Hello, everyone. Welcome to the fourth webinar for grant applicants. So, as Mathew said, I am the Branch Chief for Healthy Marriage and Responsible Fatherhood in the Department of Health and Human Services, Administration for Children and Families, Office of Planning, Research, and Evaluation. Myself and some of my colleagues, we've been speaking with you about the funding opportunity announcements in Healthy Marriage and Responsible Fatherhood. Over the last few days we talked about one for Responsible Fatherhood adult populations that we're calling Fatherhood Fire, one for Healthy Marriage adult populations that we're calling Frameworks, and one for Healthy Marriage youth including youth parenting populations that we're calling Ready for Life. If you missed any of those webinars, those will be posted on the website that Mathew showed in the last screen. We'll show that link again many, many times so you'll be able to see archives of those webinars.

Today, we have an exciting webinar on our Healthy Marriage and Responsible Fatherhood performance measures and our management information system called nFORM, as well as continuous quality improvement or CQI. To start us off though, I want us to focus on something for a minute. Did you know there are only three types of people in the world? Those people that can count and those that can't. Yes, that's a joke. So, one thing you can count on us for is a few bad dad jokes, but you can also count on us to focus on systematic counting. Today's session is focused on our approach to systematically counting services and outcomes, collecting these counts and using these counts to improve program performance. Next slide.

So also presenting with me today are Sarah Avellar, a senior researcher at Mathematica, Grace Roemer, also senior researcher at Mathematica, and Mathew Stange, a survey researcher at Mathematica. Sarah, Grace and Mathew have been helping the Administration for Children and Families support the current cohort of grantees that were awarded five-year grants in 2015. Next slide, please.

So, we're going to cover a lot of material in today's webinar, including a description of Healthy Marriage and Responsible Fatherhood performance measures and grantee responsibilities for measuring performance. An overview of the nFORM management information system. So, nFORM is a great acronym. It stands for Information, Family Outcomes, Reporting and Management. The system's name aptly covers the breadth of its functionality. All grantees will use nFORM free of charge for performance measurement and reporting. We will also discuss continuous quality improvement or CQI and CQI requirements for HMRF, or Healthy Marriage and Responsible Fatherhood, grantees. ACF has developed a CQI toolkit to help grantees set goals, use data to measure progress towards these goals and develop and implement strategies to improve their programs. And we will also be discussing grantee performance reporting requirements.

But I want to start with a general note. A note on why. Now I'm not talking about the Y axis. I want to talk about why we are continuing to collect extensive performance measures and to support continuous quality improvement. It's because we understand that good data are key to good outcomes. If you can't track what's going right, you can't make it even better. We look forward to working with many of you to count with us, to use data to make our services even more impactful. All right, next slide.

So, we're going to start today by describing the Healthy Marriage and Responsible Fatherhood performance measures. Next slide, please. Performance measures are indicators of progress and achievements. So, there's an office in the federal government called the Government Accountability Office. It is an office that's overseen by Congress that measures accountability. It tracks accountability of federal programs. So the GAO, or the Government Accountability Office, describes performance measurement as the ongoing monitoring and reporting of program accomplishments and progress towards goals. ACF and grantees can use performance measures to track grant program operations, as well as client's participation in programming and their outcomes. Performance measures are a critical part of ACF’s learning agenda for the Healthy Marriage and Responsible Fatherhood grants. Through continuous systematic performance measurement, ACF and grantees can identify successes to replicate as well as which aspects of HMRF grant projects might need further attention to succeed. More broadly, performance measures provide a wide range of data that can be used to help improve programs and policies and future investments. However, I want to be clear about this, performance measurement cannot be used to assess the effectiveness of a program or its impact on client outcomes. Rigorous evaluation is needed to identify effectiveness and impacts. If you are interested in learning more about grantee specific or local evaluations or federal evaluations of the Healthy Marriage and Responsible

Fatherhood grants, please register for the webinar tomorrow on June 10th. The webinar registration link is on the same web page that you accessed to register for today's webinar. Registration information for that webinar. Oh, that was that talking point. All right, next slide please.

So how are performance measures used? So, as I mentioned, performance measures can be used to track and monitor the outputs and outcomes of grant programs over time. For example, a key performance measure is client enrollment. By tracking enrollment over time and by key populations, a grantee can determine whether they are on track to meet their goals. Performance measures can also be used to inform continuous quality improvement. Using the client enrollment example that I just gave, if a program is not achieving its enrollment targets, the grantee can drill down on enrollment data to develop and implement strategies for improvement and use performance measures to track the success of those strategies. Sarah Avellar will discuss continuous quality improvement in greater detail later in this presentation. Performance measures data are also useful for analyzing trends across program sites, whether that means across multiple service locations in one grant or across multiple grants. So next, Grace Roemer will describe the Healthy Marriage and Responsible Fatherhood performance measures in greater detail. Grace?

Thanks so much, Seth. Next slide, please. Great. So, ACF has specified that the upcoming cohort of HMRF grantees will be required to collect, store and report standardized performance measures for the characteristics of program applicants, client enrollment and their participation in services, client outcomes, and program operations. Given this requirement, applicants for HMRF grants must describe in their applications how they will systematically collect the data and also maintain client privacy. Applicants must also describe their readiness to collect performance measures data, and whether and how key stakeholders were consulted in their data collection plans. Next slide.

So, let's drill down on the four types of performance measures. Applicant characteristics include demographic questions and questions about why clients enrolled in the program. Client outcomes include outcomes at both entrance to and exit from the grant program. Service delivery includes client enrollment, client participation in workshops, individual services provided to clients by case managers, and any referrals and incentives provided to clients. Along with these types of client-focused measures, program operations measures are designed to capture the grant's performance, including outreach efforts, grant staffing, and implementation challenges. Next slide, please.

The client-centered performance measures are collected through surveys administered to program clients. Each client in an HMRF funded program is offered three surveys at three key junctures in their program participation. Clients take the Applicant Characteristics Survey at intake, and this survey completes the enrollment process. Clients take the Entrance Survey at the beginning of their first workshop session. In some programs, intake and the first workshop session happen at the same time. In other programs, there can be a gap in time between these two client experiences and thus a gap between their completion of the corresponding surveys. Clients take the Exit Survey at the end of their last workshop session. To help measure client's progress from the beginning to the end of a program, some questions are asked on both the Entrance and the Exit surveys. In addition, to help measure any changes and outcomes, the exit survey is completed at least 28 days after the Entrance Survey. For shorter programs, this means that clients complete Exit Surveys after the end of the workshop, rather than on the last day of the workshop. Next slide, please.

All clients take the same Applicant Characteristics Survey. However, to best measure client's specific experiences once they begin programming, the Entrance and Exit Surveys are tailored to each population served by the grants. For Healthy Marriage grantees, these client populations are adult individuals, adult couples, and youth. For Responsible Fatherhood grantees, the client populations are community fathers, community couples, and reentering fathers. Next slide.

As I mentioned, all clients take the same Applicant Characteristics Survey. This survey covers four broad topics: demographic characteristics, financial well-being, family status, and questions about the program. Demographic questions include gender, age, race, and ethnicity. Financial well-being questions cover the client's living situation and any household assistance they receive as well as the client's education level, employment status and earnings. The family status section of the survey includes questions on the client's marital status, how many children they have, and their foster care status if that's applicable. The final section of the survey asks clients to indicate how they heard about the program and why they enrolled. Next slide.

There's some overlap in topics across the Entrance and Exit Surveys, but each survey is then tailored to best capture the experiences of clients in a given population. The surveys taken by adults, adult individuals, and couples include questions on parenting, job and career advancement, personal development, and marriage and relationships. The surveys also ask clients to describe their perceptions of the program, such as how much clients believe the program helped them. The youth surveys focus on clients' attitudes about marriage, relationships and sex, their relationship skills, and their perceptions of the program as well. Next slide.

Similarly, there's some overlap across RF Entrance and Exit Surveys. The surveys for community fathers and couples include measures of parenting and co-parenting, relationships and marriage, personal development, economic stability, and program perceptions. The surveys for reentering fathers focus on these same kind of questions, but are tailored to the reentering fathers specific situations. For example, tailored measures ask how often reentering fathers communicate with their children and about work release. Next slide, please.

In addition to the three client surveys, grantee staff capture performance data for clients throughout their participation in the program. So, this includes enrollment information, which comes from an application form that grantee's staff complete before clients complete the Applicant Characteristics Survey. This information also includes client participation in workshops. All grantees will offer primary workshops. A primary workshop is a curriculum-based workshop that all clients are expected to attend and ultimately complete. Some grantees may also offer optional workshops, which are group-based services offered by the program, but that are not considered a core part of the programming. Grantee staff will also capture case management provided to clients, including individual service contacts, referrals to other services, and any incentives provided. Next slide.

And as I mentioned before, in addition to the client experiences it's important to capture the grantees experiences in running your HMRF program. The Program Operation Survey helps grantees document and report on these experiences on a quarterly basis. The survey includes questions on outreach and recruitment activities for bringing new clients to the program, the characteristics of and the training received by grant staff, supervision of staff and observations of their work, and a range of implementation challenges that might arrive. Next slide, please.

Now we'll drill down a bit more on these program operations measures. There's a mass marketing, outreach, and recruitment section of the Program Operations Survey that includes questions on efforts to bring new clients into your program. There are specific questions on advertising and recruitment methods, agencies and organizations that provide the grant with referrals of potential clients, onsite recruitment sources, grant staffing for recruitment, and turnover of those staff. In the staff characteristics section, grantees answer questions about the education and experience levels of their staff and the demographic characteristics of their staff. The quality assurance and monitoring section includes questions about staff training, observations of workshop facilitation, one-on-one supervision efforts, and staff meetings. As I mentioned before, the survey asks grantees to describe different implementation challenges that they're experiencing. Next slide.

Now that we've walked through the types of Healthy Marriage and Responsible Fatherhood performance measures, I'll spend just a few minutes describing how OFA selected these measures. OFA followed a comprehensive process to identify the performance measure requirements for grantees. For the current cohort of grantees, OFA started by selecting measures that had been successfully used in prior studies with similar populations, if such measures were available, identified measures that are appropriate for the populations typically served by RF and HM programs, and that are free and publicly available. OFA also selected measures that clients could respond to themselves without an interviewer and that have good statistical properties. Next slide, please.

OFA built on the performance measures used by the current cohort to develop improved measures for the 2020 cohort of grantees. Over the past year, OFA has sought feedback on the current measures through a public comment process as well as a series of listening sessions with grantee staff, government stakeholders, and experts in the field. A detailed analysis of current performance measure data was conducted, and that looked at potential issues with the current measures that suggested that measures and response options might need revision. These types of issues include measures that have high rates of missing data, many outliers in the data, or unexpected patterns in the responses. These patterns might include measures where the vast majority of clients chose the same response option or illogical response selections across measures. OFA also looked at open-ended responses and how useful those responses had been. The public comment feedback and data analysis were systematically reviewed to identify potential improvements in the measures. These potential improvements were then pre-tested with clients at current grantees, both HM and RF grantees. Clients were asked whether revised and new measures were clear and made sense in the context of their program. The clients were also asked what might make these measures clear and more relevant to their experiences. This critical feedback from clients led to further refinements in the performance measures. Next slide, please.

Through this process of public comment, feedback analysis, and pre-testing, a number of enhancements were made in developing performance measures for the 2020 cohort of grantees. Questions or item wording were clarified and aligned with programs and clients' actual experiences. Response categories were modified to address cases in which survey items did not fully prepare or did not fully capture client experiences. Some measures were replaced with alternatives suggested by stakeholders. Some measures that had been identified as less relevant or less useful were dropped, and some new measures and response options that were identified as more relevant were added. Next slide, please.

This is not the end of the process however, the next step is to review of the enhanced performance measures by the Office of Management and Budget, otherwise known as OMB. In the near future, ACF will submit the draft performance measures instruments to OMB for review and approval. OMB review is focused on ensuring that organizations and individuals are not unduly burdened by the collection and reporting of data. An early step in the OMB process is publication of a Federal Register Notice that invites public comment on the enhanced measures and instruments. As I mentioned earlier, ACF sought public comment on the current measures in the early stages of enhancing the measures and the OMB public comment period will be an opportunity for the public to comment on the enhanced measures. The public comments will be analyzed and may lead to further refinements of the measures before OMB approves them.

So, with that background on the performance measures, I'll turn it over to Mathew who will describe the nFORM system that grantees will use to collect and report on these measures.

Great. Thanks, Grace. nFORM is a system that supports data collection and reporting for HMRF grantees. As Seth said earlier, nFORM is an acronym that stands for Information, Family Outcomes, Reporting and Management. It is a web-based data management and recording system specifically designed for the HMRF grants. nFORM is used for collecting and storing all the data required for reporting to OFA. It is designed to be easy to use and make reporting easy by producing report calculations with just one click. It also includes data tools, reports, and a data export that allow grantees to monitor performance measures and dig into their own data.

Because nFORM is a web-based system, it means grantees do not need to download any software or do any programming. It is provided free to OFA's HMRF grantees, and it is Section 508 compliant, which means it meets the federal government accessibility standards. Now, being a web-based system, that means that nFORM is available for access anywhere with an internet connection, but that also means internet is required. So, grantees may need to supply internet connectivity, such as through Jetpacks or mobile hotspots if needing to use nFORM in places without reliable internet access.

Finally, nFORM provides for real time-data collection. There are no specific upload times, you enter data as you go, and you have real-time access to reports and data tools. That means, for example, as soon as you complete enrollment for a client, you can start recording their participation in services. nFORM works on multiple platforms. It is compatible with desktop computers, laptops, and tablets, and it is tested with PC, iPad, and Samsung Galaxy tablets. As a web-based system, you'll need to access nFORM through an internet browser and nFORM has been optimized for Google Chrome, which you can download from Google and grantees should plan to keep Chrome updated to its latest version.

nFORM is also a very secure system. The system is designed to meet the security standards of the Federal Information Security Management Act. Other aspects of nFORM security include formal data sharing agreements with each grantee and features including limited number of users and access to nFORM features based on user type. nFORM also includes what is called multifactor authentication. This means to access nFORM, the user must enter their password and then enter a code that is sent to them automatically by text or phone. You might be familiar with this type of secure login from banking or healthcare sites. nFORM works similar to that. In addition, nFORM requires strong passwords that are at least eight characters long and include letters, numbers, and special characters. Passwords also must be changed every 60 days. Users will each have a unique username, that is the email address associated with their account. This means there is only one account per email address. Other security features include a limited number of failed log-in attempts, and the system automatically locks users out after 15 minutes of inactivity.

Now, nFORM has been used by the current cohort of HMRF grantees, but it will include some enhancements for the next cohort. The enhancements were informed by feedback from stakeholders, including current grantees and OFA, as well as best practices in data collection. The enhancements are designed to improve the user experience, improve access to data, and improve data quality. The enhancements all adhere to the federal security requirements for the system. Some of the enhancements include more bulk update functions to make data entry and survey administration faster, adding data quality measures to the query tool so that grantees can monitor data quality, as well as new and improved operational reports and data export for grantees to access their data.

Users access all the data collection and reporting features from nFORM's menu of tabs, which you can see on this screen. As I mentioned earlier, access to specific features are limited by the type of user account that you have. Today, I'll walk through some highlights of the features you'll find under each of the tasks. I'll start with the Settings tab. Grantees add and manage the user accounts for their program under this tab. They can also add grantee locations if their program offers services at multiple offices. This facilitates tracking and looking at data by the individual locations, such as looking at an enrollment by office. Finally, for programs with local evaluations, grantees will add the service assignments, or what you might refer to as research groups under this tab.

Next, the Service Provider tab is where grantees create, manage, and search a grantee-specific directory of other agencies that can provide services to clients, such as agencies you might refer clients to for other services. This slide shows a screenshot of the directory on the Service Provider tab. Under this tab, the grantee will enter the name, contact information, and the types of services agencies offer, and then nFORM users from their program can search the directory to find providers of specific types of services. This list is an important part of nFORM because it populates the agencies and providers that grantees can select when recording referrals in nFORM.

Now, let's turn to the Clients tab, which is where nFORM users complete the application forms for clients, administer client surveys, track individual services, assign case managers who are working with clients, and track client flow through programming with client statuses. When enrolling clients, the first step in nFORM is to complete the application form. Completing the application form creates what is called in nFORM a client profile. This slide shows a screenshot of the application form. It includes the client's name and contact information, their client population, among other fields. You can easily access this information again from the client's profile page.

Now, clients become enrolled after the application form is completed, and as Grace mentioned earlier, the client completes their Applicant Characteristic Survey. The client's enrollment date is then automatically set by nFORM as the completion date of that survey. After enrolling the client, users will then document individual services and track the client's flow through programming on the client's profile page. On the Client Profile page, users record individual services, referrals, and incentives, and monitor and update the client's status, such as whether they are active in the program, have dropped out, or if they have completed services.

The client's profile also has tables and a graph to see the specific client's participation in workshops and their progress toward target hours of workshop programming, and we'll talk a little bit more about that soon. Another important task completed on the client's profile is launching the client's surveys, which are all web surveys that clients can complete on computers or tablets. A useful feature of nFORM is that it makes sure that surveys only become available in the intended order, so you can only launch the Entrance Survey after the client has completed their Applicant Characteristic Survey.

And you can only launch the Exit Survey after clients have completed their Entrance Survey. The surveys are all self-administered web surveys, so staff do not need to interview clients. This also means that the web surveys are programmed to direct clients to the survey intended for their client population. And it automatically gives clients the appropriate questions based on their previous answers. So, for example, if an adult individual client says that they do not have any children 24 years or younger, they will skip past all of the parenting questions and only answer the questions that apply to them.

The web surveys also have optional ACASI technology. Now ACASI stands for audio computer-assisted self-interview. And what this means is that clients can choose to listen to the survey questions and answers read to them, which helps alleviate literacy concerns for clients taking the surveys on their own. Finally, all the surveys are available in English and will be professionally translated into Spanish. And the audio will also be available in both English and Spanish.

Now, this slide lists some of the special survey scenarios some grantees might experience. When serving youth in high schools, grantees will need to determine whether school and parental consent is required, and may need to plan for administering the surveys to students in groups, if they're taking them in a class. That means programs will need to ensure there is internet access, such as working with the school in advance to make sure they can access the school's internet, because schools might have firewalls that limit access to their connection. And if surveys are administered to students in groups, the program will need to make sure there is sufficient bandwidth for the entire class to be accessing the internet and taking a survey at the same time. It will be important then to work with schools ahead of time to plan for the data collection.

Programs serving fathers in correctional facilities will need to determine if they can bring in tablets or laptops for clients to take the web surveys. If that is not permissible, the program will need to determine if they need to give the survey on paper or ask the clients the questions over the phone and enter their responses into the web surveys. Now, all grantees will need to make sure that they have sufficient internet connectivity to administer the surveys. And programs might consider using what are called jet packs or mobile hotspots to provide internet service in locations without WiFi. Now, this is just a high-level overview of some of the more common special survey scenarios. Training and targeted technical assistance, or TA, after the grant awards will go into more detail about strategies for collecting data in special scenarios.

So now let's turn to tracking participation in group-based services in nFORM. We refer to these as workshops and on the workshops tab programs will add and manage Workshops, what are called session series and session occurrences. And they will record participation in workshops. Let's look at this in a little more detail. So, in nFORM we have created specific elements for tracking participation in group-based services. The figure on this slide shows the hierarchy of these workshop elements. At the top, we have what we call the workshop. And this is defined as a set of structured classes focused on a topic or topics of the FOA. And the workshop, for example, might be a specific curriculum.

Below the workshop are what are called session series. And these are groups of dates for which sessions will be offered. And session occurrences are the final level, and these are the individual classes that make up the session series. The figure shows an example of what a program might have in nFORM. At the workshop level, the example grantee is offering Healthy Relationships 101. So, the grantee would put this into nFORM as a workshop. And this only needs added once because the grantee will create a session series then for each time that they offer a set of the Healthy Relationships 101 classes. The session series is the group of sessions you create each time that the workshop is offered. So, in this example, the grantee is offering a Monday night series in July and a weekend series in August. And you can see the individual session occurrences are the individual dates that make up those respective series.

So, grantees will use nFORM to track participation in two types of workshops. The first is primary workshops. And a primary workshop is a curriculum-based workshop that all participants are expected to attend and ultimately complete. The second is optional workshops, which are group-based services that the program offers, but are not considered a core part of programming. So, for example, clients might be able to choose to take an optional workshop after they've completed the program's primary workshops.

So, grantees will set target hours of primary workshops that they expect clients to receive in each population. nFORM makes it easy to track participation in primary workshops and progress towards the target hours. You can see how individual clients are progressing towards the target hours and what average participation is across clients. nFORM's reports tab is where grantees access nFORM's data tools and reports, including operational reports, the quarterly reports to OFA, the Program Operations

Survey that Grace described earlier, the query tool and the data export. We'll take a look at these in a little bit more detail.

The query tool is a data visualization tool that shows aggregate level data. And grantees can use the tool to see the broad picture of performance and drill down on the data by options like date and client population. Now, operational reports are a series of different reports that show both summary and client level data. For example, there are reports for showing survey completion dates, the number of surveys that have been completed and there's a report that shows participation in primary workshops. These reports give real-time access to the data and can even be opened in Excel where you can use Excel to further dig into the data. For example, you might open the primary workshop participation report into Excel and use the filter feature to find those who still need to complete a hundred percent of their programming. Now, the data export provides an Excel file of all data from nFORM, except for personally identifiable information like client names and birth dates. You can then use Excel or import the file into a statistical program to do your own analyses.

This slide shows a screenshot from nFORM's query tool. The page shown is called the grant year overview tab, and it shows graphs with information on enrollment, participation and survey completion. Other tabs of the query tool provide more data visualization of performance measures, and you can drill down, as I said earlier, on these by client population and by selecting specific timeframes.

This slide shows an example of an operational report. As I said, these reports give real-time access to data and can help with activities like monitoring workshop participation. The example on this slide shows client-level portion of the primary workshop participation operational report. And you can use this report to see each client's progress toward hours, the target hours of primary workshops. And as I mentioned, you can even open these reports in Excel and further filter and sort and dig into the data.

Now, this slide shows an example of the data export. You can see it is an Excel file with the nFORM data. And grantees can use the data export to do custom analyses, either in Excel or by importing it into a statistical software program of their choice.

The last tab in nFORM is the help tab. On this tab you can access detailed guidance, like a user manual. But it'll also have other resources like quick reference guides or tip sheets, training videos, and a web help desk for sending technical assistance questions.

So today I talked through a high level of the major features of nFORM, and there's a lot of features of nFORM. So, there will be additional training and technical assistance for nFORM. Individualized TA will include a help desk for grantees to submit questions and have those answered by email. Or for more complicated questions, a phone call. The written and digital resources will be available, as I mentioned, on the help tab of nFORM. And there will also be group-based TA including virtual office hours for grantees to submit questions and have them answered live, often with a demo of nFORM. As well as webinars and trainings at grantee conferences and meetings. So, with that, I will turn things over to Sarah.

Thanks Mathew. Good afternoon, everybody. So, I'm going to spend the next few minutes talking about continuous quality improvement or CQI. Next slide.

CQI is a process and it starts with identifying the strengths and challenges of your program. And that could be any aspect of your program, from services to staff training, staff morale, the physical environment of your program. Whatever is crucial to the success of your program can and should be part of CQI. After you've identified the strengths and challenges, you then turn your focus onto those weaker areas and you start developing ways to improve. So potential solutions for addressing those weaknesses. You then pick your favorite solutions, you try them out and you test them and see if they're working as you had intended. And usually things don't work exactly right the first time. So, then you'll revise those solutions and test again.

CQI is typically managed and overseen by a small group of staff known as your implementation team. But all staff have a role in CQI. All staff are invested in the success of your program, so they can talk about what's working well and what isn't and help come up with solutions for how to improve. Next slide please.

CQI is more than just program monitoring. Program monitoring is when you're documenting what's actually happening in the program. CQI goes a step beyond that and says, "How do we improve on what's happening?" CQI is systematic, you go through the steps I just described. It's ongoing. The C stands for continuous. So, you can expect to do this throughout the life of your program. And it's iterative. You're always building on what you've learned. So, for example, as I said, you might be modifying the solutions you're trying out. Or you might have addressed that challenge and then you can turn your attention to another area of your program.

What's core to CQI is that it's data driven. In fact, there is no CQI if you don't have high quality data. And the data in nFORM will be a key source of CQI information for HMRF grantees. All of the content that Mathew just described can be part of your CQI process, but what you'd be using at any given point would depend on the question you're trying to answer and the solution you're focusing on. Next slide.

In terms of the CQI requirements, applicants must describe their organization's commitment to a data-driven CQI approach. You need to describe how you will use data to identify areas to improve performance and test improvement. You also need to describe how you will be cultivating an environment that supports and encourages learning and improvement. For organizations that are awarded grants, grantees must develop a full CQI plan. They must implement that plan and regularly update it with what you're learning. Those initial plans must be developed within three months of grant awards and ACF will review them and approve them. Next slide.

When you're thinking about your CQI plan, I think it's helpful to take step back and focus on the big picture up close. So, thinking about your program's mission, your theory of change and your logic model. These will help you identify the essential components of your program's success, which should inform and guide CQI. For grantees that will do evaluation you can link CQI to certain evaluation activities if it makes sense and can be more efficient. And grantees will be expected to show evidence of ongoing execution of the plan. So, you'll be updating and refining your plan throughout the grant. Next slide.

Some tools and resources that are available to you for your application and moving forward are on this slide. The left-hand side we can see there are two types of data that are really likely to inform your CQI approach. One, as I mentioned, is the end form data. But end form data may not be enough for every question. So, for example, if you are testing a new process as part of CQI, you might be interviewing your staff or you might be asking them to do some additional tracking to see if the solution is working as intended. So, you'll often do additional data collection for CQI. But what you'll be doing exactly, again, will be driven by the questions you're trying to answer and the challenges that you're trying to solve.

We do have a number of resources available to you right now. ACF has created some templates, and I'll talk about those in a little bit more detail in just a moment. There are lots of tip sheets that you could use for thinking about CQI. Both the templates and the tip sheets are available on the applicant resource website. That link is in the photos, and we'll give it again at the end of this webinar. Grantees will also be able to receive technical assistance on CQI. Next slide.

I mentioned ACF has created templates for you to use. The first one for you to consider is a template for the CQI plan. It's a pretty lengthy template, but it has lots of information, tips and tools for creating a CQI plan. It actually asks a series of questions and have spaces for you to answer them, and you can just go through and answer the questions. When you've done that, that is a CQI plan. It walks you through all the steps.

Grantees will not be required to use the template and they're not required to fill out the template directly. But when the grantees need to develop a CQI plan, they will need to enter the information from that template into a separate document if they choose to do so. There are also templates for working with an implementation team. As I mentioned, that's the group of staff that's overseeing and managing the CQI process. So, they're really critical to the success of CQI.

We have a couple of templates and tip sheets on the applicant website. So, for example, there's how to do a productive meeting with a sample meeting agenda, or how to come up with a shared vision. So, all the templates available on the website have instructions, tips and sometimes links to other resources. So, we recommend that you check them out. I will now turn it back to Mathew.

Thanks Sarah. Now I will describe how grantees will report their performance to OFA. As we described earlier, all performance measures will be collected and stored using nFORM. Having collected this information, nFORM is designed to easily generate the required numeric information for reporting to OFA. This is all programmed through nFORM, so it's as easy as clicking a button.

Grantees will report performance quarterly to OFA. The PPR, which is the semi-annual performance progress report will be submitted after month 6 and 12 of the grant year. The QPR, which is the quarterly progress report, will be submitted after months 3 and 9 of the grant year. The main difference between the PPRs and the QPRs is that the PPRs have more numeric information than the QPRs. They're longer.

This slide shows a table of the reporting schedule. For the first quarter, grantees will submit a QPR, and this will have data from September 30th to December 31st of the grant year. For quarter two, grantees will submit a PPR. Now the reports are cumulative within a grant year. So, the PPR will include data from September 30th to March 31st.

For quarter three, grantees will submit a QPR, and this will have data from September 30th to June 30th. Remember they're cumulative within the grant year. That means for the fourth quarter, grantees submit a PPR. This will have data for the entire grant year, from September 30th to September 29th.

The QPRs and PPRs report both numeric and qualitative information. The numeric portion is the data that come from nFORM and they include measures related to enrollment, program participation, client characteristics and outcomes and program operations. The progress narrative portion is where grantees give context to the numeric information in the form of qualitative textual information. For example, if enrollment is lower than expected, a program might describe that multiple recruitment and outreach events had to be canceled because of severe weather in their service area. The progress narrative is how grantees provide rich information to better understand the numeric performance measures.

Finally, for programs serving youth in high schools, there will be an academic year appendix for the QPRs and PPRs. This appendix will show the numeric information calculated on the academic year instead of on the grant year. This is because schools typically start their years in August and September, which is at the end of the grant year. This appendix will align the numeric information for those programs with the structure of the HM programs in high schools. So, with that, I will turn things over to Seth.

Thanks so much, Mathew. I don't know about you parents out there, but I'm hopeful the school schedule stays as Mathew has just said, and our kids can start back event virtually in receiving their education in August. All right. So, to conclude today's webinar, we wanted to talk about some resources that are available to you to grant applicants so that you can learn about the nFORM system and think about what you would do in your own applications. Okay, could we go to the next slide?

ACF has developed a website specifically for the 2020 cohort of grant applicants. So this website, that's the link right there in the bottom right of the slide, contains a wide range of resources, including links to the funding opportunity announcements, tips, questions to consider and links to resources on program design, evaluation design, continuous quality improvement, a glossary of key terms and other useful tips and information about each of the five applicant webinars.

So, I did see that there were some questions that came through about whether these webinars will be available. The answer is, yes, they'll be available just as soon as we can get them archived and each should be archived in within a week of it having been presented. So, all of these webinars should be archived and posted. This one today should be posted by next Tuesday. So yes, these will be available, if not sooner. It could be posted sooner.

The URL for the applicant's site is provided also in section eight of each funding opportunity announcement, along with other reference websites. Next slide, please.

So nFORM the management information system that Mathew described earlier, includes a publicly accessible help page with a wide variety of resources about nFORM and the performance measures. The URL for the site is on this side. That's again at the bottom right.

The help page is publicly accessible. You don't need to have an nFORM account to look at that help page. You can also access the nFORM site from the quick links on the applicant resource site. There are training videos and a comprehensive user manual detailing how nFORM is used by the current cohort of grantees. There are also several tip sheets and archives of email tips that focus on particular nFORM functions.

The public help page includes the data dictionary, which specifies all the data elements and the current performance measures. The current performance measure surveys are also posted on the site, along with the quarterly reports to ACF. A little later in the summer, the proposed surveys for the 2020 cohort will be posted to the applicant resource website too. Next slide, please.

As we mentioned at the beginning of this webinar, you can email any questions about the Funding Opportunity Announcements to the points of contact in section seven of each FOA. My colleagues are listed here. The contacts for the Fatherhood FIRE FOA are Tanya Howell in Office of Family Assistance and Bridget Shea Westfall in the Office of Grants Management. For the FRAMEWorks FOA, the contact in the Office of Family Assistance is Jacqueline Proctor. The contact in the Office of Grants Management is Bridget Shea Westfall. Other contacts for the READY4Life FOA in the Office of Family Assistance are Meghan Heffron and the Office of Grants Management contact is Bridget Shea Westfall. Note that the OFA contacts are different for each funding opportunity announcement, but the Office of Grants Management contact is the same for each of them. Next slide please.

To conclude today's webinar, I want to impart the truth with you. There is a fine line between a numerator and denominator. And while only a fraction of folks will find that funny, we look forward to working with all of you to count our successes together to improve our programming and create healthier families.

That concludes today's webinar. Thank you for attending. Have a wonderful afternoon.