



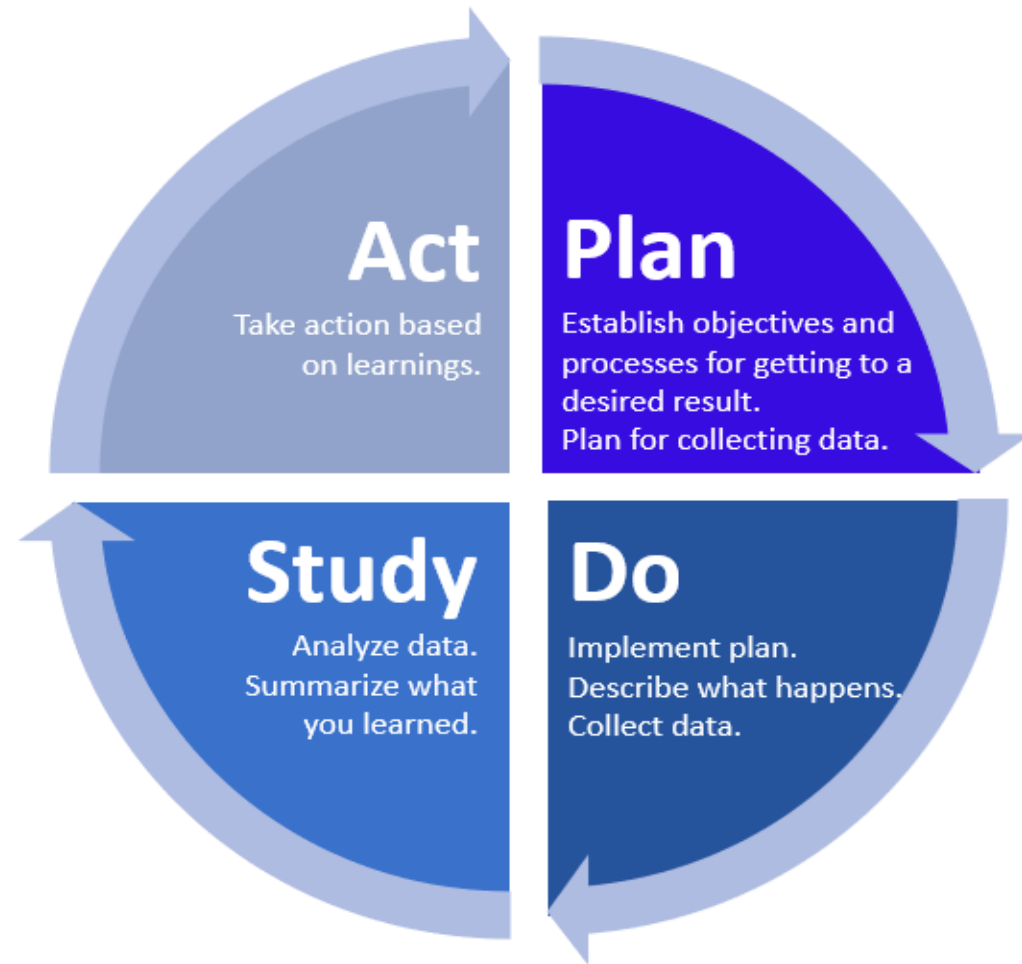
CHILDREN'S TRUST
OF ALACHUA COUNTY

Continuous Quality Improvement

April 8, 2024

What is Continuous Quality Improvement (CQI)?

Continuous quality improvement is 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.
- ★ Identify **supports** and **resources** to improve the system overall.
- ★ **Improve** processes, service delivery, and **outcomes**.



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 to strategize and course-correct.
- The Trust and funded organizations have a **shared communication tool** and **process** to discuss programmatic effectiveness and performance.
- The Trust will work **in collaboration** with programs to **support the growth and improvement**.

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



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



CQI Tool – Components & Items



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 on 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
- Program Scorecard

Rating	Definition
Mastering	Performance exceeds contract requirements.
Advancing	Performance meets contract requirements.
Emerging	Performance needs improvement .

- Results Summary
- Feedback from CTAC staff



13581 - Example Parenting Program

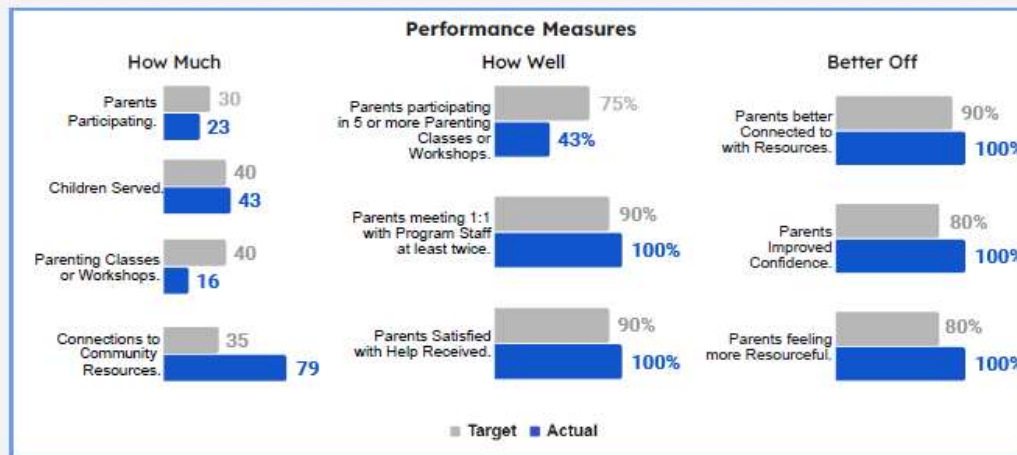
Funded Since: FY2020

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	Operations	Data Quality
\$ Spent: \$90,056	Communications: Advancing	Data Quality: Emerging
\$ Allocated: \$104,800	Acknowledgement: Advancing	Data Timeliness: Advancing
Use of Funding: 86%		



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.

CQI Report

- CQI Purpose
- Component Overview
 - Component Definitions
 - Rating Received is Indicated

Mastering

Advancing

Emerging



The Children's Trust of Alachua County CQI Report		
Purpose of the Tool and Rating Guidelines		
The purpose of CQI is to: <ul style="list-style-type: none"> 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 expended by the program relative to the awarded amount. Use of Funding = \$ Spent / \$ Allocated	Mastering = 90% or more of award expended. Advancing = Between 60-89% expended. Emerging = Less than 60% of award expended.
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): <ul style="list-style-type: none"> Trust logo on website with live link Trust logo included in email signature Award acknowledgements in media or social media posts childrenstrustofalachua.com/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. <ul style="list-style-type: none"> 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 meets 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. <ul style="list-style-type: none"> 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.

CQI Report

- Component Overview (continued)
 - Component Definitions
 - Rating Received is Indicated

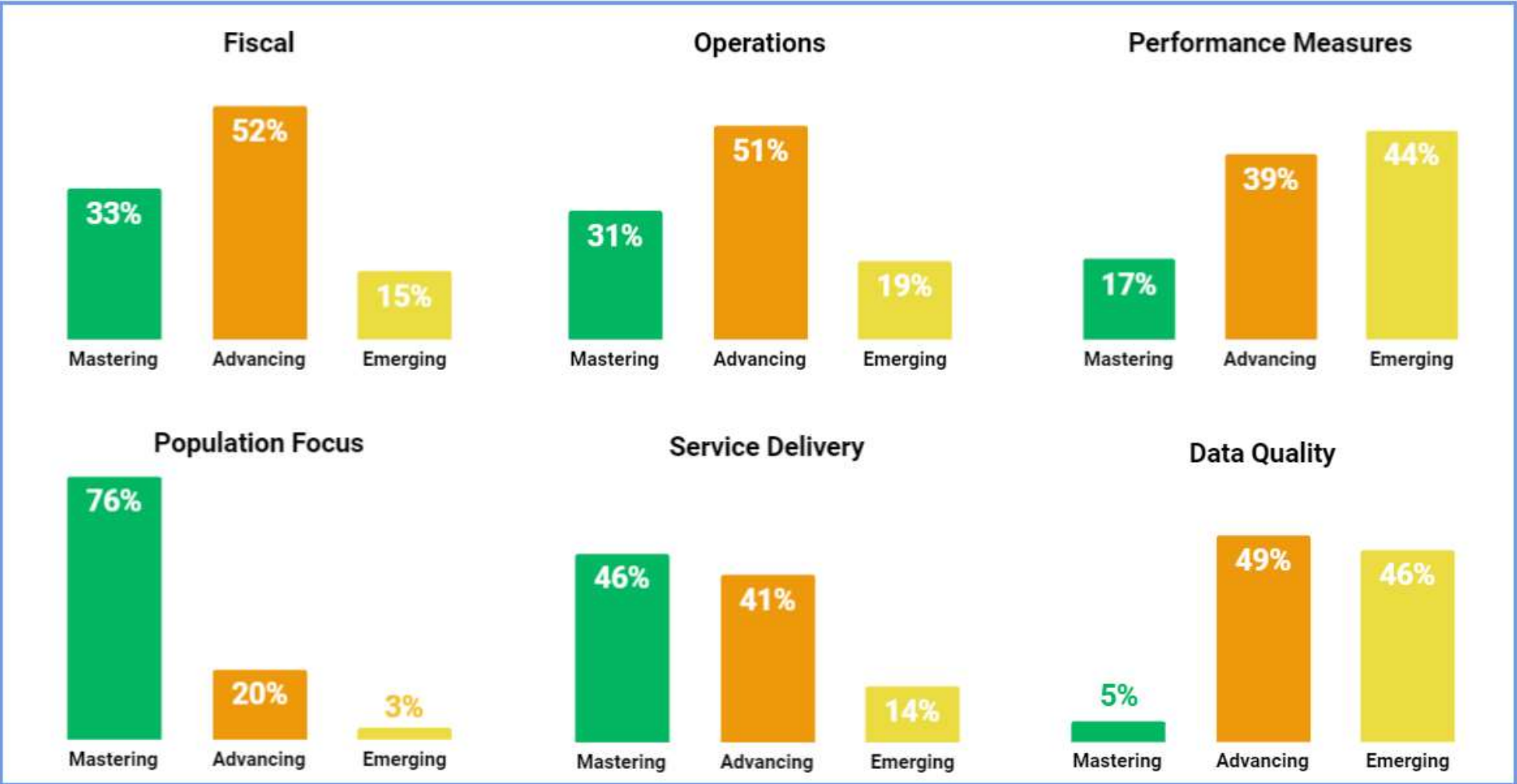
- Provider Reflection

The Children's Trust of Alachua County CQI Report		
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: <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 = 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		
<p>Were there any notable challenges that impacted your meeting operational or programmatic goals? If so, please describe these challenges.</p> <p>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 significantly.</p>		
<p>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.</p> <p>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.</p>		

CQI Overall Results

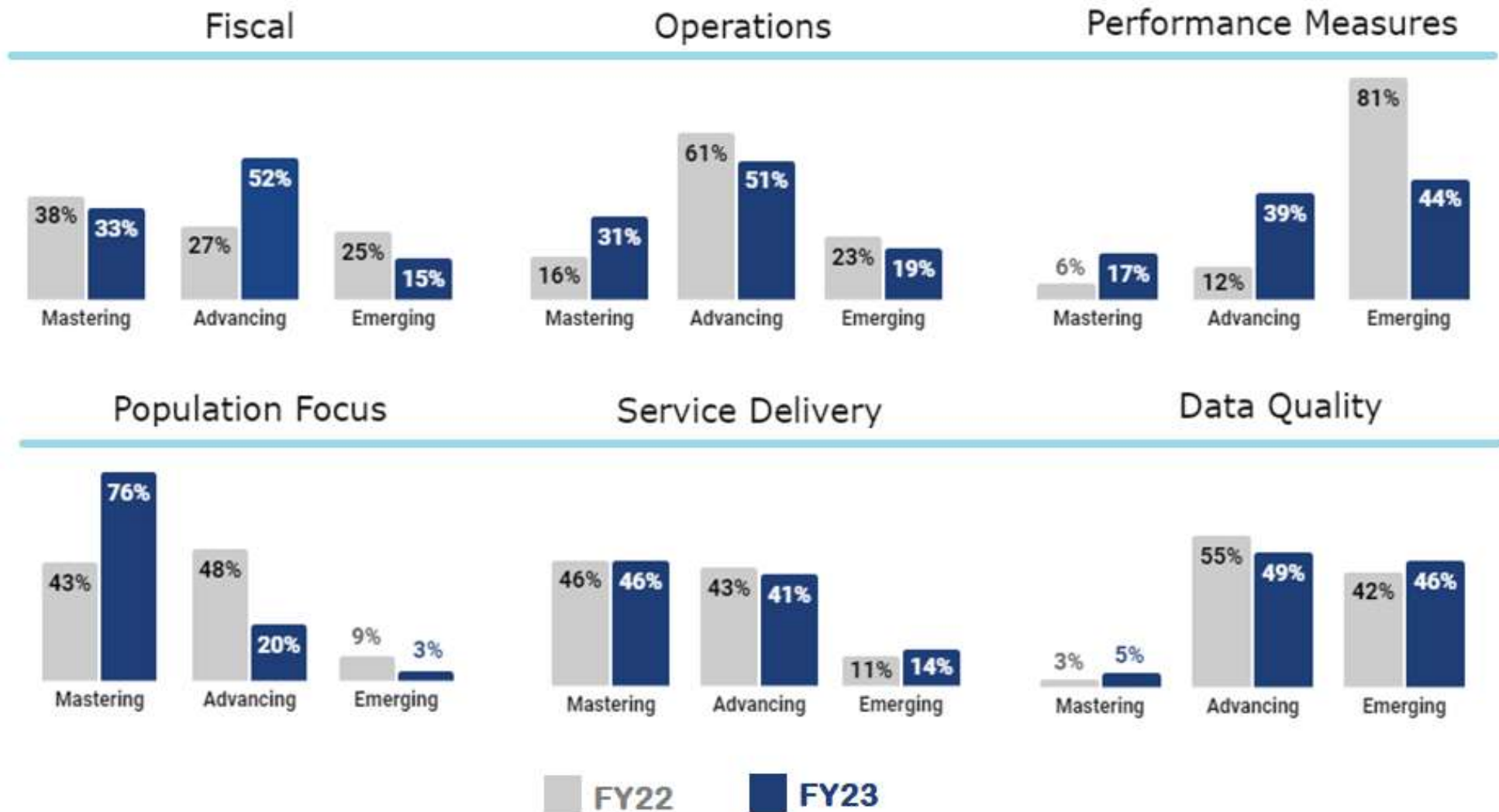
The Children's Trust of Alachua County
CQI Overall Results: FY2023

Total Number of Programs	Total Number of Organizations
59	45
Program Funding Allocation	
\$6,521,121	
Actual Expenditures	
\$5,169,092	
79%	
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The Children's Trust of Alachua County

CQI Results FY22 vs FY23

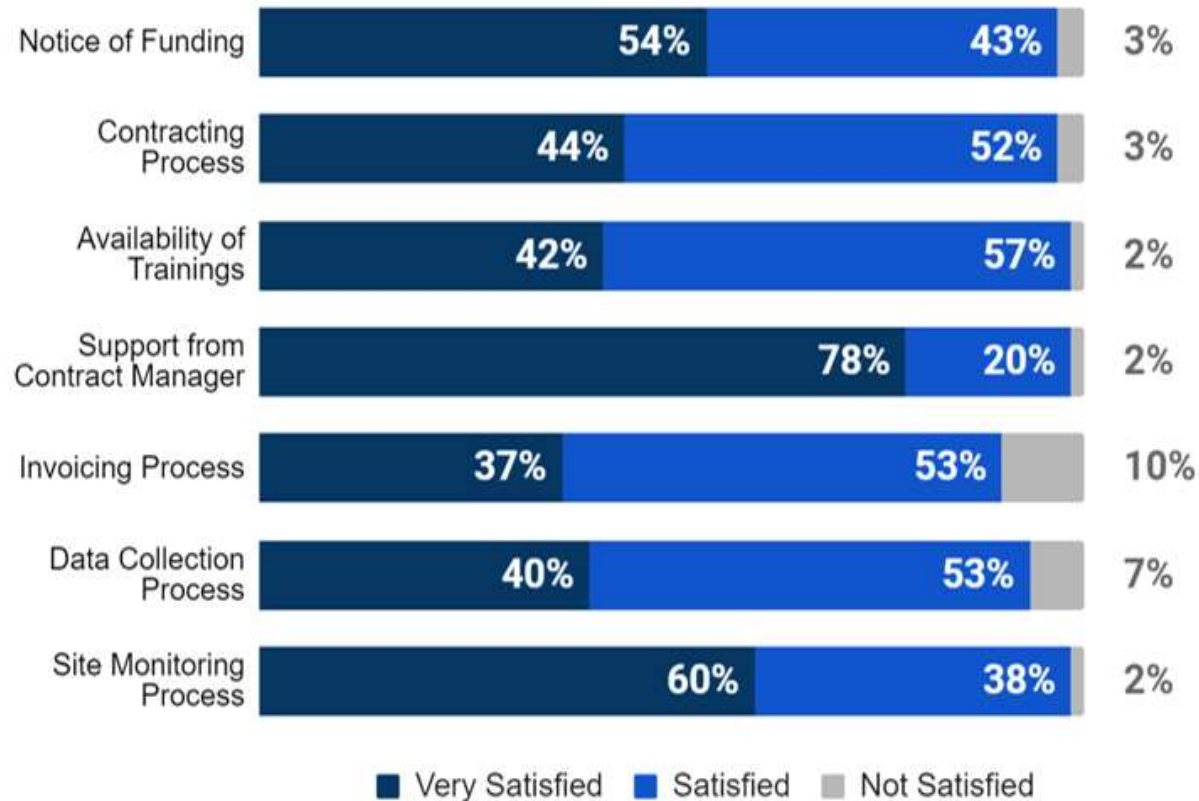


Provider Feedback Supports our CQI

Provider Feedback for the Trust

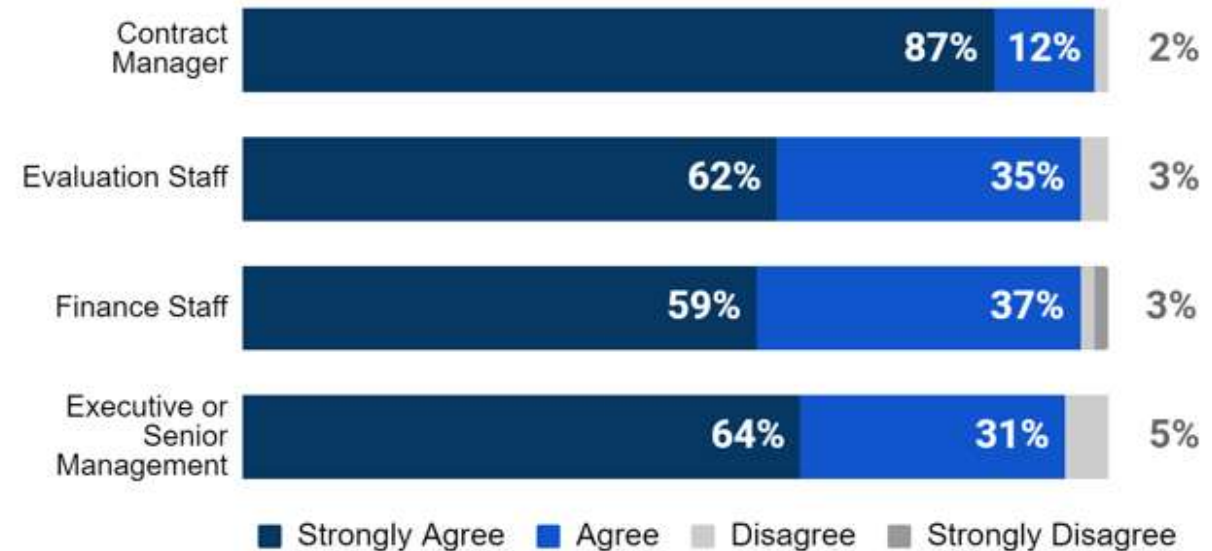
Children's Trust Processes

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



Relationship with Children's Trust Staff

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

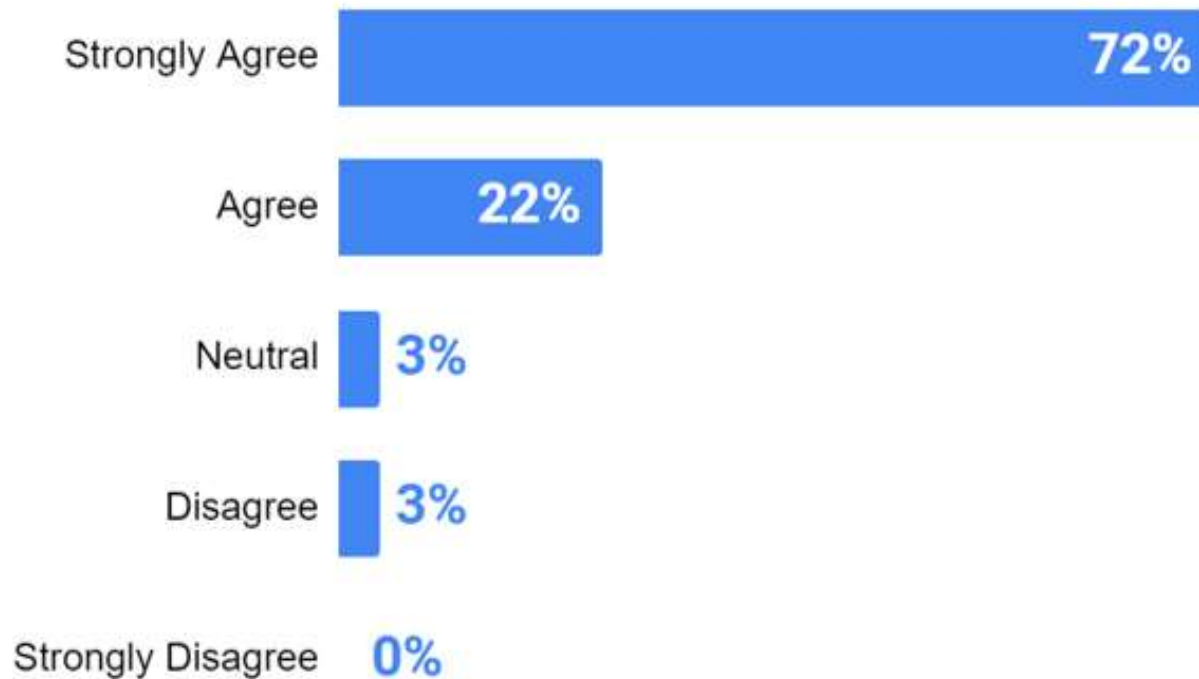


94% of providers are satisfied with the Children's Trust.



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Overall, I am satisfied with the Children's Trust.



CQI Process Timeline



Key Insights from CQI Results:



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- CQI timing driven by contract term.
- Hiring and retaining staff is a key challenge.
- Process is working as intended.

