Schedule of Services for
Targeted Measurement Tools

Targeted measurement tools are licensing inspection instruments that increase the effectiveness and efficiency of a regulatory oversight agency without producing recurring operational costs. In other words, targeted measurement tools maximize performance while minimizing costs.

There are four basic types of targeted measurement tools:

1. **Weighted Risk Assessment** assigns weighted scores to licensing regulations based on the level of risk to persons in care in the event of regulatory noncompliance.

2. **Key Indicator Systems** identify a subset of licensing regulations that statistically predict compliance with the entire set of regulations.

3. **Quality Indicator Systems** identify a subset of licensing regulations and other non-regulatory factors to predict the overall quality of care provided in a licensed setting.

4. **Differential Monitoring** uses weighted risk, licensing indicators, and quality indicators to determine the number and scope of inspections that should be conducted at a licensed setting.

The National Association for Regulatory Administration (NARA) has been developing and refining targeted measurement tools for over 30 years. NARA's professional services and educational curricula have been used by dozens of states and provinces for program-specific research, training, and customized technical assistance for child day and residential care settings, care settings for older adults, and care settings for persons with mental illness and intellectual disabilities. Our methods are time-tested and proven to maximize agency performance without sacrificing the health and safety of persons in care.

NARA's licensing professionals are experts in the field of regulatory administration. Importantly, each member of the NARA team has real-world experience in the administration of state licensing programs, human development and education, civil law, and information systems. We understand the fiscal and operational obstacles faced by state and local governments, and have the collective expertise to meet and overcome those obstacles.

The following page lists the schedule of services and estimated number of hours required for each stage of targeted measurement tool development.

Item	Description	Estimated Number of Service Hours			
		Risk Assessment	Key Indicator	Quality Indicator	Differential Monitoring
Planning and Background Discussion	Meeting with NARA to determine the client's objectives, review the data available for tabulation and analysis, and determine the short and long term goals of the project.	6	8	10	15
Determination of Eligibility Criteria	Determination of criteria to be met for licensee to qualify for tool use. Criteria are developed in conjunction with client input and national research. Standards for a licensee to be considered eligible for too use to be developed.	5	16	24	Varies
Data Collection	Collection of data based on client's data storage mechanisms; identification and selection of representative sample as needed.	Varies greatly based on client's objectives, comprehensive licensing tools, and availability of data Range: 10 – 200 hours			
Data Analysis	Tabulation of data and qualitative/quantitative analysis to generate desired system.				
Identification of Additional Factors	Establishment of additional rule violations or non-regulatory factors to be measured during inspections.	5	5	10	Varies
Development of Indicator Work Tools and Instruction Manual	Development of work tools to be used by client during inspections; creation of "System Instruction Manual" for line staff and management.	30	30	30	30
On-site Staff Training	Training sessions for line staff and management in the use of the system, work tools, and instruction manual.	Varies greatly based on scope and number of users Range: 10-20 hours per session			
Policy Development	Development of client-specific policy and creation of explanatory material for public dissemination	10	10	10	10
On-site Stakeholder Meetings	Coordination of meetings with stakeholders, including advocacy agencies, providers, consumers, and legislative liaisons	Varies greatly based on level of public and governmental interest Range: 4-15 hours per session			
Future Analysis and Application	Plan for long-term system maintenance, including data collection and recalculation of core elements. Develop methodology for applying system to other licensing programs.	15 - 30			