Please Note

Edits Okay

This resource can be edited based on written instructions.

This is developed for T/TA staff to use in training. While the content can be adapted and modified to meet audience needs, trainers should be careful not to alter the core messaging and content.

This resource was developed for the Office of Head Start by the National Center on Program Management and Fiscal Operations in April, 2018. It is for noncommercial use only.

NATIONAL CENTER ON
Program Management and Fiscal Operations

Quality Indicators and Data

2018 NHSA National Conference

Welcome and Introductions

Who is with us today?

Objectives

In this session participants will:

- Build data vocabulary and background knowledge
- Explore ways to strengthen data analysis skills
- Understand the critical concepts of a strong data management plan
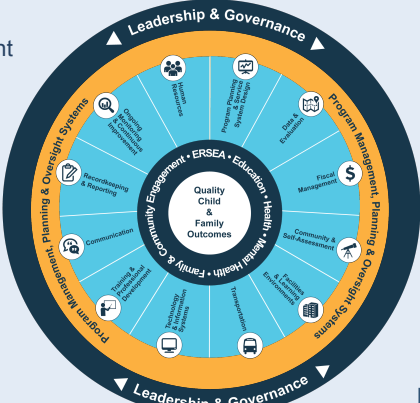
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Technological Trends

- Increasing computational power
- Decreasing costs for data storage
- Increasing data collection

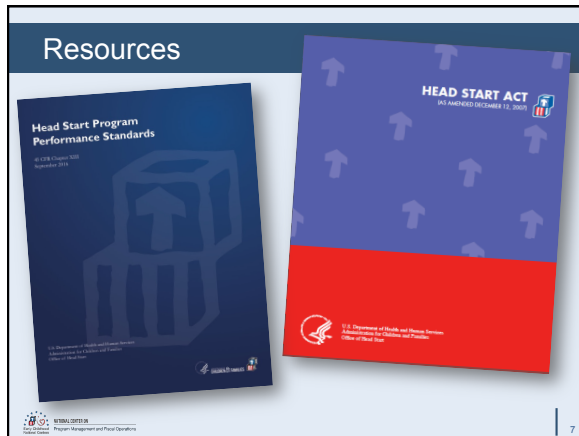Head Start Management Systems

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Resources

The Changing Landscape

Head Start programs should:

OPPORTUNITY

- Shift from "compliance-only" thinking to a culture of "continuous improvement"
- Move from being simply "good stewards" to demonstrating the impact of the investment in our communities
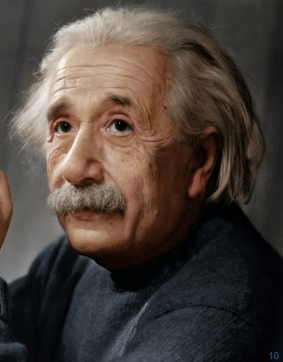
Organizational Self-Assessment

Where is your program on the following features:

- The language of data (data literacy)
- Data analysis (opportunities, skills, and techniques)
- Data management (four elements)
- Storytelling with data (data visualization, effective tools)

The Language of Data
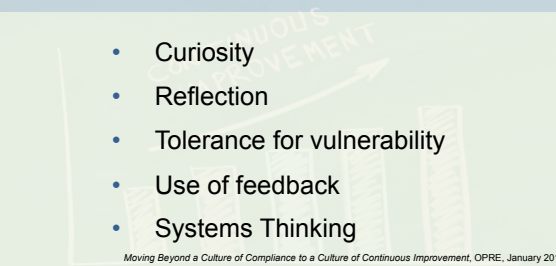
"Everything should be made as simple as possible, but no simpler."
—Albert Einstein

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The Language of Data

- Data quality
- Data-driven decision-making
- Data management
- Data visualization
- Data privacy
- Data analysis
- Storytelling with data

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The Culture Shift to Continuous Improvement

- Curiosity
- Reflection
- Tolerance for vulnerability
- Use of feedback
- Systems Thinking

Moving Beyond a Culture of Compliance to a Culture of Continuous Improvement, OPRE, January 2015

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Core Competencies of Organizations with a Culture of Continuous Improvement

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Change Leads to Change

Change in External Environment

Change in Management and Organizational Design

Change in Competitive Strategy

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Leadership in Data Management

- Commitment of resources
- Analytic capacity
- Professional development

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Linking Planning, OGM, and SA

Program Planning

Decide on goals
- Review and analyze community assessment and other relevant data
- Review recommendations from self-assessment report
- Develop long-term program goals

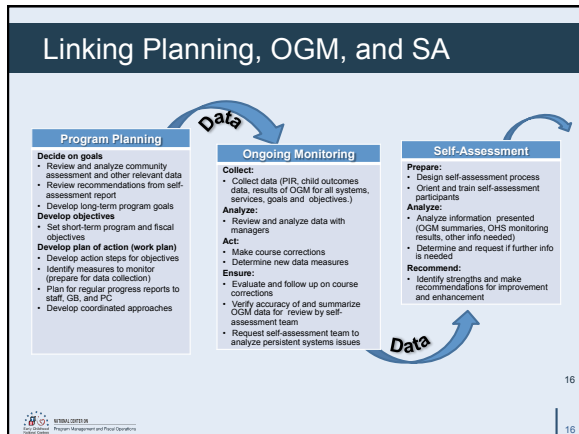**Develop objectives**
- Set short-term program and fiscal objectives

Develop plan of action (work plan)
- Develop action steps for objectives
- Identify measures to monitor (prepare for data collection)
- Plan for regular progress reports to staff, GB, and PC
- Develop coordinated approaches.

Data

Ongoing Monitoring

Collect:
- Collect data (PIR, child outcomes data, results of OGM for all systems, services, goals and objectives.)

Analyze:
- Review and analyze data with managers

Act:
- Make course corrections
- Determine new data measures

Ensure:
- Evaluate and follow up on course corrections
- Verify accuracy of and summarize OGM data for review by self-assessment team
- Request self-assessment team to analyze persistent systems issues

Data

Self-Assessment

Prepare:
- Design self-assessment process
- Orient and train self-assessment participants

Analyze:
- Analyze information presented (OGM summaries, OHS monitoring results, other info needed)
- Determine and request if further info is needed

Recommend:
- Identify strengths and make recommendations for improvement and enhancement

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Analyzing Data

- What we want to achieve with the data is very important.
- Do we recognize the biases built into our analysis?
- How do we allow the data to inform our decision-making?
- What are the questions that the data leads us to?

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The Data Cafe

- What stands out for you?
- What questions arise for you?
- What is clear?
- What is confusing?
- Does the data identify program strengths?
- Are there areas that need attention?

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Phases of Self-Assessment

PRE | 1 Design Process | 2 Engage Team | 3 Analyze & Dialogue | 4 Recommend | 5 Prepare Report | POST

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HSPPS 1302.101 Management of Program Data

Program data should be

- Available
- Usable
  - Honest and accurate
  - Secure

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Consider the Balance of Power
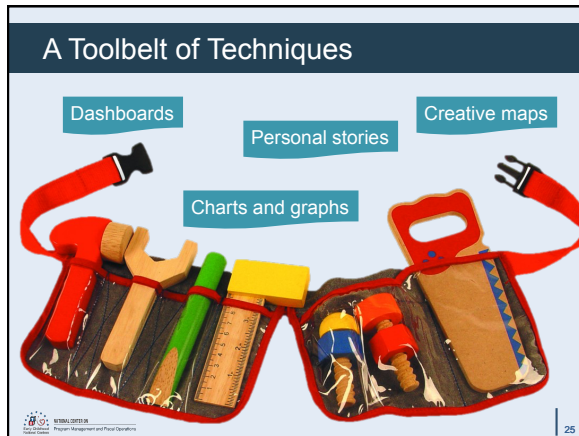
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Roles and Responsibilities
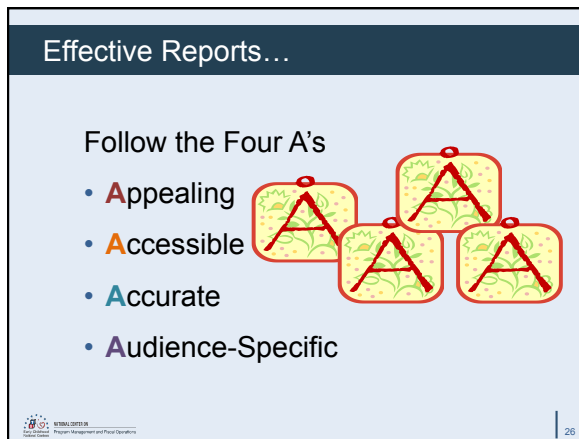

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Guidance for Data Plan Development

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Telling Your Story Well

- Use data as an asset
- Use existing tools for reporting
- Stories bring us together and move us to action
- Know your audience

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A Toolbelt of Techniques

Dashboards

Personal stories

Creative maps

Charts and graphs

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Effective Reports…

Follow the Four A's

- **A**ppealing
- **A**ccessible
- **A**ccurate
- **A**udience-Specific

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What Are the Next Steps in Your Data Journey?

Knowing that you don't know something…

Does that mean that you know something?

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Contact PMFO

pmfo@ecetta.info

https://eclkc.ohs.acf.hhs.gov/
hslc/tta-system/operations

Call us: 888.874.5469

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