



## Key Indicator Systems

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### **The Past 30 Years (1980-2010)**

- **Originally developed to have a balance between program compliance/licensing and program quality.**
- **More efficient use of valuable staff time.**
- **Tied *key indicators* to child development outcomes.**
- **Discovered that substantial and not full compliance with rules/regulations contributed more to program quality.**



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## The Past 30 Years (cont)

- Used primarily in licensing child care.
- Developed National Child Care Benchmarks (the *13 child care indicators*) based upon approximately 30 states *Licensing Indicator Systems*. Developed national data base.
- Was the precursor and ushered in risk assessment and differential monitoring when key indicators are merged with licensing weighting systems.

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## The Past 30 Years (cont)

- NACCRRA has used the *13 child care indicators* as the basis for their *We Can Do Better Reports* (2007, 2009, 2011).
- Complement and not replace current comprehensive licensing systems.
- **Refocus emphasis on problem facilities.**
- Spend more time on TA and additional inspections of problem facilities.
- **Reward good facilities.**

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## Today and Beyond (2011+)

- Focus in using the *Key Indicator Systems Methodology* has changed from a balancing act to one of necessity as states deal with very large budget shortfalls.
- More emphasis on the cost savings related to the *Key Indicator Systems Methodology*.
- Expansion of the *Key Indicator Systems Methodology* from just child care services to all human services.

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## Today and Beyond (2011+)

- Using the *Key Indicators* as risk assessment indicators in determining which programs get comprehensive reviews/monitoring.
- Quality of licensing is maintained.
- With child care can just use the *13 Key Indicators* from *13 Indicators of Quality Child Care: A Research Update* (Fiene, 2002) or state has option to follow the *Key Indicator Methodology* for their respective state.

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## Today and Beyond (2011+)

- For all other human services, must follow the *Key Indicator Systems Methodology* since there are no national licensing benchmarks as there are in child care.
- **Bottom line is, more efficient and effective use of limited governmental resources, re-balances or refocuses monitoring to ensure health and safety safeguards continue in place through a statistical methodology.**

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## Key Indicator Systems Summary

### 1980 - 2010

- Time savings only.
- Child care mostly.
- Child care benchmarking.
- Substantial compliance.
- Safeguards.
- Tied to outcomes study.
- Adult residential – PA.
- Child residential – PA.
- Risk assessment/weighting.

### 2011+

- Time and cost savings.
- All services.
- Benchmarks in all services.
- CC national benchmarks.
- Safeguards.
- Tied to outcomes study.
- National benchmarks.
- National benchmarks.
- Risk assessment/weighting.

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## 13 Do's & Don'ts, Pre-Requisites

- Don't take indicators from one service type and apply it to another.
- Need National Benchmarks to go from one state to another state.
- Rules must be comprehensive, well written & reasonable.
- Compliance tool should be in place.
- Rules should be in effect at least one year.
- Can add high risk items to the indicators.
- Can add random items to the indicators.
- Full license for past two years.
- Weighting score above a specific threshold.
- No complaints.
- Number of clients served has not increased more than 10% in past year.
- No significant turnover in past year.
- Full inspection every third year.



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## Key Indicator Systems Paradigm

### Risk Assessment and Differential Monitoring

- Compliance History.
- Weighting Systems.
- Relative risk (1-10).
- Absolute risk (1,0).
- How often to visit.
- Type of review:
  - Comprehensive (CI).
  - Abbreviated (IC).

### Key Indicator Systems

- Compliance History:
  - High - key indicators/IC.
  - Low - more often/TA/CI.
- Tied to outcomes.
- National benchmarks.
- Time savings.
- Cost savings.
- Re-distribute resources.



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