

Peer Data Webinar Series: The ROADD to Continuous Quality Improvement January 7, 2026



National Community Action Partnership
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www.communityactionpartnership.com

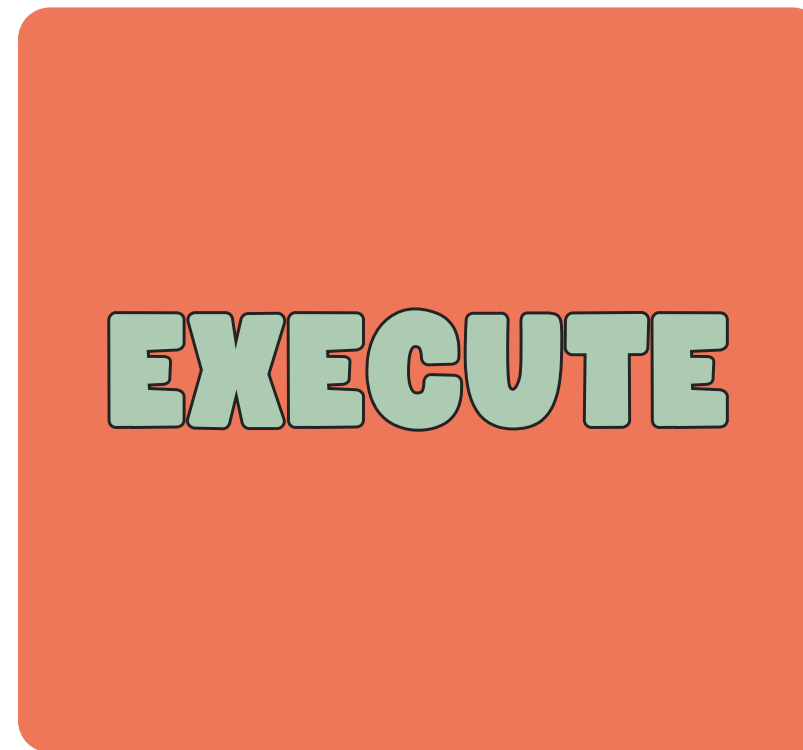
The Promise of Community Action

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

**R.O.A.D.D. TO
CONTINUOUS
QUALITY
IMPROVEMENT**



PLAN



TODAY'S OBJECTIVE

Meet programs where they are at in their respective CQI journey and align them to the core concept of the presented methodology for implementing qualitatively and quantitatively measurable CQI

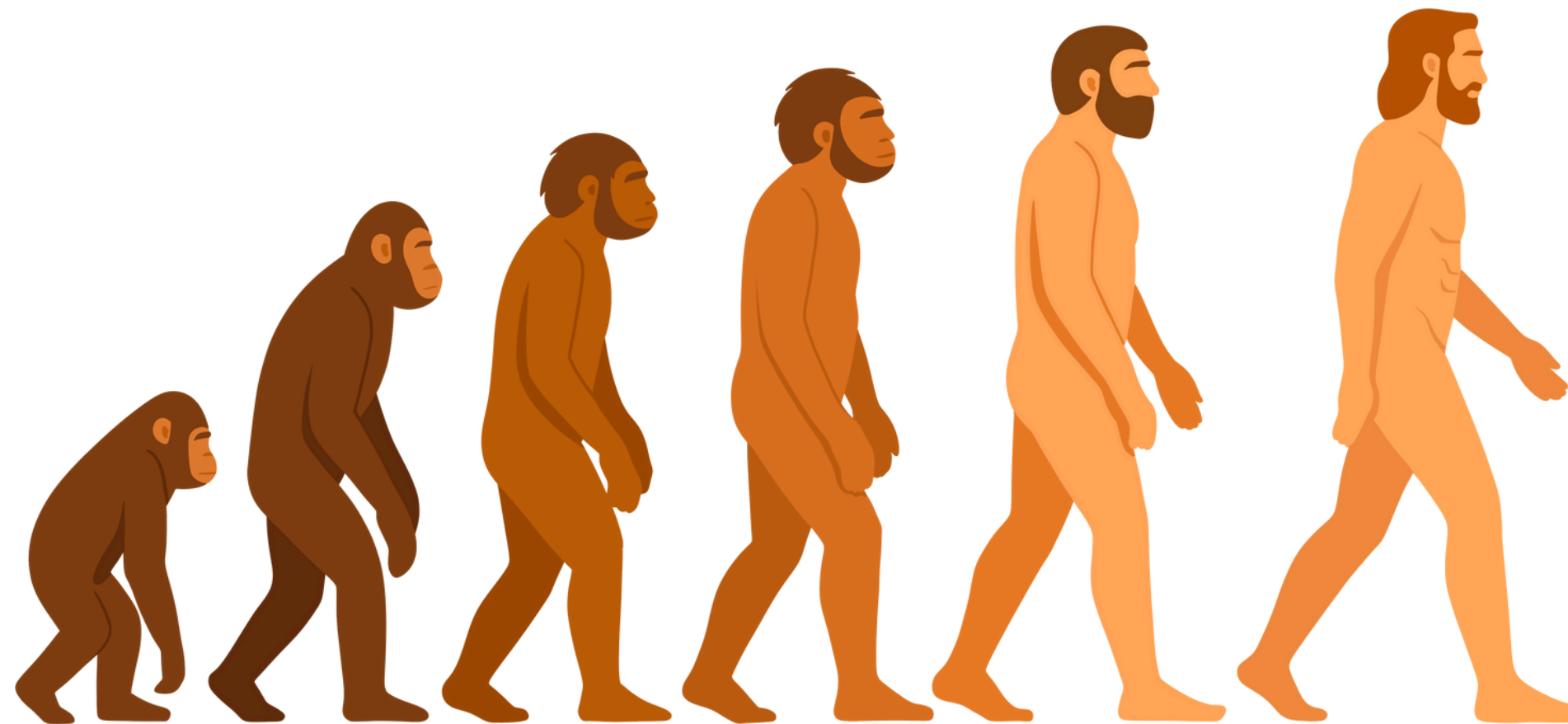
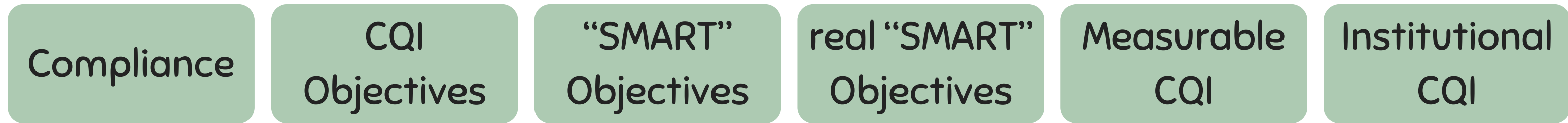
Success Criteria

If people are motivated to implement any part of this webinar in their daily practice.





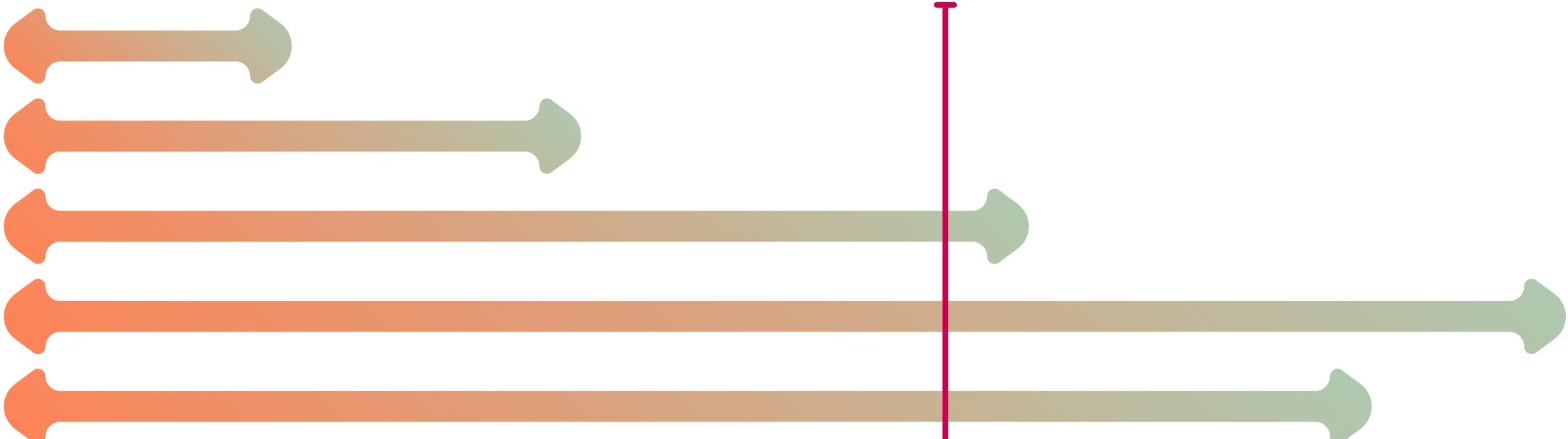
CQI SPECTRUM - CAPRW CONCEPT



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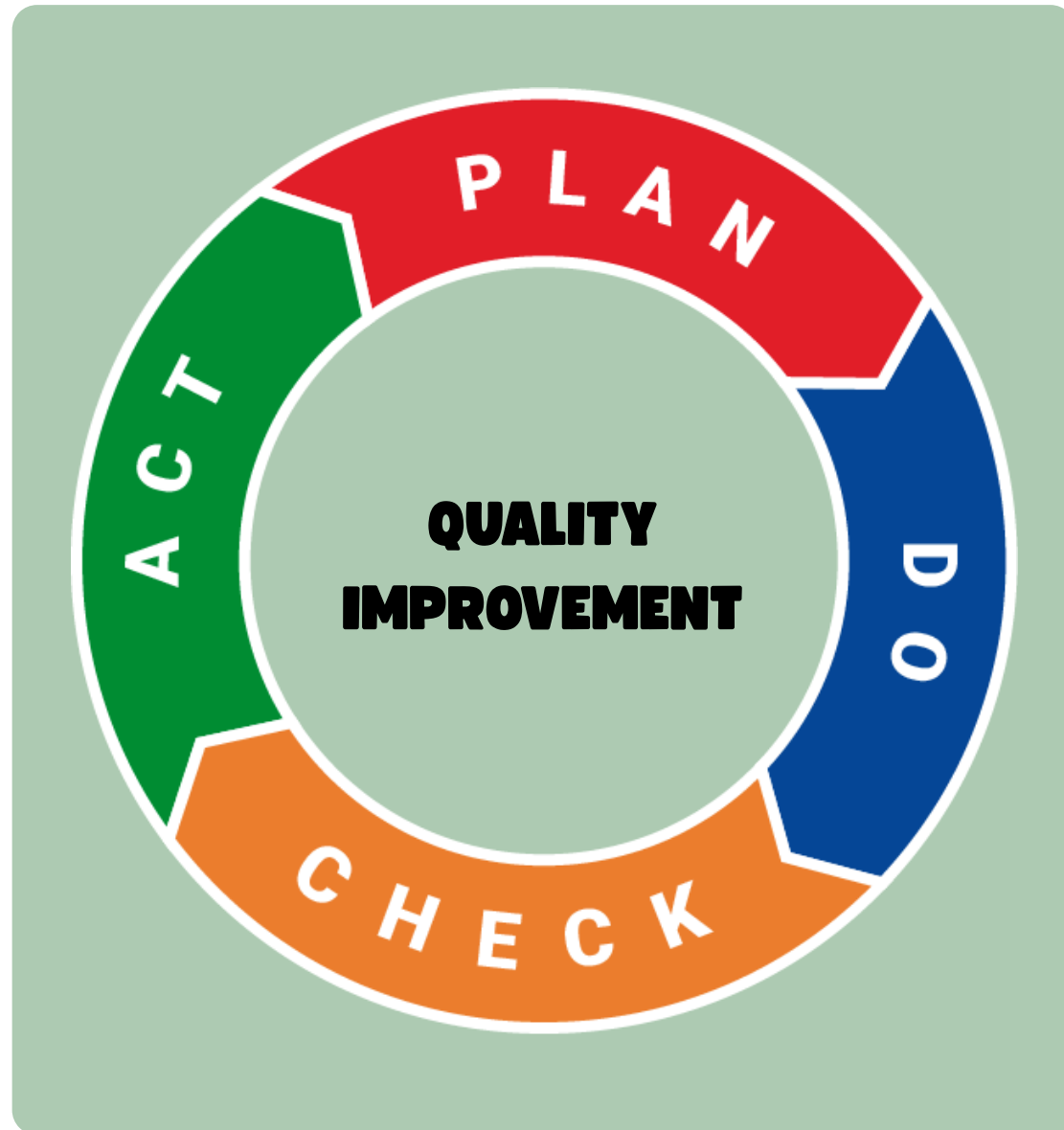


Compliance CQI Objectives "SMART" Objectives real "SMART" Objectives Measurable CQI Institutional CQI



Critical Mass

CQI AS A CYCLE



Oversimplification of complex processes

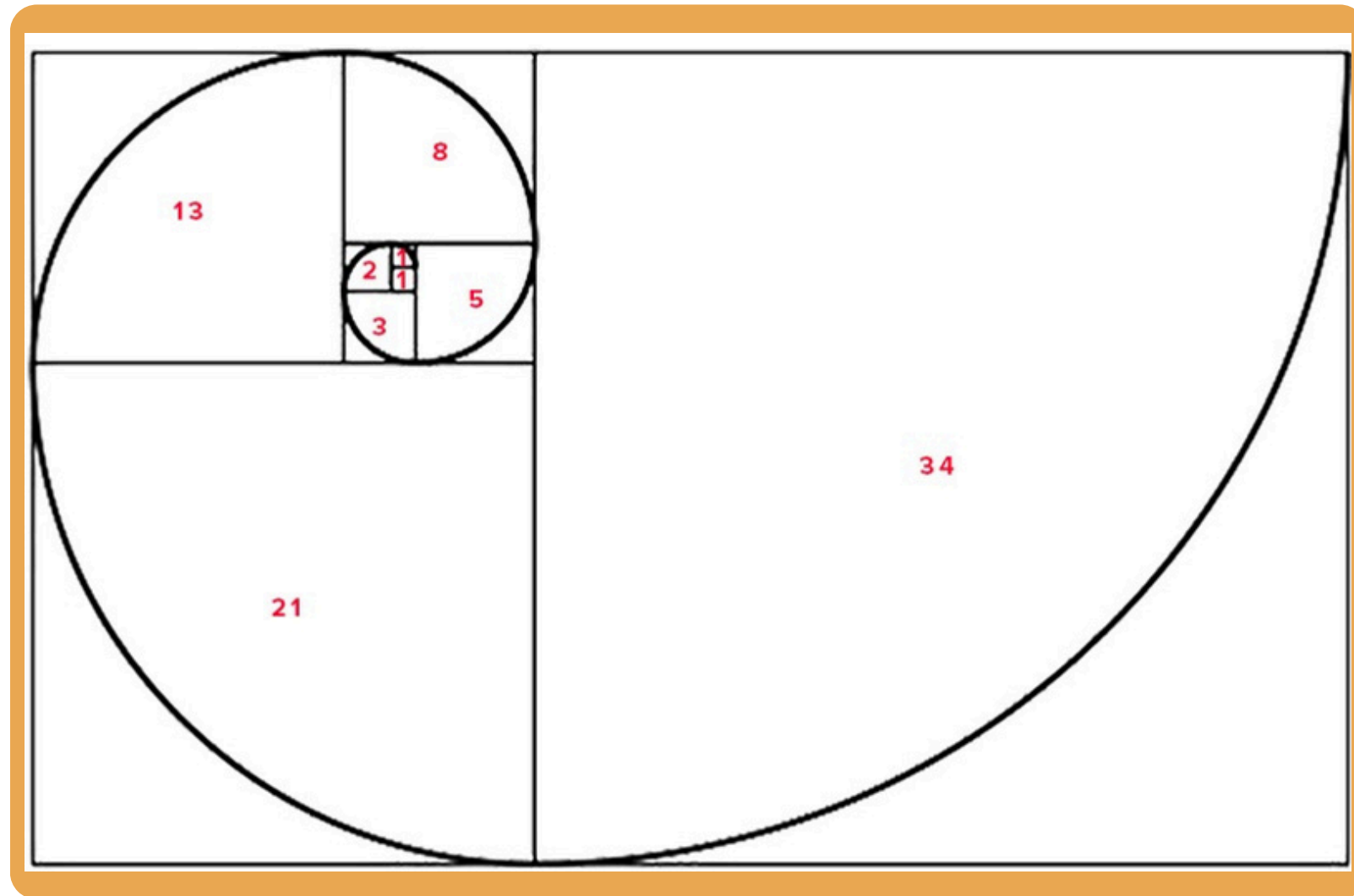
Siloed Quality Improvement - No systems

No policy perspective





CQI AS A SPIRAL



Defined quality improvement

Systems improvement

Institutionalize quality Improvement



KEY ELEMENTS

W.B.S./Work Breakdown

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B.R.O.A.D. Goals



KEY ELEMENTS

W.B.S./Work Breakdown

B.R.O.A.D. Goals

S.M.A.R.T. Objectives

“Program will increase outreach by end of program year”

“Outreach manager will ensure that outreach is increased by 20% to effectively communicate program offering in the community by May 31st 2026”

KEY ELEMENTS

W.B.S./Work Breakdown

B.R.O.A.D. Goals

S.M.A.R.T. Objectives

Objective Status



HOW STATUS IS ASSIGNED



Objective

- Action 1 ✘
 - Action 2 ✘
 - Action 3 ✘
- } Not started = 0 points

Objective

- Action 1 ✔
 - Action 2 ✘
 - Action 3 ✘
- } In progress = 5 points

Objective

- Action 1 ✔
 - Action 2 ✔
 - Action 3 ✔
- } Complete = 10 points

KEY ELEMENTS

W.B.S./Work Breakdown

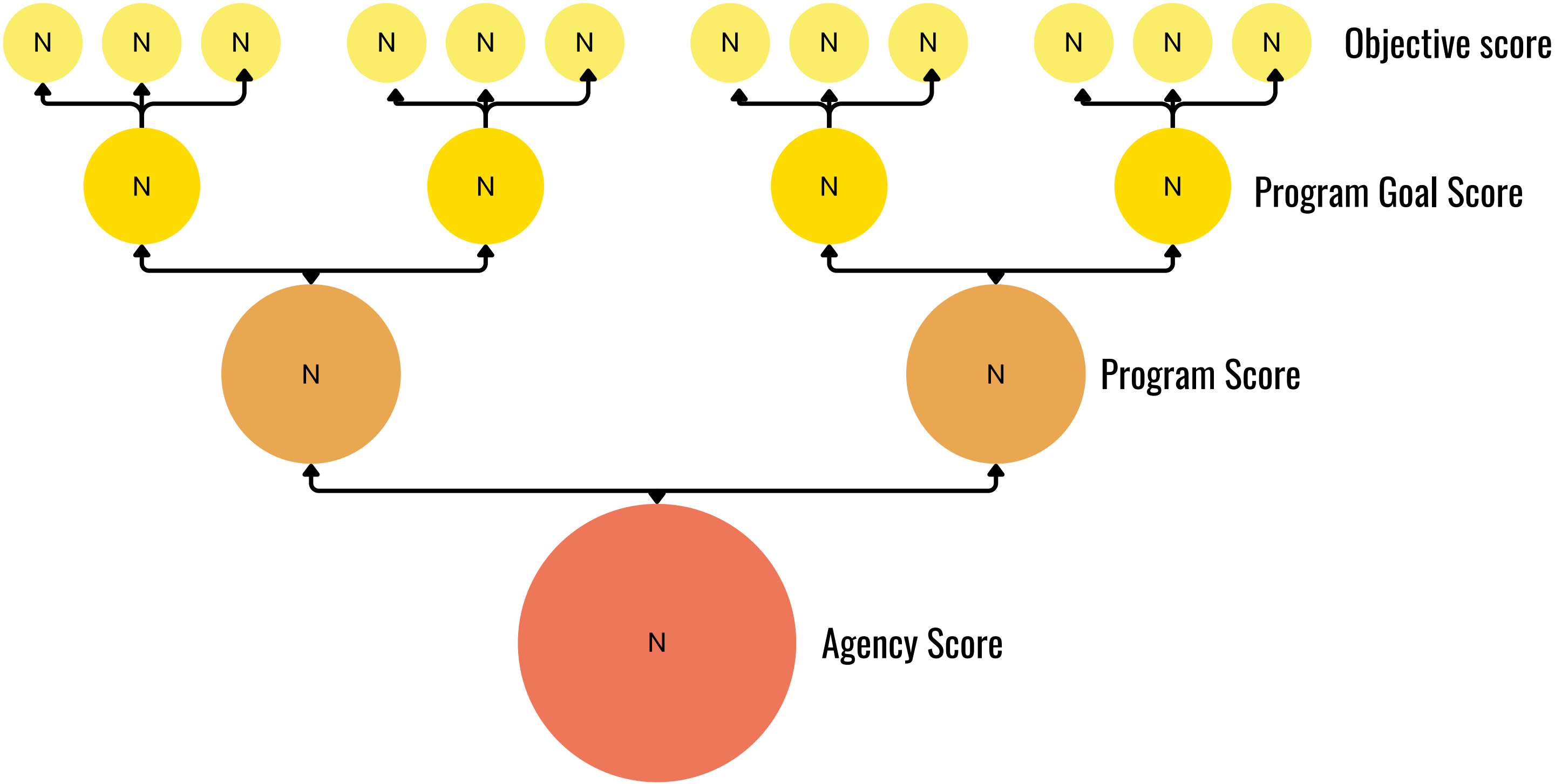
B.R.O.A.D. Goals

S.M.A.R.T. Objectives

Objective Status

C.Q.I. Scores

CQI SCORES IN A CAA



KEY ELEMENTS

W.B.S./Work Breakdown

C.Q.I. Teams

B.R.O.A.D. Goals

S.M.A.R.T. Objectives

Objective Status

C.Q.I. Scores

KEY ELEMENTS

W.B.S./Work Breakdown

C.Q.I. Teams

B.R.O.A.D. Goals

C.Q.I. Roles

S.M.A.R.T. Objectives

Objective Status

C.Q.I. Scores

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C.Q.I. Teams

B.R.O.A.D. Goals

C.Q.I. Roles

S.M.A.R.T. Objectives

C.Q.I. Meetings

Objective Status

C.Q.I. Scores

KEY ELEMENTS

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B.R.O.A.D. Goals

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S.M.A.R.T. Objectives

C.Q.I. Meetings

Objective Status

C.Q.I. Conference

C.Q.I. Scores



KEY ELEMENTS

W.B.S./Work Breakdown

C.Q.I. Teams

B.R.O.A.D. Goals

C.Q.I. Roles

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C.Q.I. Meetings

Objective Status

C.Q.I. Conference

C.Q.I. Scores

C.Q.I. Management

DEMONSTRATION



R.O.A.D.D. TO CQI

The writing process is five steps that you must take to reach a final draft of your writing.



R - Redefine Quality

O - Optimize Quality

A - Assess Quality

D - Demonstrate Internally

D - Demonstrate Externally

Please Provide Your Feedback!

The **NCAP Peer Data Webinar Series** is kicking off its 3rd year of providing data-focused content to Community Action data and IT staff.

NCAP Peer Data webinars are offered in response to [your feedback and input](#).

Please share your input with us by completing this quick survey!

<https://www.surveymonkey.com/r/2026PeerDataCQI>

Thanks!



2026 Management & Leadership Training Conference

Orlando, FL | January 28–30 (Pre-Con: January 27)

NCAP's MLTC is designed for both current and aspiring leaders in Community Action and human services. This special event will offer immersive training sessions, dynamic roundtable discussions, and meaningful networking opportunities. Whether you're a seasoned leader or preparing to take that next step into management, MLTC will equip you with the tools and insights to lead with confidence and impact.

