



AMTC

JANUARY/FEBRUARY 2020

News

Our clients are invaluable to their communities.... AMTC is proud that they approach work enthusiastically as agents of positive change.

— ANGELA TURNER

AMTC News

Joshua Becker, Writer & Editor

4465 N. Oakland Avenue
Suite 200
Milwaukee, WI 53211
Phone: (414) 316-4530
Fax: (414) 316-4545

AMTCASSOCIATES.COM

Building Enthusiasm through Planning

Our clients are invaluable to their communities; **Opportunities Industrialization Center of South Florida** (OIC-SFL) is certainly a prime example. In Broward County, Florida, OIC-SFL has made tremendous headway in the areas of teen pregnancy prevention (TPP), sexual risk avoidance education (SRAE), decreasing substance abuse, facilitating positive mental health, and workforce development programs.

Since 2004, AMTC & Associates has been privileged to collaborate in these programs in various capacities. Some of our key services include assistance with continuous quality improvement through various methods of data collection, as well as coaching staff and providing trainings. One of these trainings occurred recently for staff at OIC-SFL, an annual training for TPP and SRAE.

The training was led by two AMTC Associates, Sara Woods and Torri Childs. Their vast experience and inviting personalities allowed them to connect deeply with attendees. Both associates were able to relate to the challenges that staff brought up during the conference.

A focus was on utilizing a diagram titled the “CQI Matrix” to help staff address and prioritize tasks, explained in this newsletter’s first article. The diagram helped staff plan next steps for both the short-term and long-term and was a source of excitement—clearly sharing our same philosophy that research, data and purposeful planning are essential to building programs and services. In the second article, we highlight a TPP Program Manager who shared in the enthusiasm.

AMTC & Associates is proud that our clients approach work enthusiastically as agents of positive change. We at AMTC are excited to learn of your organization’s needs and how we could help.

Angela Turner
Principal



Prioritizing for PEAK PERFORMANCE



Right: During the training, OIC-SFL staff participated in a brainstorming session on successful program implementation.

Serving thousands of individuals in Broward County each year, **Opportunities Industrialization Center of South Florida (OIC-SFL)** is a dynamo. So when its Teen Pregnancy Prevention and Sexual Risk Avoidance Education staff gathered for its annual training in December with AMTC & Associates, the focus was on working at peak efficiency—for the greatest impact possible.

How? Priorities. Priorities. Priorities.

AMTC Associates Torri Childs and Sara Woods (Field Research Associate and Senior Evaluation Associate, respectively) assisted staff not only to identify solutions to challenges, but also to prioritize working toward those solutions. Based on data, solutions and goals were identified. Staff then utilized a diagram called the **Mathematica CQI Matrix** (see image) to plot which tasks to approach first, second, third, etc., based on the greatest impact and the length of time each solution would take to implement.

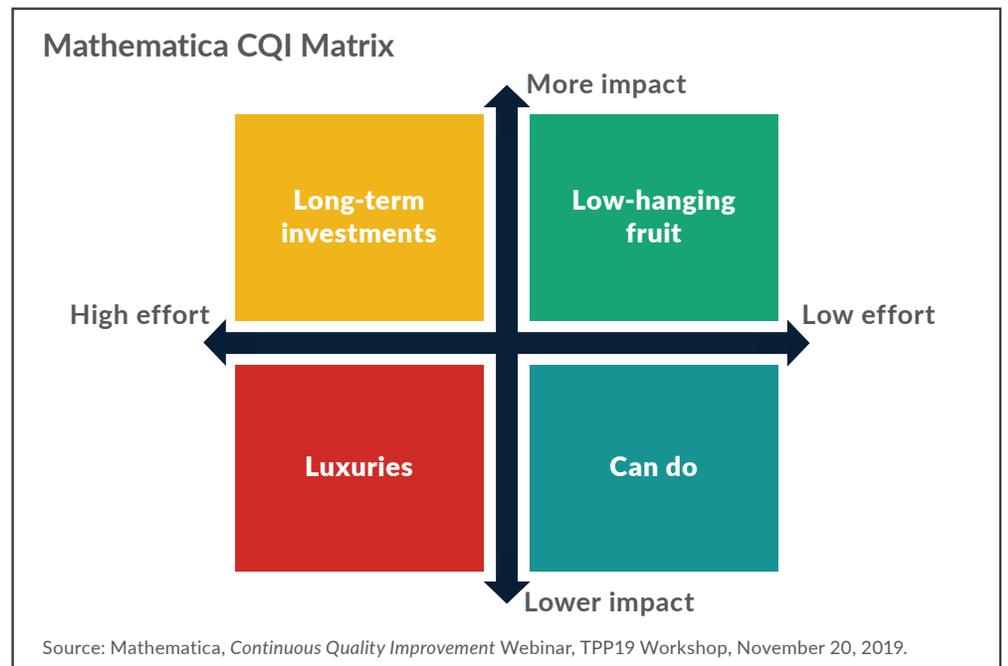
The diagram is broken into four quadrants. Tasks that potentially produce the biggest impact and can be easily implemented, right away, are approached first. For example, sometimes program participants are given gift cards as incentives for

having completed a course. Obtaining gift cards is relatively easy (i.e., low effort) and impactful; hence, this step could be implemented immediately. Other goals could be exceptionally impactful but might take a great deal of effort and time; as a result, there is a schedule for continuous efforts toward the outcome. “Make these part of your weekly meetings and keep it on the agenda,” suggests Woods.

Plotting actionable steps and goals based on the matrix was powerful. One participant’s comment was a consistent theme among many staff members: “I gained a better

understanding about all the moving parts, such as observations, trackers, and fidelity; that is so important to what we do.”

Both Woods and Childs noted that the staff from OIC-SFL were excited about utilizing the matrix, and staff were highly engaged in this process of discovery. “There are challenges and solutions that people try to solve all the time,” said Woods. “It’s never a linear process. We were able to put all the solutions they came up with into the matrix. We came back to that throughout the whole day, which was so impactful.” ■





Q&A

with **Karla Cadet**
TPP Manager for OIC-SFL

What is your role at OIC-SFL?

To oversee the day-to-day management of pregnancy prevention projects, community coordination and site recruitment. I also hire, train and supervise project staff while overseeing contracts and am a liaison to partners and service delivery sites.

What did you find most helpful about the training?

My team and I were able to get data-issue problems answered and understand more data protocols. I also liked the activity that we completed as a team on identifying our cons as it related to the program implementation and program fidelity. As a team we all identified problems and came up with some solutions to fix these problems. This activity helped in learning my team's strengths and allowed us to work as a team. AMTC guided the team to think and troubleshoot things on our own, so it helped us to see things that were working and that weren't working and what the program needed.

Did you find the matrix diagram helpful?

Very helpful. It was very self-explanatory. It also helped us with figuring out that whatever the need was, to figure out how to put it in order. It helped put things in perspective as it relates to the importance of the program.

How will this training inform your decisions and activities going forward?

It taught me about my team, and it will help me during my monthly staff meetings to ask those overarching questions and to help the team answer questions.

How was the training received by the staff at OIC-SFL?

The staff members loved the training and expressed that they felt a connection with the AMTC team and learned a lot. They absolutely loved Torri and Sara; they were so responsive to the questions we asked.

Overall, how has AMTC been helpful to your organization?

AMTC has been very helpful in helping out the program. I am a fairly new manager and they have answered all my questions and been very attentive to me in assuring that I am completing the necessary documents and uploading them in a timely manner. ■

More about OIC-SFL

Since 2010, OIC-SFL has served
over **25,000**

Broward County youth with:

- 1) proven **education curricula** that teach about healthy relationships and sexual health,
- 2) **referrals** to health and social services, and
- 3) youth **leadership training**.

Teen birth rates have dropped

in Broward County from

24.2 in 2010

to **11.4** in 2018

(per 100,000 women aged 15-19)

OIC-SFL, and its esteemed partners, are proud to know that our efforts have contributed to this good news! Indeed, Broward County youth have bright futures ahead of them.

Retrieved from FLHealthCHARTS Data Viewer on August 7, 2019: <https://bit.ly/2rqWY35>

“ Quotes from the OIC-SFL Conference

“I gained a better understanding about all the moving parts, such as observations, trackers, and fidelity; that is so important to what we do.”

“Very informative information about discrepancies and how to move forward.”

“I liked that there was detailed information provided that was very program specific.”

Meet one
of our

Associates



SARA WOODS

SENIOR EVALUATION ASSOCIATE

WITH AMTC SINCE 2007

EDUCATION: University of Wisconsin-Milwaukee

What is your educational background?

I earned a bachelor's degree in biology, chemistry and forensic science. I also studied abroad in New Zealand for one semester. I have completed certification in several evidence-based curricula, including: teen pregnancy prevention, parenting, healthy relationships and marriage education, substance abuse, trauma-informed care, as well as in motivational interviewing.

What is your role at AMTC?

I oversee evaluation systems related to project performance measurement, organizational and federal data fidelity systems (databases, surveys, data integrity, training and reporting). I also serve as the evaluation project liaison to AMTC clients and am responsible for monitoring program performance, managing impact evaluation efforts, managing web-based data systems to conform with funder requirements, analyzing data and producing funder-required data reports and statistical reports on evaluation results. I also oversee the work of independent evaluators.

What do you find meaningful about your work?

I love being able to help our clients solve problems and create new procedures that in turn help the clients they serve. The data introvert in me also loves a good data set to dive into!

What have been your greatest accomplishments thus far?

Working on multiple national evaluations with our clients.

Moving forward, what do you hope to accomplish?

I hope to continue to grow organizations' knowledge on evaluation procedures and work to help new organizations that are first entering the world of federal grants navigate all of the processes that comes with federal awards.

Outside of work, what do you enjoy?

I enjoy raising my two young children and traveling to different cities and indulging in their best cuisine! This, all thanks to my husband who is a chef and restaurateur.

DID YOU KNOW?

A few facts about
AMTC & Associates

Number of associates:

24

Number of grants implemented
with clients:

164

Number of federal grant programs:

63

Number of communities served:

250

Total funds leveraged in sustainable
federal, state and local programs:

over **\$410 million**

In 2018, our
Online Participant Tracking System
(OPTS)

captured & maintained data for

500+ sites

for **40** partners

with records for over

40,000

participants