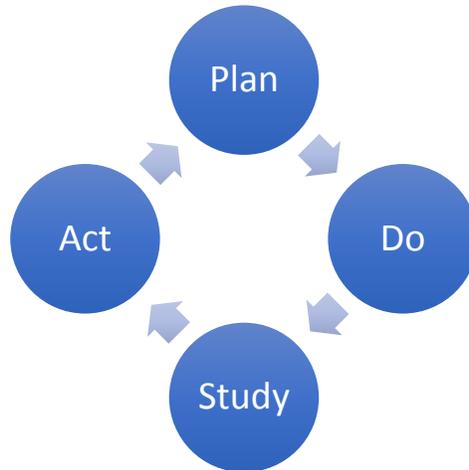


Rapid Cycle Quality Improvement
Plan-Do-Study-Act
Louisville – Increasing the number of families signed up for Case Management



1. Plan: What do you hope to learn? What are you trying to improve? By how much (goal) and by when (timeframe)?

If making staff available through a variety of approaches has an impact on the number of families who sign up for case management through Urban Strategies. Trying to increase the number by signing up at least 100 families by 4/7/17.

2. Do: Carry out the change/test. Collect data. (Note when completed, observations, problems encountered, etc.) – What are you committing to doing and for how long?

Beginning 3/20/17 – Case Management and Outreach staff will go door-to-door, be available at community events, and create flyers to attach to monthly rent bills. These strategies will be utilized through 4/1/17.

3. Study: Summarize and analyze the data. (Qualitative and Quantitative) What data will tell you the impact your action is having?

The events held and the number of families signed up for case management at each event. Began with a total of 246 sign ups on 3/17/17. Target is to get to 346 total sign ups. As of 4/7/17 had 373 total sign ups.

4. Act: Document/Summarize what was learned. Did you meet your goal? List major conclusions from this cycle. What adjustments if any will you make to meet your goal?

- **Door knocking yielded a large number of sign ups. Decision to adjust by assigning staff to sections of the property using the list of residents to determine units to target. Additionally, determined that changing up times so not doing door knocking all in the morning or evening to capture a larger group of people.**
- **Community events helped connect staff to people and build rapport/trust. Yielded large number of sign ups.**
- **Having food at tables at events draws people to table.**

Act

Staff will plan to utilize the strategy That yielded the most sign-ups for Increasing the number of families who Sign up for case management.

Plan

Case Managers and Outreach workers will Increase the number of families signed up for case management Through Urban using a variety of outreach strategies.

Study

At the end of the three week period staff will Review the data to determine which strategies Yielded the most sign ups.

Do

For the next three weeks, staff will use a Variety of strategies for signing families Up for case management and track the results.