

The Children's Trust of Alachua County

CQI Report

19999 - Example Agency - Example Parenting Program

Funded Since: FY2022

Program Description Example Parenting Program aims to serve a wide range of needs for young parents and their children. Emphasis is placed on creating a welcoming, supportive, and accessible environment for young parents to get the skills and resources they need, so children meet developmental milestones and enter kindergarten prepared for success. This will be accomplished through parenting workshops, one-on-one coaching, and intensive case management and service linkage.

Program Scorecard	
Component	Rating
Fiscal	Advancing
Operations	Emerging
Population Focus	Mastering
Service Delivery	Advancing
Performance Measures	Advancing
Data Quality	Emerging

Purpose of the Tool

The purpose of CQI is to:

- Intentionally review and reflect on performance.
- Engage in learning and collaborative problem solving.
- Identify support and resources to improve the system overall.
- Improve administrative processes, service delivery, and outcomes.



CHILDREN'S TRUST
OF ALACHUA COUNTY

FY2024 - Results Summary

Fiscal	Use of Allocation	Fiscal Rating
<p>\$ Spent \$98,250</p> <p>\$ Allocated \$125,550</p> <p>Use of Funding 78%</p>	<p>The percent of Children's Trust funding expended by the program relative to the awarded amount.</p> <p>Use of Funding = \$ Spent / \$ Allocated</p>	<p>Mastering = 90% or more of award expended.</p> <p>Advancing = Between 60-89% expended.</p> <p>Emerging = Less than 60% of award expended.</p>

Operations	Communication	Acknowledgement
<p>Communications Emerging</p> <p>Acknowledgement Advancing</p>	<p>Mastering = Communication with Trust staff exceeds contract requirements.</p> <p>Advancing = Communication with Trust staff meets contract requirements.</p> <p>Emerging = Communication with Trust staff does not meet contract requirements.</p>	<p>Mastering = Multiple efforts to acknowledge the Trust funding as specified (& beyond).</p> <p>Advancing = Specific efforts are made to acknowledge Trust support.</p> <p>Emerging = More effort is needed in acknowledging the Trust's support.</p>

Communication with the Trust Program maintains a working email address and responds within 3 business days from the time the email was received; notifies the Trust Contract Manager of any changes in e-mail, staff, Board of Directors, postal mailing address, etc. within twenty-four (24) hours of the change; has included Trust Contract Manager in any mailing lists utilized for the purpose of announcements, status reports, and the like.

Funding Acknowledgement Provider acknowledges the Trust's support as specified on the Trust website, including (but not limited to):

- Trust logo on website with live link
- Award acknowledgements in media or social media posts
- See more: childrenstrustofalachuacounty.us/programs/page/provider-resources

Feedback from CTAC staff:

Communication: Provider was unresponsive to multiple calls and emails from CTAC staff to schedule a site visit. After CTAC arrived at the scheduled visit time the building was locked and empty. This all delayed the site monitor process significantly and better communication is needed.

Acknowledgement: Provider has ensured the CTAC logo is prominently displayed on program materials, on their website, and in social media posts.

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Population Focus

Item	Item Detail	Rating Options
Target Population	Population served aligns with contract requirements.	Mastering = All participants served met the eligibility criteria stipulated in the contract.
	This varies by initiative; one or more of the specifications below may be used to rate if the intended population was served.	Advancing = Between 90-99% of participants met the eligibility criteria stipulated.
	<ul style="list-style-type: none"> Alachua County Residency Participant Age Scholarship Eligibility 	Emerging = Fewer than 90% of participants met eligibility stipulated.

Service Delivery

Item	Item Detail	Rating Options
Site Visit and Program Monitoring	The program is being implemented with quality, adhering to contract specifications, while proactive measures are taken to ensure safety.	Mastering = Service delivery & administrative implementation is exceptional / exceeds contract requirements.
	This varies by initiative; one or more of the specifications below may be used to rate if the intended population was served.	Advancing = Service delivery & administrative implementation meets requirements.
	<ul style="list-style-type: none"> Staff to Youth Ratio Delivery of Activities Staff Training/Credentials 	Emerging = Service delivery and program implementation need improvement.

Feedback from CTAC staff:

Population Focus: Provider serves parents age 16-24 years old who are raising children in Alachua County.

Service Delivery: Though a small turnout, parents were very engaged in the workshop.

Contract Management: Consider offering child care options for parents.

Provider Reflection

Were there any notable challenges that impacted your meeting operational or programmatic goals? If so, please describe these challenges.

Unfortunately, we had turnover in our Parenting Coordinator position during this fiscal year. This impacted operational functions and the achievement of programmatic goals significantly.

What are some areas of opportunity? What additions or revisions are you planning to enhance your program within the next program year? Please let us know how the Trust and its staff can support you.

Young people continue to face growing challenges related to community violence, housing, education, employment, and rising cost of living. The Trust should consider...

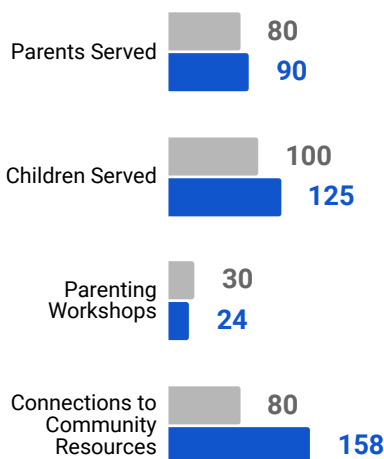
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Performance Measures

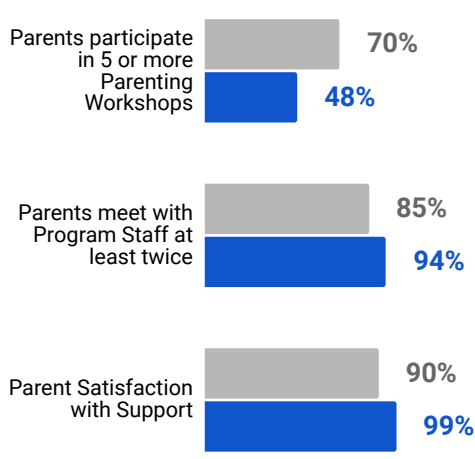
Item	Item Detail	Rating Options
Performance Measures	Performance measures express shared goals and ways of measuring whether anticipated results and outcomes are achieved. CTAC uses Results Based Accountability , which is a framework for defining success measures based on: <ul style="list-style-type: none"> ● How Much? (quantity) ● How Well? (quality) ● Is Anyone Better Off? (impact) 	Mastering = All measures met.
		Advancing = 80-99% of measures met.
		Emerging = Fewer than 80% of measures met.

Performance Measures

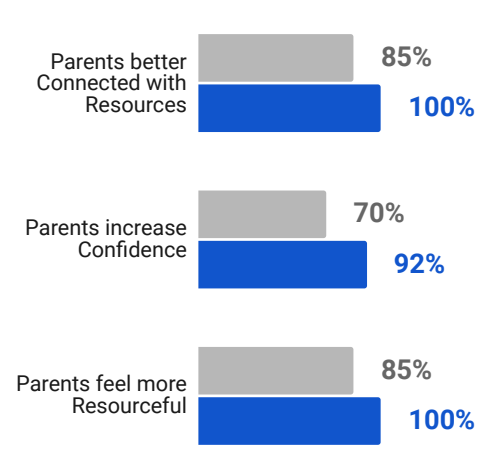
How Much



How Well



Better Off



■ Target ■ Actual

Data Quality

Item	Item Detail	Rating Options
Data Quality	Quality data is complete, accurate, and describes in sufficient detail the program performance as requested. This often considers demographics, attendance/participation, and survey completion. Data collection requirements, processes, deliverables, and due dates are outlined in the contract.	Mastering = Data quality is exceptional and provides or allows for meaningful insights and analysis of impact.
		Advancing = Data quality is complete, accurate, and provides necessary details on the program's performance as requested.
		Emerging = Data is incomplete, contains errors, or does not provide needed information to determine program performance.
Data Timeliness	Data is submitted as outlined in the contract	Advancing = Data was submitted on or before the due date. Emerging = Data was submitted after the due date.

Feedback from CTAC staff:

Performance Measures: Provider met 8 of 10 performance targets (80%). The two targets not met were related to hosting and gaining attendance at the parent workshops, which was a struggle this year due to staff vacancies and low parent engagement. In FY2025, inviting more guest speakers along having a staff plan to address vacancies should be implemented where possible. Provider did an excellent job meeting all other program performance goals!

Data Quality: Ultimately all required data was submitted but it took many reminders and was well beyond the due date. Let's consider how survey completion rates could be improved moving forward.