

Ways to Get Involved in the CQI Community and Volunteer Committees

**Thursday, January 16th
10:00 AM – 11:00 AM CST**



Introductions in the Chat

1. Name
2. Organization
3. Role/Job Title
4. Location
5. What is one thing you are looking forward to in this new year?

Poll

How long have you been involved with the CQI Community?

What is the CQI Community?



The **mission** of the CQI Community is to promote and enhance the value of Continuous Quality Improvement (CQI) through a community of human services professionals providing opportunities for professional development, peer support, and collaboration.

**Annual
Conference**

**Virtual
Events**

**Mentorship
Program**

Organizational Structure

CQI Community Coordinators
(membership, meeting facilitation, strategic planning)



Lines of Service

Annual Conference

Virtual Events

Mentorship

Workshops and Presentations

Conference Special Events

Logistics and Technology

Operational Committees

Budget and Finance

Evaluation and Data

Communications

What are the Benefits?

- Resume builder
- Networking
- Leadership Development
- Presentation Skill Practice
- Planning Committee Members receive discounted Conference Registration!
- Committee Chairs receive FREE Conference registration!



Ways to get involved:

- **PRESENTING**

- Present at a Virtual Event
- Present at the Conference

- **MENTORSHIP**

- Become a Mentee
- Become a Mentor

- **VIRTUAL EVENTS AND CONFERENCE PLANNING**

- Chair a Planning Committee
- Join the Virtual Events Planning Committee
- Join a Conference Planning Sub-Committee



PRESENTING

- CQI Community Events
 - Virtual
 - 50-100+ participants from across the U.S.
- Conference Presentation
 - Submitting a proposal
 - Co-presenting with a colleague or partner organization
 - Attend Request for Proposals (RFP) Info Sessions in the Spring to get feedback on your idea before submitting a proposal

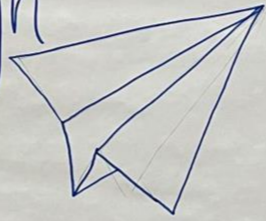


Suggested CQI Conference Topics from 2024

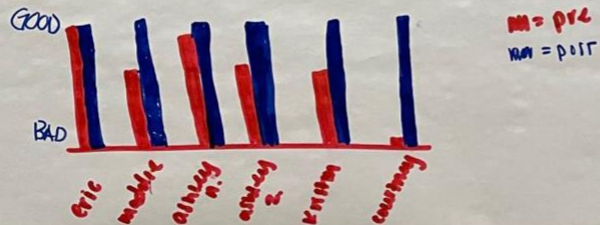
Suggested topics for the 2024 CQI Conference include but are not limited to the following:

| Foundations of CQI | Organizational Readiness | Data Collection and Management | The Human Side of CQI |
|---|---|--|---|
| <i>Understanding what CQI is, what it can help your organization achieve and how to build or enhance CQI programming.</i> | <i>Building a case for CQI as a mechanism to demonstrate and sustain organizational strategic goals and the mission, while supporting effective service delivery.</i> | <i>Building capacity to make data-informed decisions that align with the strategic goals and mission of the organization.</i> | <i>Ensuring that CQI work is conducted with input from multiple perspectives and that those doing the work have the support they need to avoid burning out.</i> |
| <p>CQI 101: definitions, models, components of a CQI system, writing CQI plans, procedures, and processes; root cause analysis, Plan Do Study Act (PDSA) cycles</p> <p>Building CQI Infrastructure: developing a theory of change, program logic models, measurement frameworks, implementation science, and change management approaches</p> | <p>Using the 5 Ws: Who, what, when, where, why. Who to engage, what to measure, when to measure/implement, where to meet/share, why it matters?</p> <p>Building a Data Culture: CQI structure, building CQI teams; staff buy-in, engaging leadership and staff, promoting a data and learning culture, investment in agency performance; involving administrative departments in CQI</p> <p>Building Capacity in CQI: data literacy, staff training in CQI (leadership vs. mid-managers vs program staff vs. CQI Teams), fostering a culture of organizational learning; running effective CQI meetings</p> <p>Closing the Improvement Loop: using data to improve performance; developing action and improvement plans; change management; project management</p> <p>Using Data for Performance Improvement: identifying patterns and trends, learning from the data, quality assurance vs. quality improvement vs. evaluation, aggregating and analyzing tools, using data to make decisions</p> | <p>Development of Metrics or Key Performance Indicators: developing performance measurement plans and key performance indicators, what data and why, identifying high quality performance measures, identifying data sources, managing layers of data,</p> <p>Data Collection: surveys, records, templates, trending sheets, assessment tools, external reports and research</p> <p>Data Analysis Tools/Solutions: using technology for outcome and impact measurement; Excel techniques, Survey Monkey, Power BI, Artificial Intelligence (AI), automation, databases, online tools, open-source data; free online resources</p> <p>Data Visualization and Communicating CQI Results: data visualization techniques; disseminating and interpreting data reports for different audiences, creating data reports and dashboards, storytelling using data; marketing and branding CQI</p> | <p>CQI is for Everyone: ensuring equity and inclusion throughout the CQI process; expanding demographic representation; ADA considerations in data, engaging external stakeholders and communities; using CQI to make a positive and equitable impact; Diversity Equity and Inclusion (DEI) metrics</p> <p>Self-Care for the CQI Practitioner: self-care techniques, mindfulness, stress relief, how to handle resistance to CQI; how to recharge your CQI batteries; trauma-informed CQI</p> |

flying high
with CQI



Define success:
one that can fly
Define measurements:
it can fly at least one time



Examples of Past Virtual Event Topics

- Bringing CQI to Administrative Departments and Teams
- Creating a Shared Language and Developing Your PQI Plan
- Data Viz on a Shoestring
- Excel Formula, Functions & Features Workshop
- How Do You Do CQI?: CQI Teams and Structures
- Planting the Seeds of CQI: Onboarding and Orientation
- Preparing for Success: The Crucial Role of CQI in Client Data Management System Implementation
- Sharing Your CQI Journey: A CQI Community Virtual Networking Event
- The Magic of CQI: Insights from the People Behind the Curtain

Why not?

- “I’m still new to CQI”
 - You still have something to contribute!
 - Consider presenting on other professional expertise you have that is relevant to the community (management, data analysis, accreditation)
- “I’m not an expert”
 - Consider presenting on a specific aspect of CQI where you are most confident
 - Present on a specific project you have done
 - Teach a specific skill you have
- “I’m too busy”
 - Consider co-presenting to share the responsibility
 - Be a panelist
- “My organization cannot pay to send me to the conference”
 - Consider presenting at a virtual ongoing event so no travel costs involved
 - Borrow talking points from this guide to communicate the benefits of attending to your organization to propose inclusion in future a budget



Join an Operational Planning Committee

Budget and Finance Committee

Ideal # of Members: 2 Chairs, 1 Member

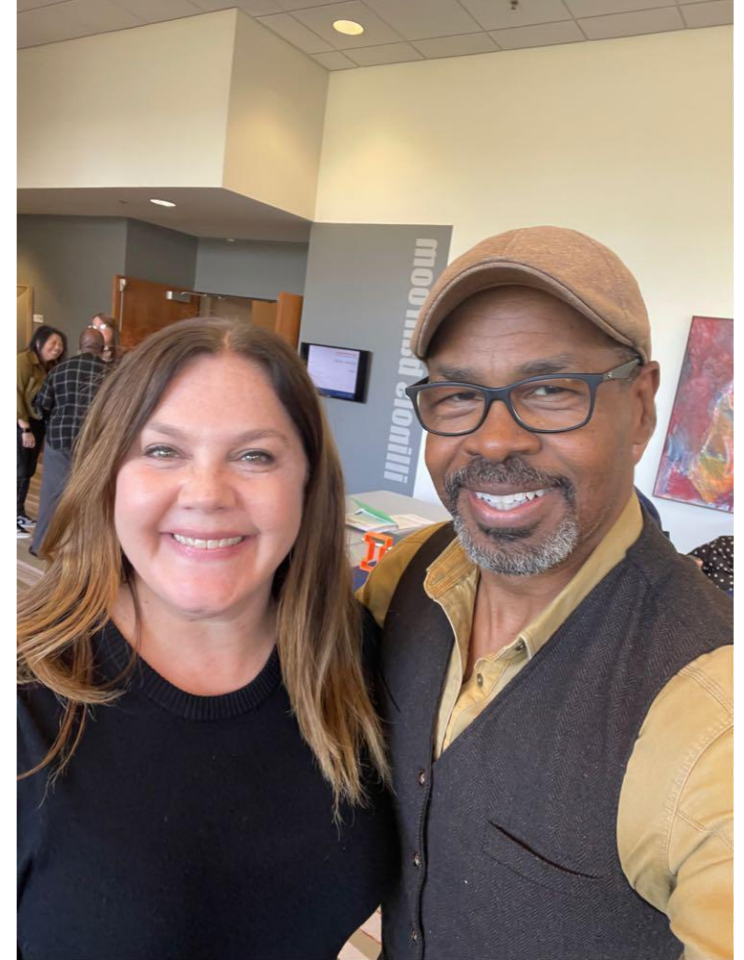
- Set the annual budget and costs (e.g., approving costs for each service line)
- Fundraising (sponsorship, grants)
- CEUs
- Contracts
- Managing University relationship



Communications Committee

Ideal # of Members: 2 Chairs, 2 Members

- Design and send emails for all service lines
- Create conference materials for the website and app
- Manage the WHOVA app communications
- Maintain contact list in Constant Contact
- Liaison to U of I staff to update and/or redesign CQI website regularly
- Posts on social media (LinkedIn and Facebook) (bi-monthly)
- Secure photographer and photographs at the conference



Evaluation and Data Committee

Ideal # of Members: 2 Chairs, 4 Members

- Design Request for Proposals (RFP) rating system
- Aggregate and present results for RFP ratings
- Create evaluation tools for all events
- Aggregate and analyze evaluations from events
- Present results from evaluations to the Steering Committee
- Complete a summary report of the Conference for the University
- Strategic Planning Analysis





Join a Service Line Planning Committee

CONFERENCE PLANNING

Workshops and Presentations

Conference Special Events & Scheduling

Logistics and Technology

CQI CONFERENCE

 Illinois CQI Community Group

 School of Social Work
UNIVERSITY OF ILLINOIS URBANA-CHAMPAIGN

Workshops and Presentations Committee

Ideal # of Members: 2 Chairs, 6-10 Members

- Request for Proposals (RFP) creation, process and monitoring
- Targeted outreach for potential presenters
- Develop the schedule for the conference and fill gaps for open sessions
- Work with the presenters on schedule, facilitation, supplies, needs
- Liaison with the chosen presenters prior to the conference to ensure successful presentation to fit with theme and audience
- Collect final conference presentations and handouts
- Send evaluation results to presenters



Special Events and Scheduling Committee

Ideal # of Members: 2 Chairs, 3+ Members

- Recruiter and Liaison with Featured Speakers
- Featured Speaker rehearsal
- Plan conference special events
- Build in networking opportunities at the conference (e.g., Happy Hour, resource guide for “What to do in Champaign”)
- Volunteer coordination
- Opening and Closing (e.g., developing the PowerPoint)
- Choosing the Emcee
- Day of Conference Announcements



Logistics and Technology Committee

Ideal # of Members: 2 Chairs, 4 Members

- Food and Drink
- Provide technical support for in-person events and conference (organize presenter rehearsal, venue contact for floor plan and A/V equipment, etc.)
- Input schedule, session descriptions, presenter bios and photos, etc. in Whova Platform
- Provide training and technical assistance to conference attendees on Whova Platform
- Respond to Day of Conference questions
- Coordinate any additional supplies needed (e.g., name tags, featured speaker/presenter requests)



VIRTUAL EVENTS

Ideal # of Members: 2 Chairs, min of 6 Members

- Plan virtual events (bi-monthly or more)
- Brainstorm session topics and identify/outreach to potential speakers
- Zoom invitation management (including polls, survey)
- Collecting presenter event form that includes session descriptions, bio,
- Liaison to session speakers
- Liaison to Evaluation and Data committee for evaluation and data needs
- Work with UIUC SSW to offer CEUs for sessions
- Coordinate and moderating day-of session logistics
- Collect materials to post to website
- Organize and save recordings when applicable



MENTORSHIP PROGRAM

3-4 Steering Committee Members

- Draft Mentor and Mentee Application Forms and develop/update application ratings matrix
- Review and rate Mentor and Mentee Applications
- Match Mentor and Mentee Pairs
- Send updates (bios, dates, etc.) to webmaster for website
- Mentors and Mentees: 1:1 check-ins (e-mail/virtually as needed)
- Plan and Moderate Group meetings: Kickoff, Mentor and Mentee Group Check-ins (2 per group), Midpoint All Cohort session, Closing Celebration
- Draft Evaluation, analyze data, summarize findings and liaise with Evaluation and Data Committee as needed



Estimated Timeline

- January
 - CQI Community Conference Planning Kickoff
- February
 - CQI Community Event
- March
 - CQI Mentorship Program Pilot Kickoff
- April
 - CQI Mentorship Program Begins
 - CQI Conference Proposals Due
- May
 - CQI Community Event
 - CQI Mentor and Mentee Group Meetings
- June
 - CQI Community Conference Meeting: Presentations and Schedule
- July
 - CQI Community Event
 - CQI Mentorship All Group Session
- August
 - CQI Mentor and Mentee Group Meetings
- September
 - CQI Community/Pre-Conference Event
 - CQI Mentorship Program Ends
- October
 - CQI Conference
- December
 - Post-Conference Event

Note:

- **CQI Committee Chairs meet every other week for 1 hour to coordinate efforts.**

Roles and Responsibilities

Roles and Responsibilities - All Members

- Approximately 50 members
- Each member must chair or join one sub-committee
- Members are expected to attend the Annual CQI Conference, ongoing peer support opportunities, and participate in an agreed level of volunteer activities.
- Members are recruited on a volunteer basis
- Serving as a CQI Community committee member is more than an "honor." It requires leadership, representation and commitment. It gives the CQI Community visibility nationwide and enhances the opportunity for professional growth.

Committee *Chair* **Responsibilities**

- Attend and provide updates during regularly scheduled virtual coordination meetings occurring every 2 weeks
- Committee Chairs are expected to convene their committees as needed to facilitate the completion of their target goals. Chairs keep track of committee member attendance and participation. Meeting frequency to be determined based the needs of each committee.

Estimated Annual Time Commitment:

- Coordination Bi-Weekly Meetings, Kickoff, RFP Review Meetings: 36 hours
- Committee Meetings: 1-2 hours/month
- Committee Meeting Prep and Follow Up: 1-2 hours/month

Committee *Member* **Responsibilities**

- Committee members are expected to participate in scheduled committee meetings
- Support and provide meaningful work and time to the responsibilities of the committee. This requires work beyond just the committee meetings.

Estimated Annual Time Commitment:

- CQI Community Kickoff and RFP Review Meeting: 10 hours
- Committee Meetings: 1-2 hours/month
- Committee Meeting Prep and Follow Up: 1-2 hours/month

Q&A

- **PRESENTING**

- Present at an Ongoing Event
- Present at the Conference

- **MENTORSHIP**

- Become a Mentee
- Become a Mentor

- **ONGOING EDUCATION AND NETWORKING EVENTS PLANNING**

- **CONFERENCE PLANNING**

- Chair a Planning Committee
- Join the Ongoing Event Planning Committee
- Join a Conference Planning Sub-Committee

CQI Conference Kickoff Meeting

Friday, January 31st: 10 AM-3 PM

Thresholds (120 S. LaSalle St., Chicago, IL 60603)

There will be a call-in option for those who are unable to attend in-person.



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Questions?

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