

## CQI Case Studies

# Performance Measurement Capacity – Head Start/Early Head Start



Head Start/Early Head Start (HS/EHS) program is a federally funded holistic child development program that promotes healthy prenatal care for pregnant women, enhances the development of very young children (ages 0 to 5), and promotes healthy family effectiveness. An initiative of the U.S. Department of Health & Human Services & its Office of the Administration for Children & Families, the program is operated locally by Guilford Child Development.

### CQI GOAL

Train staff in Headstart CQI expectations and principles in order to cultivate a baseline understanding of CQI, develop stronger CQI and data management tools and processes, and comply with performance measurement standards of funders.

### CQI CYCLE

- Plan** Design CQI training content to ensure all component area leaders have a shared understanding of CQI and identify ways to improve cross-component collaboration on annual improvement goals.
- Do** Conducted a half-day CQI training that included an overview of the Ready Ready CQI initiative and how EHS is engaging in this county-wide work, explored the CQI framework, and discussed ways to strengthen the CQI culture within EHS.
- Study** Initial feedback suggested that staff generally understood CQI and are motivated to develop stronger internal practices to shift beyond compliance to developing a CQI culture that is inclusive of staff, families, and other key stakeholders.
- Act** EHS staff meetings now include time for regular and substantive analysis and discussion of data and staff feedback to inform program and service improvement.

## LEARNING

CQI training was meaningful for staff and enabled them to work within and across departments to identify strategies to strengthen CQI culture.

CQI is a process the program lead wants to continue adapting. Leadership team meetings will include a focus on learning, planning, and improving collaborations.