

# Reimagining Quality Together

An Interactive Exploration of Equity,  
Innovation, and Fidelity in Quality  
Assurance at ParentChild+

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## Why You're Here

- We're offering a first public preview ('sneak peek') of our QA framework.
- This paper documents the shift we've made toward equity-centered QA since 2018.
- This session helps connect the dots: site feedback, innovations, and our shared vision.
- We're closing the loop—with you, the network that shaped it.





# Agenda

1. Quick Voting Exercise: What Does Quality Assurance Mean?
2. Mini Focus Group: Deepening Our Definitions of Quality
3. Framing the QA Framework: A 5-Part Journey
4. Designing QA from the Ground Up (Interactive)
5. Lessons from the Field and Key Innovations
6. One Program, Two Models
7. Closing Reflections + Collective Wisdom



# Interactive Exercise: What Does QA Mean?

- Around the room, you'll see several possible definitions of Quality Assurance.
- You can vote for as many definitions as you believe are true — no limits.
- Use dots to place your vote on the poster(s) that resonate most with you.
- Take about 5 minutes to read, reflect, and vote.
- We'll debrief briefly before diving deeper into today's discussion.



# Mini Focus Group Objective



- Introduce participants to the same reflective process we used during 2024 site visits.
- Center practitioner voice at the beginning of the session.
- Surface how participants currently think about QA, independent of training.
- Help attendees begin thinking critically and personally about QA values.



# Presentation Objectives

- **Reflect on the meaning and practice of quality assurance across diverse contexts.**
- **Engage with key innovations that shaped the QA framework.**
- **Validate how the framework reflects your field experience.**
- **Offer input that will shape how the final white paper is introduced to the network.**

# Parallel Process in Action

- We're starting where you start: by listening.
- Mini focus groups mirror our site visit methodology.
- Prompt: 'What is your understanding of quality assurance?'
- Break into 3–4 groups, ~25 minutes
- Facilitators + notetakers in each group





# HBCC Providers, San Jose, CA



ParentChild+  
Equal Possibilities From The Start

# What is Quality Assurance?

- QA ensures we deliver programs with fidelity, consistency, and impact.
- It involves setting clear expectations, monitoring practice, and providing feedback and support.
- True QA isn't just about measuring — it's about strengthening what matters most: relationships, growth, and outcomes.



# Why Quality Assurance Matters

A photograph of a woman and four children in a library. The woman is smiling and holding a young child. Two other children are sitting next to them, and a fourth child is sitting on the floor in the foreground. The background shows bookshelves filled with books.

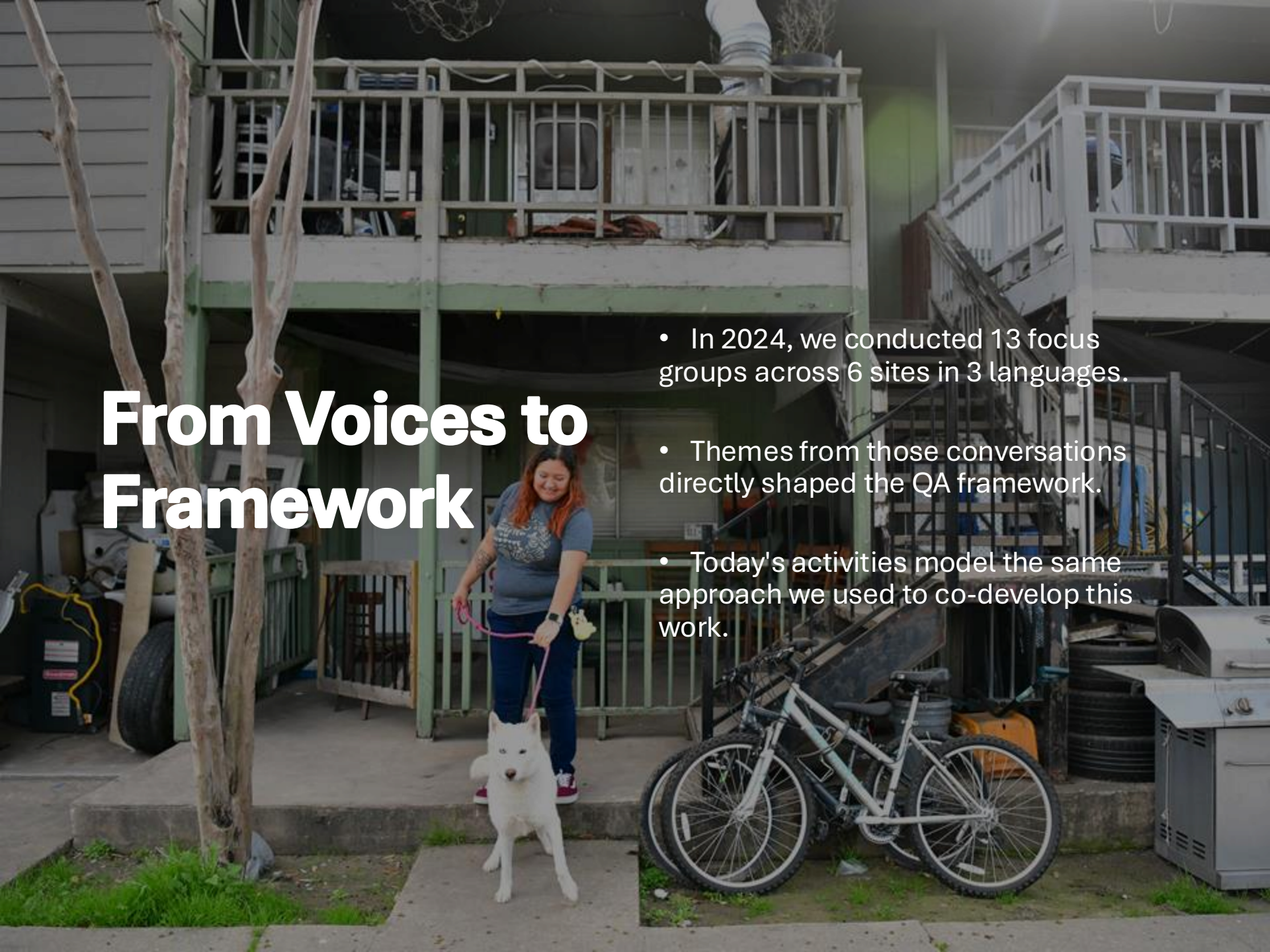
- Families deserve the highest-quality services rooted in equity and respect.
- Practitioners deserve support systems that build their skills, not just monitor them.
- QA helps us ensure that every site, every model, and every practitioner can succeed within a shared vision.
- Without QA, we risk inconsistency, drift from our values, and missed opportunities for learning.



## Why We Had to Reimagine QA for Equity

- Traditional QA models often emphasized compliance over relationships and learning.
- Assessments and certifications were historically shaped by dominant culture norms.
- Practitioner and family voices revealed a need for tools that reflect identity, strengths, and context.
- Reimagining QA through an equity lens ensures quality is relational, culturally responsive, and community-centered.



A woman with long brown hair, wearing a blue t-shirt and dark pants, is walking a white dog on a pink leash. They are on a concrete path in front of a multi-story apartment building with green-painted wooden frames and balconies. To the left is a bare tree, and to the right is a bicycle and some outdoor equipment. The scene is dimly lit, suggesting dusk or dawn.

# From Voices to Framework

- In 2024, we conducted 13 focus groups across 6 sites in 3 languages.
- Themes from those conversations directly shaped the QA framework.
- Today's activities model the same approach we used to co-develop this work.

# Framing the QA Framework

1. Why Change: Context and site variation challenged fidelity models.
2. What the Field Told Us: Qualitative insights from practitioners and families.
3. How We Redesigned: Training, coaching, and tools reimaged.
4. What It Looks Like in Practice: Embedded innovations.
5. The Framework That Ties It Together: Four core QA principles.

Yolanda Nepomuceno

Padre Champion  
12:033 pm  
2/26/2024



# Activity 2 Objective: Build the Framework Backwards

- Validate that the QA framework resonates with the field's experiences.
- Demonstrate that the framework reflects real site input.
- Surface areas of overlap between practice and the formal framework.
- Let participants affirm the direction through their own language and logic.

# Instructions: Build the Framework Backwards

- Each group receives real quotes from the field.
- Design a Quality Assurance approach that would respond to those voices.
- Identify 3–5 principles or tools your system would include.
- We'll share and then compare with the QA pillars.



# The QA Framework

- Equity as a Foundational Value
- Culturally Responsive Evaluation
- Strength-Based Development
- Ongoing Learning and Adaptation



Rebekah  
Children's Services

On May 1st of April, two thousand and  
the newly dedicated "Rebekah  
P." was an initiative that Rebekah  
was an enthusiastically committed  
to her work, and inspire others to be  
committed and determined of all  
things in our community.

Rebekah  
CHILDREN'S SERVICES

# Where the QA Framework Pillars Come From

- Developed through years of listening to practitioners and site staff across the network.
- Field feedback led to shifts away from PACT and CBT assessments toward culturally responsive tools.
- COVID-era Child Trends study helped introduce the Reflection Record, replacing compliance-focused logs.
- Certification and KEEP were redesigned after concerns over compliance-focus versus practice.
- Each pillar is a response to field-raised tensions, grounded in real experiences and needs.



# How QA Pillars Align with Our Core Values

- 
- Equity as a Foundational Value →
  - Race Equity, Commitment to Quality Improvement
  - Culturally Responsive Evaluation →
  - Family Collaboration, Child-Parent Relationship
  - Strength-Based Development →
  - Strength-Based, Reflective Practice
  - Ongoing Learning and Adaptation →
  - Lifelong Learning, Adult Learning, Data-Driven



# Closing the Loop

- Your responses from today will be thematically reflected in the final white paper.
- This is not just about unveiling a product—it's about confirming a process.
- You helped build this. And your input today strengthens what comes next.



# Model Alignment: One Program, Two Models

- Family and HBCC models moving towards being supported by a unified QA framework
- Parallel structures of training and coaching implemented in both models
- Shared principles applied contextually: cultural responsiveness, relational practice, equity
- Use of common QA tools across models (e.g., video, reflections, feedback systems, capacity-building supports)
- Both models now framed by the same four QA pillars, applied with flexibility by context

# Key Innovations in the QA Redesign

- Redesigned training structure emphasizing foundational, specialized, and contextual modules
- An Exploration of Hybrid Modality. (Child Trends)
- Communities of Practice
- Embedded race equity, social identity, and adult learning theory in PD and coaching
- Introduction of video-based coding (2025: coaching for reflective consultation)
- Shift to strength-based assessment tools: PIEL, PICCOLO, ASQs, FCCERS-R, and CCIS
- Focus groups and Satisfaction Surveys used as QA tools, not just evaluation instruments
- Mixed Methods (Practitioner and Family Voices)



# Looking Ahead

- Final release date: May 25
- Practitioner summary coming.
- Webinars + resources to follow.
- This framework will keep evolving—with you.

# Thank You

- Thank you for your voice.
- Thank you for your care.
- Thank you for co-creating our future.