Achieving Youth Program Goals Through Continuous Quality Improvement

Arkansas 21st CCLC Summer Institute

June 12-13, 2024

Weikart Center Support Team

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The Forum envisions a world in which

All young people reach their fullest potential—in education, work, and life

Program Quality

Systems Change

Policy

Today's Objectives

- Review why program quality matters and how continuous quality improvement can support achieving program goals.

- Discuss the different roles and responsibilities within a continuous quality improvement system so you can plan for the year.

- Review the calendar of events and deadlines for the program year.

ENERGIZER: Great to meet-cha!

Check out the *Building Community* guidebook for games that work as *energizers* to try out in your program!

Why are you here?

Why do you work with or for young people?
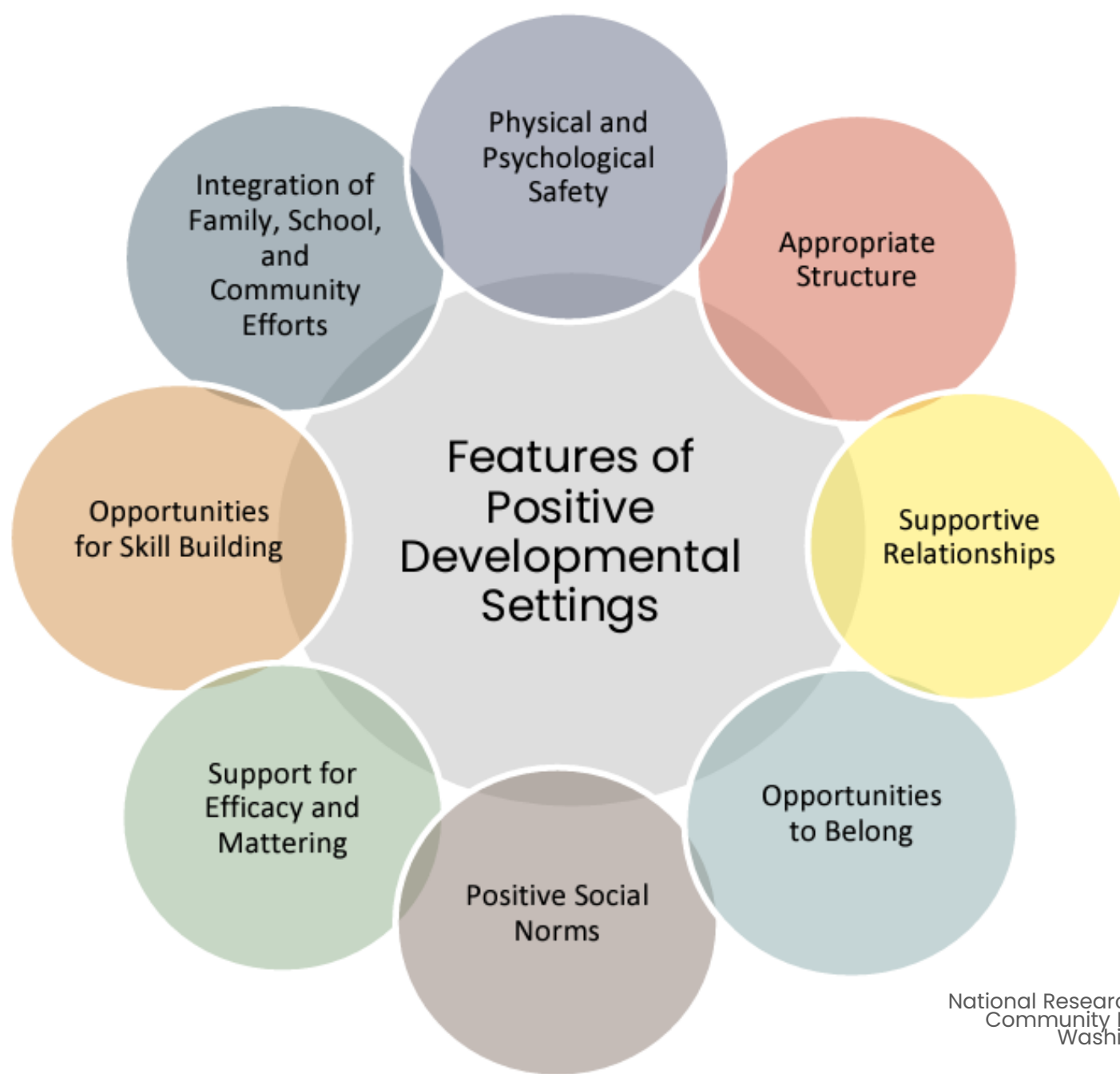
What inspires you to do your best work each day?

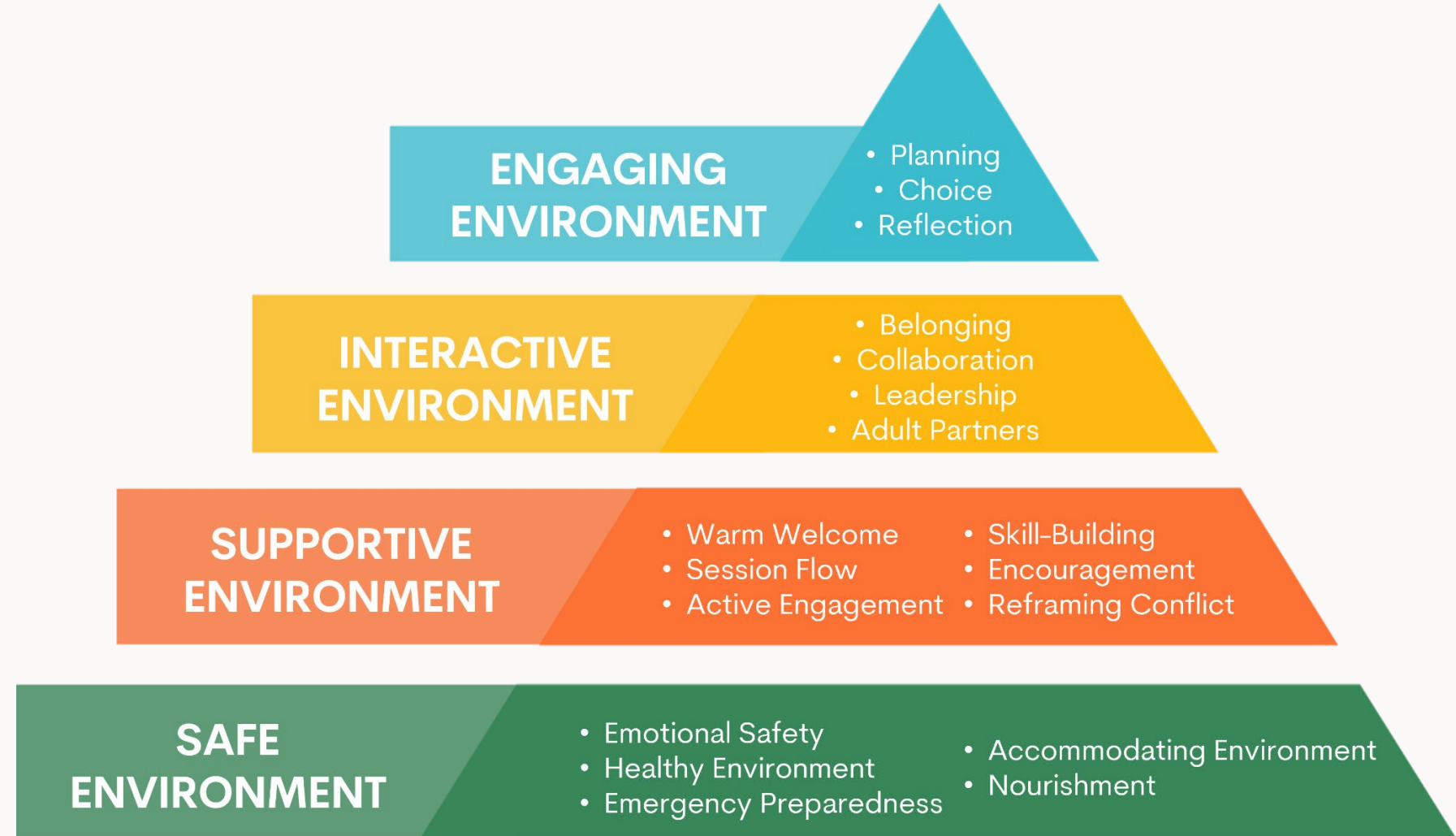What is **YOUR** why?
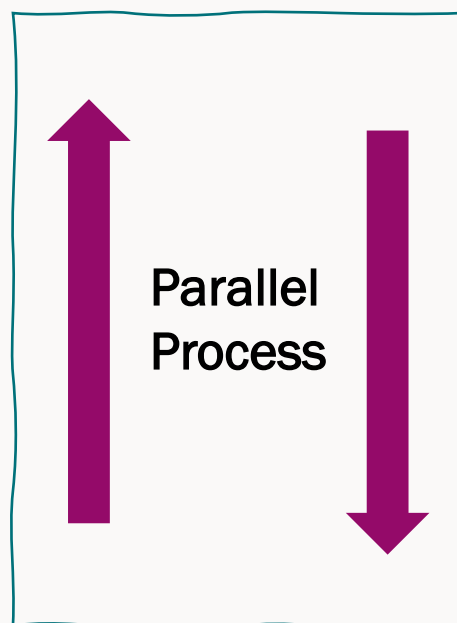
Why Quality Matters

Quality is more than CONTENT

Features of Positive Developmental Settings

- Physical and Psychological Safety
- Appropriate Structure
- Supportive Relationships
- Opportunities to Belong
- Positive Social Norms
- Support for Efficacy and Mattering
- Opportunities for Skill Building
- Integration of Family, School, and Community Efforts

Learning Environment Quality is Linked to Skill Growth
Through Defined, Observable Practices

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ENGAGING ENVIRONMENT
- Planning
- Choice
- Reflection

INTERACTIVE ENVIRONMENT
- Belonging
- Collaboration
- Leadership
- Adult Partners

SUPPORTIVE ENVIRONMENT
- Warm Welcome
- Session Flow
- Active Engagement
- Skill-Building
- Encouragement
- Reframing Conflict

SAFE ENVIRONMENT
- Emotional Safety
- Healthy Environment
- Emergency Preparedness
- Accommodating Environment
- Nourishment

Youth Program Quality Improvement (YPQI)

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PREPARE
Establish **goals**, system roles, and timelines.

ASSESS
Observe programming. Collect **data** about your program.

PLAN
Use the data to create an improvement **plan** with your team.

IMPROVE
Carry out your plan. **Train** & **coach** staff.

How do Youth Programs work?
The QUEST model

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Transfer: Application of skills/beliefs in new settings

Time & Practice in Setting: Multiple sessions

Point-of-service session

Quality
instruction
content
context

▶

Engagement
behavior, interest
with challenge

▶

Skills/beliefs
social
emotional
cognitive

▶

Transfer of outcomes
ready for school,
work & life

Cross-Setting Alignment: positive/ near transfer
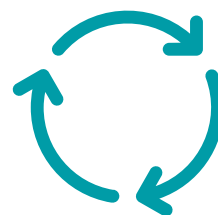
Before we move on...

Think back to your "why" – why you're here and why you work with young people.

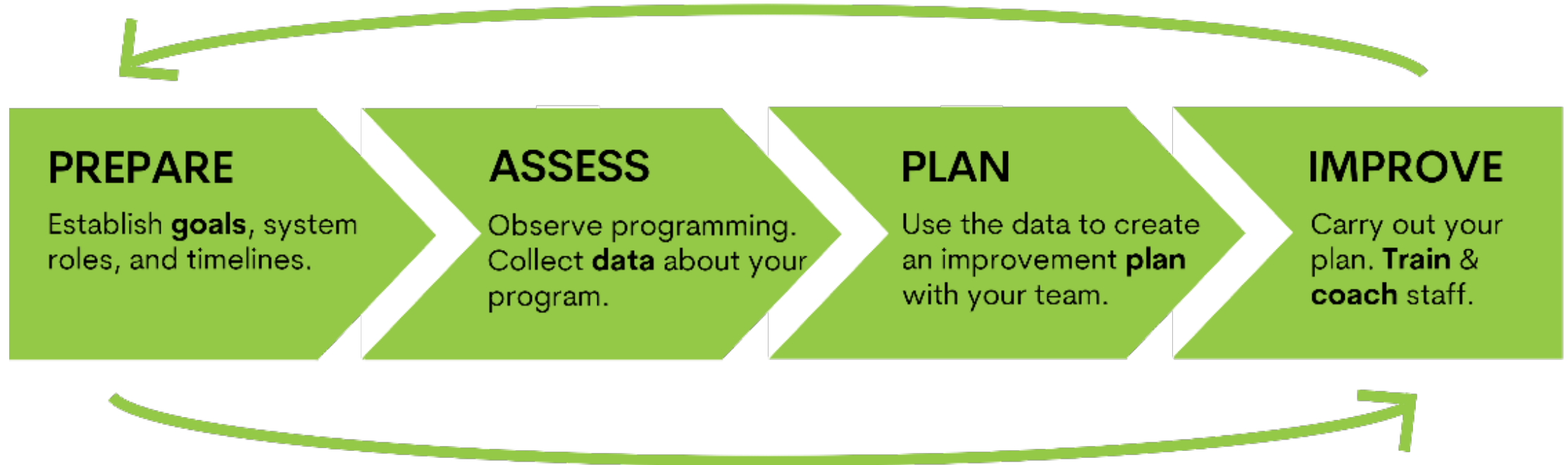How can continuous quality improvement support you to reach your "why?"

Jot down on a post it note or share with a colleague near you.

Youth Program Quality Improvement (YPQI)

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IMPROVE
Carry out your plan. **Train** & **coach** staff.

- The PQA allows you to observe what is happening in your program.

- Assessment is a team effort.

- The focus is on improvement and support, not evaluation.

- Looking at the results of your assessment gives you a chance to make concrete plans.

- What are your program strengths?

- What do you want to improve?

- During the improve phase you will implement your plans.

- Thinking about:
  - What kind of professional development do you need?
  - What resources can you leverage, or do you need?

Essentially….

1. Site teams observe programming and create PQA scores based on those observations.

2. Look at the data collected and identify areas for improvement. Then create an improvement plan.

3. Implement the improvement plan through professional development, curriculum changes, etc.
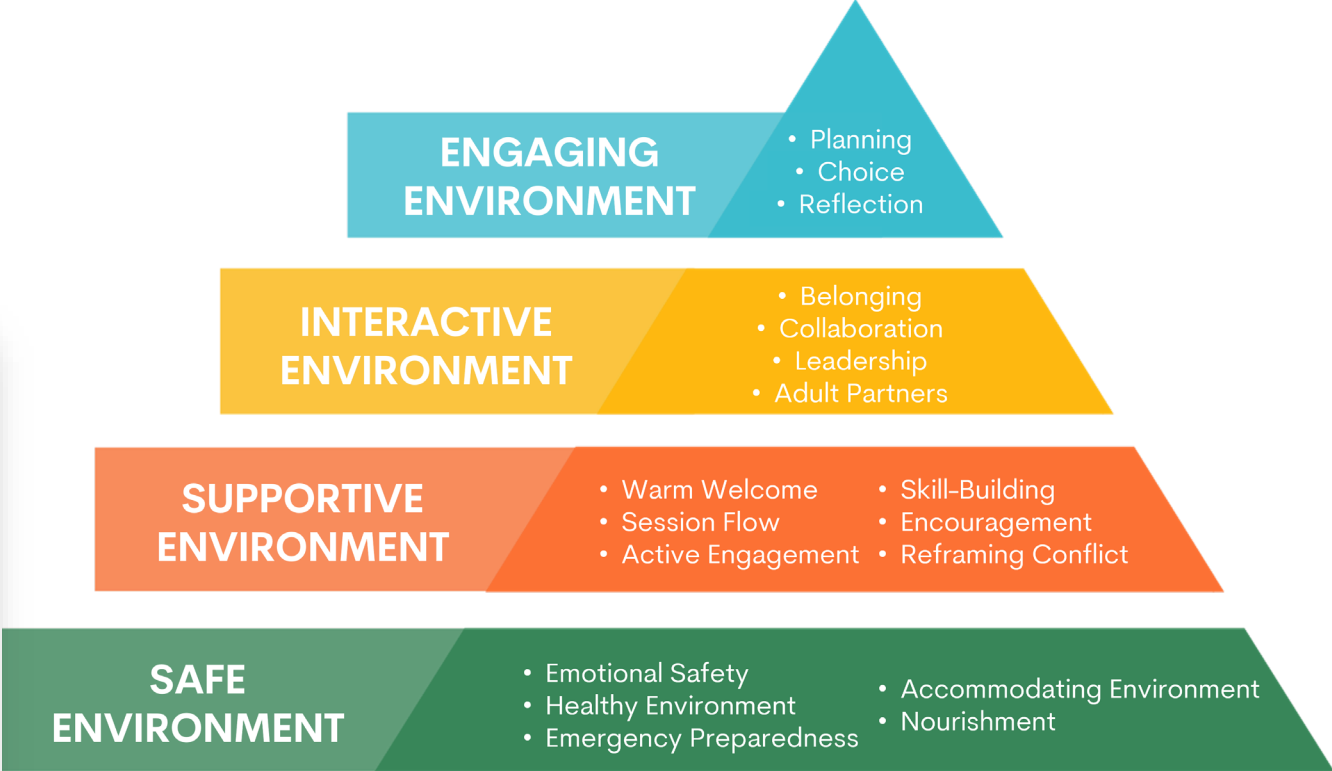
THEN REPEAT!

Program Quality Assessment

SCHOOL-AGE PROGRAM QUALITY ASSESSMENT

Organization
Site/program
Name(s) of p
Date of obse

YOUTH PROGRAM QUALITY ASSESSMENT

Organization name:
Site/program name:
Name(s) of program offering(s) observed:
Date of observation:

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PQA Scavenger Hunt

- Find an item that looks like it is already routine practice in your program. Celebrate!

- Find an item that feels within reach for all staff members but might take some practice.

- Find an item might be out of reach without training or dedicated resources.

- Share with a partner!

CQI Roles & Responsibilities

CQI Roles: A Team Effort!

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- **Network team** (MiLEAP/MDE/MASP/MSU/Weikart) supports the CQI system.

- **Program and Site Leaders** (Site Coordinator/Project Director) leads the program through CQI.

- **Site Staff** participate in CQI to support assessment, goal setting, and enact improvements.

- **Families, Schools and Community Partners** may not be directly involved in CQI efforts but are important stakeholders in program. Consider what their involvement might look like.

- **Youth** are at **the center of this work!** Consider what their engagement means and could look like.
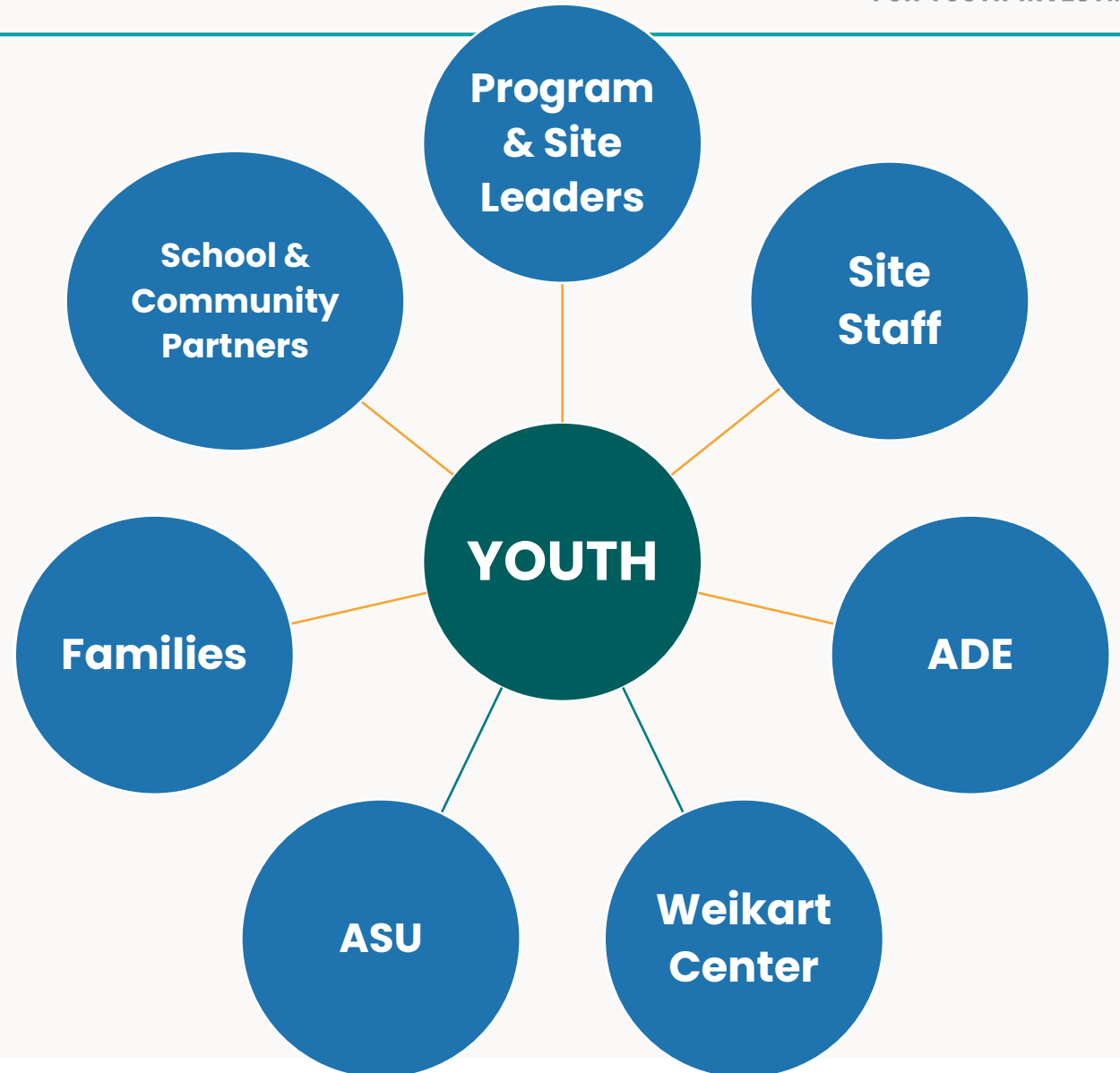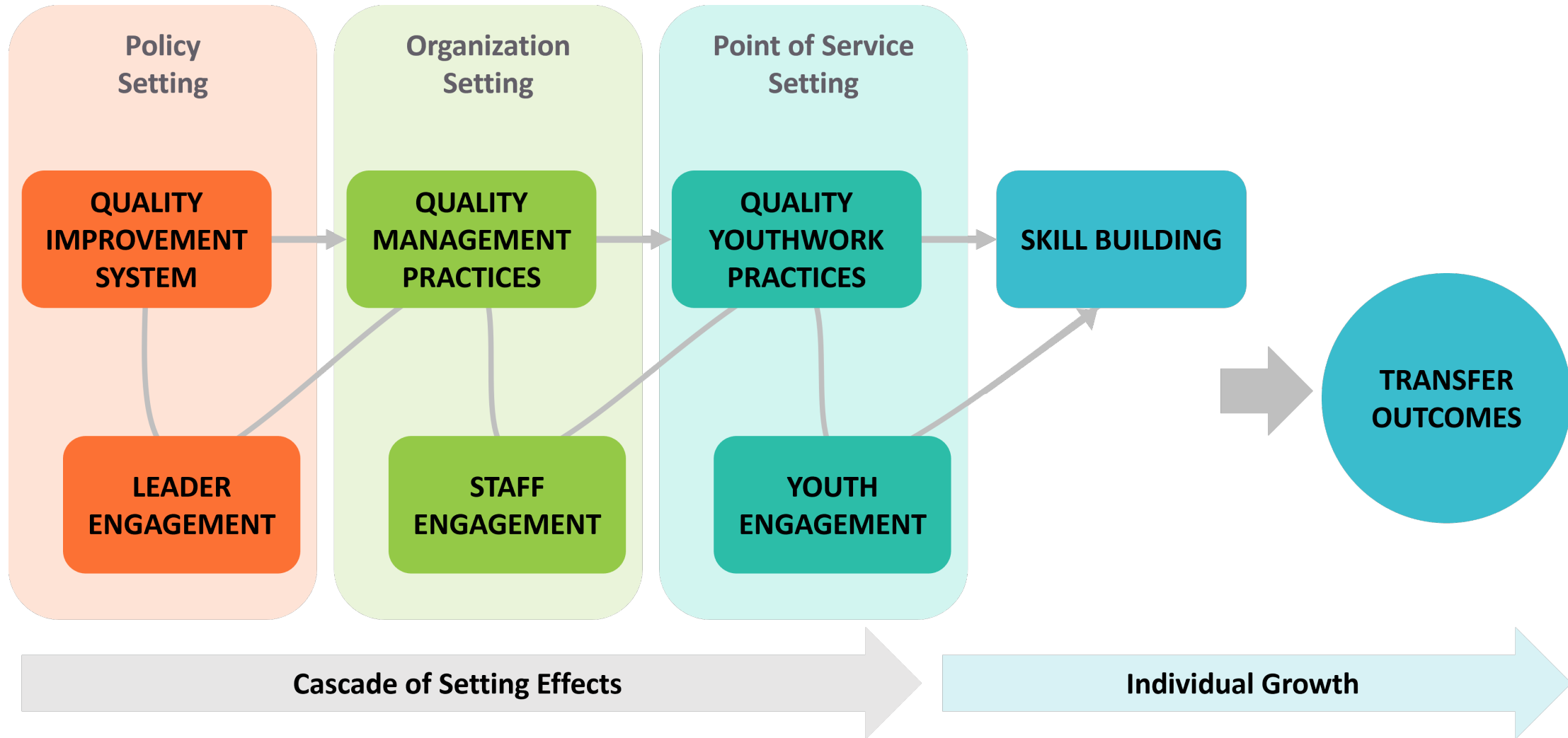
Quality Coaches

- Local
- Trained in Weikart's Youth Work Methods
- Experienced in Out of School Time programming
- Experienced in youth development
- Passion for quality programming
- Great source of resources

CHILDHOOD SERVICES

PREPARE

Site Leads:

- Participate in training and take back to staff
- Onboard site staff with program and CQI goals in mind

Site Staff:

- Once hired/onboarded engage in program planning, program goal setting

How can you engage, inform, or leverage your work from the prepare phase to build relationships with your staff, students, families, or community partners?

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SITE LEAD

- Participates in training:
  - PQA Basics
  - Scores Reporter Webinar
  - Group Coaching Sessions
  - Data Collection Webinars
- Trains staff and leads program self-assessment team.
- Responsible for administering Staff, Family, Youth, and Teacher Surveys
- Responsible for entering data into the Scores Reporter.

SITE STAFF

- Participates in staff training about the PQA.
- Participates in program self-assessment

How could you engage families, your young people, or your community partners in the assessment process?

External Assessment

Assessors
- Local
- Unbiased, reliable
- Experienced in youth development
- Experienced in Out of School Time programming

Assessment
- Snapshot of programming
- Focused on quality
- Looks at relationships

CHILDHOOD SERVICES

SITE LEAD

- Participates in training:
  - Planning with Data
- Trains staff and leads program improvement planning team.
- Responsible for entering improvement plan into the Scores Reporter.

SITE STAFF

- Participates in staff training about Planning with Data
- Participates in program improvement planning and goal setting.

How could you engage families, your young people, or your community partners in the planning process?

IMPROVE

SITE LEAD

- Leads staff through improvement efforts.

SITE STAFF

- Participates in staff online Youth Work Methods workshops to strengthen skills.

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ENGAGING ENVIRONMENT
- Planning & Reflection
- Youth Voice

INTERACTIVE ENVIRONMENT
- Building Community
- Cooperative Learning
- Homework Help

SUPPORTIVE ENVIRONMENT
- Active Learning
- Ask – Listen – Encourage
- Reframing Conflict

SAFE ENVIRONMENT
- Introduction to the Active-Participatory Approach
- Structure & Clear Limits

REGISTER HERE!

https://www.jotform.com/928
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What's good for young people is good for adults

Young people embrace their potential when they feel:
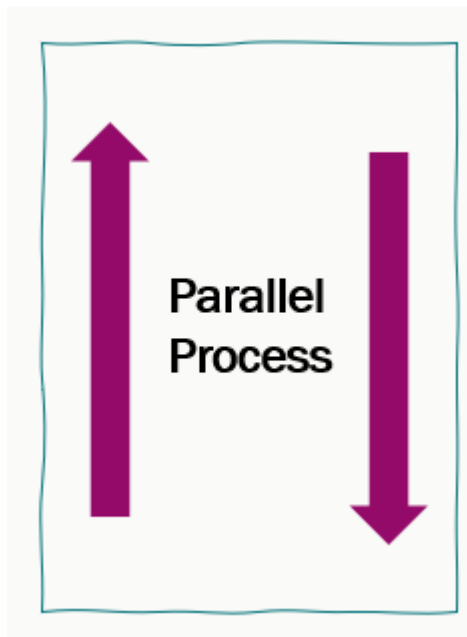
Safe

Supported

Respected

Seen and heard

Challenged

Allowed to use all the assets they bring

Parallel Process

Staff create potential when they *feel the same things.*

Program Quality and Evaluation Advisory Group

- Convene twice annually
- Provide feedback on proposed supports for program quality and evaluation activities

- Virtual Kick-Off in September
- In-person, January 2025

2024-2025 Program Quality Calendar

2024-2025 Calendar

Assess:

October 16: PQA Basics, in-person, full day, new PDs and SCs

October 17: Beyond PQA Basics, in-person, experienced PDs and SCs

October 28: Scores Reporter Webinar

November 22: Data due in Scores Reporter

Plan:

January 28 OR January 29: Planning with Data, in-person

Improve:

Ongoing, open access to online Youth Work Methods
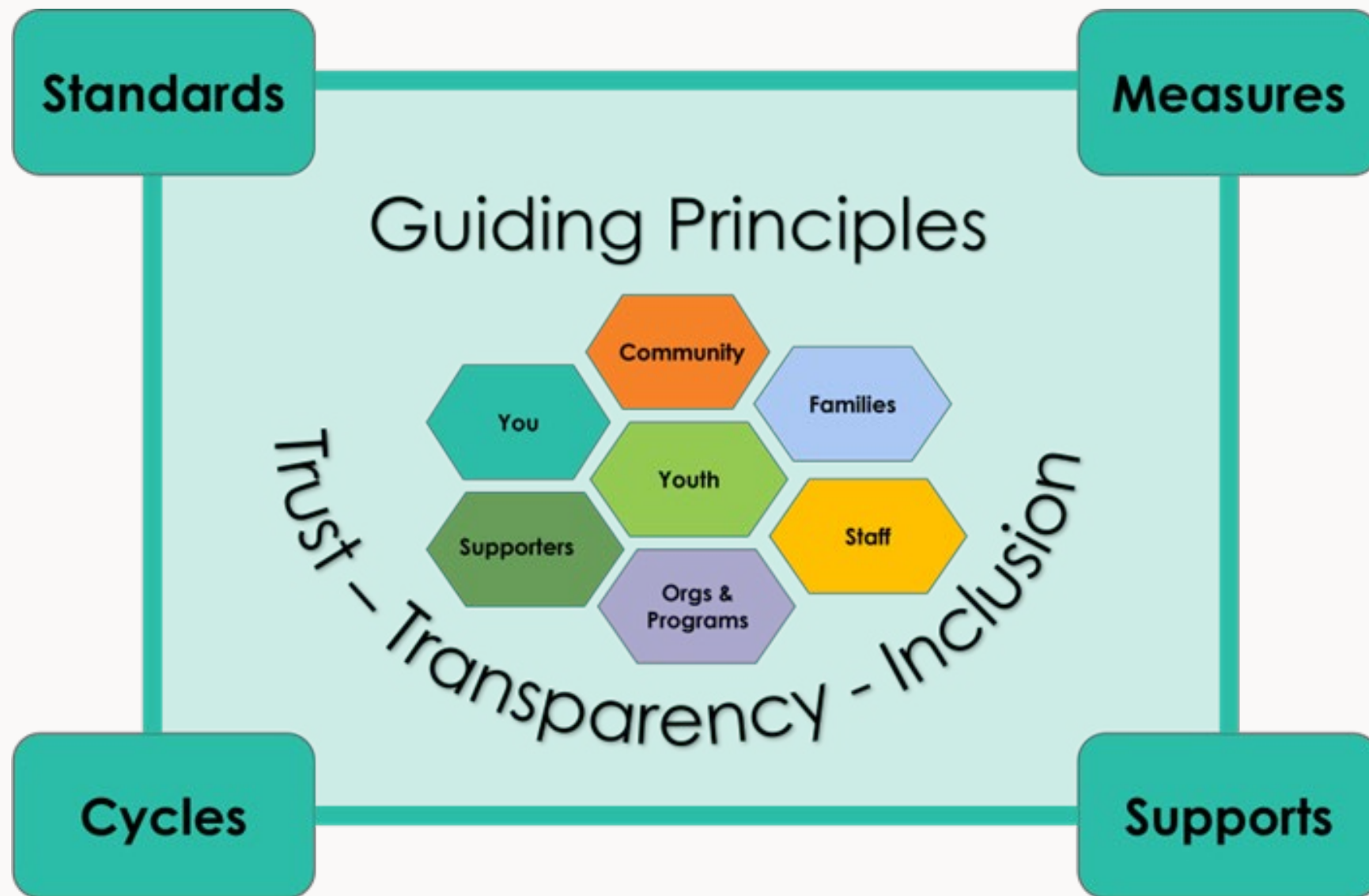
TBD:

Coaching and External Assessment Webinar

Evaluation

February 12, 2025: Leading Indicators Webinar

Training TBD:

Annual Performance Requirements (APR) Webinars

Evaluation Coaching Sessions

Know, Want to Know, Learned

On three different Post-It notes **write down**...

- What did you know coming into today?
- What do you want to know, going into tomorrow?
- What did you learn today that you want to remember?

Post your notes on the chart paper before you leave!

Check out the *Planning and Reflection* guidebook for more reflection activities

Workshop Evaluation Survey

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Workshop Type:
Other: AR Summer Institute
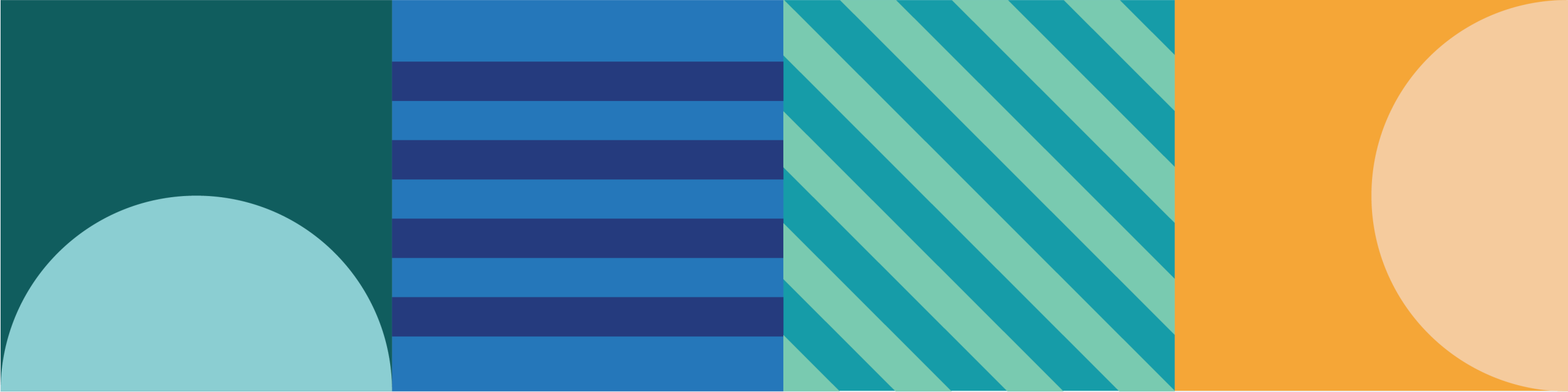**Date Workshop:**
06/12/2024
How Delivered
Live In-Person
Facilitator(s):
Trainer: Lisa Rice

Learning Objectives

- Why Quality Matters
- Intro to CQI
- CQI Roles and Responsibilities
- Program Calendar

https://www.surveymonkey.com/r/YNFVSWQ

Lisa Rice

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