HOIUW CIPs and YOUR Proposal and ChatGPT

Heart of Illinois United Way
Friday, October 25, 2024

Introductions and YOUR Goal

- Your Name
- Your Agency
- Your Self-Assessment of CIP Writing
  - Awareness
  - Novice
  - Intermediate
  - Advanced
  - Expert
- Your familiarity with ChatGPT
  - Avoidance
  - Awareness
  - Novice
  - Intermediate
  - Advanced
  - Expert
- One Goal for Today

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Workshop Goals

- Appreciate Origin and Rationale for the Workshop
- Explore Idea of Continuous Improvement
- Evaluate CIPs using ChatGPT
- Create CIPs using ChatGPT
- Develop Community of Practice

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Workshop Origin

- 2022
  - Fund Distribution Process Exploratory Committee
  - “Currently agencies vary in their ability to effectively write and communicate their Continuous Improvement Plans”
  - Workshop request from the Agency Operations Peer Group
  - Approved by Solution Council
  - Item Analysis (0, 2, 4, or 8 points = 11% of overall score)
- 2024
  - Request by agencies with start of new funding cycle
  - Solution Council Agreement
  - New Technology Emerges - ChatGPT

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What is a Continuous Improvement Plan?

- YOUR Thoughts?

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What is a Continuous Improvement Plan?

- A continuous improvement plan is a set of activities designed to bring gradual, ongoing improvement to products, services, or processes through constant review, measurement, and action.
  - (https://www.liveabout.com/planning-for-continuous-improvement-in-the-workplace-2275281)

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Workshop Rationale

- Benefits of Continuous Improvement Plans
  - Engaged Staff and Colleagues
  - Lower Staff Turnover
  - Improvement of Processes
  - Improvement of Outcomes
  - Better Client Service
  - Improvement of Agency Culture
    - (adapted from: https://theleanway.net/5-Benefits-of-Continuous-Improvement)

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Questions and QUICK Break

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Grant Reviewer Assessment Directions for CIPs

- Of the 5 CIPs listed, are they all ***specific***, ***measurable, attainable, relevant and time bound*** (S.M.A.R.T.) CIPs that are driving change and improvement in the program?
- When reviewing, consider ***the progression*** of Outputs, Units of Service and Outcomes for the program.

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Evaluating some CIPs using SMART

- **S**pecific: Clearly define the task you want to improve.
- **M**easurable: Identify what data will show that the task has been accomplished.
- **A**ctionable/**A**ttainable: Describe the steps that will be taken or how likely it is that this goal can be achieved.
- **R**elevant: Make sure the goal aligns with the agency mission or a Quarterly Report Area or Category
- **Ti**mebound: Set a timeline for when this CIP will be completed.

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SMA**Relevancy**T **PAUSE**

- Relevancy Resources
  - Mission
  - CIP Category and List of Area Improvement in the Quarterly Report

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Quarterly Report Areas and Categories

- **Program Results |** Client Recruitment, Enrollment, Retention and Management | Capacity Building for Outputs and Outcomes | Eliminating Barriers to Client Success | Program Delivery Process Improvements
- **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
- **Data Collection and 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

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Quarterly Report Areas and Categories

- **Staff and Volunteers |** Staff/Volunteer Recruitment and Retention | Training and Development | Staff Involvement in Program Design, Decisions, and CIPs | Staff/Volunteer Feedback
- **Leadership Engagement |** Program Observation and Feedback to Staff | Staff Development, Support and Mentoring | Communication/Engagement with Staff | Culture of High Standards and Continuous Improvement
- **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

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Reconstructing a “BAD” One

“To improve Outcomes in Positive Behavior Change, staff will develop additional interactive lessons that allow students to practice their skills in standing up to bullying.”

Specific + *Measurable* + *Actionable/Attainable* + *Relevant* + *Timebound*

What is missing?

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Deep Breath and ChatGPT

Here are quick directions for setting up a ChatGPT account:

1. Go to the ChatGPT website: Visit chat.openai.com.
2. Sign up: Click the "Sign Up" button.
3. Enter your email: Provide your email address or use a Google or Microsoft account to sign up.
4. Create a password: Choose a strong password for your account.
5. Verify your email: Check your inbox for a verification email and click the link to confirm your account.
6. Complete setup: Follow any additional prompts, such as adding your name or phone number.

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ChatGPT and Non-Profit Use

1. Data privacy controls: ChatGPT operates under strict privacy policies, ensuring that non-profits can create SMART goals without worrying about data being used or shared without consent.
2. Customizable outputs: It allows users to input specific information, making it easy to tailor SMART goals to the unique needs of non-profits.
3. User-friendly interface: Staff with varying levels of technical expertise can use ChatGPT easily, reducing barriers to goal creation.
4. Consistency and accuracy: ChatGPT helps maintain a structured approach to SMART goal creation, providing reliable guidance on each element (Specific, Measurable, Actionable, Relevant, Timebound).
5. Time-saving: It quickly generates SMART goals, helping non-profits efficiently outline objectives without the need for extensive manual drafting.

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Evaluating some “BAD” CIPs using ChatGPT

- In ChatGPT (https://chat.openai.com) we are going use the following prompt:

  “*Is this a SMART goal?*”

- and then copy and paste a goal from previous CIPs:
- “To improve Outcomes in Positive Behavior Change, staff will develop additional interactive lessons that allow students to practice their skills in standing up to bullying.”

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Reconstructing a “BAD” One

“To improve Outcomes in Positive Behavior Change, staff will develop additional interactive lessons that allow students to practice their skills in standing up to bullying.”

Specific + *Measurable* + *Actionable/Attainable* + *Relevant* + *Timebound*

By the end of the semester, staff will develop 5 additional interactive lessons to help students practice standing up to bullying. The effectiveness of these lessons will be evaluated through *data collection*, including *student surveys and behavioral assessments, to improve Positive Behavior Change outcomes by 10%.*

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YOUR Turn

Option One

Program Director will apply to the XYZ Foundation for funds to support program expansion to serve clients on the waiting list.

Option Two

All staff will receive training on trauma-informed care through the ABC agency to improve sensitivity to client needs.

Option Three

In response to client feedback regarding the availability of services, staff schedules will be changed to offer evening appointments until 7 p.m. on Tuesdays.

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YOUR Turn OPTION FOUR

Prompt Suggestion:

Write a SMART goal for a nonprofit organization that serves the local community. The goal should focus on <insert topic>, over the next <insert time frame> Be sure to make the goal specific, measurable, achievable, relevant, and time-bound, considering the limited resources of a nonprofit.

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Report Outs

- Group 1
- Group 2
- Group 3
- Group 4
- Group 5
- Group 6

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ChatGPT Cautions

- Make sure you understand: ChatGPT can help with writing but might not fully understand how your nonprofit works or specific rules you must follow.
- Double-check information: Always review what ChatGPT generates with experts to make sure it’s correct and fits your organization’s needs.
- Protect privacy: Don’t share sensitive or private information with ChatGPT, as it isn’t designed to keep it secure.
- Understand the output: You’ll need to review and interpret what ChatGPT provides to make sure it matches your goals and values.
- Watch for biases: ChatGPT might reflect common biases in its responses, so review everything to ensure it’s fair and inclusive.

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THANK YOU
Thoughts
Questions

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