

Service Provider Self-Review (SPSR)
Frequently-Asked Questions—DRAFT

FAQ #	Question	Answer	Category
1	How many people must be on the SPSR team?	An SPSR team can have no fewer than three members; depending on the size of the service area, a reasonable size for the SPSR team can range from five to twelve individuals. The <i>Early On</i> coordinator, who is responsible for managing the operations of the SPSR, enlists the SPSR team volunteers. Each SPSR team must consist of the EO coordinator, at least one parent of a Part C child, and at least one service provider, and the team members should represent multiple agencies. A local interagency coordinating council (LICC) or group from it can serve as the SPSR team, but that is not a requirement.	SPSR team
2	Can SPSR team members represent multiple stakeholder groups?	Yes. For instance, a service provider who is also a parent of an EO recipient can serve on the SPSR team.	SPSR team
3	What happens if my service area doesn't get the minimum number of survey responses?	The SPSR team must analyze and rate the KPIs based on whatever amount of information was gathered. If survey responses are below the recommended minimum quantity, the SPSR team must consider whether the resulting data are valid. They can request additional information from another source, if it is available, or they can recommend increased data-gathering techniques in an improvement plan.	Process
4	What does it mean if my service area does not meet requirements on one or more KPIs?	The SPSR team must submit improvement plans for any KPI that is rated "needs improvement" and the plan must detail the evidence that will be required to indicate change has occurred.	Process; MDE policy
5	How often does the SPSR team have to meet?	The <i>Early On</i> coordinator, who is responsible for managing the operations of the SPSR, makes the plans for team meetings. At a minimum, the SPSR team should convene in the fall to review the KPIs and the process and timeline they intend to follow for that year; they should also convene to analyze and rate the KPIs, which occurs sometime between February and May (depending when the data-gathering phase is complete). The KPI analysis and rating activity is facilitated by the <i>Early On</i> coordinator, but it will likely take 30-60 minutes for each KPI. The team must also meet to develop improvement plans; the duration of this meeting(s) depends on the number of KPIs that were rated anything other than "meets requirements."	SPSR team
6	Does the SPSR team have to meet in person?	No. SPSR team meetings are facilitated by the <i>Early On</i> coordinator, who can use any variety of meeting venues or methods to accomplish the goals.	SPSR team
7	Can the SPSR team members do some of the analysis/rating work on their own prior to submitting the workbook?	Yes. If the <i>Early On</i> coordinator wants to assign "homework" to members of the SPSR team in order to decrease the amount of time spent in meetings, he/she may do so.	SPSR team

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8	Do the KPIs have to be analyzed/rated in a particular order?	No.	Process
9	How many child records must I review?	For the child record review that is required for the SPSR, service areas must select the number of records that represents 10% of their SNAP count, and at least ten (10) records must be reviewed. If possible, the <i>Early On</i> coordinator should select at least two (2) records managed by service coordinators from each of the agencies providing EO services; if all service coordination is done by a single agency, EO coordinators should select records of children receiving services from partner agencies.	Process
10	Who is responsible for collecting the information for the child record review and document review?	The <i>Early On</i> coordinator is responsible for managing the operations of the SPSR. He/she can collect and review the documentation necessary, or he/she may enlist support from others.	Process
11	Why has the SPSR taken so long to get going?	The MDE Office of Early Childhood Education & Family Services chose to delay the implementation of the SPSR, in part, to more closely align the KPIs with the state performance plan (SPP) and annual progress report (APR).	MDE policy
12	Does the SPSR for Early On (Part C) use the same processes as the SPSR for special education (Part B)?	No. Because Part B and Part C operate differently at the local level and have different activities in their state performance plans, the SPSR timelines and methods for gathering information, analyzing/rating the KPIs, and developing the improvement plans will differ slightly from the timelines and methods of Part B.	Process
13	What activities make up the information-gathering phase of the SPSR for Early On?	Information is gathered from WSU surveys, state data systems (including EETRK, MiCIS, MEGS, and others), child record reviews, and a document review. The EO coordinator is responsible only for the child record reviews and the document review.	Process
14	What about the self-assessment we do when submitting our grant application in MEGS--does that factor into the SPSR at all?	Beginning in 2007, grant applications submitted in MEGS will no longer require the completion of a lengthy self-assessment. Rather, there will be several questions about collaboration that must be answered, but there are no record reviews and self-review checklists.	MDE policy
15	What happens to the information collected in the SPSR?	The information gathered for the SPSR is compiled in an electronic system, where it is tabulated and formatted into preliminary KPI reports. The SPSR team reviews these reports and adds their analysis and rating of each KPI. The team then writes improvement plans where necessary, based on the data in the reports. The final (rated) KPI reports are submitted to the MDE, who use the aggregate data in their annual performance report (APR) to the federal government.	Process

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16	When will service areas begin working on the SPSR?	Service areas in "cohort 1" will begin the SPSR process in the Fall of 2007.	Process
17	How much time will it take to complete the SPSR?	The SPSR process is spread out over 9-10 months to allow each service area ample time to complete the activities.	Process
18	How will the SPSR team know how to appropriately analyze and rate the KPIs?	The MDE provides rubrics (guidelines) for analyzing and rating the KPIs. Each KPI has a specific rubric explaining what the KPI preliminary report should look like in order to fit into a particular rating category. These rubrics can also be used to help the SPSR team identify specific activities for improvement plans.	Process
19	What is the sequence of SPSR activities?	Although the timeline is adjustable, there is a recommended sequencing of SPSR activities. In August and September, the <i>Early On</i> coordinator recruits and orients the SPSR team. In October, he/she selects the child records to be reviewed. From October into February, the EO coordinator (or designees) completes the child record reviews and the document review; results from these reviews are entered into a secure web-based system. (During these months, data from other state sources is automatically transferred into this system.) By the end of February, the EO coordinator can generate the KPI preliminary reports for the service area. The SPSR team performs their analysis and rating activities on the preliminary report in March and April, followed immediately by their improvement planning activities. All analysis, rating, and improvement planning must be complete and submitted to the ISD superintendent by May 30, 2008. The ISD must review the SPSR work and submit it to the MDE by July 1, 2008.	Process
20	What if I have questions about the SPSR process or the system used to store and report the data? Who do I call?	<i>Early On</i> Training & Technical Assistance (EOT&TA) will provide support for the SPSR activities, including the technical aspects, just as they assist on other EO matters.	Training/ support
21	What happens if the SPSR team determines that certain data are wrong, or that more data are necessary for a particular probe question in order to provide a thorough analysis?	If it is possible for the team to acquire corrected or additional data, they may do so immediately in order to incorporate it into their analysis. If additional or corrected data are not available or cannot be obtained within the time allowed for analysis and rating, the SPSR team must determine that the service area "needs improvement" on that particular KPI and they must state the need for more data in the subsequent improvement plan.	Process

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22	What types of child records should be selected for the child record review?	The records selected for the child record review should include several records each for children under the age of 1, aged 1–2, and aged 2–3. Records should come from service coordinators representing each of the four agencies responsible for the initial IFSP (when possible) and should reflect services provided by each of the agencies. Several records of children who have transitioned out of <i>Early On</i> or are in the transition process should be selected. If possible, select several records for children who are eligible for both Part C and Michigan special education services.	Process
23	Can the SPSR team include new data in their analysis and rating (e.g., data that was not collected in any of the formal information-gathering methods, such as logs or charts developed by a service coordinator)?	Yes, as long as the data exist in some tangible form and the analysis clearly states what was used and why. Copies of such data should be kept with the other SPSR materials so they can be referenced if necessary. In addition, the team may make a recommendation that such data become part of the formal information-gathering methods, when they complete their continuous improvement protocol questions.	SPSR team
24	What kind of meeting records should be kept on the work of the SPSR team?	The SPSR team's work will be captured in the analysis and rating of the service area's KPIs. However, someone should take notes at the meetings to collect any discussion or concerns. These notes should be kept with the other SPSR materials so they can be referenced if necessary. They are also likely to come in handy when the team begins its improvement planning process.	SPSR team
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