

# CQI Community Mentorship: A CQI Journey



# Why create a CQI mentorship program?

Raise your hand if...

- You are a CQI team of 1 or 2 people
- You have been working in CQI for less than 3 years
- You received any formal training or education in CQI
- If you want more connection to other CQI professionals
- If you need CQI resources

# Steering Committee

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Carly Contri



American Academy  
of Pediatrics

Kristina Slacum Jones



Thresholds

Melissa Villegas



Jewish United Fund

Yolanda Green-Rogers



Chapin Hall



Illinois  
**CQI**  
Community  
Group

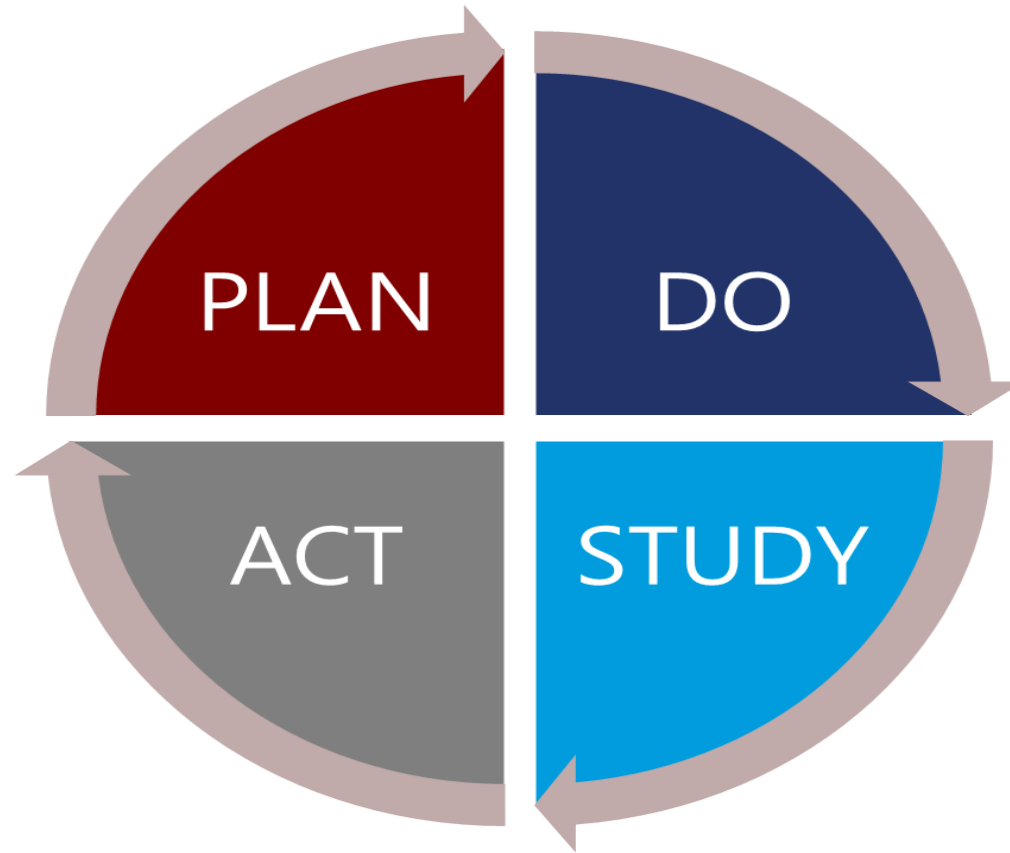
Ongoing Peer  
Support

Annual  
Conference

Education and  
Networking  
Events

Mentorship  
Program

# CQI Mentorship Pilot: A Small Test of Change



# PLAN

- **We observed that** CQI practitioners in our CQI Community Group wanted more opportunities to network and build skills
- **We think it's because** there aren't many opportunities available for CQI practitioners in human service fields
- **So we planned to** pilot a mentorship program
- **Which we thought would result in** a specific set of outcomes for mentors and mentees (see ToC & logic model)



# CQI Community Professional Mentorship Program Theory of Change

## IF WE...

Connect and facilitate relationships between mentors and mentees around CQI skill-building and professional development

## AND...

Provide opportunities for mentors and mentees to connect 1:1 and in larger cohort groups...

## THEN...

### Mentees will...

- Feel supported and heard
- Gain knowledge in CQI area(s) of interest
- Gain confidence in their ability to apply CQI concepts to their work

### Mentors will...

- Reflect on their own growth and development in this field
- Broaden their awareness of CQI approaches across different human service areas

### All will..

- Be connected to a larger community of CQI practitioners

## ULTIMATELY...

Mentees receive the foundation necessary to be successful and empowered to remain in the CQI and human services field

Enhance the work of CQI practitioners across the country

# CQI Community Professional Mentorship Pilot Program Logic Model

Need Statement/Problem	Inputs	Activities	Outputs	Initial Outcomes	Long-Term Outcomes
<p><b>Mentees</b></p> <ul style="list-style-type: none"> <li>Lack of professional development opportunities</li> <li>Build the capacity of community, shared experience who may not have the support in the same organization (team of 1)</li> <li>Onboarding/not enough resources that exist</li> <li>Lack of formal education about CQI and people put in this role or have it as an add-on to what they are already doing</li> <li>Expanding professional interests to develop their career paths</li> </ul> <p><b>Mentors</b></p> <ul style="list-style-type: none"> <li>If in a department of 1, you don't have anyone to share knowledge with</li> <li>Supervisory-like experiences if not in a management role</li> <li>Need for professional development for mentors</li> </ul>	<p><b>Mentors</b></p> <p><b>Mentees</b></p> <p><b>Steering Committee</b></p> <p><b>Technology</b></p>	<p>Orientation</p> <p>1:1 Mentor/Mentee Matching</p> <p>Check-ins with Mentors/Mentees</p> <p>Midpoint Learning Session (all Cohort)</p> <p>Microsoft Teams Channel (chats, posts, resource sharing)</p> <p>Mentor/Mentee Meeting 4x over 6 months (Relationship Building)</p> <p>Closing Session</p> <p>CQI Community Conference Panel</p>	<p># of mentors</p> <p># of mentees</p> <p># of mentor/mentee meetings</p> <p># and types of goals identified</p> <p># of professional connections made</p>	<p><b>Mentees:</b></p> <ul style="list-style-type: none"> <li>Feel supported and heard</li> <li>Increase competence/capacity in CQI areas of interest</li> <li>Gain confidence in their ability to apply CQI concepts to their work</li> <li>Feel connected to resources</li> </ul> <p><b>Mentors:</b></p> <ul style="list-style-type: none"> <li>Reflect on their own growth and development in this field</li> <li>Broaden their awareness of CQI approaches across different human service areas</li> </ul> <p><b>All:</b></p> <ul style="list-style-type: none"> <li>Increase connection to a larger community of CQI practitioners</li> </ul>	<p><b>6 Months (March 2024)</b></p> <ul style="list-style-type: none"> <li>Further application of skills learned during mentorship program</li> <li>Remain in CQI field because they received the support they needed to be successful</li> </ul> <p><b>Long-Term (1 year onward)</b></p> <ul style="list-style-type: none"> <li>Sustained satisfaction in role (wellness)/burnout prevention/inspiration</li> <li>Sense of connection to the field/network</li> <li>Continued professional relationship with mentee</li> <li>Continued relationship with fellow mentors</li> <li>Mentor future Cohorts</li> <li>Sustained capacity for organizations to implement their CQI system</li> </ul>



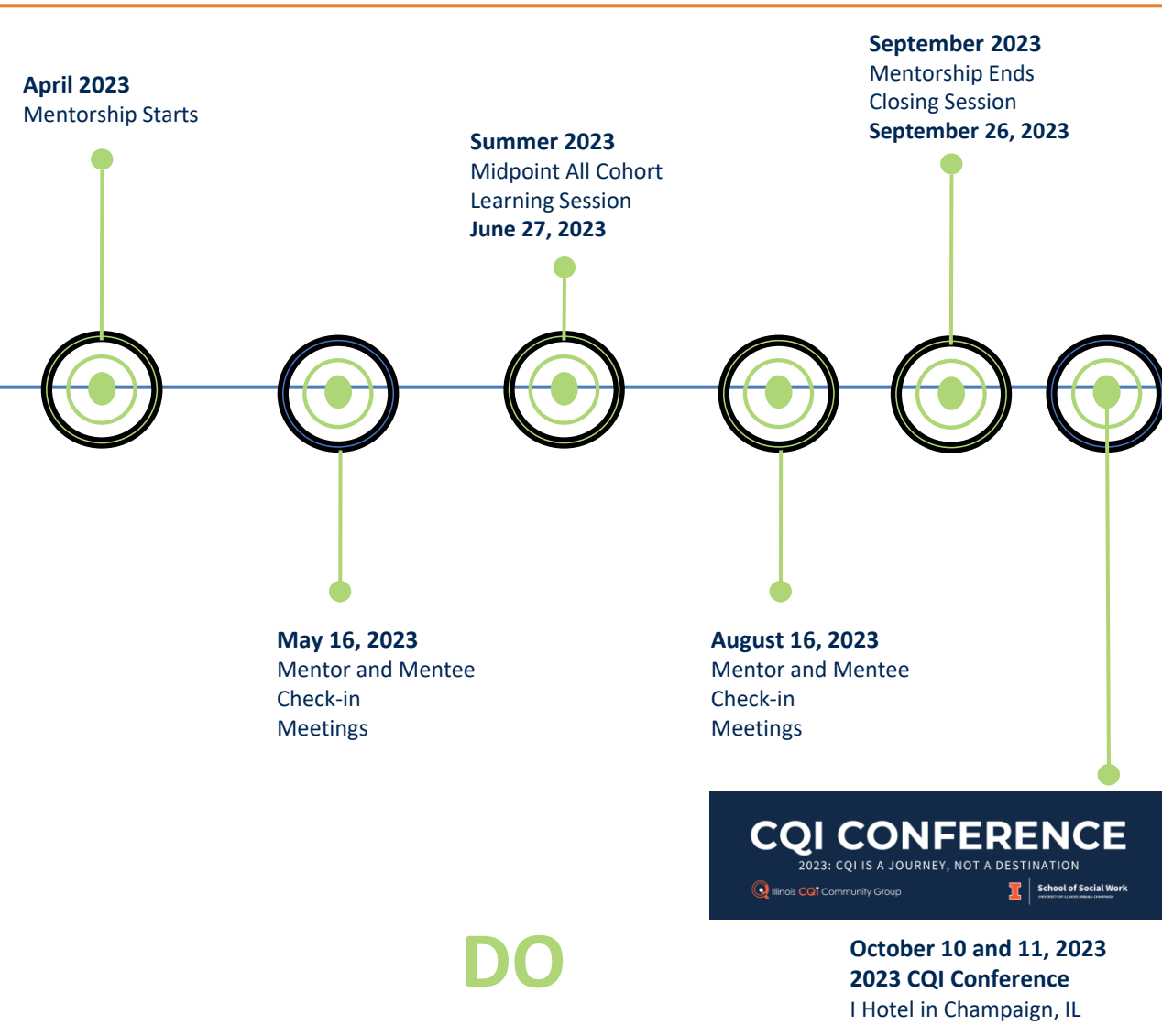
# DO

- We implemented the mentorship pilot program
  - Application process
  - Requirements and commitments
- We monitored progress along the way
  - Check-in and learning sessions

# Pilot Program Timeline and Structure

## Mentor/Mentee Meetings

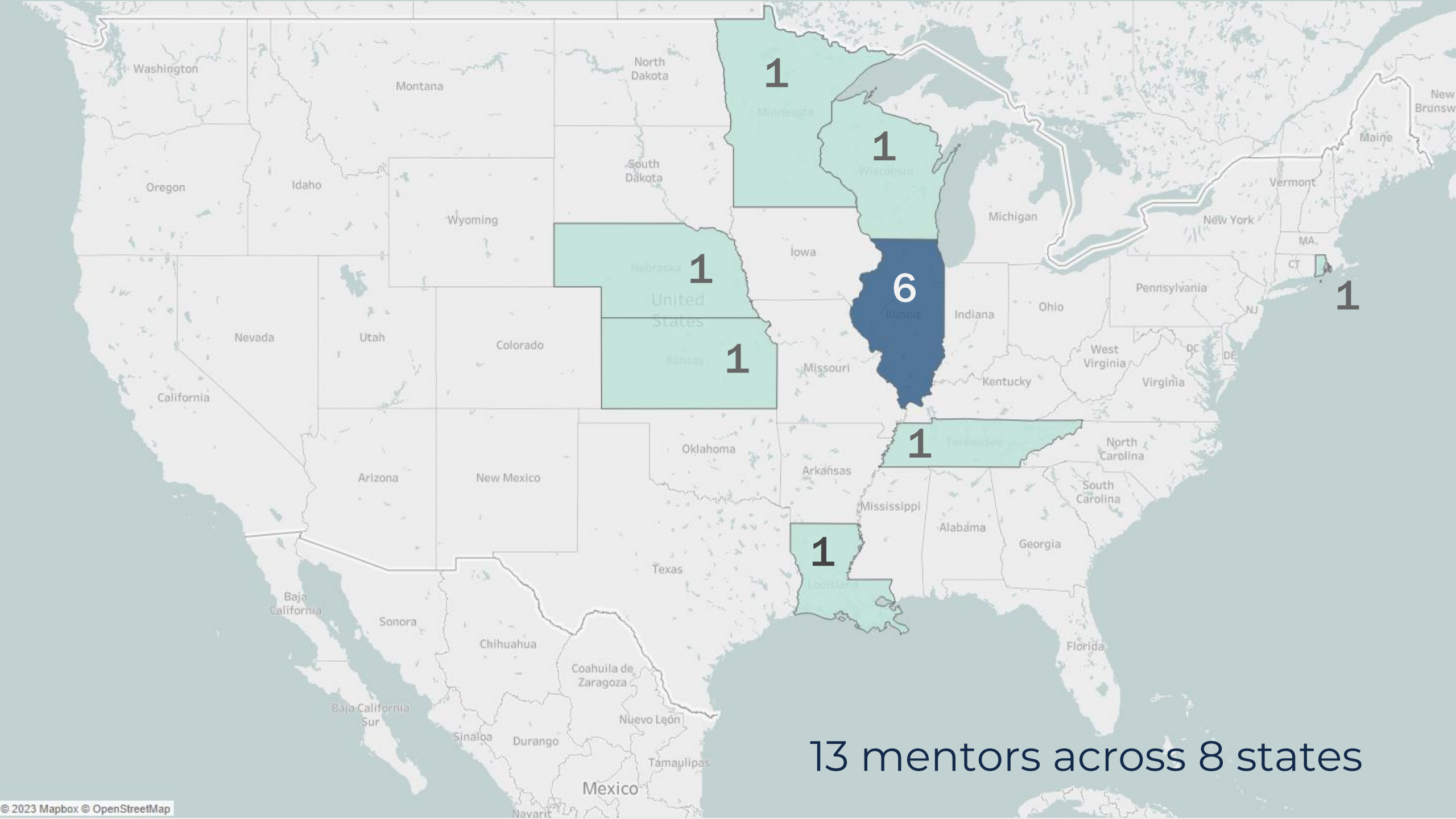
- Expectations:
- Meet at least 4 times across the full 6 months.
  - Identify at least 1 written goal that you are working on with your mentee.
  - Review Meeting Preparation Feedback before meeting with mentee.
  - Program Evaluation and Quality Improvement Process



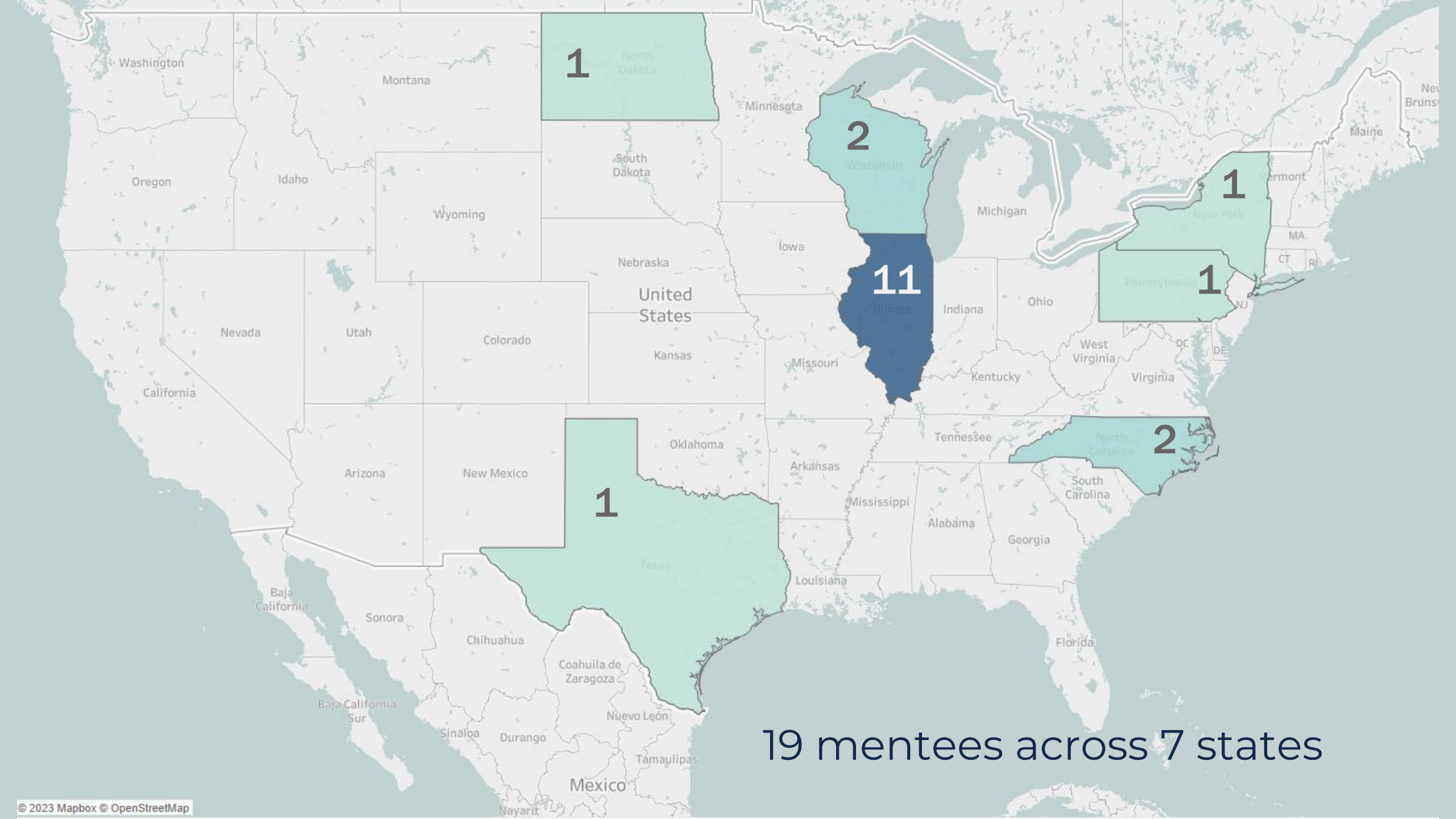
**CQI CONFERENCE**  
2023: CQI IS A JOURNEY, NOT A DESTINATION

Illinois CQI Community Group | School of Social Work

**October 10 and 11, 2023**  
**2023 CQI Conference**  
I Hotel in Champaign, IL



13 mentors across 8 states



19 mentees across 7 states

# Mentors and Mentees



**Abby Eskenazi**

Wisconsin Department of  
Children and Families



**Alison Wagner**

Rush University  
Health System



**Catherine Moe**

Aging and Disability  
Resource Center of  
Milwaukee County



**Stacy Craft**

University of Illinois  
School of Social Work



**Russell Pagano**

Mercy Home for  
Boys & Girls



**Margaret Mosca**

Chaddock



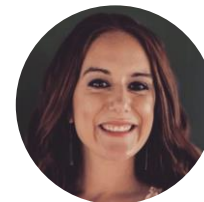
**Amy Strickler**

Texas Family  
Care Network



**Autumn Crowe**

Metropolitan Family  
Services



**Tara Helfrich**

Nexus-PATH



# Mentors and Mentees



**Anita Larson**  
Nexus Family Healing



**Michelle Calvert**  
Children's Home  
Society of North  
Carolina



**Elizabeth Cook**  
Egyptian Health  
Department



**Jamie Riojas**  
EmberHope  
Youthville



**Jasmine Mobley**  
Hoyleton Youth and  
Family Services



**Lisa Lew**  
Keshet



**Kyle Eaton**  
Meritan, Inc.



**Rebecca Schedin**  
University of Chicago



**Kelli Crawford**  
Ready for School,  
Ready for Life



**Hannah Miro**  
Illinois Action for  
Children



**Remilekun Sonubi**  
Conscience  
Community Network

# Mentors and Mentees



**Martha Mann**  
Maryville Academy



**Christopher Pruitt**  
Rawhide Youth Services



**Suzanne Robinson**  
Heartland Human Care Services



**Alexis Farr**  
Independence Health & Therapy



**Suellen Rizzo**  
Tides Family Services



**Margarita Scouten**  
Texas Department of Family and Protective Services



**Vanessa Klodnick**  
The University of Texas at Austin



**Elizabeth Teague**  
Kids Above All



**Wendy Patterson**  
Lutheran Family Services



**Fairleigh Barnes**  
Chartiers Center (formerly)



**Yolanda Green-Rogers**  
Chapin Hall



**Naquanda Jordan**  
Child Welfare Information Gateway



# STUDY – What Did We Learn?

Fielded a comprehensive post-mentorship evaluation survey

## Response Rate

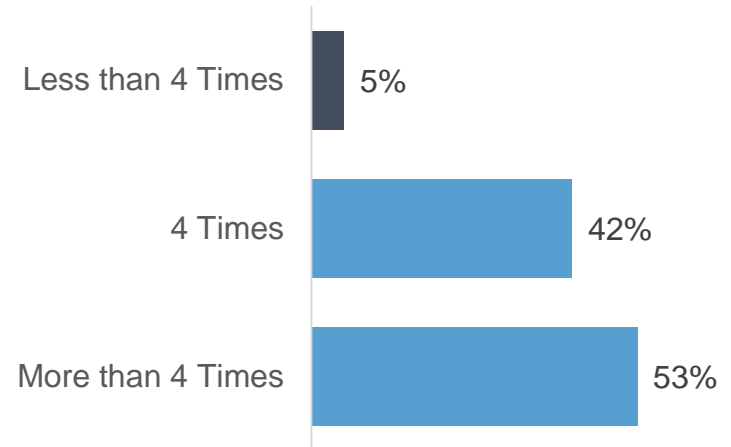
- 15 of 19 mentees (79% response)
- 11 of 13 mentors (85% response)

## Response by Pairs

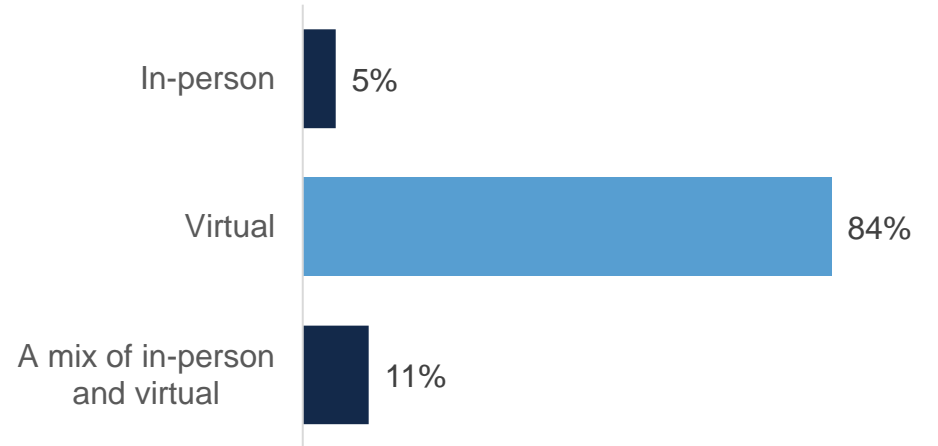
- 12 both mentor and mentee (63%)
- 4 mentor only (21%)
- 3 mentee only (16%)

# STUDY - How was the experience?

## Almost all pairs met at least 4 times



## Most mentorship pairs met virtually



# STUDY - How was the experience?

## Overall Satisfaction

- **93%** of **mentees** (14 of 15) and **100%** of **mentors** (16 of 16) were satisfied with their mentoring relationship
- **93%** of **mentees** (14 of 15) and **94%** of **mentors** (15 of 16) agree the relationship met their expectations

# **STUDY - Did we meet our Mentee outcomes?**

## **Mentees...**

- **Feel supported and heard**
- **Increase competence/capacity in CQI areas of interest**
- **Gain confidence in their ability to apply CQI concepts to their work**
- **Feel connected to resources**

# STUDY – Did we meet our outcomes?

## Feel supported and heard

- **93%** of mentees (14 of 15) report *often/always...*
  - Mentor offered advice and encouragement with respect to their goals and objectives
  - Feel supported and heard

## Gain confidence in their ability to apply CQI concepts to their work

- **67%** of mentees (10 of 15) increased their confidence rating in their ability to apply CQI concepts to their work before compared to after the mentorship program

## Increase competence/capacity in CQI areas of interest

- **100%** of mentees (15 of 15) report making progress or accomplishment of at least one goal
- **100%** of mentees (15 of 15) reported at least one CQI knowledge, skill, or attitude change (e.g., data analysis, PDSA cycles, logic models, getting buy-in, accreditation)

## Feel connected to resources

- **87%** of mentees (13 of 15) reported a specific resource their mentor shared or noted that their mentor shared resources generally

# **STUDY - Did we meet our Mentor outcomes?**

## **Mentors...**

- **Reflect on their own growth and development in this field**
- **Broaden their awareness of CQI approaches across different human service areas**

# STUDY – Did we meet our outcomes?

## Reflect on their own growth and development in this field

- **91%** of mentors (10 of 11) reported at least one beneficial change (e.g., *gained confidence in own skills, incorporating more storytelling into new employee presentation, be conscientious with skills for listening and asking questions*)
- **91%** of mentors (10 of 11) reflected one thing that they learned about themselves as a result of the mentorship program (e.g., *have knowledge that is valuable across sectors, see some of the challenges of systems the work occurs in*)

## Broaden their awareness of CQI approaches across different human service areas

- **100%** of mentors (11 of 11) reported at least one knowledge, skill, or attitude change
- **100%** of mentors (11 of 11) reported at least one action they plan to do more (e.g., *interested in seeking more additional mentoring opportunities, become involved in the CQI Community group, storytelling skills, create space for connection within own organization*)



# **STUDY - Did we meet our Community outcome?**

## **Mentees and Mentors...**

- **Increase connection to a larger community of CQI practitioners**

# STUDY – Did we meet our outcomes?

## Increase connection to a larger community of CQI practitioners

- **54%** of mentees (7 of 13) report their mentor *often/always* involved them in networking or suggested professional organizations to help build competency in objectives identified when applicable
- **31%** of mentors (4 of 13) *often/always* connected their mentee with other professionals who could “fill the gaps” in areas where less skilled compared to **50%** of mentees (5 of 10) who report that their mentor *often/always* connected them when applicable
- **13%** of mentees (2 of 13) and **0%** of mentors (0 of 11) reached out to other mentors and mentees for support during the program
- **13%** of mentees (2 of 15) and **36%** of mentors (4 of 11) reported feeling *very/somewhat connected* to the other mentors and mentees participating in the program
- **100%** of mentors (11 of 11) reported feeling *very/somewhat connected* to their mentee(s) compared to **93%** of mentees (14 of 15) feeling *very/somewhat* connected to their mentors

# **STUDY - Community Outcome**

- **We observe...**
- **We think it's because...**
- **We plan to...**

# We observed that we did not meet our community connection outcome... Be connected to a larger community of CQI practitioners

## We think it's because...

More ice melting/breaking activities.

more connective activities during mentee only meetings would help us to connect; less fear, etc

Group meetings felt very 'high stakes'

Activities that will help us connect

Use of standard tools and practices

The planners were very structured to protect the time of the mentors, maybe too structured?

Mentor Program was more focused on 1:1

The community may not exist (yet).

Overworked CQI staff

Busy and differing schedules :(

I believe reaccreditation got in the way for many participants.

Organization specific challenges

Zoom Fatigue is SO REAL

Refine what is meant by 'more connected'--does that mean attend a full group meeting? Talk to someone else 1:1? I didn't feel disconnected but didn't necessarily feel

Like Teams, but perhaps a different communication platform that generates email notifications (e.g. Slack, etc.)

No email notification when mentor/mentee would ask questions in Teams

Miscrosoft Teams was tricky, conflicted with work account so didn't engage with it

Teams is a difficult communication platform

Teams structural issues-had to sign into a separate Teams account to see mentorship channel, could not see in my work Teams account

# ACT

- **We plan to...**

# We plan to... (what strategies?)

**More opportunities for casual/social focused activities.**

Seeing if organizations might commit to protected time for mentors and mentees who participate to address the whole workload barrier (I know I'm dreaming here!)

Consider that connection may not be related to overall satisfaction/experience with program, and perhaps it is about developing potential for additional connection and aware

Consider a couple different program options. 1. Mentorship Program, 2. Networking Program - pair people up with same/like experience or small groups to meet.

Different communication medium

Dedicated communication space for troubleshooting and feedback as requested

Create community engagement activities with structured sharing that is both fun, but also informative/helpful.

Define broader concept of connection, especially in relation to annual conference

A virtual space that is regularly promoted to connect for support (e.g. LinkedIn group, etc.)

Continue to use teams to share resources, ask questions and share answers

In person kick off calls? Or maybe in person regional kick off calls since folks are spread across the country?

**continued coordination of annual meetings**

Some goals tended to require more time than 1x/month for 6 months. Longer mentorship?

some kind of hilarious sharing opportunity in regards to our work - like "best of" craigslist, but "best of CQI efforts"

Looking forward to meeting people at the conference, but maybe starting the program before the conference so people have one face-to-face before going virtual

Make the participation period longer?

Accreditation Specific "Track" for those going through COA

Have mentees express desired projects and pair mentors according to experience

**less facilitated sessions**

Mentorship agreement if selected includes commitment to meetings.

1:1 time with peers with similar interests

**Topic Idea of these meetings setup**

I think making the experience project-based (more formally) might more firmly focus effort and commitment.

Series of meetings that had a focus that was more beneficial for all mentors and mentees

# CQI Community Mentorship Panel

## Mentors



Anita Larson

Jamie Riojas



## Mentees



Elizabeth Cook

Russell Pagano







**Questions?**

# Next Steps

Happy Hour CQI Mentorship Meetup

Application for the next  
CQI Community Mentorship Program Cohort is OPEN!  
Applications due by December 31st.

**Mentor:** <https://www.surveymonkey.com/r/CQIMentorApplication>

**Mentee:** <https://www.surveymonkey.com/r/CQIMenteeApplication>





# **UIUC Office of Field Instruction**