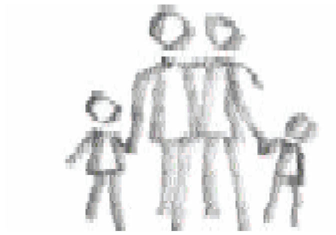

California Department of Public Health
Office of Family Planning

Continuous Program Improvement (CPI) Tool Kit

August, 2011
(Annual updates will be provided)

CPI Tool Kit originally developed in 2002 by
ETR Associates, Research Department
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Original Pilot Testing of CPI Tool Kit - 2003		
Alliance Medical Center, CCG *Emma Still*	**Asian Health Services, TSO** *Joann Wong*	**Await and Find, CCG** *Angela Griffiths*
Community Action Commission, MIP *Refujio Rodriguez-Rodriguez*	**Clinica Sierra Vista, CCG** *Robyn Fargo*	**Mission City Community Network, Inc., TSO** *Laura Valenzuela*
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San Diego Urban League, Inc., CCG *Ruschelle Williams*	**Stanislaus Department of Public Health, CCG** *Laura Tarlo*	
Pilot Test of Local Pretest-Posttest Tool – 2005-06		
Bienvenidos Children's Center, MIP *Armando Lawrence*	**California Health Collaborative Merced, CCG** *Celeste Ramos*	**Community Action Commission Santa Barbara, CCG & MIP** *Mario Perez*
El Nido Family Centers, MIP *Saul Figueroa*	**Dos Palos Unified School District, CCG** *Isabel Nash*	**Greater Los Angeles Agency on Deafness (GLAD), CCG** *Heidi Kleiger*
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Alameda County Health Services, CCG *Pedro Naranjo*	**Bienvenidos Children's Center, MIP** *Armando Lawrence*	**Children's Hospital Los Angeles, I&E** *Mathew Moyer*
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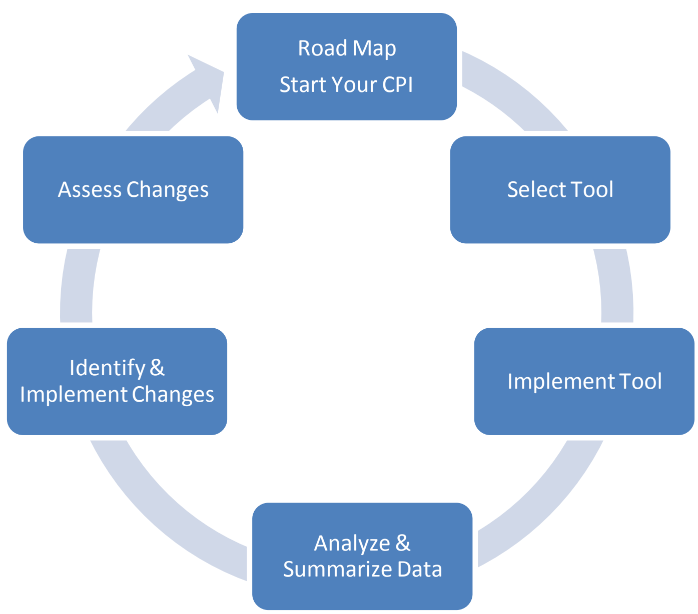
Preface: CPI Tool Kit Overview

What is CPI?

This Tool Kit includes program evaluation tools that are designed to help sites with the process of continuous program improvement (CPI). This process involves collecting information systematically with the primary purpose of identifying ways to improve programs. The CPI process can assist your agency to continually fine-tune program efforts, strengthen or enhance what you are currently doing and validate what is working well.

The CPI Process (Figure 1) is an ongoing yearly cycle of selecting an aspect of your program to examine, collecting data, reviewing data collected to identify potential improvements, selecting 1-2 improvements to implement, and documenting the impact of those changes.

Figure 1: CPI Process



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What Tools are Included in the Tool Kit?

There are currently six tools in the Tool Kit (five tools are available for use by I&E grantees). The five tools available for I&E use are designed to help sites (1) monitor how the curriculum/informational sessions and outreach activities are implemented; (2) examine how educators or facilitators are trained and supported to deliver program services or outreach activities; (3) collect data on clients' or participants' reaction to and satisfaction with informational sessions, programs, or outreach activities; (4) collect data on changes in clients' or participants' knowledge, attitudes, and behavioral intentions after participating in the program services or outreach activities; and (5) plan and conduct focus groups to guide refinements in informational sessions, outreach programs and/or services. As new tools are developed, they will be added to the Tool Kit. Table 1 provides an overview of the five tools currently available for use by I&E Grantees.

Can We Modify the Tools?

Some of the tools are ready to use and you will not need to modify them. A few may need minor adjustments, or you may want to customize them. Each section of the Tool Kit details the specific requirements when adapting each tool. Here is a basic overview:

- *Implementation Tool* - You may want to customize this tool to match your informational sessions or outreach activities. This can be done electronically or by hand (by writing-in the activities).
- *Training and Support Tools* - These tools are designed based on recommended standards of practice for competencies and skills necessary for adult or peer educators to be effective in providing adolescent sexual and reproductive health information. You may add additional skills and competencies that are specific to the populations and settings that you serve.
- *Participant Satisfaction Tool* and the *Local Pretest/Posttest Tool* - These tools require that you create a survey customized to meet your program needs. Sample items and survey templates are provided in the appendix section for each tool to facilitate your survey development process.
- *Focus Group Tool* - This tool requires that you develop your own focus group questions and protocol. Sample topic areas and questions are provided in the appendix section to facilitate the process.

What Type of Assistance is Available to Implement These Tools?

A CPI Specialist and your OFP Program Consultant are available to assist you with the CPI Tools and to provide evaluation technical assistance to ensure successful CPI implementation. Additionally, web-based CPI Tool-specific and general CPI evaluation support calls will be provided to assist agencies in CPI Tool implementation and CPI data analysis and reporting.

What Will the CPI Implementation Process Look Like?

During this 2011-2016 grant cycle, the CPI process has been modified from previous years. Agencies will have a new planning form, called the CPI Road Map, to aid them in thinking about CPI over the next five years.

The I&E CPI Evaluation Requirements for this contract cycle includes the following changes:

- An ongoing blend of preparing for and using a tool; and
- Making changes from the CPI Process and assessing those changes.

CPI Road Map

You will complete a *CPI Road Map* to identify your CPI implementation plan over the grant cycle, including intended tool selection and cycles for collecting data and making program improvements using CPI data. The *CPI Road Map* is a living document that agencies will complete in Year 1 and review and update on-line yearly as needed.

CPI Implementation Timeline

The *CPI Implementation Timeline*, in effect for the FY2011-2016 grant cycle, is a modified approach to tool implementation in which agencies focus on their training and support or implementation issues in the first two years (see Figure 2 below) and collect data on subsequent aspects of their program in later years (e.g., participant satisfaction, pretest-posttest changes). This approach will allow agencies to strengthen two fundamental program elements early in their funding cycle, both of which are important for building stronger program effects. Agencies can consult with their OFP Program Consultant and CPI Specialist for assistance in selecting a CPI Tool and completing and updating their *CPI Road Map.*

Figure 2: CPI Implementation Timeline FY 2011-2016

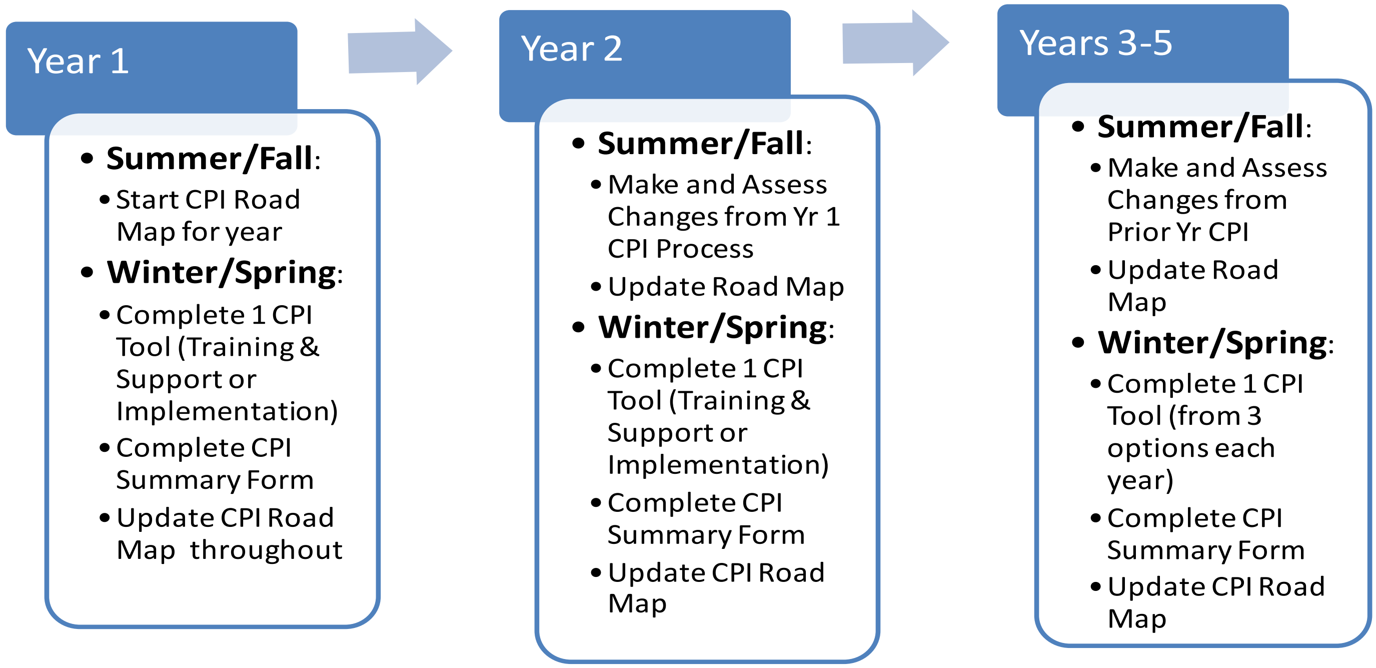

Table 1: Overview of Continuous Program Improvement (CPI) Tools for I&E Programs FY 2011-2016

CPI Tool/Purpose	Requirements for this Tool	Questions To Consider When Choosing This Tool
Implementation Tool To assist sites in monitoring curriculum implementation, informational presentations or outreach activities.	• Use for four informational presentations or outreach activities (agencies choose). • Complete forms (outreach staff, peer educators or an observer). • Analyze data/suggest changes and strengths.	• Where and when do you want to monitor implementation? • Will an observer, educator or outreach staff member complete the tools? • Who will summarize the results?
Training and Support Tools To collect data on the training and support provided to prepare outreach staff/educators to conduct informational presentations/outreach activities.	• Use once during year. • Complete forms (program and outreach staff/educators). • Analyze data/suggest changes and strengths.	• How many and what type of staff (peer, adult) will complete the tool? • Who will summarize the results?
Participant/Client Satisfaction Tool To collect data on teens' level of satisfaction with informational presentations/outreach activities/clinical services.	• Design survey (of any length; requires approval before using). • Select appropriate items based on topic, content, audience. • Use with a sample of participants/clients (agencies pick who and where to survey). • Collect a minimum of 50 surveys. • Enter/analyze data.	• Who will draft the satisfaction survey? • In what settings will the survey be administered? • How many surveys will be collected? • Who will analyze the survey results?
Local Pretest-Posttest Tool To collect data on the short-term impact of curricula/program services on participants' knowledge, attitudes, and behavioral intentions. *This tool is best suited for agencies using a life skills curriculum that is a multi-session program.* This tool is not suited for brief presentations.	• Design survey (of any length; requires approval before using). • Select appropriate items based on topic, content, audience. • Use with a sample of program participants/clients (agencies pick who and where to survey). • Collect a minimum of 50 pretest and 50 posttest surveys. • Enter/analyze data.	• Who will draft the survey? • In what settings will the survey be administered? • Will matched or unmatched surveys be collected? • How many surveys will be collected? • Who will analyze the survey results?
Conducting Focus Group Tool To explore any aspect of an agency's work plan and gather qualitative data that may be used to guide refinements to educational programs, outreach programs and/or services.	• Develop focus group questions and protocols (requires approval before using). • Obtain parental consent for participants under 18 years of age and participant assent from all participants (adult or youth). • Recruit 6-10 participants for 2-3 focus groups. • Arrange logistics for focus groups. • Conduct focus groups. • Transcribe/analyze data.	• Who will draft the focus group questions? • What strategy will your focus groups evaluate? • Who will participate in the focus groups? • Who will facilitate the discussion? How will the focus group be recorded (e.g., note- taker, tape recorder)? • Who will summarize the results?

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