

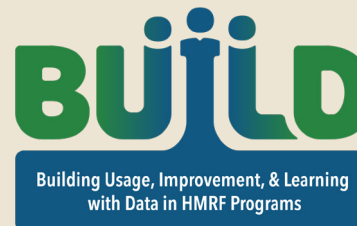
# Leveraging local evaluations for CQI (and vice versa)

Continuous quality improvement (CQI) office hours

December 5, 2023 | 2:00 – 3:00pm ET



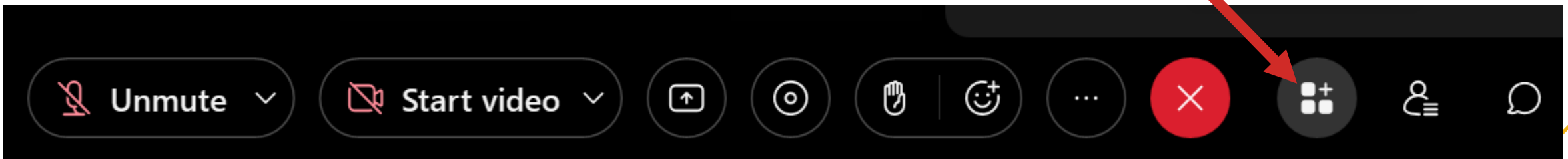
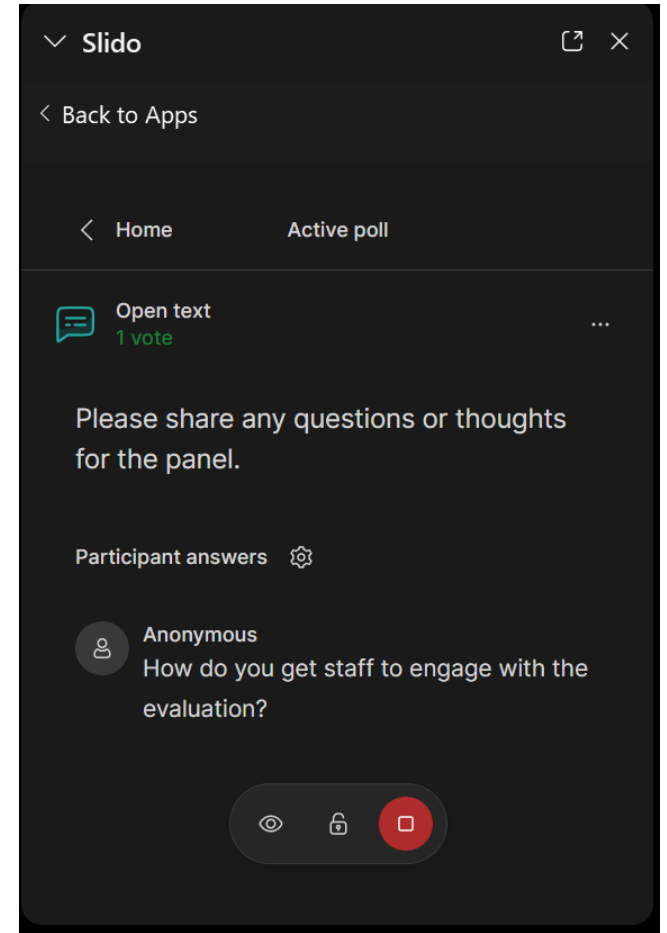
**OFFICE OF FAMILY ASSISTANCE**  
An Office of the Administration for Children & Families





# How you can participate today

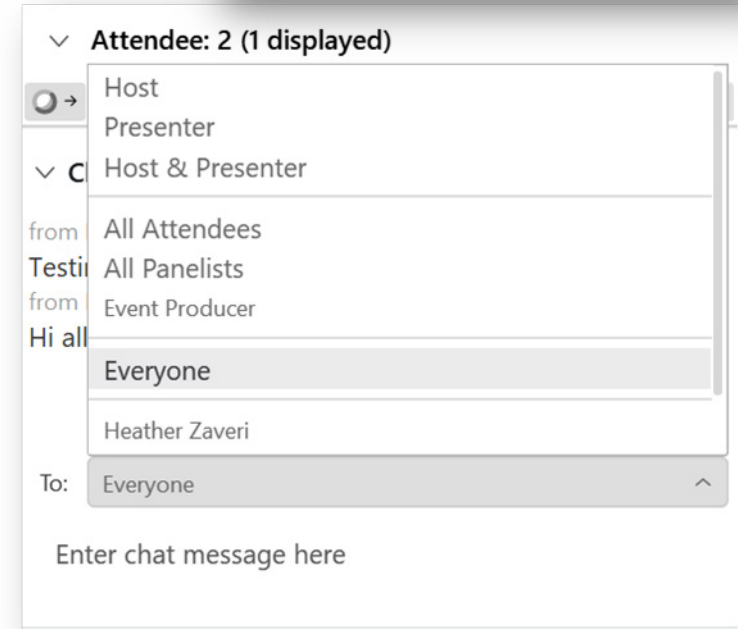
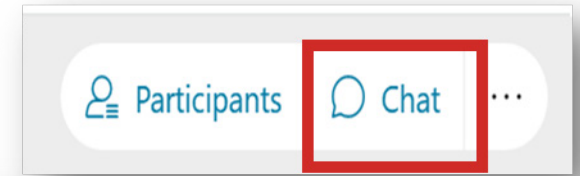
- / Use Slido to ask questions
- / Slido should automatically appear in your righthand panel on WebEx when the poll is launched
- / If it does not, toggle it by clicking the “apps” button at the bottom of the screen and select Slido





# How you can participate

- / **You may also 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**





# Today's agenda

**/ The complementary relationship between CQI and evaluation and opportunities to enhance practices**

**/ Panel discussion**

- Grant recipients and their evaluators share their varied approaches to using their local evaluations to support CQI, and vice versa

**/ Q&A with panelists**



# Share with us

- / Is your team conducting a local evaluation?**
- / Have you or your team participated in other evaluation efforts, outside of your HMRF grant?**





# CQI and Evaluation: Distinct but complementary processes



# Distinct processes that support each other

## CQI

- Informs process changes
- Ongoing
- Led by program staff



## Evaluation

- Overall assessment of program
- One-time or ongoing
- Led by external evaluator

Our focus today: How can evaluation support internal CQI processes and vice versa?



# Ways to leverage the evaluation partnership for improvement

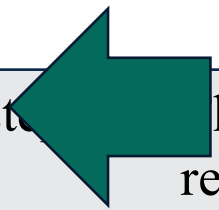
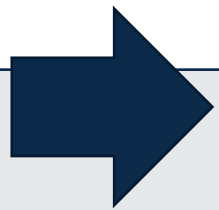
- / Evaluator is part of the CQI team or is a CQI lead**
- / Program team leads CQI but draws on the evaluator partnership in an ad-hoc way**
  - To get feedback on data collection tools, such as satisfaction surveys, exit tickets, or interview protocols
  - To analyze data collected as part of road tests or long-term improvement monitoring
- / Program maintains full responsibility for CQI but draws on data from the evaluation**





# Distinct uses for data that support each other

Data	Accountability	Improvement	Research
<b>Purpose</b>	Funder reporting, assessing performance	Develop and evaluate changes in practice	Develop and test theories about relationships between variables
<b>Focus of data collection</b>	Performance measures	Implementation and outcomes	Descriptive, outcomes, impact
<b>Frequency</b>	Continuous	Ongoing throughout study in the CQI cycle	Throughout the study, based on research questions
<b>Sample size</b>	100% of those served	Enough data to learn, inform refinements	As much as is feasible with respect to research aims
<b>Nature of data collection</b>	Standardized, comprehensive	Low-stakes, “fail forward” mindset	Meets scientific standards held in the field





# Ways to leverage evaluation data and findings for improvement

## / Use evaluation data collection efforts

- Focus groups/interviews → What concerns are arising for clients or participants?
- Fidelity logs → Where are facilitators struggling? Or how well are they implementing the curriculum?

## / Review interim evaluation findings

- Review pre-post findings to flag underperforming outcomes
- If you have a large enough sample, review by subgroups to determine if the program appears to be working better or worse for certain groups



Panel discussion:  
How grant recipients are using  
local evaluations to inform CQI  
and vice versa



# Introducing grant recipients and evaluators

- / **Better Family Life (Ready4Life) and International Church of Las Vegas (Fatherhood FIRE)**
  - Sara Woods, AMTC, external evaluator
- / **Jewish Family and Children's Service (JFCS) of the Suncoast (FRAMEWorks & Fatherhood FIRE)**
  - Melissa Putman, project director
  - Megan Sicks, data manager
  - Kathleen Moore, external evaluator (University of Southern Florida)
- / **Live the Life (FRAMEWorks)**
  - Dennis Stoica, project director
  - Cindy Wilson, external evaluator (Florida State University)



# Panelist practices: Introductions

**/ Briefly, what are the goals of your program and evaluation?**





# Panelist practices: Partnerships

- / How involved is the evaluation team with the grant's CQI efforts?**
- / Why was this arrangement chosen? What has worked well?**





# Panelist practices: Data and findings

- / Provide an example of how evaluation data or findings have informed CQI**
- / Are the grant's CQI efforts informing its evaluation in any way?**





# Panelist practices: Staff engagement

- / In what ways has the evaluation helped program staff to engage with data?**
- / What strategies do you use to help program staff engage with data from the evaluation?**







# Panelist practices: Lessons learned

- / How has your partnership benefitted improvement efforts?**
- / How has your partnership benefitted evaluation efforts?**
- / What lessons learned or recommendations do you have for other grant recipients?**





# Q&A with panelists



# Share with us – Q&A

**/ What questions do you have for the panelists?**





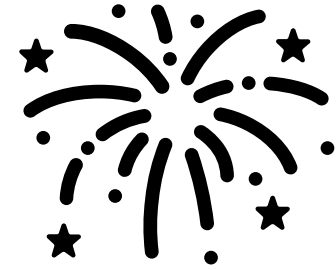
# Announcements



# Announcements

## / Join us for the next CQI office hours in 2024!

- Tuesday, January 23, 2024, 2-3 p.m. ET
- Invitation is coming soon!



## / For more resources:

- The HMRF Grantee Resources site (<https://hmrfggrantresources.info/continuous-quality-improvement>) contains CQI template, worksheet, office hours slides, tip sheets, and other CQI resources

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

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



Thank you!