketing

**Inconvenient program
time/location**

**Program doesn't
resonate with target
population**

**Ineffective referral
partners**

Informing your analysis

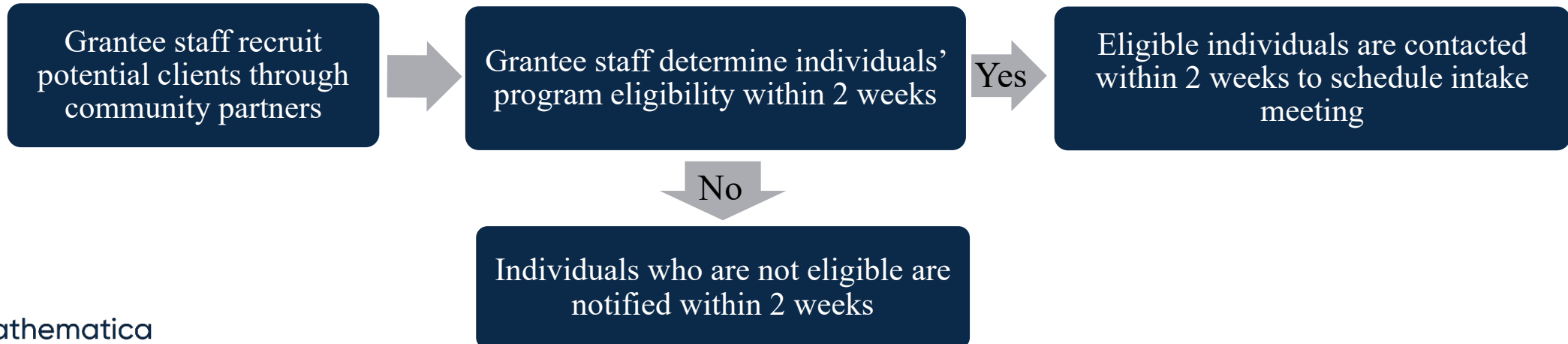
/ **Keep exploring patterns in your data!**

/ **Empathy interviews**

- Talking directly to clients about the challenge
- What have their experiences been with your program?

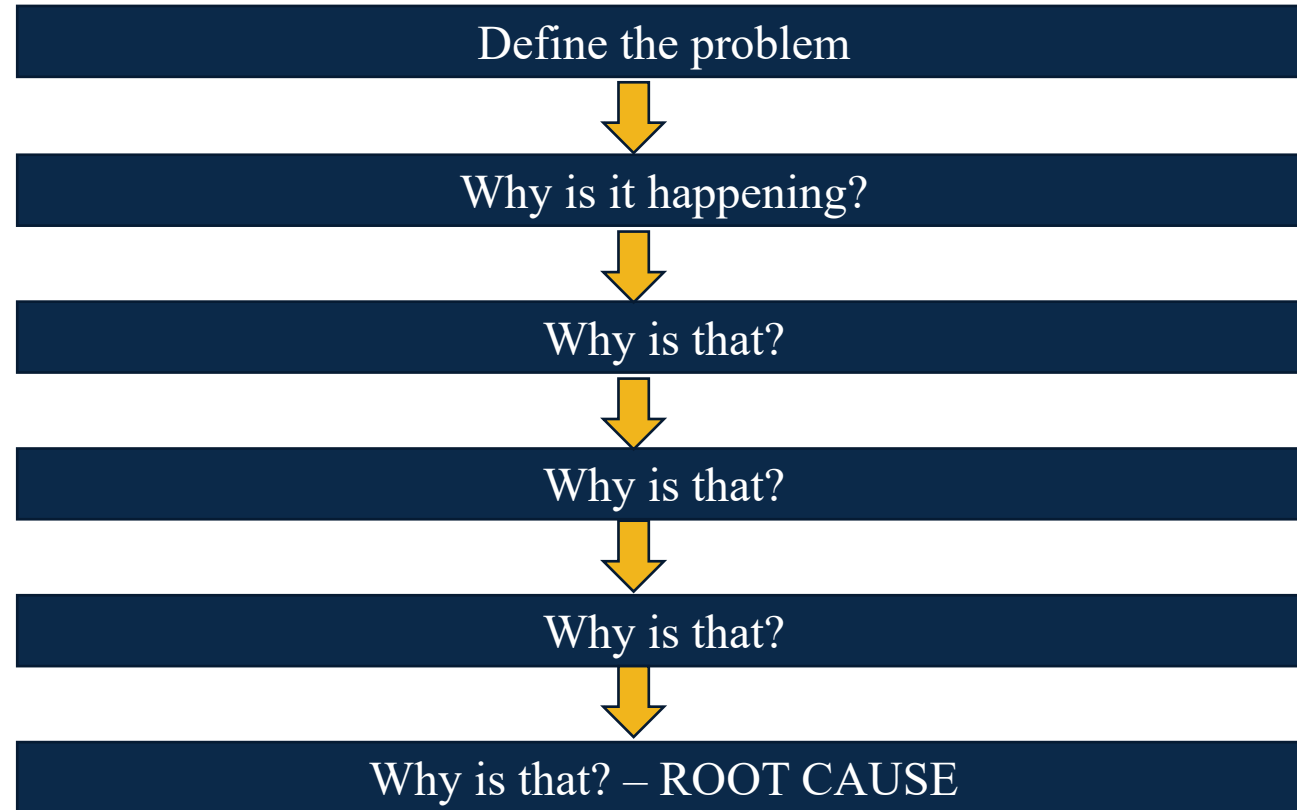
/ **Business process mapping**

- At which points can your team strengthen a process (e.g., enrollment)?



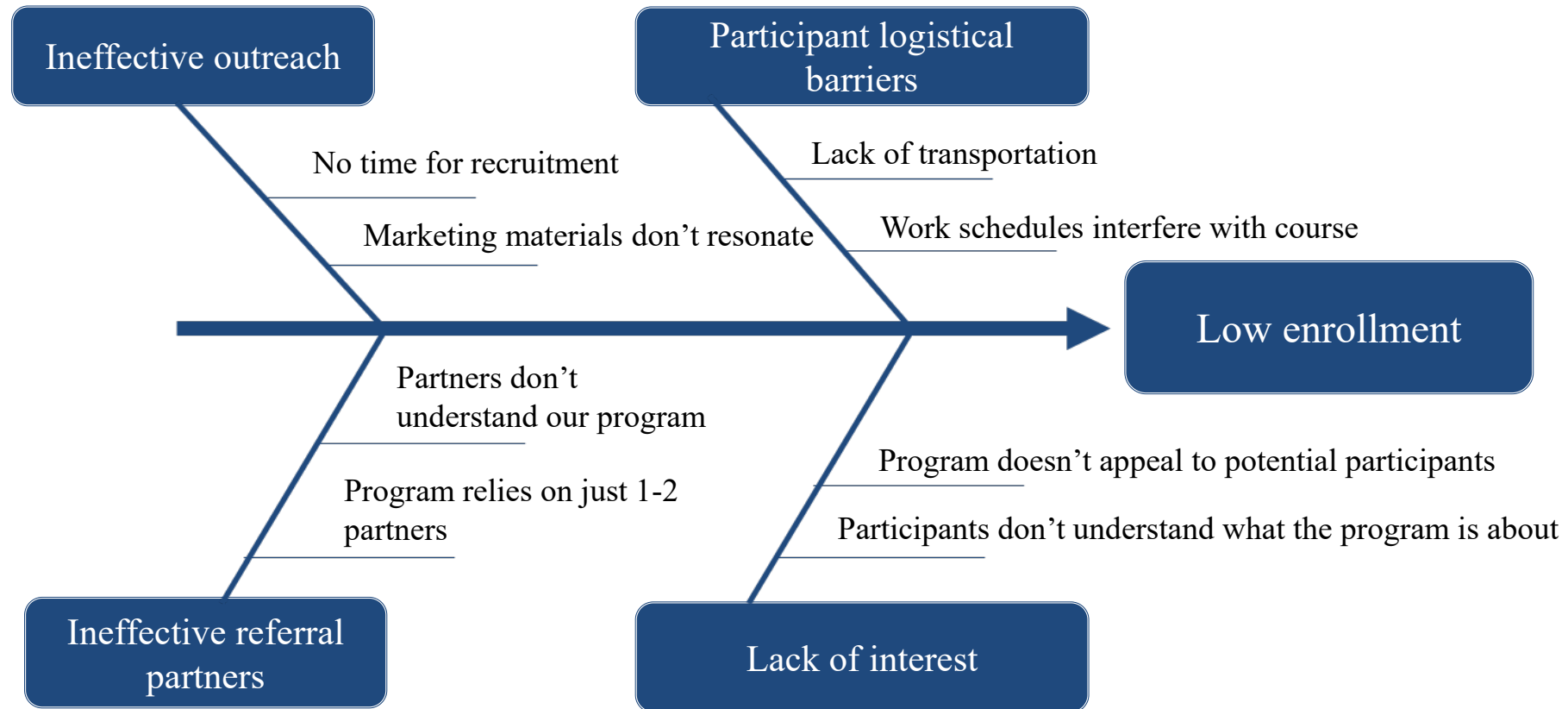
Use the Five Whys method to identify root causes

/ Five whys method



Develop a fishbone diagram to synthesize what you learn

Fishbone exercise



Share with us

/ What process or approach does your team use to identify and understand challenges? If you've conducted root cause analysis, what tools do you use?



What's next

- / **July office hours: Setting a SMART goal**
- / **August office hours: Developing targeted improvement strategies**



Open Q&A

Additional questions?

/ For more resources:

- HMRF Grant Resources (<https://hmrfggrantresources.info/continuous-quality-improvement>) contains tip sheets and informational resources related to CQI

/ Next office hours July 27, 2021, from 2-3pm ET

/ Submit questions to hmrfcqi@mathematica-mpr.com