

## Continuous Quality Improvement After Action Report

WorkForce Central recently offered free Continuous Quality Improvement (CQI) training to help our community partners learn best practices and improve upon their current work while preparing for the WorkSource Certification process.

CQI training was conducted by Lori Strumpf of Strumpf and Associates, and assisted by Shellie Willis, Director of Quality Assurance and Certification.

Dates training conducted and how many attended per session:

**Module I:** Overview of CQI. Understanding the use of CQI practices and principles to achieve a high-performance workplace.

July 25	Morning Session	27
	Afternoon Session	4

**Module II:** Data Analysis using Plan-Do-Check-Act. Introduction to the practice of using data to continuously improve processes and shift your organization from a reactive to proactive mindset.

July 26	Morning Session	25
	Afternoon Session	5

**Module III:** Overview of the Certification Application & Indicators. Understanding what Certification means, the two-step Certification process, and the cultural and programmatic impact of Certification on your organization.

Sept. 26	Morning Session	22
	Afternoon Session	2



**Module IV:** Benchmarking & Developing Your CQI Plan. Introduces the importance of Benchmarking and measuring an organization's internal processes then identifying, understanding, and adapting outstanding practices from other organizations considered to be best-in-class.

Sept. 27	Morning Session	18
	Afternoon Session	4

**Partners who participated throughout the training:** Career Path Services, ResCare Workforce Services, Peace Lutheran Church, Washington Department of Veterans Affairs, Employment Security Department, Metropolitan Development Council, Tacoma Community House, Vector Group, Goodwill, Joint Base-Lewis McChord Transition Assistance Program (SFL-TAP), Pierce County Library.

Additional training dates for Modules I and II have been set for Nov. 3 to allow another opportunity for our community partners to attend. Technical Assistance is also available between October and November for those who request further assistance while completing their Certification packet.

Technical assistance is also available throughout each review quarter up until that quarter's deadline.

For more information, please contact Shellie Willis at [WIOA@workforce-central.org](mailto:WIOA@workforce-central.org)

