Continuous Improvement Process (CIP) Reporting
Rationale and Examples

Heart of Illinois United Way

Reference materials for CIP Categories, Areas of Improvement, Rationale, and Examples for Quarterly Reporting. Additional information can also be found in the CIP Reporting section of each Quarterly Report.

CIP Category	Areas of Improvement *Select One*	CIP Rationale	CIP Example *Indicate the reason for creating the CIP and the action plan to achieve the desired result.*
Program Results	Client Recruitment, Enrollment, Retention and Management Capacity Building for Outputs and Outcomes Eliminating Barriers to Client Success Program Delivery Process Improvements	High-functioning programs have clear processes for achieving results and are meeting/exceeding projected Outputs and Outcomes.	*To improve positive behavior outcomes, staff will create five new interactive lessons focused on helping students practice standing up to bullying by the end of Qtr. 1. These lessons will be integrated into the curriculum and evaluated in Qtr. 2 through post-tests measuring self-advocacy skills, aiming for at least 85% of students to demonstrate improvement.*
Client Feedback/Satisfaction	Client Feedback Collection/Rate of Response Program Delivery Changes in Response to Feedback Client Engagement in Program Development or Evaluation Process Improvements	High-functioning programs request client feedback regularly, respond to changing client needs, and improve interactions to increase client success.	*To improve service availability based on client feedback, staff schedules will be adjusted to offer evening appointments until 7 PM on Tuesdays starting in Qtr. 1. The goal is to increase evening appointments by 20% by the end of Qtr. 1 with progress measured through appointment records in Qtr. 2.*
Data Collection/Evaluation	Consistent Data Collection, Accuracy and Quality Internal Evaluation of Data and CIPs Overall Program Evaluation Process, including Measurement Tools Program Delivery Adjustments Resulting from Evaluation	High-functioning programs have effective measurement tools and data collection processes to produce quality information that records client success.	*To improve outcomes, the coordinator will review post-test results by the end of Qtr. 1, to identify the 3 most missed questions. Coordinator will recommend adjustments to the lessons and/or revised language for post-test questions by the start of Qtr. 2. Success will be measured by implementing at least 1 recommendation in the next lesson plans by the end of Quarter 2.*
Staff and Volunteers	Staff/Volunteer Recruitment and Retention Training and Development Staff Involvement in Program Design, Decisions, and CIPs Staff/Volunteer Feedback	High-functioning programs have qualified staff who demonstrate commitment to the organization's mission, understand program goals, achieve objectives, contribute to continuous improvement, and serve as positive ambassadors in the community.	*By the end of Qtr. 2, all staff will complete trauma-informed care training from the ABC agency to improve sensitivity to client needs. Training will be scheduled by mid-October, and success will be measured through a post-training survey, targeting at least 85% of staff to report increased awareness of trauma-informed practices.*
Leadership Engagement	Program Observation and Feedback to Staff Staff Development, Support and Mentoring Communication/Engagement with Staff Culture of High Standards and Continuous Improvement	High-functioning programs have executive leaders who communicate effectively with staff, understand operations, engage the Board and community, and lead with integrity to foster continuous improvement and organizational growth.	*To engage Board support, the Executive Director will present financial data and client feedback on gaps in third-party funding and their impacts on client services at the May Board meeting. Success will be measured by securing a commitment from the Board to discuss potential funding solutions at the next Board meeting.*
Resource Development and Fund Diversity	Increased and Diversified Revenue for Program Stability or Expansion Budget Development and Monitoring Facility or Physical Resource Improvement Process Improvement for Financial Oversight	High-functioning programs can strengthen and stabilize the financial position of the program by developing diversified revenue streams.	*By the end of Qtr. 3, the Program Director will submit a funding application to the XYZ Foundation for program expansion to serve clients on the waiting list, aiming to secure at least $50,000. Grant awards will be announced by the Foundation sometime in Qtr. 4.*
Other –Space for additional CIP	N/A	Space for an additional CIP from one of the above categories, or for a CIP that does not fit into the above categories.	*Examples of CIPs include partnerships, collaborations, community visibility, educating legislators, board development, and strategic planning.*