

# The Children's Trust of Alachua County

## CQI Report

### 99999 - Example Agency - Example Parenting Program

Trust Funded: 4 years (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.

CQI Report Summary	
Component	Rating
Fiscal	Advancing
Population Focus	Mastering
Operations	Emerging
Service Delivery	Advancing
Training	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.



### FY2025 - Result Details

Fiscal		
Item Detail	Use of Allocation	Fiscal Rating
The percent of Children's Trust funding expended by the program relative to the awarded amount.	\$ Spent <b>\$98,250</b>	Mastering = <b>90%</b> or more of award expensed.
Use of Funding = \$ Spent / \$ Allocated	\$ Allocated <b>\$125,550</b>	<b>Advancing = Between 60-89%</b> expensed.
	Use of Funding <b>78%</b>	Emerging = Less than <b>60%</b> of award expensed.
Fiscal Comments		
The Provider has successfully achieved elevation to Advancing category due to ability to draw down on funds. The provider may find it helpful to review requested budget items alongside the contract and to reference the fiscal guidelines as a helpful resource. With continued attention, there is an opportunity to strengthen the consistency and completeness of reimbursement documentation. The Finance department of the Trust will continue to offer support and friendly reminders to assist in reducing the number of late submissions.		Next year's CQI report will include additional information on timeliness and quality of reimbursement submissions.

### Population Focus

Item	Item Detail	Rating Options
<b>Target Population</b>	Population served aligns with contract requirements.	<b>Mastering = All participants served met the eligibility criteria stipulated in the contract.</b>
	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"> <li>• Alachua County Residency</li> <li>• Participant Age</li> <li>• Scholarship Eligibility</li> </ul>	Emerging = Fewer than 90% of participants met eligibility stipulated.

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### Operations

Item	Item Detail	Rating Options
<b>Communication with the Trust</b>	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.	Mastering = Communication with Trust staff exceeds contract requirements.
		Advancing = Communication with Trust staff meets contract requirements.
		<b>Emerging = Communication with Trust staff does not meet contract requirements.</b>

**Feedback from CTAC staff:**

Communications: 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.

Item	Item Detail	Rating Options
<b>CTAC Funding Acknowledgement</b>	Provider acknowledges the Trust's support as specified on the Trust website, including (but not limited to): <ul style="list-style-type: none"> <li>Trust logo on website with live link</li> <li>Award acknowledgements in media or social media posts</li> <li>Trust logo on promotional materials (flyers, t-shirts, etc)</li> <li>See more: <a href="#">Provider Resources   Children's Trust</a></li> </ul>	Mastering = Multiple efforts to acknowledge the Trust funding as specified (& beyond).
		<b>Advancing = Specific efforts are made to acknowledge Trust support.</b>
		Emerging = More effort is needed in acknowledging the Trust's support.

**Feedback from CTAC staff:**

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

### Service Delivery

Item	Item Detail	Rating Options
<b>Program Monitoring and Site Visits</b>	The program is implemented with quality, adhering to contract specifications with proactive measures to ensure safety. This varies by initiative; one or more of the specifications below may be considered in the service delivery rating. <ul style="list-style-type: none"> <li>Administrative Practices / Procedures</li> <li>Delivery of Activities / Youth Engagement</li> <li>Staffing: Ratios/Qualifications/Credentials</li> </ul>	Mastering = Program implementation is exceptional or exceeds contract requirements.
		<b>Advancing = Service delivery &amp; administrative implementation meets requirements.</b>
		Emerging = Service delivery and program implementation need improvement.

**Feedback from CTAC staff:**

Service Delivery: Though a small turnout, services provided were appropriately staffed, implemented according to the curriculum, and parents were engaged in the workshop.

### Training

Item	Item Detail	Rating Options
<b>Training &amp; Professional Development in Working with Youth</b>	Programs are expected to have staff attend a minimum of 30 hours of training during the term of the contract. Below lists required trainings in FY2025. <ol style="list-style-type: none"> <li>1) Trauma Informed Care</li> <li>2) Working with Children with Disabilities</li> <li>3) Child Abuse Reporting</li> <li>4) Human Trafficking</li> </ol> These trainings can be accessed through the " <a href="#">Training Link</a> " on the SAMIS home screen. Trainings attended outside of SAMIS also can count towards training requirement/hours.	Mastering = Provider met and exceeded training requirements (above average of training hours)
		<b>Advancing = Provider met training requirements.</b>
		Emerging = Provider did not meet training requirements.

Completion Status

Training Requirement

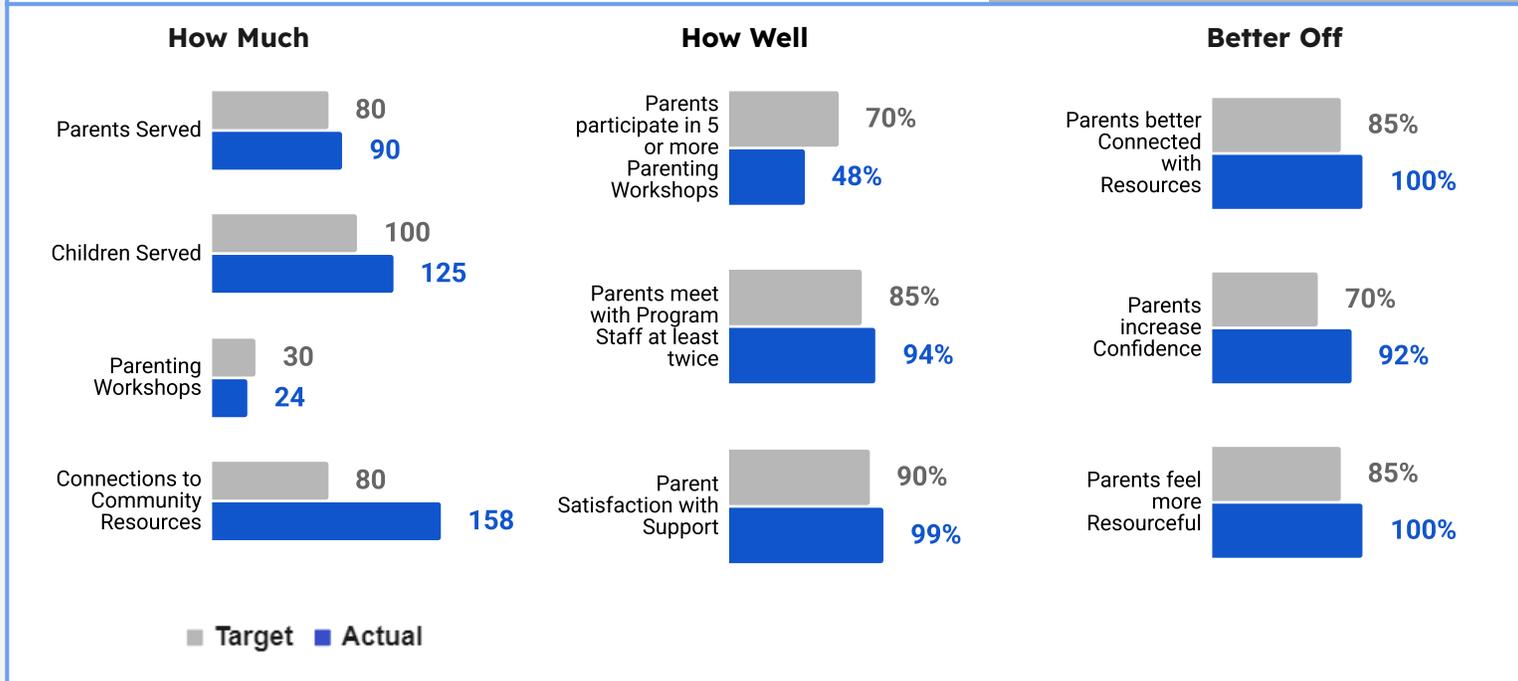
- ✓ **Trauma Informed Care**
- ✓ **Working with Children with Disabilities**
- ✓ **Child Abuse Reporting**
- ✓ **Human Trafficking**

**32 Total Hours Completed**

# The Children's Trust of Alachua County CQI Report

## Performance Measures

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



## Data Quality

Item	Item Detail	Rating Options
Quality	<p>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.</p>	Mastering = Data quality is exceptional and provides or allows for meaningful insights and analysis of impact.
		<b>Advancing = Data quality is complete, accurate, and provides necessary details on the program's performance as requested.</b>
		Emerging = Data is incomplete, contains errors, or does not provide needed information to determine program performance.
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 FY2026, 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.

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## CQI Report

### Historical Summary of CQI Performance

CQI Component	FY2022	FY2023	FY2024	FY2025
Fiscal	Emerging	Mastering	Mastering	Advancing
Operations	Emerging	Emerging	Advancing	Emerging
Service Delivery	Emerging	Emerging	Mastering	Advancing
Population Focus	Advancing	Mastering	Mastering	Mastering
Performance Measures	Advancing	Advancing	Emerging	Advancing
Data Quality	Emerging	Emerging	Advancing	Emerging

\* For more details on "Emerging" ratings see commentary in associated sections of this report.

### Contract Manager Comments

Example Agency has been a strong community partner throughout this period. They continued to collaborate with other organizations while fostering a supportive community for parents and caregivers. Although they experienced a staff transition during the contract period, the transition was seamless, and they remained fully engaged with CTAC.

### Provider Reflection

#### Notable challenges that impacted meeting operational or programmatic goals.

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

#### Areas of Opportunity & Future Plans.

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