



CQI Presentation Handout

Notes:

- Leadership
- Resources
- Conducting Evaluations
- Using Evaluations
- Understanding the Benefits
- Value & Buy In

Activity

Take 10-15 minutes to reflect on and discuss these model components, as it relates to your organization and its CQI efforts. If you are external to an organization, think about one your work with on CQI.

Questions for Reflection

- Leadership
 - Do you have an evaluation champion? Is leadership supportive and bought into CQI? If not, how can this be cultivated?
 - Are there Board opportunities to infuse evaluation? Why or why not? What barriers exist?

- Resources
 - What are your technology strengths? What more do you need?
 - What about personnel and training? What expertise is needed? Training or consulting?

- Conducting Evaluations
 - Do you all have logic models for your programs? Does front line staff understand the outcomes you are working towards? Do they use shared language around outcomes?
 - Do your evaluation tools capture your outcomes? Do they need to be modified? When was the last time they were reviewed?
 - How long does it take to analyze and report your data? How could it be streamlined?

- Using Evaluations
 - Are your CQI meetings focused with digestible information? How could the process be improved?
 - Is strengths-based language used?
 - Is the development team involved in the CQI/ evaluation process? Are results effectively communicated to them?

- Understanding the Benefits
 - Is evaluation/ CQI presented in alignment to the organization’s mission and values?
 - Is the data presented in humanized terms?
 - Are wins and positive improvement celebrated?

- Value & Buy In
 - Is your staff bought into the process? Why or why not?
 - How might staff become “personally touched” by evaluation and data?

- How do the supports (outside supports, evaluator rapport, ongoing contact) and barriers (stable organizational context) affect the CQI process?