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- A data-driven approach for program monitoring and continuous quality improvement (CQI)
- Examples of using nFORM data for program monitoring and CQI
- New tip sheets on using nFORM data for program monitoring and CQI
- Your questions

A DATA-DRIVEN APPROACH FOR PROGRAM MONITORING AND CQI

nFORM 2.0
Information, Family Outcomes, Reporting, and Management

- Grantees use nFORM to enter HMRF performance measures data
  - Client characteristics and outcomes
    - Applicant Characteristics Survey (ACS)
    - Entrance Survey
    - Exit Survey
  - Enrollment and participation (service delivery)
  - Program operations

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nFORM DATA TOOLS AND REPORTS

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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 personally identifiable information

Open in Excel or statistical program to do custom analyses

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- Grantees generate all numeric information for reports at the touch of a button in nFORM
  - Quarterly Progress Report (QPR) in months 3 and 9
  - Semiannual Performance Progress Report (PPR) in months 6 and 12
- Grantees can generate the reports at anytime to use for program monitoring and CQI

- **Which of nFORM's data tools and reports have you used to look at your HMRF performance data?** *Select all that apply!*
  - Operational reports
  - Query tool
 - QPRs/PPRs
  - Data export

BEING DATA-DRIVEN
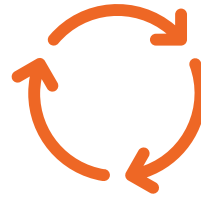
- Use nFORM's data tools and reports to monitor program operations and improve programming
- Consider what you want to know
  - Manage day-to-day program operations and workflow
  - Empirically identify operational strengths and challenges
  - Track whether program modifications are associated with improvements
  - Measure change over time

- CQI is a process for identifying and addressing operational challenges

Program monitoring: *Identify the challenge*

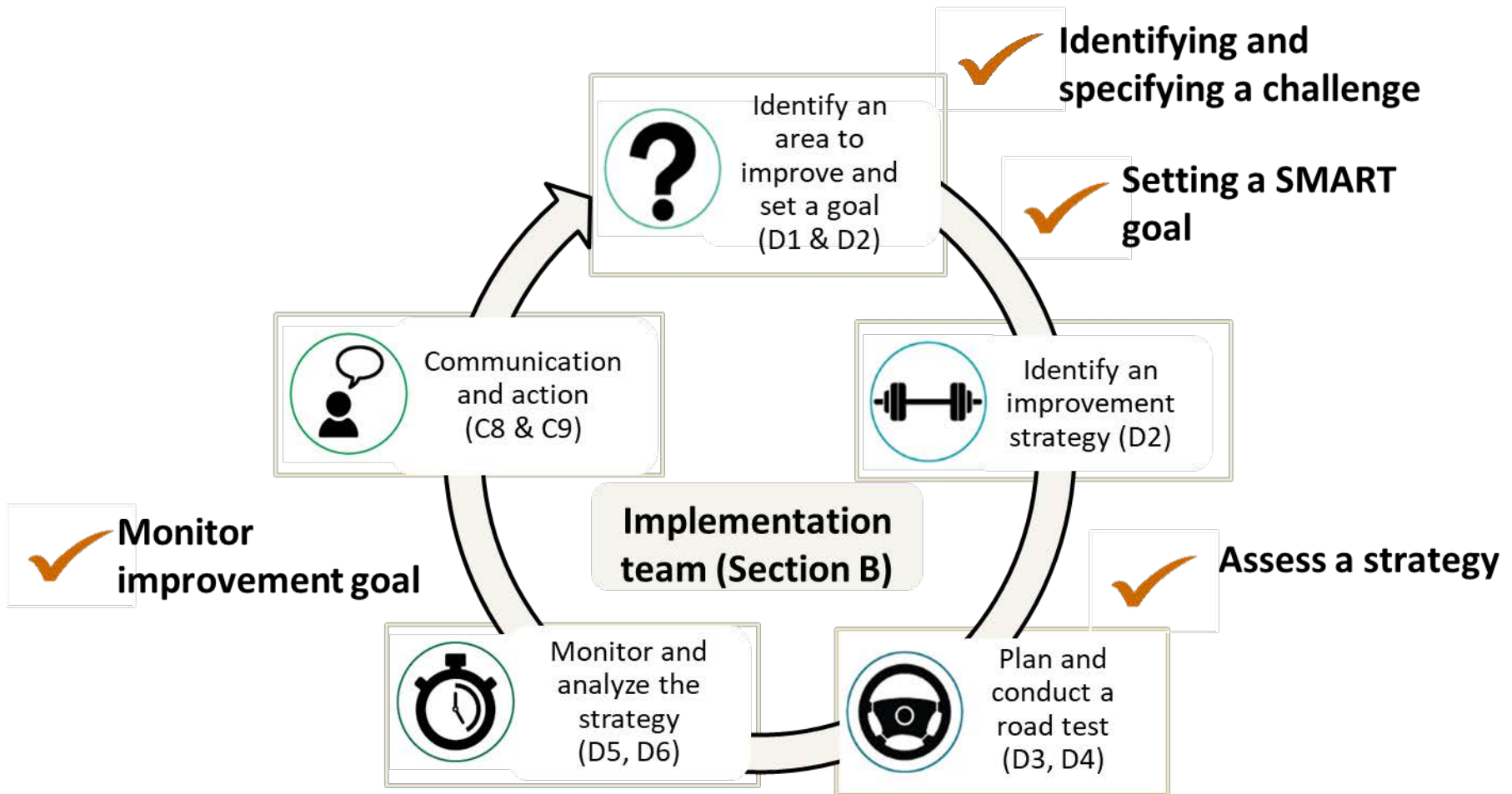Target: Clients attend 90% of primary workshop hours

60% 54%

1   2
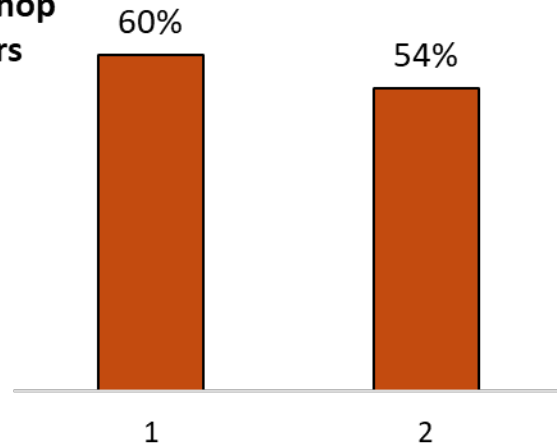
CQI: *Develop and test the solution*

- Specify the challenge: who is experiencing it?
- Set an improvement goal
- Develop a strategy and monitor implementation
- Monitor progress on goal

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✓ **Identifying and specifying a challenge**

✓ **Setting a SMART goal**

Identify an area to improve and set a goal (D1 & D2)

?

Communication and action (C8 & C9)

Identify an improvement strategy (D2)

Implementation team (Section B)

✓ **Monitor improvement goal**

✓ **Assess a strategy**

Monitor and analyze the strategy (D5, D6)

Plan and conduct a road test (D3, D4)

The corresponding sections of the CQI Template are referenced in parentheses

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IDENTIFY AND SPECIFY CHALLENGES

- Drilling down with nFORM tools
  - Allows examination by subgroups, such as client population, time periods, locations, or workshops
  - Look for trends, review with team, and examine hunches
- Goal is to turn a high-level question into a specific one
  - Initially: Why is attendance dropping?
  - After drilling down: Why does attendance drop off after session 3 of our primary workshop?

- SMART goals answer the question: What are we trying to accomplish?

- They are **S**pecific, **M**easurable, **A**chievable, **R**elevant and **T**ime-bound

- Use nFORM data to help your team specify:
  - What's the baseline? Where is the team currently, compared to the goal?
  - What's an achievable goal to reach?

- Use nFORM data to help
  - Deepen your understanding of issues
  - Develop strategies to road test
  - Understand strategy implementation
- Strategy: To build connection, facilitators will have contact with clients via text or phone at least once between each session
- Did it happen? Examine the number of text and phone call service contacts by client and staff

- After a strategy shows promise in road testing, you may decide to sustain or scale up
- Long-term monitoring of SMART goal helps to assess improvement
- Use data tools to keep tabs on the outcome related to your improvement goal
  - Are we on target with increasing participation?
  - Are more clients returning after session 3?
  - Who is our strategy working for? Which clients are more likely to complete the workshop?

POLL QUESTION

- **How have you used nFORM data to support CQI efforts?**
  - Learning about a challenge
  - Developing improvement goals
  - Road testing improvement strategies
  - Monitoring long-term progress toward SMART goals
  - Other (let us know in the chat!)

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EXAMPLES OF USING nFORM DATA FOR PROGRAM MONITORING AND CQI
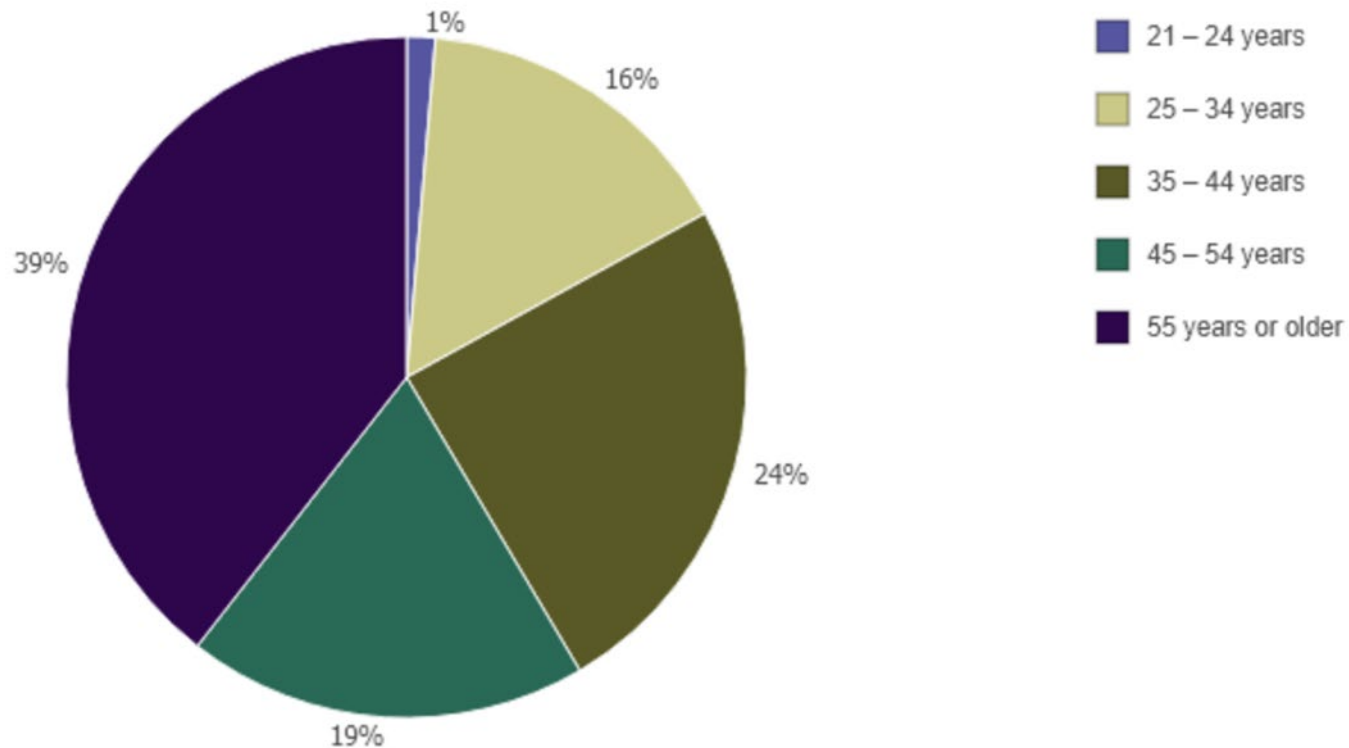
- This presentation focuses on a few questions that might be of interest to grantees and can support program improvement

    - You will likely have many other ideas!

- All the examples in the presentation use data that you already collect for performance measures and can easily export or query with nFORM

APPLICANT CHARACTERISTICS

Are you reaching the folks you intend to help?

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- Our program aims to serve clients between the ages of 21 and 44
- The query tool's Applicant Characteristics tab shows we are not fully reaching our target age group; only 41% of enrollees are in the target age range

Legend:
- 21 – 24 years
- 25 – 34 years
- 35 – 44 years
- 45 – 54 years
- 55 years or older

Pie chart values: 1%, 16%, 24%, 19%, 39%

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- Learn about the challenge:
  - How do clients hear about the program?
  - What is their reason for enrolling?
- Use insights to road test a new marketing strategy aimed toward clients aged 21-44
- Monitor enrollment trends over time:
  - Are we increasing the proportion of clients in the 21-44 age group?
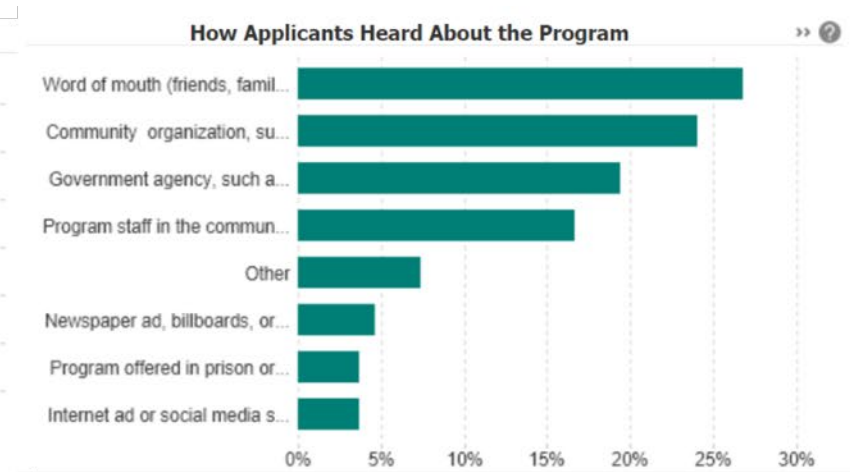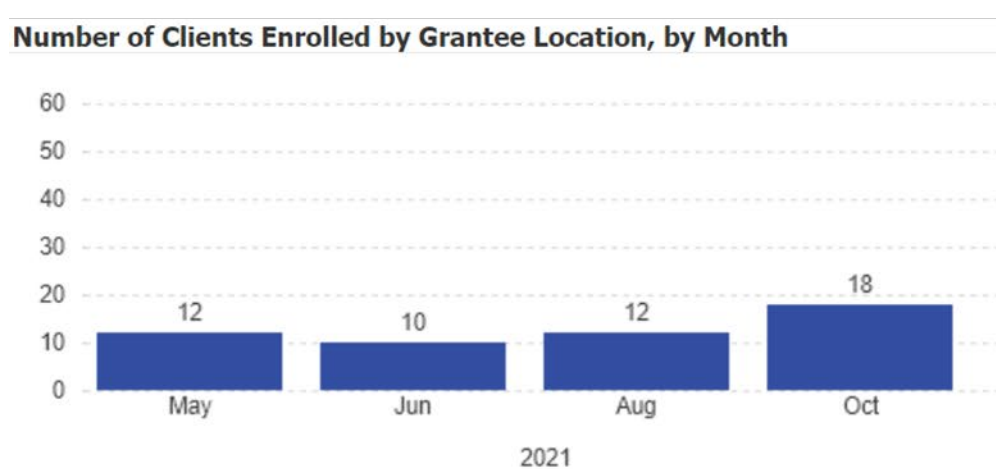 - Use the query tool to monitor the age distribution of your clients

Are you helping as many people as planned?

1. Enrollment targets and actual enrollment

	Number of community individuals
Enrollment target for the grant year	100
Enrolled since the beginning of grant year through the end of reporting period	65
% of grant-year target met to date	65.0%

- Challenge: Reaching our enrollment target for community fathers
- Learn about the challenge with the query tool:
  - What are the monthly enrollment trends of this group?
  - How did these individuals hear about the program?

Number of Clients Enrolled by Grantee Location, by Month

Month	Number
May	12
Jun	10
Aug	12
Oct	18

2021

How Applicants Heard About the Program

- Word of mouth (friends, famil...
- Community organization, su...
- Government agency, such a...
- Program staff in the commun...
- Other
- Newspaper ad, billboards, or...
- Program offered in prison or...
- Internet ad or social media s...

CHALLENGE: ENROLLMENT

- We determine that the number of community fathers who learn about the program through a referral organization or agency is lower than expectations

- We will road test a strategy to strengthen referral partnerships

- We will refine the strategy based on road test results, and monitor improvement using the query tool and quarterly reports

Did clients stay engaged in the program long enough to potentially benefit from it?

Table 2: Participation in primary workshop(s) — Clients enrolled in grant year [a]	Adult Individuals		
	Annual Target	**Actual to date**	**%**
Number of clients enrolled	200	59	29.5%
Initial attendees: Attended at least one primary workshop session	185	59	31.9%
Halfway attendees: Attended at least 50% of primary workshop hours	165	27	16.4%
Completed clients: Attended at least 90% of primary workshop hours	150	17	11.3%
Fully finished clients: Attended at least 100% of primary workshop hours	135	15	11.1%

[a] Universe of clients is all clients/couples enrolled during reporting period.

CHALLENGE: PARTICIPATION

- Start by narrowing in on one challenge
  - Will you focus on the challenge of enrolling clients?
  - Or on retaining clients who show up for one or more sessions?
- Staff prioritize retaining attendees who show up for the first session
  - How many clients drop out between the first session and the halfway point?
    - When are they dropping out?
    - Who is dropping out?
  - How many make it halfway, but don't complete?

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USE NFORM PARTICIPATION DATA

- After which session(s) do the clients stop engaging?
  - Answer this question with the Series Session Attendance operational report or the data export's Session Attendance tab
- What are the characteristics of those who stop attending?
  - Answer this question by linking the data from the data export's Session Attendance and Survey Response Data tabs using the client ID number
- Is this a problem across locations?
  - Answer this question with the Series Session Attendance operational report or the data export's Session Attendance tab

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What questions about your program will you explore with nFORM data?

Go to **www.menti.com** and use the code **4841 8954**

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nFORM AND CQI RESOURCES

NEW TIP SHEETS!

Examining Recruitment and Enrollment with nFORM

Top 10 Ways Project Directors Can Harness the Power of nFORM

Using nFORM to investigate programmatic challenges

Ideas for Using nFORM Data for CQI

WE ARE HERE TO HELP!

CQI help desk

- hmrfcqi@mathematica-mpr.com

nFORM help desk

- Submit a ticket in nFORM
- nform2helpdesk@mathematica-mpr.com

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QUESTIONS?

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