CHILDREN'S TRUST
OF ALACHUA COUNTY

Continuous Quality Improvement
Year 3 – Evaluation Results

February 10, 2025

What is CQI?

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.

CQI – Categories & Ratings Examined

Component	Item	Trust Staff
Fiscal	Use of Funding Allocation: Mastering = 90% or more Advancing = 60-89% Emerging = Less than 60%	Fiscal
Operations	Communication with the Trust.	Contract Manager
	Acknowledgement of Funding Support.	Contract Manager
Population Focus	Program is serving the Intended Population.	Contract Manager
Service Delivery	Program is being implemented with quality and according to the contract specifications.	Contract Manager
Performance Measures	Performance met established targets: Mastering = All measures met. Advancing = 80-99% of measures met. Emerging = Less than 80% of measures met.	Evaluation
Data Quality	Data is complete and accurate.	Evaluation
	Data was submitted on-time.	Evaluation

CQI Report

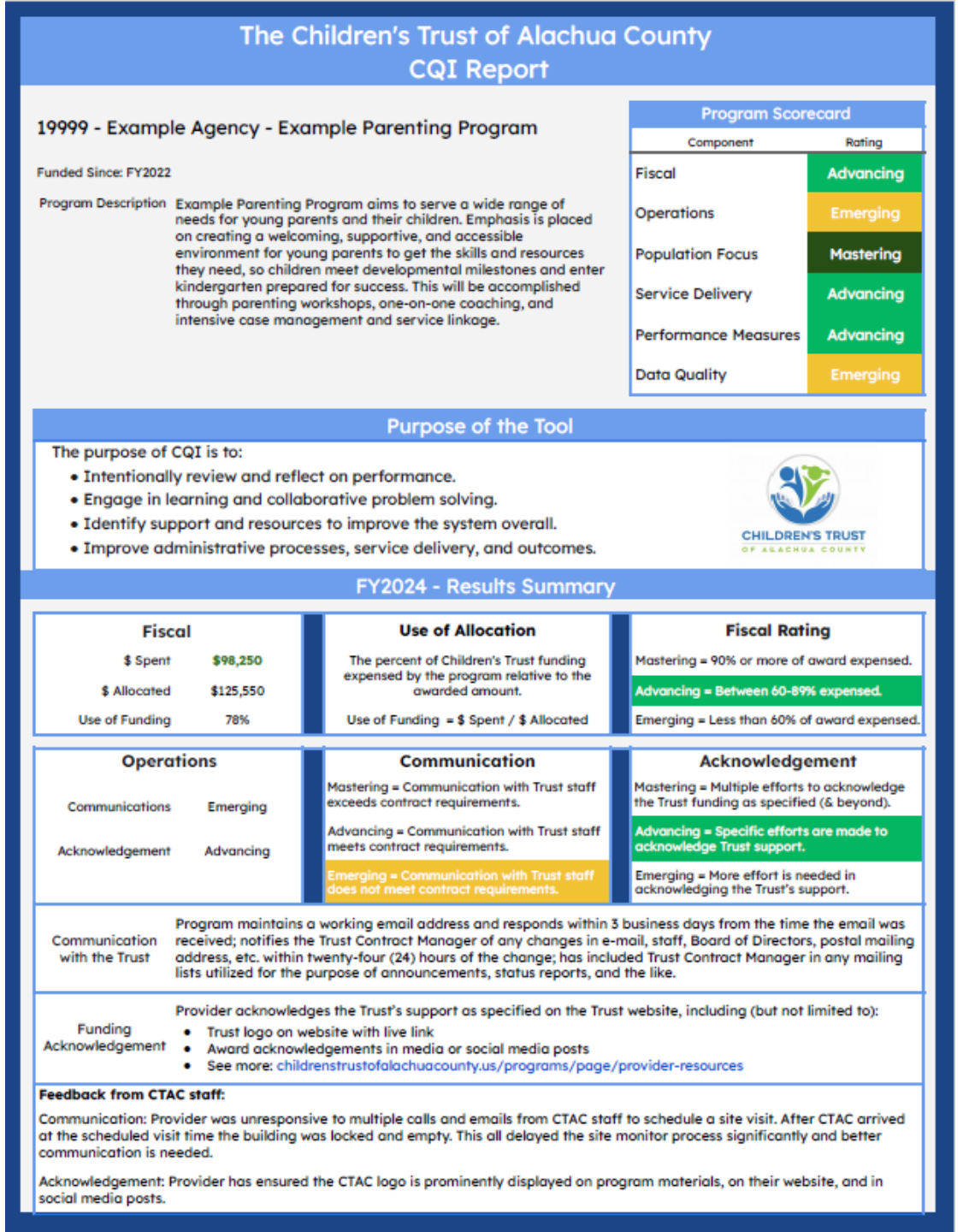
- Program Name and Description
- CQI Rating Scorecard
- CQI Purpose
- Component Definition
- Feedback from CTAC Staff
- Provider Reflection

Mastering

Advancing

Emerging

CHILDREN'S TRUST
OF ALACHUA COUNTY



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

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- Intentionally review and reflect on performance.
- Engage in learning and collaborative problem solving.
- Identify support and resources to improve the system overall.
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CHILDREN'S TRUST OF ALACHUA COUNTY

FY2024 - Results Summary

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

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

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

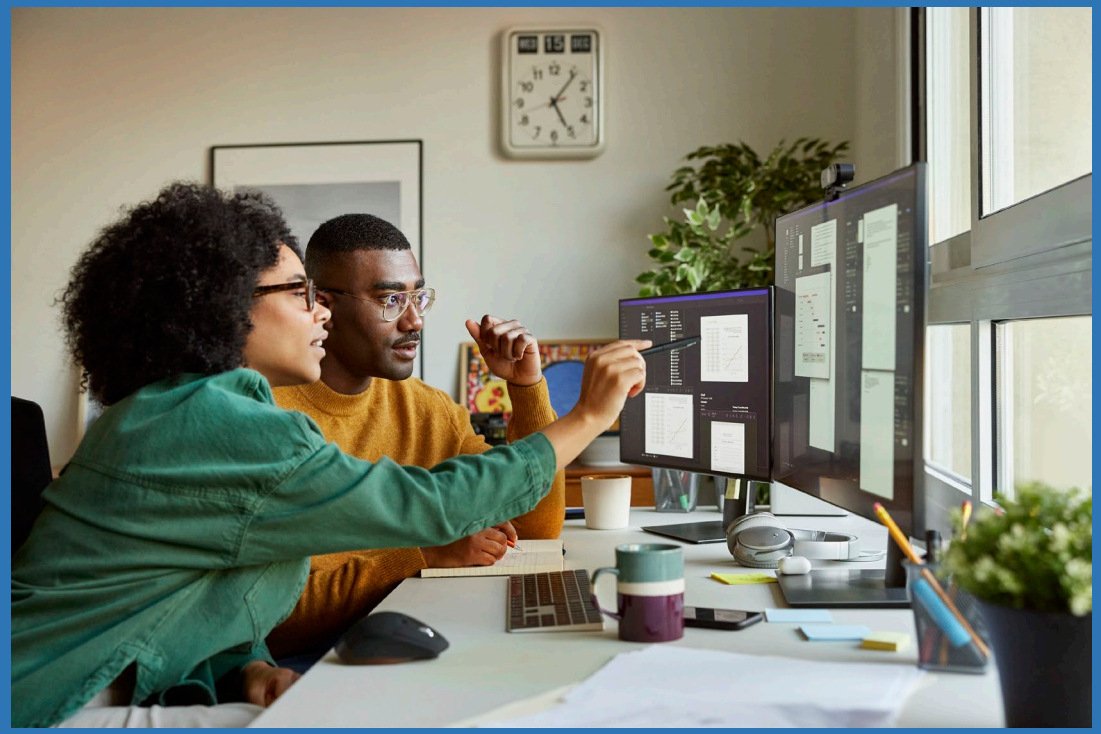
Feedback from CTAC staff:

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.

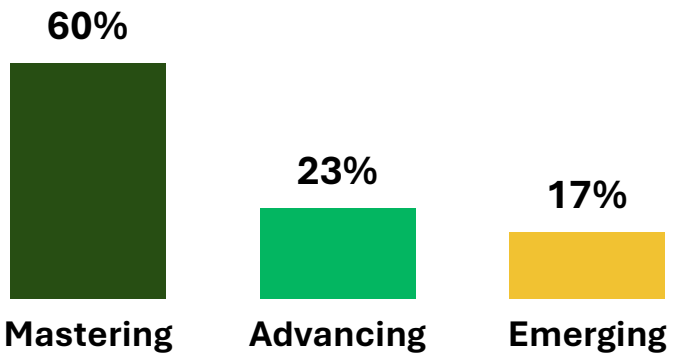
CQI – Using the Results

- Internally within the Trust
- Sharing and communicating with providers

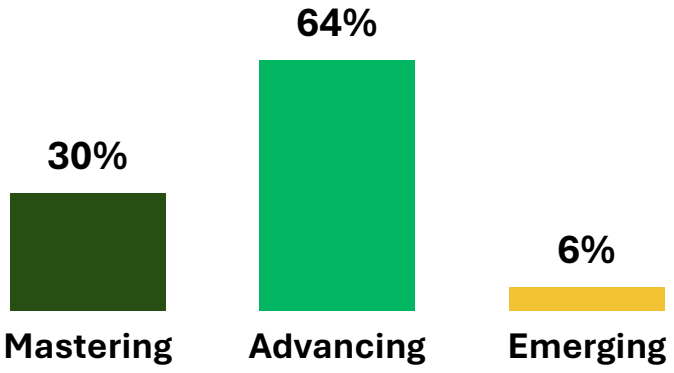


CQI Overall Results – FY2024

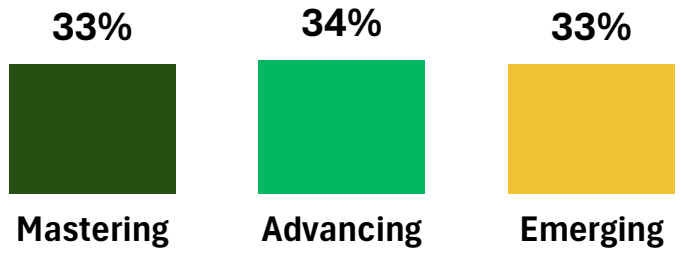
Fiscal



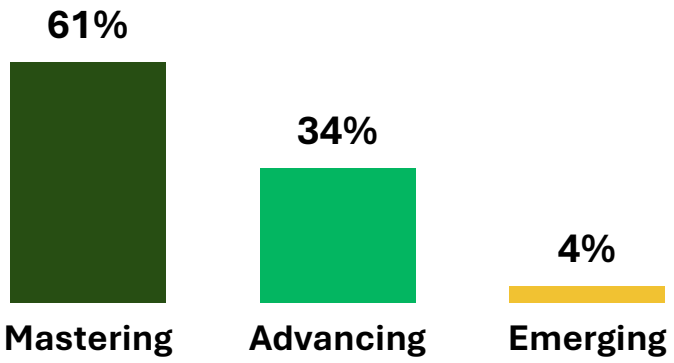
Operations



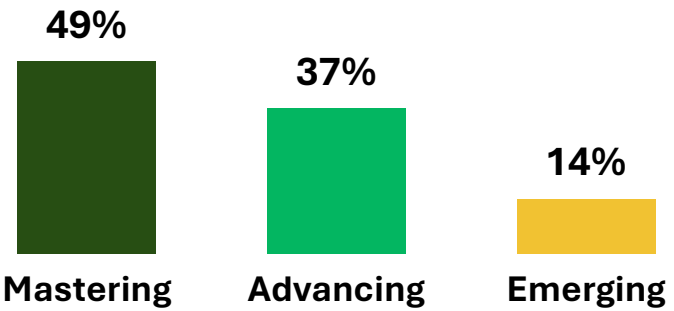
Performance Measures



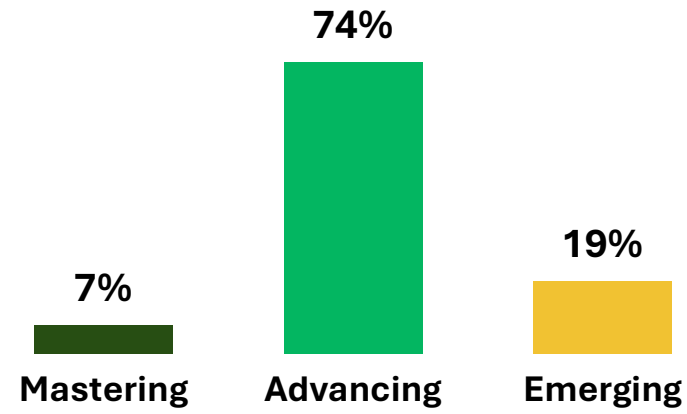
Population Focus



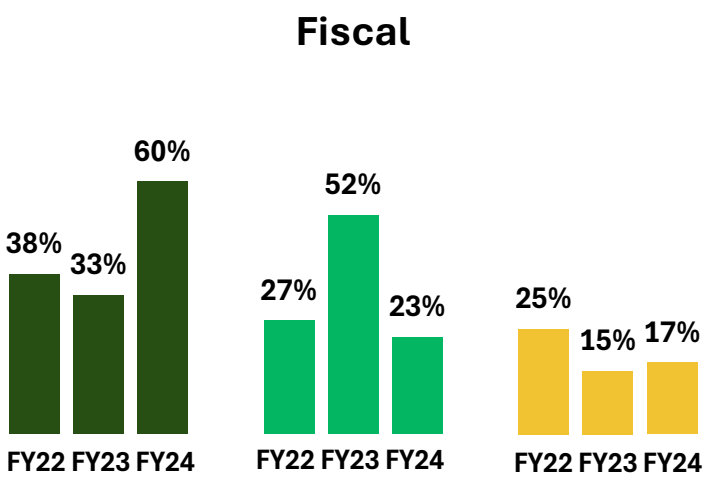
Service Delivery

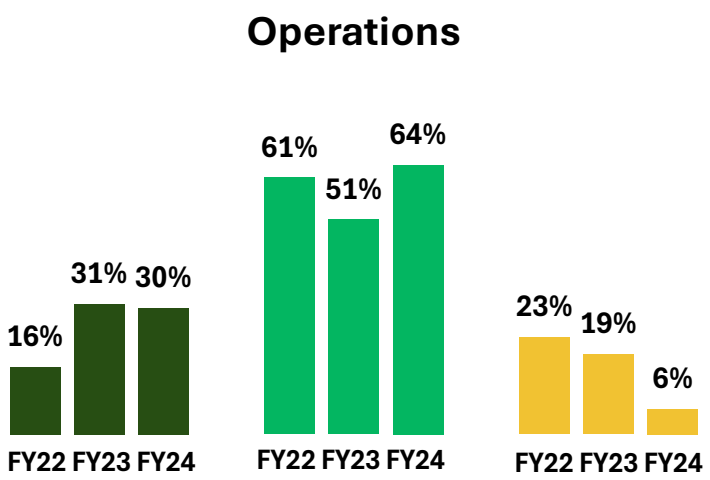


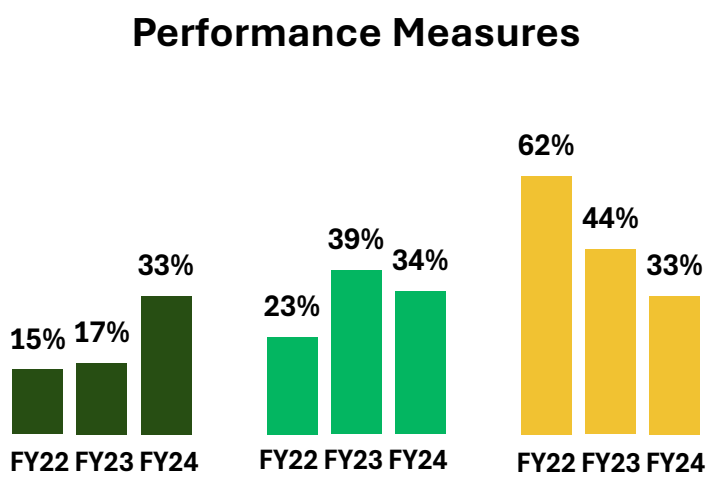
Data Quality

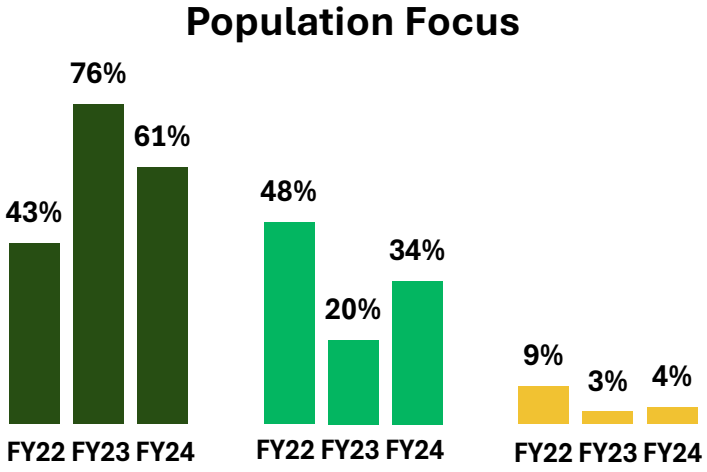


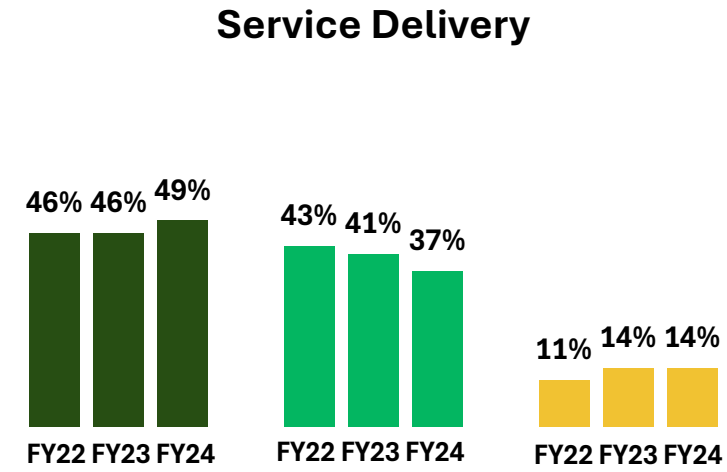
CQI Results Historically

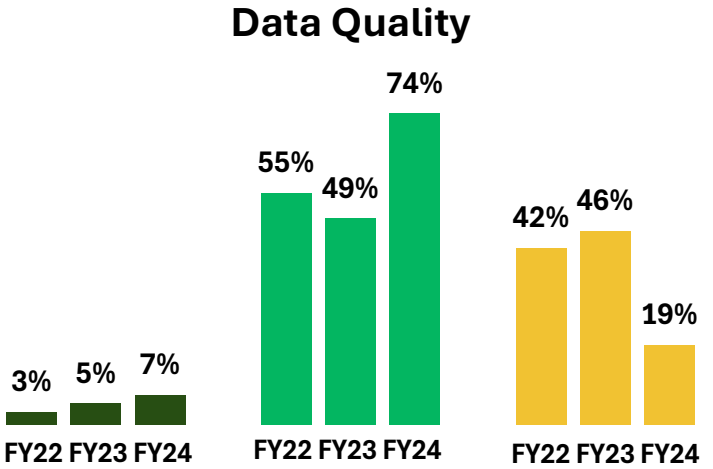










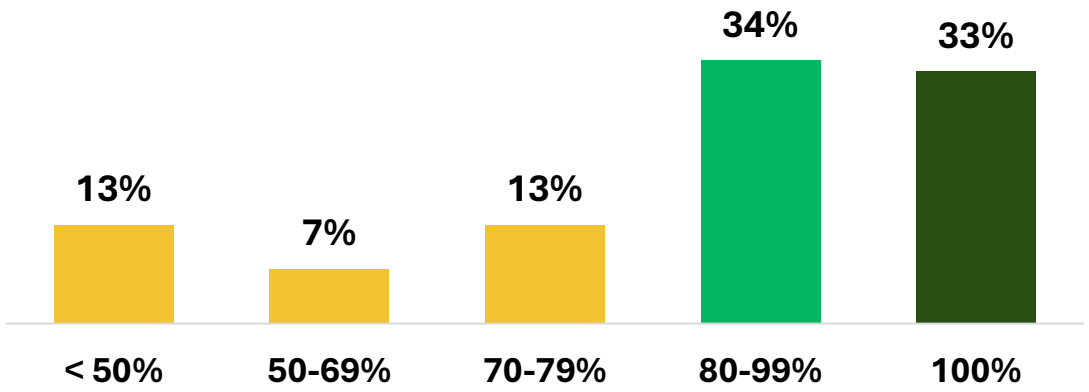


Mastering Advancing Emerging

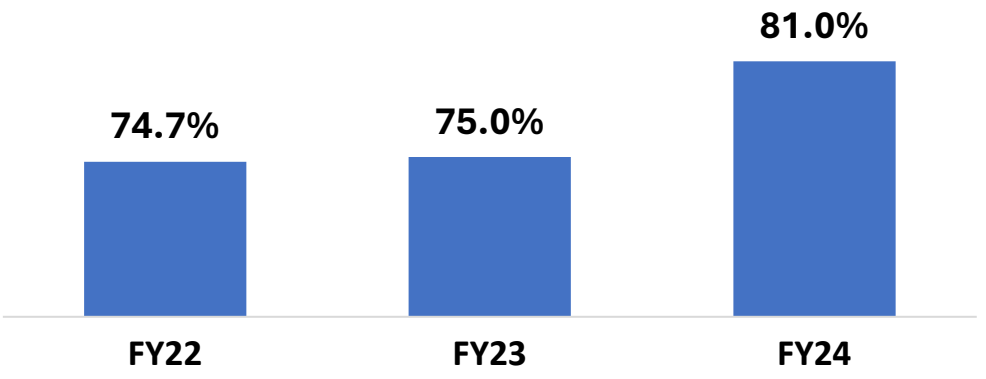
More on Performance Measures

Performance Measures	Rating Categories
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: • **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.

FY2024: % of Performance Targets by Interval



Average Percentage of Performance Targets Met by Contract and Fiscal Year



Enhancing CQI

CQI in FY2025

- Comparisons to previous years
- Include additional fiscal components
- Include ratings on training completion