
 **SPSR Training:  
Analysis & Rating of KPIs**

March 4, 2008, 10:00 a.m.–12:00 p.m.  
Elisabeth Weston  
Public Sector Consultants  
[eweston@pscinc.com](mailto:eweston@pscinc.com)

 **Agenda**

- 10:00 Welcome; Webinar Basics
- 10:10 MDE Updates for Cohort 1
- 10:20 SPSR Refresher Course
- 10:40 KPI Analysis and Rating Process: Guidelines and Tips
- 11:25 Q & A

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## Webinar Basics

- Press \*0 on your telephone for technical assistance at any time
- Keep your phone muted to prevent background noise
- Submit questions at any time using the Question & Answer tool
- Webinar will be recorded for later viewing; link to recording will be on *Early On Training and Technical Assistance (EOTTA)* website

## MDE Updates for Cohort 1: SPSR Grant Money

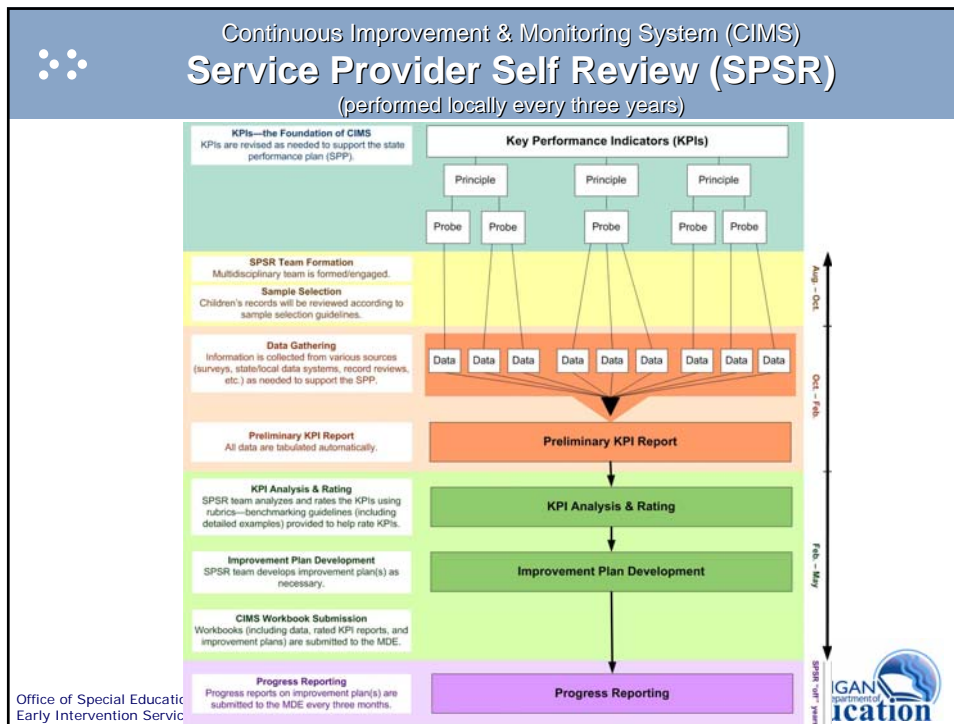
- Answers to frequently asked questions
  - Use any or all of the budget lines provided
  - Provide a brief description of how you will document your work; keep a file of the subsequent documentation on hand in case it's requested
  - Grant money must be used by June 30, 2008
  - Grant budgets will be approved at 50% up front; the other 50% will be approved once your service provider self review (SPSR) electronic workbook is submitted (deadline: May 30, 2008)
- Contact Mischele McManus
  - [McManusM@michigan.gov](mailto:McManusM@michigan.gov)
  - (517) 241-4520

## ❖❖ MDE Updates for Cohort 1: Info from WSU

- Service area family survey data used in SPSR was distributed by Wayne State University (WSU) to *Early On* coordinators last fall
- Child outcomes data in SPSR is stable
- Contact Charo Hulleza
  - *C.hulleza@wayne.edu*
  - (313) 577-8831

## ❖❖ SPSR Refresher: What Is the SPSR?

- Locally conducted part of the Continuous Improvement & Monitoring System (CIMS)
- One of Michigan's required methods of monitoring outcomes and compliance with federal and state mandates and regulations
- Conducted in each service area once every three years
- Local team analyzes/rates the service area's compliance and performance using various sources of information



**SPSR Refresher: How Does the SPSR Work?**

1. SPSR team is formed, oriented by *Early On* coordinator (every three years)
2. Information is gathered, stored electronically, and automatically tabulated
3. SPSR team analyzes and rates information, submits rating to Michigan Department of Education (MDE)
4. SPSR team develops improvement plan, if necessary
5. *Early On* coordinator submits quarterly reports to MDE on improvement plan progress

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## ❖❖ SPSR Refresher: Coordinator Responsibilities

- Enlists and orients team members
- Facilitates team meetings
- Participates as a team member
- Oversees general SPSR operations at the local level
  - Manages timelines and designees/support staff
  - Manages child record review and document review processes
  - Submits SPSR work and progress reports to MDE

## ❖❖ SPSR Refresher: Team Composition

- Multidisciplinary team including:
  - *Early On* coordinator
  - Parent of Part C child
  - Service provider
- Representative of multiple agencies; may use subgroup of local interagency coordinating council (LICC)
- At least three members (5–12 is typical, manageable); they may be paid with grant money
- Additional team information, FAQs on EOTTA website

## ❖❖ SPSR Refresher: Gathering Information

- SPSR data come from various sources
  - WSU (surveys, child outcomes data)
  - Early Education Tracking system (EETRK), Michigan Compliance Information System (MICIS), Michigan Electronic Grants System (MEGS)
  - Child record review, document review
- Information stored in “electronic workbook,” automatically tabulated

## ❖❖ SPSR Refresher: Key Performance Indicators

- Items that relate to areas of focus on State Performance Plan (SPP)
- Each key performance indicator (KPI) has core “principles” that link to the SPP indicators
  - Each principle has one or more “probes” designed to address principle
  - Each probe is completed by one or more “data points” supplied by information gathered
- SPSR team’s job is to analyze the gathered information based on MDE guidelines (rubrics) and provide a rating for each KPI

## ❖❖ KPI Analysis and Rating: Purpose

- Learn state and federal expectations in a changing regulatory climate
  - SPSR team should keep a positive focus on the “big picture”
  - Baseline data from various timeframes
- Discover pathways to improvement
- Share challenges, get broader perspective

## ❖❖ KPI Analysis and Rating: Process Overview

- *Early On* coordinator thoroughly reviews materials before convening team
- SPSR team reviews KPI preliminary report
  - Using analysis guide to understand how to read report
  - Using rubrics to understand how to rate KPIs once information has been analyzed
- Three possible ratings
  - Strength
  - Meets requirements
  - Needs improvement

## ❖❖ KPI Analysis and Rating: Process

- Necessary documents for team members
  - KPI preliminary report
    - Printed from electronic workbook
    - Includes rating rubrics and process instructions
  - KPI report analysis guide (available on EOTTA website)
- Optional documents to have on hand
  - Child record review summary report
  - Document review
  - WSU service area “family portrait”
  - Determinations findings, improvement plan (if applicable)

## ❖❖ KPI Analysis and Rating: Process

- Communicate with team in advance of work meeting(s)
  - Refresh roles and responsibilities (use documents from EOTTA website)
  - Establish suitable meeting dates/times (suggested tool: [www.meetingwizard.com](http://www.meetingwizard.com))
- *Early On* coordinator: study KPI report analysis guide and rubrics
  - Print KPI preliminary report, compare to guide and rubrics
  - Seek clarification from EOTTA in advance of team meeting(s)

## ❖❖ KPI Analysis and Rating: Process

- *Early On* coordinator: send KPI preliminary report with rubrics and analysis guide to team members **before** meeting; urge them to review in advance
- *Early On* coordinator: plan and visualize the meeting(s), using resources from EOTTA website
  - How long will the process take—can you plan for a specific number of hours or meetings?
  - How will you facilitate?
  - Will you use meeting rules?
  - Will you need visual aids?

## ❖❖ KPI Analysis and Rating: Process

- Analysis/rating meeting(s) should NOT include access to electronic workbook
- Analysis method
  - Review all data responses pertaining to each probe question
  - Look for high levels of compliance (according to report analysis guide) and general agreement across different data sources
  - When low levels or varying levels of agreement occur, discuss possible causes and improvements
    - More data necessary, now or in the future?
    - Data are outdated, new/better data are available but not in workbook?
    - Training, policy changes necessary?

## ❖❖ KPI Analysis and Rating: Analysis Approach

- Not necessary to review the KPIs in order
- Not necessary to spend time on areas of report that show high and consistent levels of compliance and performance—move on to areas of need
- Not necessary to spend time on poorly-worded questions if other data points generally agree
- Remember to maintain perspective: team is rating entire KPI, not individual data points

## ❖❖ KPI Analysis and Rating: Note-Taking

- Concise notes of analysis outcome and rating decisions **MUST** be kept for later entry in the workbook
- Particularly helpful and important for improvement planning
- Critical for explaining rating decisions

## ❖❖❖ KPI Analysis and Rating: Process Completion

- When all KPIs have been rated by the team, *Early On* coordinator should submit the electronic workbook to “SPSR Team Review” status in order to enter analysis and rating information
- Improvement plans are necessary for any/all KPIs rated “needs improvement”
- SPSR team’s KPI analysis is initial blueprint for improvement plan
- *Early On* coordinator develops plan, shares with SPSR team
- Improvement plan(s) are entered into electronic workbook while at “SPSR Team Review” status

## ❖❖❖ KPI Analysis and Rating: Process Completion

- SPSR workbook and improvement plan due to MDE by Friday, May 30, 2008
- MDE reviews workbooks and improvement plans
  - Workbooks, plans may require modifications
  - Final work complete by July 1, 2008

## ❖❖ KPI Analysis and Rating: Suggested Timeline

March 4–21	<i>Early On</i> coordinators review KPI preliminary report, analysis guide, and rubrics
March 24–April 11	<i>Early On</i> coordinators communicate with SPSR team members, establish meeting schedule, plan meeting(s)
April 14–May 9	SPSR teams meet, complete analysis and rating activities; <i>Early On</i> coordinators enter results into electronic workbook
May 12–23	<i>Early On</i> coordinators develop improvement plans, get approval of SPSR team members
May 26–30	<i>Early On</i> coordinators enter improvement plans into electronic workbook and submit it to MDE

## ❖❖ Technical Assistance

- EOTTA Trainers
  - Help desk
  - Limited on-site training
- EOTTA Website
  - SPSR team information
  - KPI preliminary report analysis/rating guide
  - Rating rubrics

## ❖❖❖ Questions & Feedback

- Questions on SPSR process
- Questions on KPI analysis and rating
- Suggestions for future training