



Key Indicator Systems Methodology

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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.

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.

The Past 30 Years (cont)

- NACCRRRA 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.**

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.

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.

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.**

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.

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.**

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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