The Children's Trust of Alachua County
CQI Report

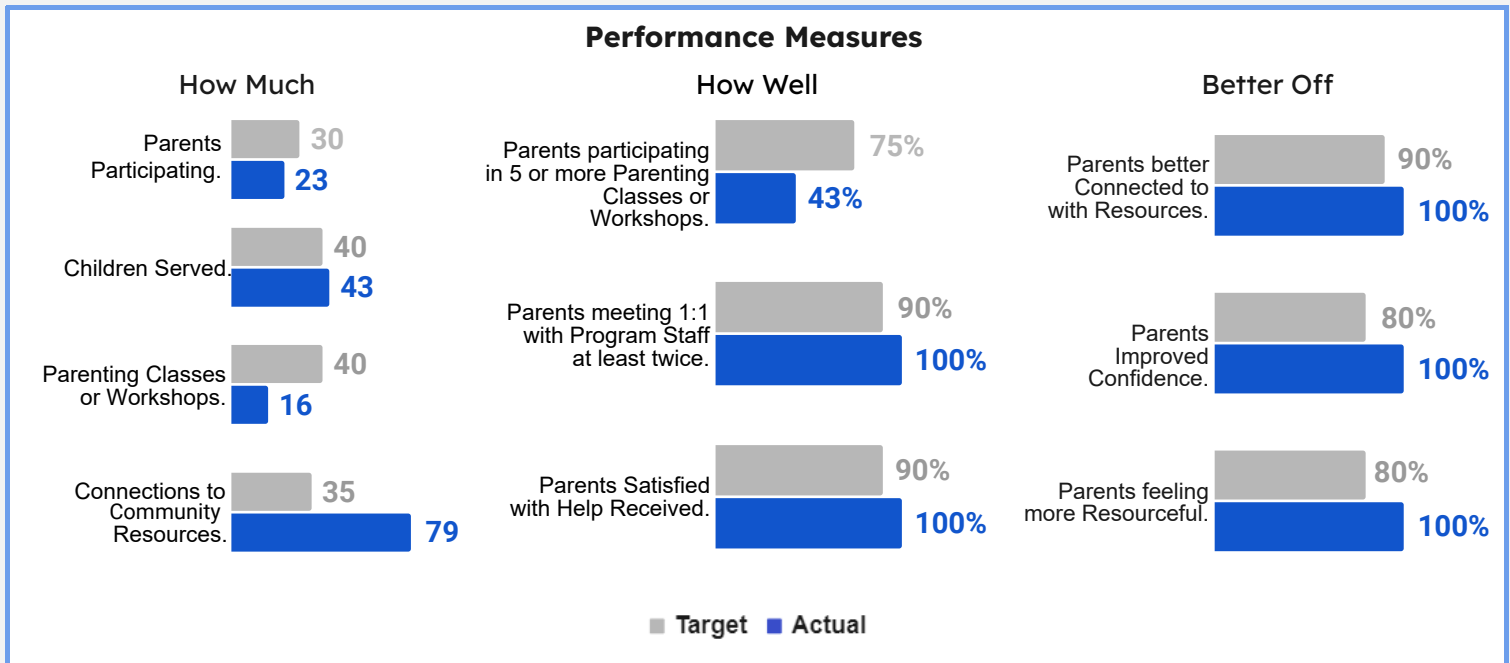**13581** - Example **Parenting Program**

Funded Since: FY2020

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 necessary to provide their child with the nurturing and healthy life they need to meet developmental milestones. This will be accomplished through provision of Parenting Classes and/or Workshops, Intensive Case Management Services/Service Linkage/Wrap-Around Support Services, and Routine 1:1 Meetings.

Program Scorecard

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

FY2023 - Results Summary

Fiscal

$ Spent	**$90,056**
$ Allocated	$104,800
Use of Funding	86%

Operations

Communications	Advancing
Acknowledgement	Advancing

Data Quality

Data Quality	Emerging
Data Timeliness	Advancing

Performance Measures

How Much

Measure	Target	Actual
Parents Participating.	30	23
Children Served.	40	43
Parenting Classes or Workshops.	40	16
Connections to Community Resources.	35	79

How Well

Measure	Target	Actual
Parents participating in 5 or more Parenting Classes or Workshops.	75%	43%
Parents meeting 1:1 with Program Staff at least twice.	90%	100%
Parents Satisfied with Help Received.	90%	100%

Better Off

Measure	Target	Actual
Parents better Connected to with Resources.	90%	100%
Parents Improved Confidence.	80%	100%
Parents feeling more Resourceful.	80%	100%

Legend: ■ Target ■ Actual

Areas for Improvement and Feedback from CTAC Staff:

Performance Measures - Provider met or exceeded 7 out of 10 performance measures assessed (70%). The program has largely been driven by the desires and needs of participants per discussion with program staff. Parents were more wanting of one-on-one versus group sessions due to schedules, transportation, and to address individual needs. Parents also had more interest in growth/self-sufficiency versus parenting classes. Measures and targets were revised accordingly for the FY2024 contract.

Data Quality - Initial reporting submitted had missing information on several performance measures. Data was provided after meeting with program staff. Data was submitted on-time, but incomplete and provided after program discussion.

Service Delivery - Leadership continues to show their ability to adapt to several variables, demonstrated by services continuing to be provided through external challenges. This is a success.

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Purpose of the Tool and Rating Guidelines

The purpose of CQI is to:

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

CQI Component Overview

Fiscal

Item	Item Detail	Rating Options
Use of Funding Allocation	The percent of Children's Trust funding expensed by the program relative to the awarded amount. Use of Funding = $ Spent / $ Allocated	Mastering = 90% or more of award expensed. **Advancing = Between 60-89% expensed.** Emerging = Less than 60% of award expensed.

Operations

Item	Item Detail	Rating Options
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.	Mastering = Communication with Trust staff exceeds contract requirements. **Advancing = Communication with Trust staff meets contract requirements.** Emerging = Communication with Trust staff does not meet contract requirements.
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 - Trust logo included in email signature - Award acknowledgements in media or social media posts childrenstrustofalachuacounty.us/programs/page/provider-resources	Mastering = Multiple, on-going efforts to acknowledge the Trust as specified (& beyond). **Advancing = Specific efforts are made to acknowledge Trust support.** Emerging = More effort is needed in acknowledging the Trust's support.

Population Focus

Item	Item Detail	Rating Options
Target Population	Population being served is in line with contract requirements. This varies by initiative, one or more of the specifications below may be used to rate if the intended population was served. - Alachua County Residency - Participant Age - Scholarship Eligibility	**Mastering = All participants served met the eligibility criteria stipulated in the contract.** Advancing = Between 90-99% of participant mets the eligibility criteria stipulated. Emerging = Less than 90% of the participants met eligibility stipulated.

Service Delivery

Item	Item Detail	Rating Options
Site Visit and Program Monitoring	Program is being implemented with quality and according to specification in the contract, including actions to promote program quality and safety. This varies by initiative, in some instances, one or more of the specifications below may be used to rate this item. - Staff to Youth Ratio - Delivery of Activities - Staff Training/Credentials	**Mastering = Service delivery & administrative implementation is exceptional / exceeds contract requirements.** Advancing = Service delivery & administrative implementation meets requirements. Emerging = Service delivery and program implementation need improvement.

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CQI Component Overview

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: • **How Much?** (quantity) • **How Well?** (quality) • **Is Anyone Better Off?** (impact)	Mastering = All measures met. Advancing = 80-99% of measures met. Emerging = Less than 80% of measures met.

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.

Provider Reflection

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

Example Parenting has what would be considered to be a low staff turnover rate. Unfortunately, we had turnover in our Parenting Coordinator position during this fiscal year. One coordinator had serious health problems and resigned to address her health needs. Another coordinator resigned to take care of her aging mother who had an unforeseen health crisis. This impacted operational and programmatic goals signficantly.

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 and employment. We see an opportunity to continue helping them, their children, and their families address these challenges. With small organizations like ours it would be helpful if the Trust would be flexible within budget line items so we could have staff cover duties when we have unexpected staff changes.