Please Note

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.

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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

Technological Trends

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

Head Start Management Systems
The Changing Landscape

Head Start programs should:

• 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

The Language of Data

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

The Culture Shift to Continuous Improvement

- Curiosity
- Reflection
- Tolerance for vulnerability
- Use of feedback
- Systems Thinking
Core Competencies of Organizations with a Culture of Continuous Improvement

- Our organization measures outcomes (changes in participant condition, behavior or knowledge), not just efforts (quantifiable activities or services delivered).
- Our organization can identify which indicators are appropriate for measuring how we work.
- Our organization has clarity about what we want to accomplish in the short term (e.g., one to five years) and what success will look like.
- Our organization ensures that staff have the information and skills they need to successfully engage with data for program improvement (e.g., access to resources and training).
- Our organization has staff who are experienced in data collection, data use, and different stakeholders' information needs.
- Our organization has staff who know how to analyze data and interpret what the data mean.
- Our organization values learning. This is demonstrated by staff actively asking questions, gathering information, and thinking critically about how to improve their work.
- Leaders in our organization support data use to identify areas of improvement.
- Our organization is capable of effectively communicating about data and results (both positive and negative) within and outside the organization.
- Our organization promotes and facilitates internal staff members' learning and reflection in meaningful ways regarding data use, planning, implementation and discussion of findings ("learning by doing").
- Our organization modifies its course of action based on findings from program data.
- Managers look at program data as an important input to help them improve staff performance and manage for results.
- Findings from program data are integrated into decision-making when deciding which policy options and strategies to pursue.


Change Leads to Change

- Change in External Environment
- Change in Competitive Strategy
- Change in Management and Organizational Design

Leadership in Data Management

- Commitment of resources
- Analytic capacity
- Professional development
Linking Planning, OGM, and SA

Program Planning
- Decide on goals
- Identify data gaps
- Develop long-term program goals
- Develop action plan for data collection

Ongoing Monitoring
- Collect data
- Evaluate data
- Develop action plans for improvement
- Prepare for data collection

Self-Assessment
- Design self-assessment process
- Review and analyze data
- Determine new data measures
- Ensure accuracy and summary

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?

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?
Phases of Self-Assessment

Program data should be
- Available
- Usable
- Honest and accurate
- Secure

Consider the Balance of Power
Guidance for Data Plan Development

The Head Start Program Performance Standards (HSPPS) require programs to implement a coordinated approach to management of program data to effectively support the availability, usability, integrity, and security of data. A program must establish procedures on data management, and have them approved by the governing body and Policy Council, in areas such as quality of data and effective use and sharing of data, while protecting the privacy of children's records (1302.101 (b)(4)). This resource provides guidance for development of these procedures. Guiding questions in each area provide a mechanism for identifying strengths and considerations for improvement in each of the four identified areas of data management. The narrative points provide suggestions for the writing of data management procedures.

### Availability

- data is present and ready for use

**Guiding Questions**

- Has the program identified the data needed to monitor HSPPS-compliance and progress on five-year goals?
- Does management have access to data in a timely manner?
- Is data made available to the governing body and Policy Council for use in decision making?
- Is data shared across program areas and among job classifications to enable staff to understand program operations and client needs?
- Are systems in place to ensure that hardware is up to date and functioning properly?

**Narrative Points**

- How data is prioritized and tracked
- How data is shared with leadership, across programs, and with staff
- Processes for obtaining and maintaining software, making timely reports, and backing up data

### Usability

- the extent to which data can be used effectively and efficiently

Usability also refers to the ease with which software and web applications can be used to achieve desired goals.

**Guiding Questions**

- Are the software and web applications tracking the data programs need?
- Is staff able to use the software and web applications to meet their job responsibilities?
- Are child and family intake forms, surveys, and other recordkeeping documents coordinated with the software and web applications?
- Is data gathered and shared in a timely manner?
- Are reports accurate, appealing, accessible, and audience-specific?

**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
A Toolbelt of Techniques

- Dashboards
- Personal stories
- Creative maps
- Charts and graphs

Effective Reports...

Follow the Four A's

- Appealing
- Accessible
- Accurate
- Audience-Specific

What Are the Next Steps in Your Data Journey?

Knowing that you don’t know something...

Does that mean that you know something?
Contact PMFO

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