Webinar Logistics

- **Share your name, organization, and city in the chat.**
- **Use the chat if you are experiencing any tech issues.**
- **Share thoughts and comments about the discussion!**
- **Type questions** in the Q&A during the webinar.
- **Raise your hand** during the Q&A sessions to ask your question out loud to the group.
Panelists

April Nishimura, MA, MBA
Systems Change Lead, Interaction Institute for Social Change

Jasmine P. Williams, JD
Racial and Economic Equity Consultant

Ben Perkins, MA, MDiv
Executive Director, Wholesome Wave

Abby Alexanian, MPP, MBA
Project Director, Root Cause

Consuela Greene
Principal Consultant, Root Cause
Program Quality Roadmap

FOUNDATIONAL CONDITIONS:

- Organizational Mission & Vision are driven by an authentic understanding of community needs and strengths.
- Organizational Commitment to Racial & Economic Equity.
- Alignment between Organizational Mission & Vision and Program Outcomes.
- Organizational & Leadership Supports supply tangible and intangible resources.
## Core Components of Quality

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
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<tr>
<td><strong>DATA &amp; MEASUREMENT CAPACITY</strong></td>
<td>How does a program collect and use data to measure performance and progress towards goals and outcomes?</td>
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<tr>
<td><strong>EVIDENCE-INFORMED PROGRAM DESIGN</strong></td>
<td>How do providers use evidence-based models and available research to best meet the needs of participants?</td>
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<tr>
<td><strong>FAMILY &amp; COMMUNITY ENGAGEMENT</strong></td>
<td>How are participants involved in the planning, design, leadership, feedback processes, and evaluations of programs designed to serve them?</td>
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<td><strong>PROGRAM ACCESSIBILITY</strong></td>
<td>How do programs address barriers to participation to ensure community members can receive needed services regardless of zip code, race, gender, language spoken, disability, work schedule, household income, and other factors?</td>
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<tr>
<td><strong>REFERRALS &amp; PARTNERSHIP MANAGEMENT</strong></td>
<td>How do programs give and receive referrals and manage partnerships that lead to seamless service coordination between programs?</td>
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<tr>
<td><strong>STAFF SUPPORT &amp; PERFORMANCE</strong></td>
<td>How do programs support their staff to promote their well-being and enable them to provide the most effective services to participants?</td>
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<tr>
<td><strong>TRAUMA-INFORMED PRACTICE</strong></td>
<td>How are programs designed to identify and address the consequences of trauma?</td>
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Foundational Conditions

Organizational mission & vision are driven by an authentic understanding of community needs and strengths.

We are building relationships and trust with our community; we are actively listening and adjusting to meet evolving needs.

Organizational commitment to racial & economic equity is activated.

We are working to bring our practices into alignment with our beliefs and values.

Program outcomes are aligned with organizational mission & vision.

We know where we’re going; our programs and services are designed to get us there.

Organizational & leadership supports supply tangible and intangible resources.

Resources and support enable us to invest in program excellence; our leaders recognize this work and act to ensure its continuation.
In the context of social services:

**Racial equity** is the condition achieved when a person’s racial identity does not predict, in a statistical sense, their ability to access and benefit from quality services or the outcomes of these services.

**Economic equity** is the condition achieved when a person’s income and/or wealth does not predict their ability to access and benefit from quality services* or the outcomes of these services.

*Quality services include free, sliding scale, and fee-based services
Panel Discussion
1. An email will be sent to registrants in the upcoming week with links to the recording, slides, and a PDF of the Program Quality Roadmap.

2. Go to https://rootcause.org/program-quality-learning-series/ to register for upcoming sessions:
   - Tuesday, November 9, 9:30am-10:30am: Evidence-Informed Program Design
   - Tuesday, November 9, 11am-12pm: Trauma-Informed Approach
   - Wednesday, November 10, 9:30am-10:30am: Referrals and Partnership Management
   - Wednesday, November 10, 11am-12pm: Program Accessibility
   - Tuesday, November 16, 10am-11am: Family and Community Engagement
   - Tuesday, November 17, 9:30am-1030am: Data and Measurement Capacity
   - Wednesday, November 17, 11am-12pm: Staff Support and Performance

3. Connect with Root Cause at rootcause.org/contact-us