Quality Improvement Planning and Process

Background and Introduction

The BoSCoC Performance and Outcomes Committee developed and implemented the Quality Improvement Plan (QIP) to take an intentional and systematic approach to improving homeless program performance.

What is a Quality Improvement Plan?
The Ohio BoSCoC Performance and Outcomes Committee uses a QIP based on a continuous quality improvement process, which consists of the following steps:
- Plan the timeline, activities tools to measure outcomes
- Do the work to implement actions and data collection
- Check the results and complete a full analysis
- Act on items learned and next steps following the analysis

See the blank Quality Improvement Plan Template for more information.

Quality Improvement Process Overview

Process Overview
QIPs are used to address a variety of project issues. CoC staff notify grantees of their need to develop a QIP and the performance areas on which their QIP should focus. Once the QIP is developed, grantees implement the QIP and engage in quarterly monitoring with CoC staff for one year, at which time CoC staff evaluate project improvement and make a determination about QIP termination, continuation, or other action.

BoSCoC Performance and Outcomes Committee
The Ohio BoSCoC Performance and Outcomes Committee is responsible for reviewing program performance, identifying projects that need to develop QIPs, and implementing QIPs along with targeted grantees for issues related to project performance. In its role as CoC staff, COHHIO is responsible for staffing the Performance and Outcomes Committee, and as such has been charged with monitoring and assisting with assessing QIP implementation. Any questions or concerns pertaining to the QIP process should be directed to Erica Mulryan, CoC Director, at ericamulryan@cohhio.org.

Project Selection
The Ohio BoSCoC Performance and Outcomes Committee reviews project performance quarterly. The Committee targets for QIP development projects that have not met performance goals, as outlined in the Performance Management Plan, for multiple reporting periods.

As needed, grantees may be required to develop QIPs to help in the resolution of critical program issues that are not performance related. Such issues may include developing a plan to implement HMIS or developing a plan to ensure program operations comply HUD requirements.

CoC staff will contact organizations directly if they are required to develop a QIP.

Development and Implementation of QIP

QIP Development: The Basics
When needed, grantees must develop a QIP that addresses every identified performance concern. Grantees will be given the opportunity to receive individualized technical assistance from CoC staff as they begin developing their QIPs.

For targeted grantees, QIPs must address all issues of concern noted, the QIP tool must be fully completed, and grantees must adhere to all timelines and goal dates outlined in QIP correspondence.

QIP Duration
Grantees must develop QIPs that are one-year in length, unless otherwise noted.

QIP Quarterly Monitoring
Targeted grantees will also be required to participate in at least quarterly monitoring of QIP implementation and program improvement with CoC staff. Quarterly monitoring takes place via conference call and covers both progress in implementation of activities outlined in the QIP and progress in improving performance of targeted issue.

Terminating or Continuing a QIP
The Ohio BoSCoC Performance and Outcomes Committee and CoC staff will evaluate the extent to which QIP grantees satisfactorily improved performance on targeted areas. If improvement is sufficient, then the grantee will be notified of the termination of the QIP and no further action will be needed.

If the Committee and CoC Staff determine that a grantee has not made adequate improvement during the QIP process, then the grantee may be required to complete another year of QIP implementation. A continuing QIP may involve revision of the QIP developed by the grantee and/or changes to the monitoring process.

QIP Monitoring and Evaluation

Targeted grantees participate with CoC staff in quarterly monitoring discussions regarding QIP progress and program improvement. In these discussions, grantees will be expected to report, at minimum, on the following items:
- Progress in implementing each activity identified in the QIP
    - Assure QIP activities are implemented/completed
    - If activity not fully implemented/completed, then grantee must be able to report on status of implementation, expected completion dates, etc.
- Progress in meeting stated QIP performance goal
    - Assure QIP performance goal is met
    - If QIP goal not met, then grantee must be able to report on status of implementation, expected completion dates, etc.
    - If QIP goal not met, then grantee may be informed that QIP will continue for additional year
- Progress in assuring that the data obtained through the QIP is accurate, thorough, and analyzed
    - Assure quality data is obtained
- Progress in reporting trends and findings from the QIP
    - Assure trends and findings are noted
- Progress in prioritizing issues that need further review and consideration
    - Assure that issues are prioritized

Determining Success or Failure of QIP
The Ohio BoSCoC Performance and Outcomes Committee and CoC staff will evaluate grantee's progress in meeting the QIP goals identified to determine if grantee has successfully implemented QIP and if the QIP can be terminated. If all identified QIP goals have been achieved, then the QIP will most likely be terminated upon completion of the one-year QIP period. Achievement of QIP goals is not necessarily the only condition that could lead to successful QIP termination. Grantees who can clearly demonstrate significant progress towards meeting their goals, and who have fully and successfully implemented all QIP activities and participated in quarterly monitoring, may also have their QIPs successfully terminated.

In general, the success of a QIP process (and, ultimately, its termination) will be determined based on the following:
- Grantee participated in the required QIP process
- Grantee fully implemented identified QIP activities
- Grantee participated in quarterly monitoring and provided sufficient status updates on QIP implementation and progress on program improvement
- Grantee made significant progress on and/or met their QIP goals

Grantees who have not met their QIP goals, have made only slight (or no) progress in their areas targeted for improvement, or have not fully implemented all the activities identified in their QIP may be required to continue their QIP for another year. Continuing a QIP may also involve revising the plan or increasing frequency of monitoring. As the second QIP termination date nears, the grantee will be evaluated again on the extent to which they were successful on the items identified above. If the Committee and CoC staff determine that the grantee successfully completed their QIP, then the QIP will be terminated and no further action will be needed. If the Committee determines that their QIP failed for a second consecutive year, then the grantee may be required to develop a QIP for a third year or may be at risk of losing renewal HUD CoC funding, if applicable.

Grantees who do not develop required QIPs or do not participate in quarterly monitoring, when required by the Committee and CoC staff to do so, will be considered to have failed in their QIP. These grantees will either be required to develop a QIP for a consecutive year or will be at risk for not being included in the BoSCoC consolidated application for HUD CoC funding.

Impact of QIP on CoC Competition

Renewal CoC Applications
Grantees with a current first-year or second-year QIP in place at the time of the annual HUD CoC Competition may have their project evaluation score and/or project ranking impacted.

New CoC Applications
Grantees with a current first-year QIP in place are permitted to submit a new CoC project application. However, new project applications will be scored, in part, on the applicant's required QIP participation, implementation, and program improvement.

Grantees in their second year of a QIP may not submit an application for a new CoC project.