Readiness Diagnostic Guiding Questions

Below are questions designed to help you have a conversation with your supervisor to prepare for your CQI cycle. Select the questions that will be useful for your conversation, based on your Readiness Diagnostic results.

1. **Program Quality Assessment**
    a. How will we make sure all staff are trained to use the assessment tool?
    b. How will we make time to perform staff observations?
2. **National Youth Outcomes Initiative (NYOI)**
    a. How can we increase the number of youth participating in the NYOI member survey?
3. **Attendance Tracking**
    a. How do we currently track attendance and participation?
    b. What steps can we take to become more efficient in tracking attendance and participation?
4. **Reviewing Data**
    a. How often do we check the data to make sure it is accurate?
    b. Who is involved in reviewing the data? How can we involve additional staff, including frontline staff – at all levels of the organization?
5. **Planning for Improvement**
    a. What data is currently used to inform our planning process?
    b. How is this data used?
    c. How can we include more data as we plan for improvement (e.g., quality self-assessments, youth polls and listening sessions, etc.)?
    d. What adjustments can we make to include more staff in the planning process?
6. **Professional Development**
    a. What is our professional development schedule?
    b. Who receives professional development?
    c. Do staff have individual professional development plans? If so, how are staff involved in creating them? If not, how can we make time to develop plans with staff?
    d. What partners are in our area who could support us in our CQI efforts through training, coaching, mentoring, technical assistance and/or resource sharing?

7. **Planning Time**

    a. How much paid time does our frontline staff currently have to plan for program activities?

    b. How can we increase paid staff planning time?

8. **Staff Meetings**

    a. What are our current staff meetings primarily used for (e.g., leadership meetings, all staff meetings, report outs, housekeeping etc.)?

    b. What is the frequency and length of our staff meetings?

9. **Coaching**

    a. Do staff receive one-on-one coaching? If yes, what is discussed?

    b. What opportunities are available for staff to participate in group coaching sessions?

    c. How is coaching used to support staff professional development?

10. **CQI Culture**

    d. Who will manage the CQI process and how will they be supported?

    e. How will we shift resources or staff time to support our CQI efforts?

    f. How will we engage full and part-time staff in the CQI process?

    g. How will we create an environment that promotes learning and celebrates mistakes?

    h. What actions can we take to grow financial resources to support CQI?