



CHILDREN'S TRUST
OF ALACHUA COUNTY

Continuous Quality Improvement

April 3, 2023

What is Continuous Quality Improvement (CQI)?



Continuous quality improvement can be defined as an intentional approach for both learning and driving improvements that will enable us to achieve better outcomes.



Our Vision for CQI



Through the CQI process, the Trust's seeks to:

- ★ Intentionally **review** and **reflect** on performance.
- ★ Generate **learnings** and **collaborative problem solving**.
- ★ Better **understand how to support** organizations.
- ★ **Improve** administrative processes, service delivery and outcomes.
- ★ Identify **supports** and **resources** to improve the system overall.



How will CQI help us?



The goal is to build a continuous quality improvement cycle from which we can learn and improve and ultimately build better, more efficient system for serving children.

- Organizations will have an opportunity to **review** their performance and **reflect** on their strengths and weaknesses in order to strategize and course-correct.
- The Trust and funded organizations will have a **shared understanding** of the important components that impact organizational effectiveness and performance.
- The Trust will work **in collaboration** with funded organizations to **support the growth and improvement** of programs.

This **research** is really going to help move our field forward.



This **evaluation** is really going to help our program become more effective.



Fresh Spectrum

CQI Tool



Component	Item	Trust Staff
Fiscal Health	Invoicing Up to Date: All required invoices have been submitted.	Fiscal Staff
	Timely Invoicing: Invoices are submitted on time.	Fiscal Staff
	Use of Allocation: Percent of funding allocation that has been spent.	Fiscal Staff
Administrative & Operational	Communication supports effective operations.	Contract Manager
	Acknowledgment of funding support from the Trust.	Contract Manager
Population Focus	Program is serving the intended population. <i>The target population and program eligibility vary by contract.</i>	Contract Manager
Service Delivery	Based on site visits and observed documentation, the program is being implemented as expected. <i>Items included in this rating vary based on program type and defined scope of work.</i>	Contract Manager
Performance Measures	How much did we do? <i>Measures vary by initiative/program are discussed and agreed upon during contract negotiations.</i>	Evaluation Coordinator
	How well did we do it? <i>Measures vary by initiative/program are discussed and agreed upon during contract negotiations.</i>	Evaluation Coordinator
	Is anyone better off? <i>Measures vary by initiative/program are discussed and agreed upon during contract negotiations.</i>	Evaluation Coordinator
Data Quality	Quality: Data collected is complete and accurate.	Evaluation Coordinator
	Timeliness: Data is submitted according to due dates outlined in the contract.	Evaluation Coordinator

CQI Report

- Program Name and Description
- Program Scorecard

Rating	Definition
Mastering	Performance is exceptional and substantially above the contract requirements.
Advancing	Performance meets or slightly exceeds contract requirements.
Emerging	Performance needs improvement to better meet all requirements.

- Results Summary
- Provider Reflection



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The Children's Trust of Alachua County CQI Report

11023- Camp Rainbow Unicorn: Summer Camp

Program Description: Camp Rainbow Unicorn is a youth development organization, supervised by professional adults, that strives to foster personal growth for children by providing them fun, safe educational/recreational programs, outdoor experiences and group activities while away from home during the summer months.

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

FY2022 - Results Summary

Fiscal	Operations	Data Quality
Invoices Up to Date Yes (not included in rating)	Communications Mastering	Data Quality Emerging
Invoicing Timely Yes (not included in rating)	Acknowledgement Advancing	Data Timeliness Mastering
\$ Spent \$13,000		
\$ Allocated \$15,000		
Use of Funding Allocation 87%		



Provider Reflection

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

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 or its staff can support you.

System-Wide Results

The Children's Trust of Alachua County Overall Program CQI Results

Total Number of Programs	Total Number of Organizations
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65	45
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Program Funding Allocation

\$5,914,315

Actual Expenditures

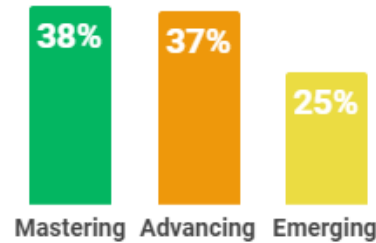
\$4,486,080

76%

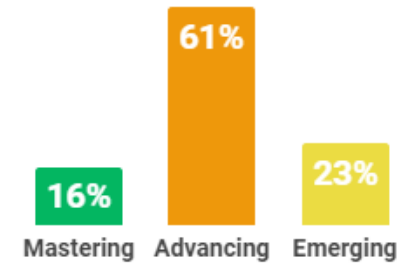


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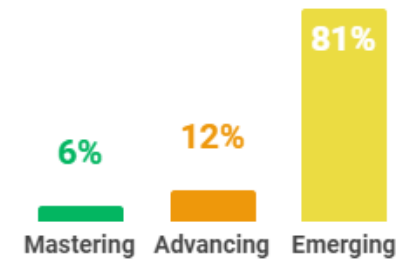
Fiscal



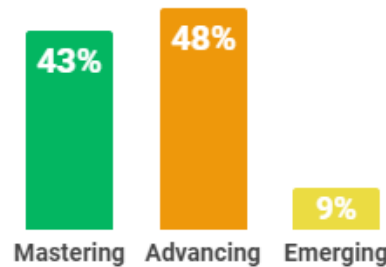
Operations



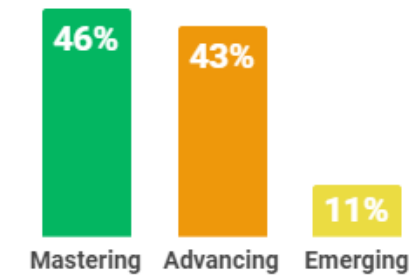
Performance Measures



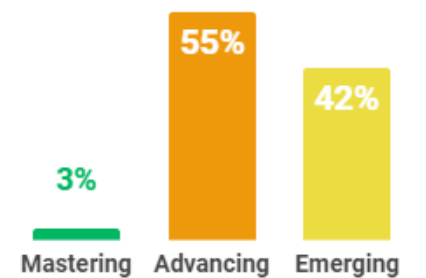
Population Focus



Service Delivery



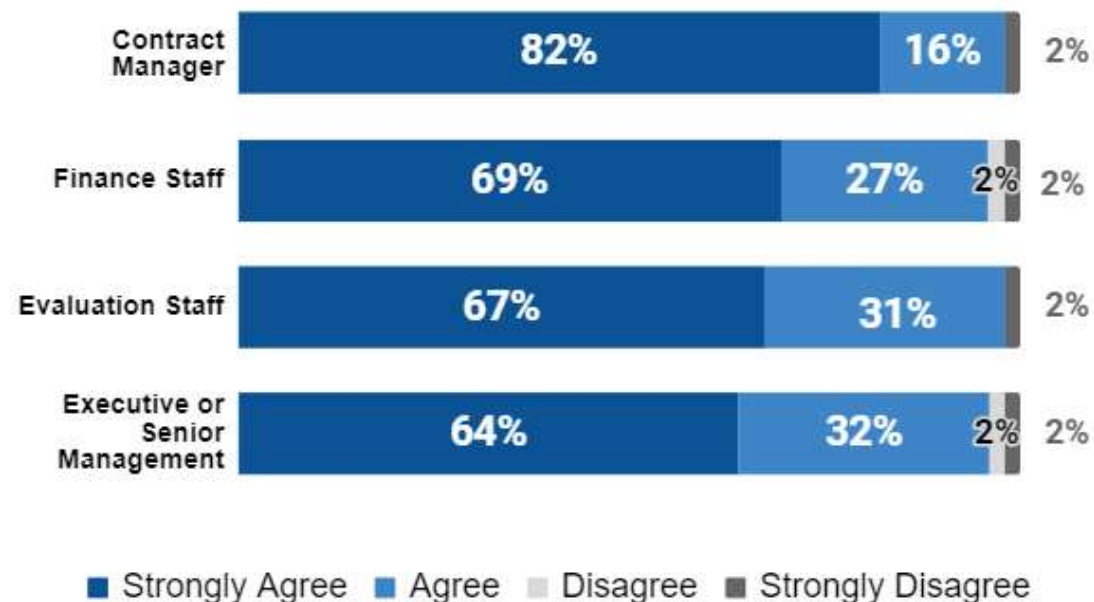
Data Quality



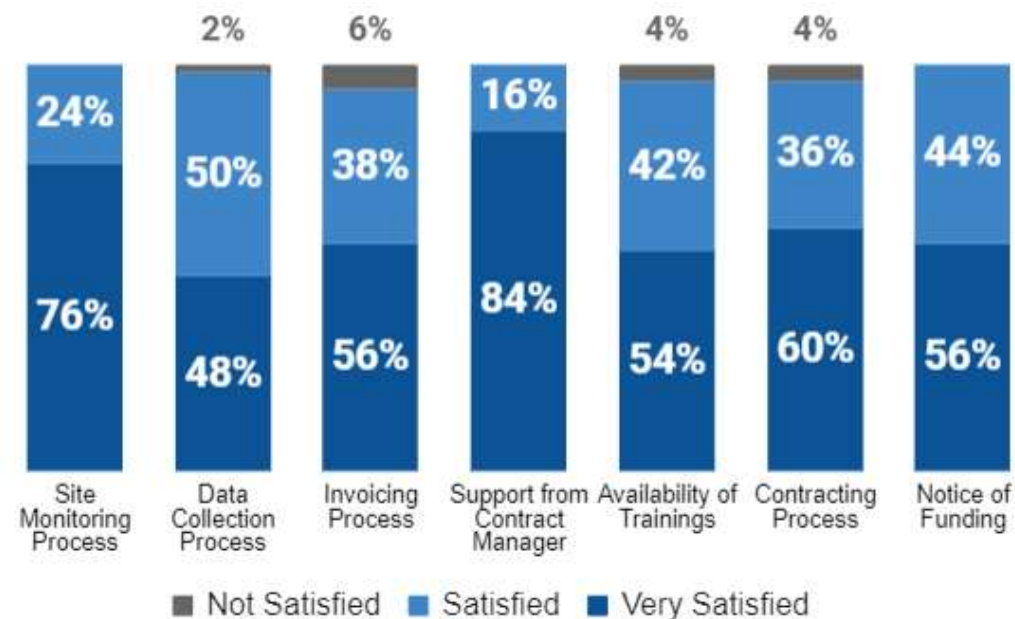
Provider Feedback Supports our CQI

Provider Feedback

I feel listened to when communicating with the following Trust staff:



In terms of your program's interaction with the Children's Trust, please indicate your experience with the following:



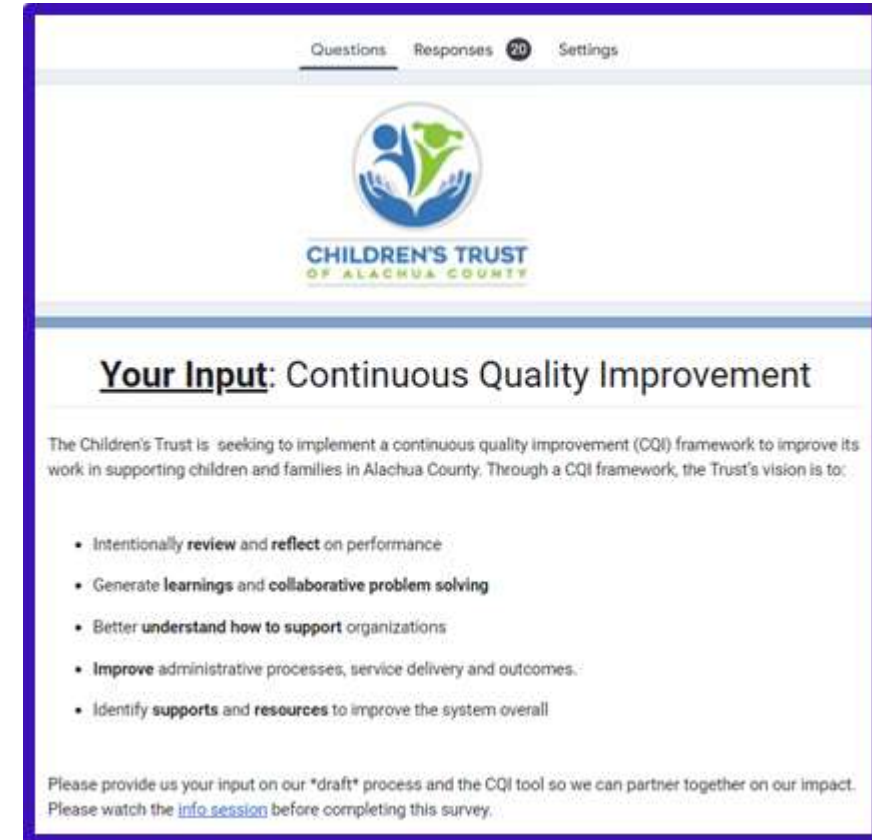
Provider Input

- CQI Input Session on 1/21/23 for **all Providers**.
- CQI Tool and Reports sent to **all Providers** on 2/1/23 with request for feedback by 2/17/23.



↑
8 providers
attended

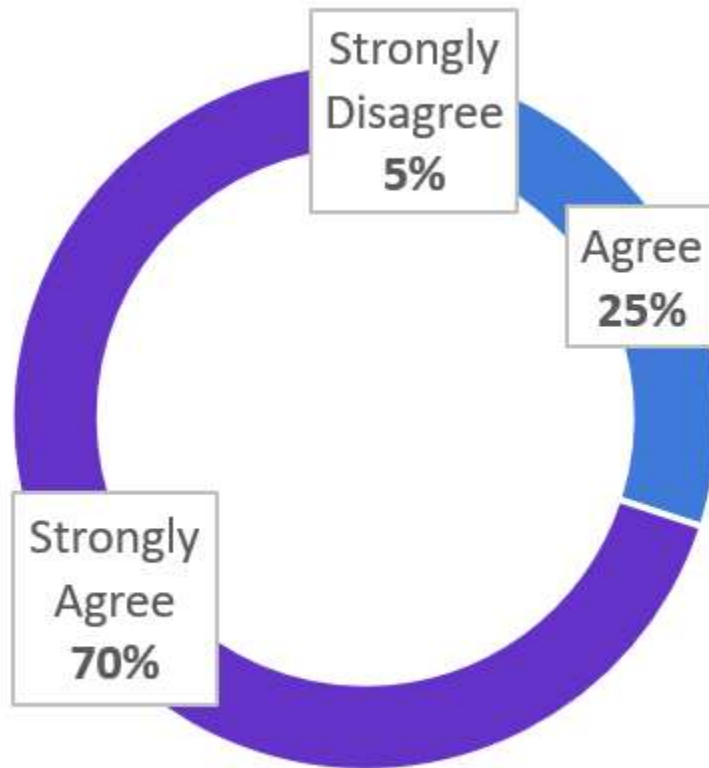
20 survey
responses →



CQI Information Session

← 34 video views

95% of providers agreed the CQI process would be a **helpful** way to engage in reflection and establishing goals.



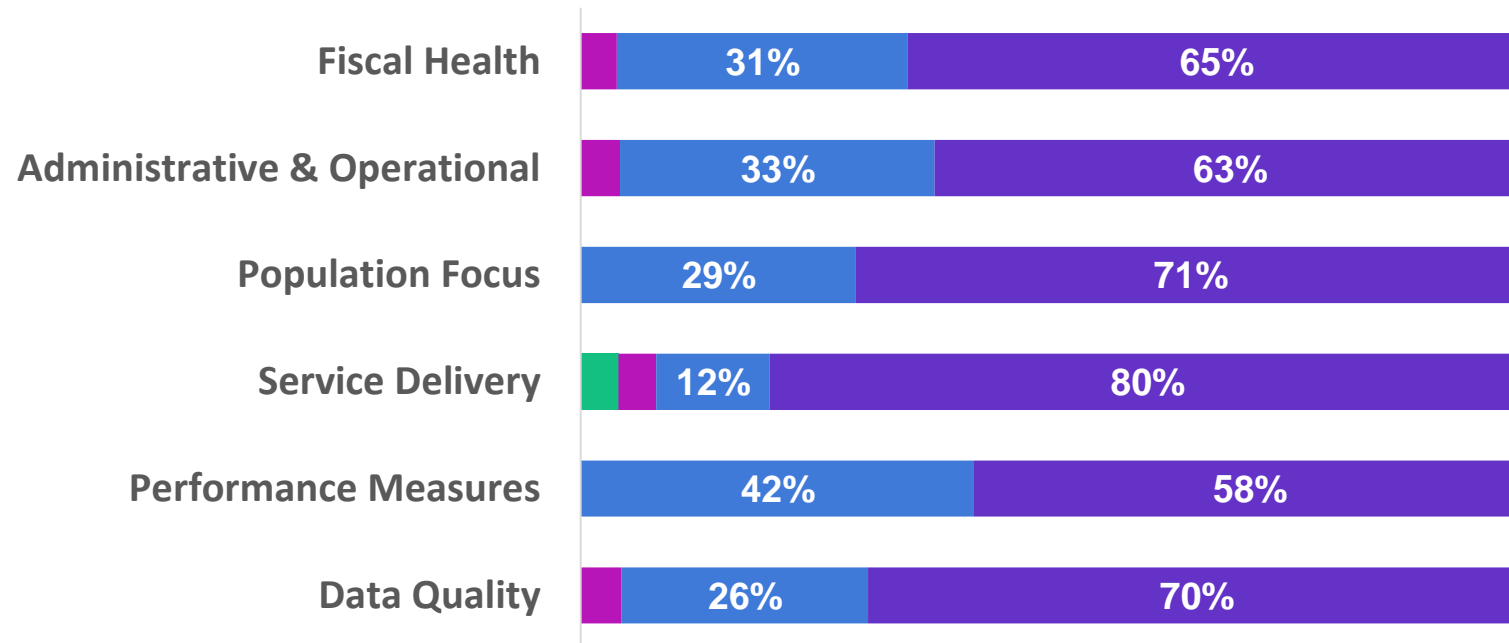
Providers said:

"I really appreciate the time and detail in which this report was created and is being utilized. I feel that there is a better understanding of the expectations and where we are on that spectrum of expectations."

"Great job in creating a data driven approach along with a visual of strengths and weaknesses. Much appreciated!"

"Thank you! This is such a well-rounded performance tool."

Providers also highly endorsed the components included in the tool.



	Data Quality	Performance Measures	Service Delivery	Population Focus	Administrative & Operational	Fiscal Health
Strongly Disagree	0%	0%	4%	0%	0%	0%
Disagree	4%	0%	4%	0%	4%	4%
Agree	26%	42%	12%	29%	33%	31%
Strongly Agree	70%	58%	80%	71%	63%	65%

■ Strongly Disagree
 ■ Disagree
 ■ Agree
 ■ Strongly Agree

Provider Recommendations & Key Insights



- Objective is reflection and improvement.
- Provide more detailed results (especially in areas for improvement).
- Allow providers to describe challenges they are facing.
- Better understanding of the process.
- Ability to monitor progress along the way.

What do the phases of CQI look like?

Plan	Develop and refine performance measures, processes
Do	Collect data and site visits
Study	End of Year reporting, review, and reflection process
Act	Identify opportunities for improvement



CQI Process Timeline



Closing and Next Steps



Provide a CQI update to providers



Growth planning and reflecting



New CQI reports in January 2024 with FY23 data



The cycle continues...

