

IMPACT TEAM
<p><b>Purpose</b></p> <p>The CLD Impact Team leads all evaluation efforts within the organization. They are also responsible for monitoring and tracking the Continuous Quality Improvement (CQI) process. The Impact Team analyzes and reviews program and organizational data to make meaning and make data-informed decisions for the organization. The Impact Team is responsible for implementing the evaluation plan and keeping the evaluation cycle moving forward.</p>
DATA COLLECTION/MAINTENANCE
<p><b>Responsibility</b></p> <ul style="list-style-type: none"> <li>• Manager of Program Evaluations and Administration (MPEA): <ul style="list-style-type: none"> <li>○ Schedule Impact Team meetings. Meetings should occur quarterly, or more frequently when needed.</li> <li>○ Lead Impact Team meetings.</li> </ul> </li> <li>• Impact Team members: <ul style="list-style-type: none"> <li>○ Ownership, accountability and responsibility for evaluation.</li> <li>○ Review program and organizational data to make meaning and inform organizational decisions.</li> </ul> </li> </ul>
<p><b>Instructions &amp; Timeline</b></p> <p>The Impact Team should include 5-10 people representing differing staff levels and roles within the organization.</p> <ul style="list-style-type: none"> <li>• Leadership team members (such as: President, CPI Director, Senior Manager of Programs, Manager-Human Resources &amp; Organizational Effectiveness)</li> <li>• Programs team members (such as: Program Coordinators and Assistants, Database Coordinator, MPEA)</li> <li>• Development team members (such as: Development Manager and Grants Coordinator)</li> </ul> <p>The following process for Impact Team meetings will be followed:</p> <ol style="list-style-type: none"> <li>1. The Impact Team will meet <b>quarterly</b> to share and discuss implications of data collected for the previous quarter. The Impact Team may meet outside of their quarterly times as needed when new data becomes available or if there is a pressing timeline (i.e. Lilly reports etc.).</li> <li>2. <b>At least one week prior to each meeting</b>, MPEA will prepare and share a meeting agenda with the Impact Team.</li> <li>3. <b>At least one week prior to each meeting</b>, MPEA will send the Impact Team any relevant data or materials that will be reviewed at the meeting so members can review and come prepared for a meaningful discussion. Data will be shared using the Summary Report Template, which will have guiding questions to lead Impact Team members' review.</li> <li>4. <b>Before each meeting</b>, all Impact Team members will review data, materials, and agenda shared by the MPEA.</li> <li>5. <b>Fifteen minutes before each meeting</b>, MPEA will set up the room and pull up agenda and relevant data on the projector.</li> </ol>

6. **During meetings**, MPEA will facilitate the meeting according to the agenda and will designate one Impact Team member to take notes.
7. When reviewing data **during meetings**, the Impact Team should use the following questions to guide their review and discussion:
  - What is interesting?
  - What questions does this raise for us?
  - What is significant about this information?
  - What else do we want to know?
  - What CQI tools could guide our discussion and recommendations (i.e. Driver Diagram; Fishbone Diagram; Process Map Tool, etc.)?
8. **After reviewing data**, the Impact Team should:
  - Discuss and make recommendations for program changes, as needed, based on the CQI process.
  - Make recommendations for changes to data tools or process, as needed, to improve the quality of data.
  - Go back and re-analyze the data to answer new questions for meaning.
9. **Within one week following each Impact Team meeting**, MPEA will share a summary of the meeting with the members. This summary should include:
  - Summary of the discussion and data reviewed;
  - Summary of decisions made;
  - Action items, the timeline for those items, and the staff member(s) responsible.

#### DATA ANALYSIS

##### Responsibility

- Manager of Program Evaluations and Administration (MPEA):
  - Oversee data analysis process.
  - Communicate with staff conducting analyses (Database Coordinator, Program Coordinators, etc.).
- Impact Team members:
  - Assist with data analysis as needed.
  - Ownership, accountability and responsibility for evaluation.
  - Review program and organizational data to make meaning and inform organizational decisions.

##### Instructions

1. At least **one month before each Impact Team meeting**, MPEA will identify any new data that should be shared and reviewed during the meeting.
2. At least **one month before each Impact Team meeting**, MPEA will communicate with the staff members responsible for that data analysis. Responsibility will vary depending on data tool or source.
3. All data analysis for new data will be completed by the responsible staff members at least **two weeks before the Impact Team meeting**.
4. **At least one week prior to each meeting**, MPEA will send the Impact Team any data analysis, summary, or dashboard that will be reviewed at the meeting so members can review and come prepared for a meaningful discussion.

5. <b>Before each meeting</b> , all Impact Team members will review data shared by the MPEA.
<b>ADMINISTRATION</b>
<b>Materials</b> Impact Team Meeting Agenda Template Summary Report Template
<b>Attachments</b> No Attachments relevant.
<b>References</b> CQI training materials (i.e. Driver Diagram; Fishbone Diagram; Process Map Tool, etc.) CLD Data Management Plan
<b>Completed By:</b> Transform Consulting Group <b>Date Completed or Updated:</b> 3/10/19 <b>Version:</b> 3.0