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## The Service Provider Self-review (SPSR): Frequently Asked Questions

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### 1. What is the SPSR?

SPSR stands for service provider self-review. The SPSR is one of the three required methods of monitoring *Early On* as part of Michigan's Continuous Improvement & Monitoring System (CIMS). Conducted by a team representing administrators, providers, and parents, the SPSR evaluates local processes and outcomes *at the local level* in order to compare them to state and federal standards.

### 2. Why do the SPSR?

The SPSR process is designed to uniformly collect child performance and compliance data and to allow local service areas the opportunity to review and evaluate themselves using the same information and methods the state uses. By engaging in self-analysis, local programs are able to evaluate strengths and weaknesses based on first-hand knowledge. This is typically more effective than chain-of-command monitoring alone, and fosters a sense of engagement among all parties in the improvement process.

### 3. How does the SPSR work?

SPSR teams are formed and oriented by *Early On* coordinators once every three years. Information is gathered, stored electronically, and automatically tabulated. The SPSR team analyzes and rates information, and submits its ratings to the Michigan Department of education (MDE). Based on these ratings, the SPSR team develops improvement plans, if necessary. The *Early On* coordinator then submits quarterly reports to MDE on improvement plan progress.

### 4. How is information gathered?

Information is gathered from Wayne State University surveys, state data systems (including EETRK, MiCIS, MEGS, and others), child record reviews, and a document review.

### 5. When does the SPSR take place?

Although the timeline is adjustable, there is a recommended sequence of SPSR activities. In August and September, the *Early On* coordinator recruits and orients the SPSR team. In October, he/she selects the child records to be reviewed. From October into February, the *Early On* 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 *Early On* coordinator can generate the key performance indicator (KPI) preliminary reports for the service area. The SPSR team performs its analysis and

rating activities on the preliminary report in March and April, followed immediately by its improvement planning activities. All analysis, rating, and improvement planning must be completed and submitted to the MDE by May 30, 2008. The MDE will review the SPSR work to determine whether modifications are needed; if so, the final SPSR submission must be made to the MDE by July 1, 2008.

## **6. What happens to 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 its analysis and rating of each KPI. The team then writes improvement plans when necessary, based on the data in the reports. The *Early On* coordinator submits final (rated) KPI reports to the MDE, which uses the aggregate data in the department's annual performance report (APR) submitted to the federal government.