

A Better Club Experience Through the Continuous Improvement Cycle

The process of implementing a world-class, outcome-driven Club Experience is, in its essence, **a year-round, continuous effort to improve the quality of your operations and programming so that you can maximize your positive impact on youth.**

The Continuous Improvement Cycle

What are the basic steps in a continuous improvement cycle? We encourage you to think of it as a circle with a built-in continuous feedback loop. In this ongoing cycle, you gather information, make decisions, implement strategies, see how well they work, then adjust those strategies or try new ones based on what you are constantly learning. In such a process, the people who have significant stakes in the enterprise should be given plenty of opportunity to participate actively and contribute input. At a Boys & Girls Club, this process should follow – and continuously repeat – three steps: **assess, plan** and **improve**.

ASSESS what's going on:

- gather relevant data (including member outcome, self-assessment and community data)
- review and analyze data
- identify the interests and needs of youth who are or could be in your service population

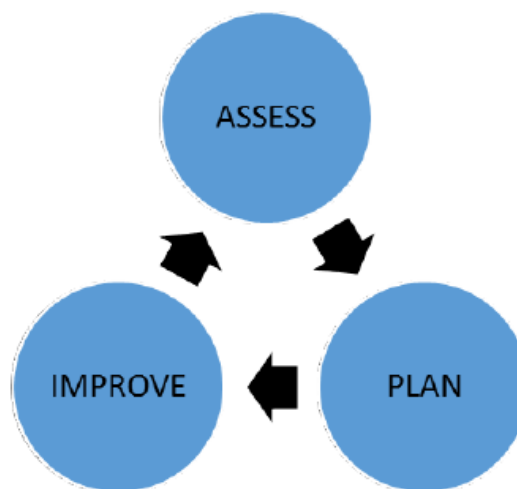
PLAN to improve:

- develop overall program improvement goals
- create a formal action plan

IMPROVE:

- implement the action plan
- regularly monitor your progress as you implement the plan
- evaluate your results
- reassess and repeat the process

It is crucial to remember that a continuous improvement cycle never ends. By regularly reassessing your implementation strategies and progress toward goals and/or outcomes, we continue to evolve and improve our services to meet the ever changing needs of the youth and communities we serve.



Guiding Principles for your Continuous Improvement Cycle

- ***Start where you are; build on what you know:*** You are already experts on how to create the Club Experience. The Formula for Impact framework enables you to stay grounded in the Club Experience while taking your operations and programming from outcome intended to outcome driven. If you work to build and strengthen the Club Experience, you will be able to demonstrate tangibly that your members are achieving our priority outcomes.
- ***Don't "reinvent the wheel":*** As you implement the outcome-driven Club Experience with more intentionality, make use of your organization's existing processes and practices, rather than introducing radically new ways of doing business. Incorporate the Formula for Impact's goals into your usual planning processes. At your Clubhouses, make implementation of the outcome-driven Club Experience a standing discussion item on regular meeting agendas.
- ***Think Program with a Capital "P":*** The Formula for Impact empowers you to take a much more holistic approach to your Clubs' programming, a perspective that builds on many of our Movement's proven youth development principles. These include implementing a Program that is well-rounded, balanced (addressing interests and needs), age-appropriate and progressive, and integrated across program/outcome areas.
- ***Go for consistency across all of your Clubs:*** Every child you serve, whether he or she attends one of your traditional Clubhouses or a nontraditional site such as a school, deserves a Club Experience of the same high level of quality. Thus, think carefully about how to build a consistent Club Experience across all of your sites. How can you organize your training opportunities, empower key staff to share the knowledge and skills they have learned with each other, as well as facilitate the sharing of best practices across your Clubs?