Best Practices of a Continuous Quality Improvement Process For Expanded Learning Programs

Prior to beginning a CQI Process

- **Quality and change are non-negotiable.**
  - ✓ A commitment to change and quality is needed to CQI to work at all program levels.
- **Define Quality**
  - ✓ The **Quality Standards for Expanded Learning in California** define quality for us.
- **Training is essential.**
  - ✓ **All staff** working in our programs need to be trained on the Quality Standards and the essence of CQI.
  - ✓ CQI needs to be implemented at the **site-level**

Assessment Phase

- **This does not have to be complicated.**
- **Ideas to gather data:**
  - ✓ Beginning/Year-end surveys
  - ✓ Observations
  - ✓ Collected Student Quotes/Post-its
  - ✓ Have survey on laptop for parents by sign-in/out sheet
- **Larger programs with multiple subcontractors**
  - ✓ May want to consider using an external evaluator
- **Keep notes and data results on file**
  - ✓ Results and summary of results of surveys, observations, interviews, etc.
  - ✓ From Stakeholder meetings; especially if discussion of data occurred
  - ✓ Available to new staff or site visits

Planning Phase

- **Include a variety of stakeholders**
  - ✓ Program leader/staff, parent, teacher, students, school admin
- **Start with focusing on one thing**
  - ✓ Can add one or two goals as you master the process
- **Keep it simple and make it attainable**
- **Use language of the Quality Standards**
- <u>**A Written Improvement Plan is completed for each site!**</u>

Improvement Phase

- **Inform**

  What the goals of the program are.

- **Inform**
  - ✓ If someone is assigned to an activity, please let them know
  - ✓ Pay attention what support/TA they need to be successful
- **Practice**
- **Establish Communities of Practice**
  - ✓ Share ideas, challenges, and solutions
  - ✓ Find programs/sites that have a shared Quality Standard and collaborate on ideas
- **Make needed changes**
  - ✓ Don't wait until the timeline has expired; if you feel a change in the plan is needed—make it!
- **Keep notes on Program Improvement Plan (CDE Template great tool)**
- **Keep notes of meeting/Agendas**
- **Keep Program Improvement Plan on site**
  - ✓ These are NOT turned into CDE, except upon request.

Creating Goals, Objectives and Activities

- **Goal**
  - ✓ A broad, overarching and intentional target pertaining to the Quality Standard a site commits to enhance
- **Objective**
  - ✓ A specific, measureable plan that will take you one step closer to achieving your goal
- **Activity**

- ✓ Daily actions or tasks that are designed/ implemented to assist in the process of completing objectives