

The Technical Assistant's Role

Supporting your Continuous Quality Improvement



Delaware Stars for Early Success - Who We Are

Our Mission: *The goal of Delaware Stars is to invest in participating programs to increase access to high quality care for all of Delaware's children, especially those from low-income families.*

Program Commitment - Your Investment

Programs participating in Delaware Stars have committed to continuous quality improvement. This multi-step process takes time and dedication by a program's staff with support and guidance from your Stars TA.

What is Continuous Quality Improvement (CQI)?

“Continuous quality improvement is a process to ensure that programs are systematically and intentionally improving services and increasing positive outcomes for the children/families they serve. It is an environment that uses collected data to make positive changes – even when things are going well – rather than waiting for something to go wrong and then fixing it.”

-Linda K. Smith, Deputy Assistant Secretary and Inter-Departmental Liaison for Early Childhood Development, ACF,U.S. Department of Health and Human Services



You're Not Alone - Stars Technical Assistant (TA) and CQI Support

The goal of TA is to empower programs to consistently drive continuous quality improvement toward quality early learning experiences for children. Stars Technical Assistants will partner with your program to support implementation of your plan to achieve your goals.

What to Expect

TAs use multiple strategies to support programs and their staff in their quality improvement efforts. The strategies are chosen based on the needs of the program and can include coaching, consulting, modeling and resource sharing.

TAs support program staff by helping them reflect and learn from their experiences. Reflection is an ongoing cycle of learning that occurs when we take time to stop and think about what we are currently doing and how we can do it better in pursuit of achieving CQI goals.

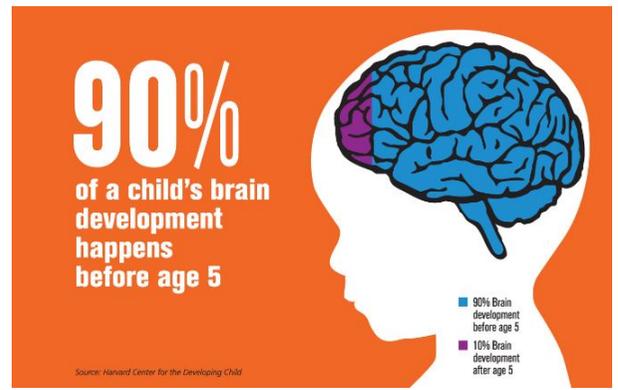
Together with your TA, you will take the opportunity to pause and reflect on questions such as:

1. What do you like best about working with young children?
2. What is the best part of your day when working with young children?
3. What do you feel you do really well as an early childhood teacher?
4. What part of your day do you wish would run differently?
5. What are the stressful moments or parts of your day?

The Next Step in the CQI Process.....

You and your TA will be able to set goals to inform classroom practice that match with your program's commitment to continuous quality improvement efforts.

Together with your TA, you will work collaboratively to achieve your CQI goals. Your TA will observe your practice and provide valuable feedback that will keep you on track in implementing your plan.



Getting Started with Continuous Quality Improvement

- After enrolling, take some time to become more familiar with Stars and its benefits.
- Visit Delaware Stars Website - www.delawarestars.udel.edu - to learn about available resources.
- Meet with your program's Technical Assistant to discuss your CQI goals!



S	M	A	R	T
Specific <small>Who, What, Where, When, Why, Which</small>	Measurable <small>From and To</small>	Attainable <small>How</small>	Relevant <small>Worthwhile</small>	Timely <small>When</small>
<small>Define the goal as much as possible with no ambiguous language.</small>	<small>Can you track the progress and measure the outcome?</small>	<small>Is the goal reasonable enough to be accomplished? How so?</small>	<small>Is the goal worthwhile and will it meet your needs?</small>	<small>Your objective should include a time limit. "I will complete this step by month/day/year."</small>
<small>WHO is involved, WHAT do I want to accomplish, WHERE will it be done, WHY am I doing this (reasons, purpose), WHICH constraints / requirements do I have?</small>	<small>How much, how many, how will I know when my goal is accomplished?</small>	<small>Make sure the goal is not out of reach or below standard performance.</small>	<small>Is each goal consistent with other goals you have established and fits with your immediate and long term plans?</small>	<small>It will establish a sense of urgency and prompt you to have better time management.</small>

Action Plan

Program: _____

Date: _____

GOAL/Objective	STRATEGIES	Who is Responsible	Anticipated Timeline		Follow-up
			Initiation	Completion	Date Completed
	1.				
	2.				
	3.				
	4.				
	Resources Needed:				
	1.				
	2.				
	3.				
	4.				
	Resources Needed:				
	1.				
	2.				
	3.				
	4.				
	Resources Needed:				