

CRCG Continuous Quality Improvement

CRCG members are encouraged to regularly evaluate their CRCG, whether informally or formally. Evaluation may help the local CRCG in the following ways:

- Determine individual and family satisfaction with the CRCG process.
- Identify barriers of the program and assess community need.
- Identify priorities for training, education, and public awareness.
- Improve processes, clarify communication, and enhance cultural competence.
- Find out which participants benefit most from the program.
- Mobilize community support and broaden consensus among partners.
- Identify which partners are missing from CRCG membership. A sample letter to invite local agencies and programs to your CRCG can be found in CRCG toolkit.
- Determine the effects of the program.
- Decide where to allocate new resources.
- Document success in accomplishing objectives and gather success stories.

Utilize CRCG meetings without a staffing or host an annual organizational meeting to have members discuss evaluation methods; the needs, structure, and processes of the CRCG; and areas in need of improvement. Brainstorm ways to gather individual and family feedback, like incorporating evaluation questions at a check in or follow up staffing.