Using Part C Family Outcomes Data to Examine Equity and Representativeness

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As a result of actively engaging in this session, you will:

01
Understand what is meant by representativeness and equity when examining Family Outcomes data

02
Hear about states' current efforts to examine and improve Family Outcomes data representativeness and equity

03
Receive strategies for engaging stakeholders in participating in Family Outcomes data improvement efforts

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Equity and Family Data

Why Family Outcomes Data?

States collect family outcomes data as a means of improving services and results for infants and toddlers with disabilities, as well as to know if the state is supporting families in meeting this goal.

High quality data is necessary for states to make decisions about their program regarding improving family outcomes, including programmatic improvements.

Family Outcomes Data Requirements

- **Indicator 4:** Percent of families participating in Part C who report that early intervention services have helped the family:

    (A) Know their rights

    (B) Effectively communicate their children's needs

    (C) Help their children develop and learn

- **Response Rate:** Percent of families targeted to answer survey that responded

- **Validity:** Analysis of the extent to which the families responding are representative of the demographics of infants, toddlers, and families enrolled in the program. Consider categories such as race and ethnicity, age of the infant or toddler, and geographic location in the state.

Proposed Changes in C4 Reporting: February 2022 and beyond

- Analysis of the extent to which the demographics of family respondents are representative of the families receiving Part C services. States *must* consider race and ethnicity in FFY 2020 (second variable in FFY 2021).

- Compare current year's response rate to the previous year(s) response rate(s). Describe strategies expected to increase response rates, particularly for underrepresented groups.

- Analyze response rate to identify potential non-response bias. Take steps to reduce bias and promote responses from a broad cross-section of families that received Part C services.

- Describe the metric(s) used to determine representativeness (e.g., +/- 3% discrepancy in the proportion of responders compared to target group).

Equity in Family Outcomes
Cross-State Cohort

- Cohort purpose
  1. Support efforts to increase representativeness and quality of family data; and
  2. To use these data to improve implementation of recommended practices with families and family engagement at multiple levels.

- Cohort activities
  - Existing data analysis
  - Self-reflection & self-assessment
  - New data
  - Cross-state and individual team activities

- Current states participating: Illinois, New York, Texas

Assessing Representativeness and Equity

- How are you analyzing data to determine representativeness? Which variables are you using? Do you have ready access to the data needed?

- To what extent are your state family outcomes data representative of the families served? Where are the data not representative?

- How are you engaging a representative group of stakeholders in reviewing the data?

- How can you examine data collection processes to understand why families are not responding? How might we improve responses?

- What strategies are in place to encourage responses? What changes are needed where there is less representation?

Self-Assessment Sample Items

FRAMEWORK ITEM	EQUITY FOCUS	RATINGS AND EVIDENCE
PURPOSE		Not working on it (1)
State has a purpose/ written statement that addresses why data are being collected and how data will be used (PR1b).	Included in the purpose is a clear statement about ensuring equity across all families.	
DATA COLLECTION		Working on it (2)
Families receiving services are fully informed of the purposes for collecting data on family experiences and outcomes (PR1d).	All families across demographic variables are informed equitably.	Partially implemented (3)
USING DATA		Fully implemented (4)
As appropriate, state identifies some local programs for targeted support and then works with these programs to jointly develop action plans (UD1b).	Demographics are part of the analysis for identifying local programs needing support in family outcomes related to equity.	Evidence (describe)

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Thomas McGhee

Justine Rogoff

North Carolina Infant-Toddler Program (NC ITP)

October 20 and 21, 2020

the **earlier** you know, the **better** they'll grow.

NC INFANT-TODDLER PROGRAM • WWW.BEEARLY.NC.GOV

Overview of NC ITP

- NC ITP program falls under Dept of Health and Human Services within the Division of Public Health and Women's and Children Health Section.

- Consists of the state office and 16 CDSAs

- CDSAs provide eligibility determination, evaluation and assessment, consultation, service coordination, and treatment typically as a last resort. CDSAs contract with private providers for early intervention services.

- The NC ITP State office provides oversight, training, and technical assistance to the 16 CDSAs.

SSIP Family Outcomes Activities

Implementation group of stakeholders established

↓

Began meeting and looking at current processes

↓

Survey tool review, administration, and barriers.

↓

Goals

Implement more user friendly and shorter survey tool	Improve consistency in processes across the state	Greater response rates and representativeness

FFY 2015 Response Rates

CDSA	Number Returned	Number Sent	Response Rate
Blue Ridge CDSA	16	111	14.4%
Cape Fear CDSA	54	482	11.2%
Charlotte CDSA	74	593	12.5%
Concord CDSA	60	394	15.2%
Durham CDSA	51	309	16.5%
Elizabeth City CDSA	16	95	16.8%
Greensboro CDSA	47	468	10.0%
Greenville CDSA	31	235	13.2%
Morganton CDSA	27	206	13.1%
New Bern CDSA	27	243	11.1%
Raleigh CDSA	109	694	15.7%
Rocky Mount CDSA	22	260	8.5%
Sandhills CDSA	45	268	16.8%
Shelby CDSA	19	230	8.3%
Western NC CDSA	54	314	17.2%
Winston-Salem CDSA	44	394	11.2%
Total	**696**	**5296**	**13.1%**

Race	Number returned	Number sent	Response Rate
White	551	3630	15.2%
Black or African American	113	1469	7.7%
Asian	23	112	20.5%
American Indian or Alaska Native	7	76	9.2%
Native Hawaiian/other Pacific Islander	2	7	28.6%
Unknown	0	2	0.0%
Grand Total	**696**	**5296**	**13.1%**

SSIP Family Outcomes Activities

Developed a new process and adapted the ECTA survey

Embedded processes within the CDSA practices and protocols.

Established Family Outcome Coordinator role within each CDSA

Held Quarterly meetings with Family Outcome Coordinators

Centralized data at the State level

Further developing the infrastructure to support the work.

Family Outcomes FFY 2016 Response Rates

CDSA	Semi-Annual Due	Completed Survey	Response Rate
Charlotte	284	100	35.20%
Concord	210	102	48.60%
Durham	145	53	36.60%
Greenville	85	22	25.90%
Morganton	88	50	56.80%
New Bern	94	31	33.00%
Raleigh	312	78	25.00%
Shelby	116	53	45.70%
Western	135	58	43.00%
Total	**1469**	**547**	**37.20%**

Race/Ethnicity	Semi-Annual Due	Completed Survey	Response Rate
Asian	43	15	34.90%
Black or African American	323	98	30.30%
Hispanic	277	124	44.80%
Multi-Race	34	11	32.40%
Other	11	5	45.50%
White	781	294	37.60%
Grand Total	**1469**	**547**	**37.20%**

The Problem

Response Rate
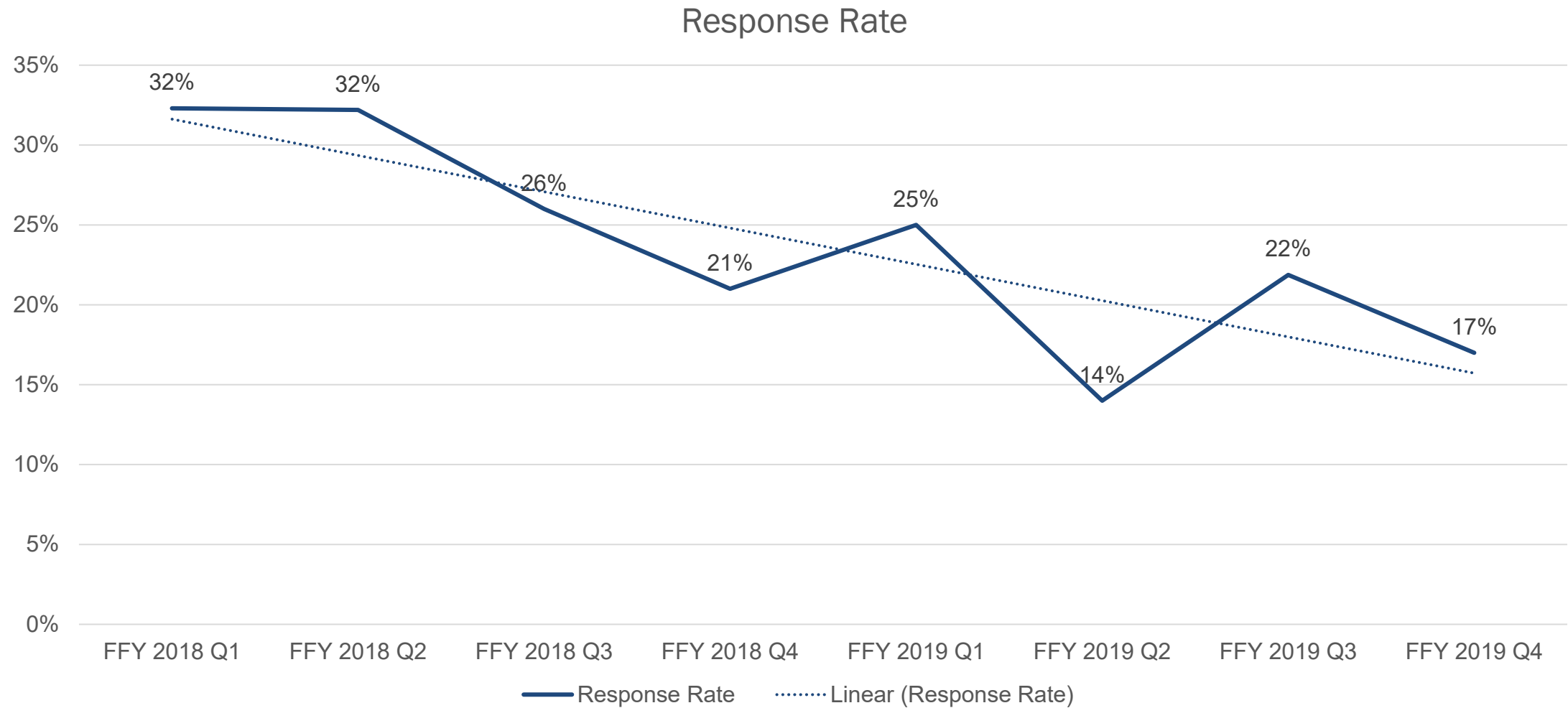
The Feedback

- **Process for getting the feedback:**
  − **Quarterly meetings with Family Outcomes Coordinators**

- **What the feedback was:**
  − **A local initiative to update the family flyer led to a state-wide update**

Steps to Incorporate the Feedback

- **Flyer has been reviewed by various stakeholders**

- **Currently working on the Spanish translation**

- **Exceptional Children's Assistance Center review**

Key Changes to the Flyer

- **Added family quotes from the survey responses**

- **APR Data**

- **QR Code and direct link**

- **Mail merge**

Lessons From Our Data

- **Statewide and at the CDSA level**

Brought Analysis In-House

- **March 2020**

- **FPG trained ITP Staff**

- **Direct access to raw data**

State and Program Demographics

Race/Ethnicity	2018 NC 0-3 Population	12/1/2019 Headcount
Asian	3.6%	2.7%
Black or African American	24.5%	24.2%
Hispanic	18.1%	18.3%
Multi-race		2.8%
Other (American Indian or Alaska Native, Native Hawaiian/other Pacific Islander/ Unknown)	1.3%	1.3%
White	52.5%	50.6%
Grand Total	**100%**	**100%**

Statewide Representativeness

- **Response rates by race/ethnicity for January-March 2020.**

Race/Ethnicity	Count of Responded	Count of Eligible	Response Rate
Asian	15	71	21.13%
Black or African American	118	686	17.20%
Hispanic	94	513	18.32%
Multi-race	20	84	23.81%
Other (American Indian or Alaska Native, Native Hawaiian/other Pacific Islander/ Unknown)	8	44	18.18%
White	353	1382	25.54%
Grand Total	**608**	**2780**	**21.87%**

CDSA-level Representativeness

- **Variation between CDSAs**

- **Some had considerable problems with representativeness**

CDSA 1

Race/Ethnicity	Count of Responded	Count of Eligible	Response Rate
Asian			
Black or African American	1	1	100.00%
Hispanic	3	6	50.00%
Multi-race	1	1	100.00%
Other (American Indian or Alaska Native, Native Hawaiian/other Pacific Islander/ Unknown)			
White	22	53	41.51%
Grand Total	**27**	**61**	**44.26%**

CDSA 2

Race/Ethnicity	Count of Responded	Count of Eligible	Response Rate
American Indian or Alaska Native	8	33	24.24%
Asian	2	5	40.00%
Black or African American	22	80	27.50%
Hispanic	15	38	39.47%
Multi-Race	5	13	38.46%
White	32	114	28.07%
Grand Total	**84**	**283**	**29.68%**

CDSA 3

Race/Ethnicity	Count of Responded	Count of Eligible	Response Rate
American Indian or Alaska Native			
Asian	1	6	16.67%
Black or African American		58	0.00%
Hispanic	3	30	10.00%
Multi-Race		3	0.00%
White	13	104	12.50%
Grand Total	**17**	**201**	**8.46%**

Tailored CDSA Support

Data Analysis/Identify Problem

Statewide FOC Meetings

Individual CDSA Meetings

Tailored TA Support

Local steps
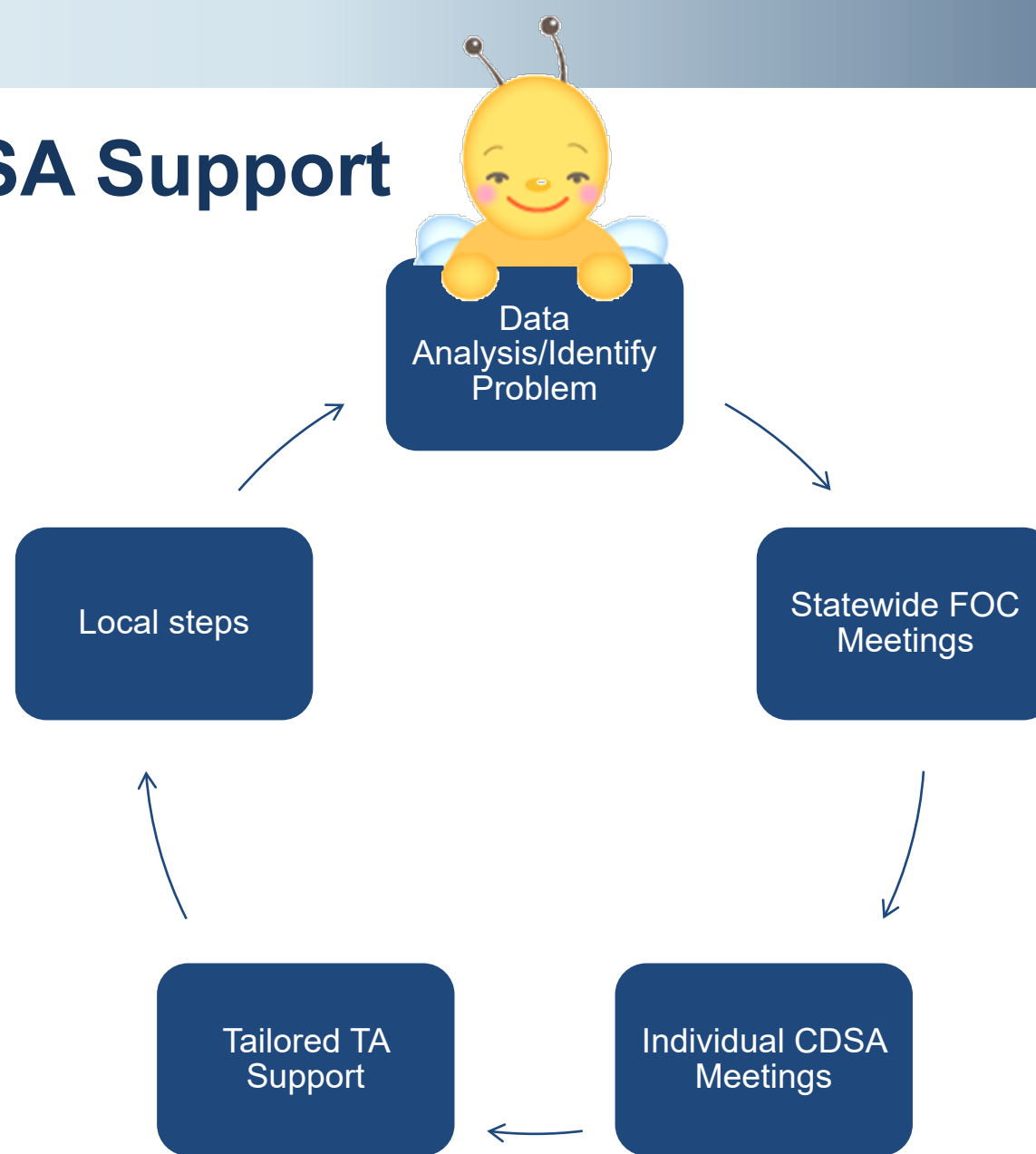
Emerging Issues

- **FOS Data in the time of COVID**

- **Paper vs. Electronic Submission patterns by race/ethnicity**

- **Continuing to involve CSDAs**
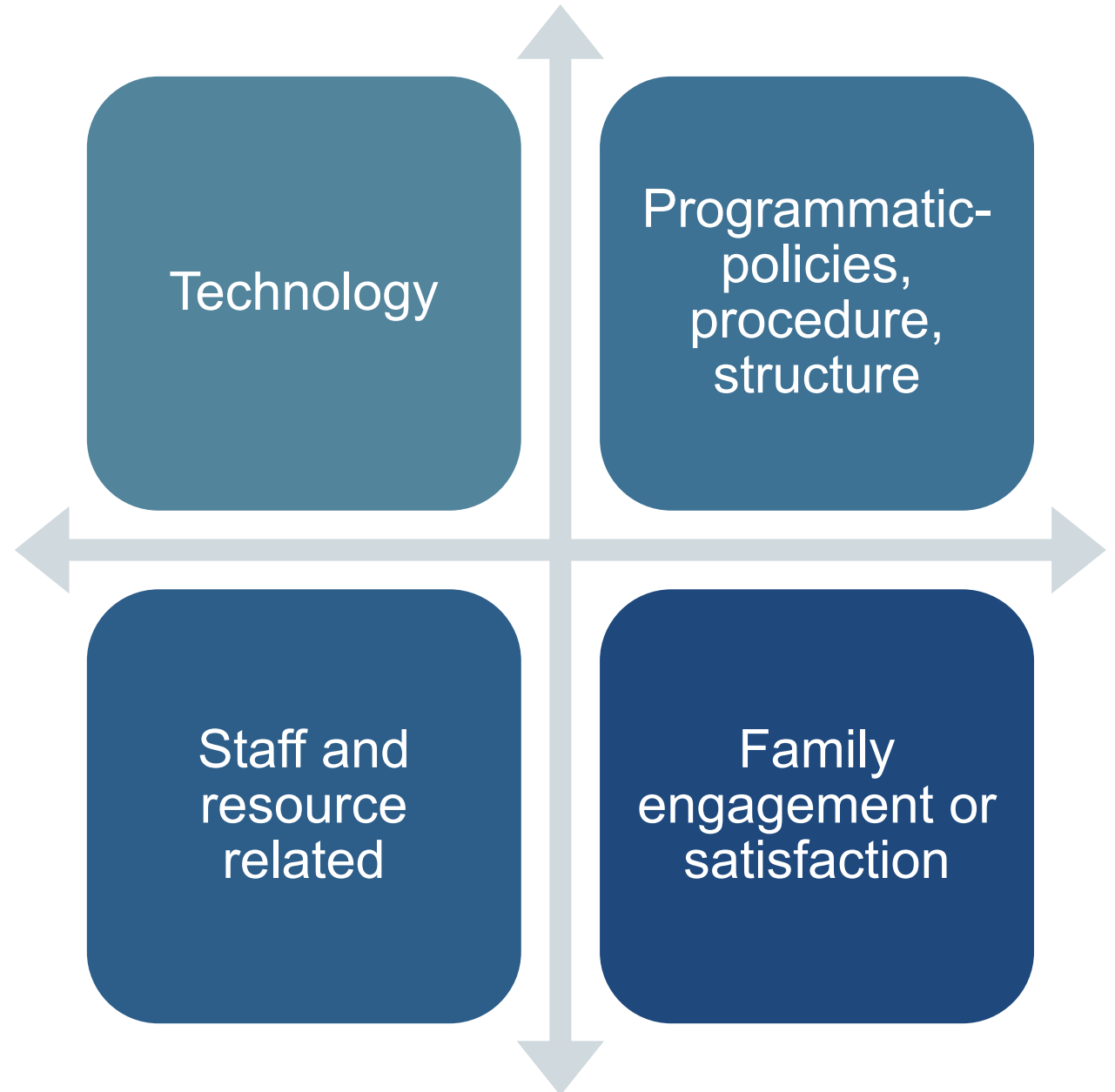
How data from the State is used locally?

It is shared

Used to determine trends

Review or revision of polices and practice

Provide feedback to State office

Barriers and potential pit-falls

Technology

Programmatic- policies, procedure, structure

Staff and resource related

Family engagement or satisfaction

It is a process

THERE WILL BE PROGRESSION AND REGRESSION EACH QUARTER.

THOUGH OUR RESPONSE DATA SEEMS FAIRLY REPRESENTATIVE OF THE PROGRAM POPULATION DATA WE CONTINUE FOCUS ON MAINTAINING MOMENTUM.

Shelby CDSA Quarter 3 Representativeness

Race	Submitted	Eligible	Percent
Asian			
Black or African American	7	26	26.92%
Hispanic	3	20	15.00%
Multi-race	1	1	100.00%
White	28	104	26.92%
Total	39	151	25.83%

Next Steps

Further examine disparities

Look at impact of social policies

Revised flyer/virtual postcards/email or text links

Be change agents

Self-Assessment for Family Outcomes

New York State Leadership Team

- Connie Donohue, Au.D., CCC-A – Director, Bureau of Early Intervention, Part C Coordinator

- Yan Wu, Ph.D. – Part C Data Manager

- Lauren Miller, Ph.D. – Data Analyst

- Abubakar Ropri, M.S. – Data Analyst

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New York State Leadership Team

- Jessica Simmons – Early Intervention Specialist

- Mary Amendola, R.N. – Public Health Program Nurse

- Katherine Reksc – Health Program Administrator

- Angela Furci, M.Ed. – Parent Representative

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Current Strategies to Improve Family Outcomes Survey (FOS) Response Rates

- Reduced the number of questions on the FOS from 36 to 22

- Reduced the literacy level (11th grade to 8th grade reading level)

- The survey is available in 7 languages

- Providing the option of completing the survey online, as well as in paper form

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Reflections on Self-Assessment Process

- New York State has completed the Self-Assessment

- FOS data were not representative of families served in 2017-2018 and 2018-19

- African American, other races, and Hispanic families were under-represented

Aha Moments

- NYS has implemented many strategies to improve FOS response rates, but have not seen an increase
- Potential to work with the Parent Centers to "advertise" or get the word out to families about the FOS
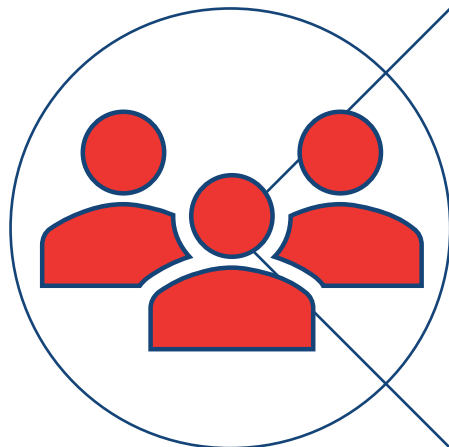- Use the Program logo on mailings to families for recognition

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Strategies for Engaging Stakeholders

https://ectacenter.org/sysframe/

https://dasycenter.org/resources/dasy-framework/

https://dasycenter.org/resources/dasy-framework/stakeholder/

Embed your processes

Variety and Flexibility are Essential

Provide Prompts and Reminders
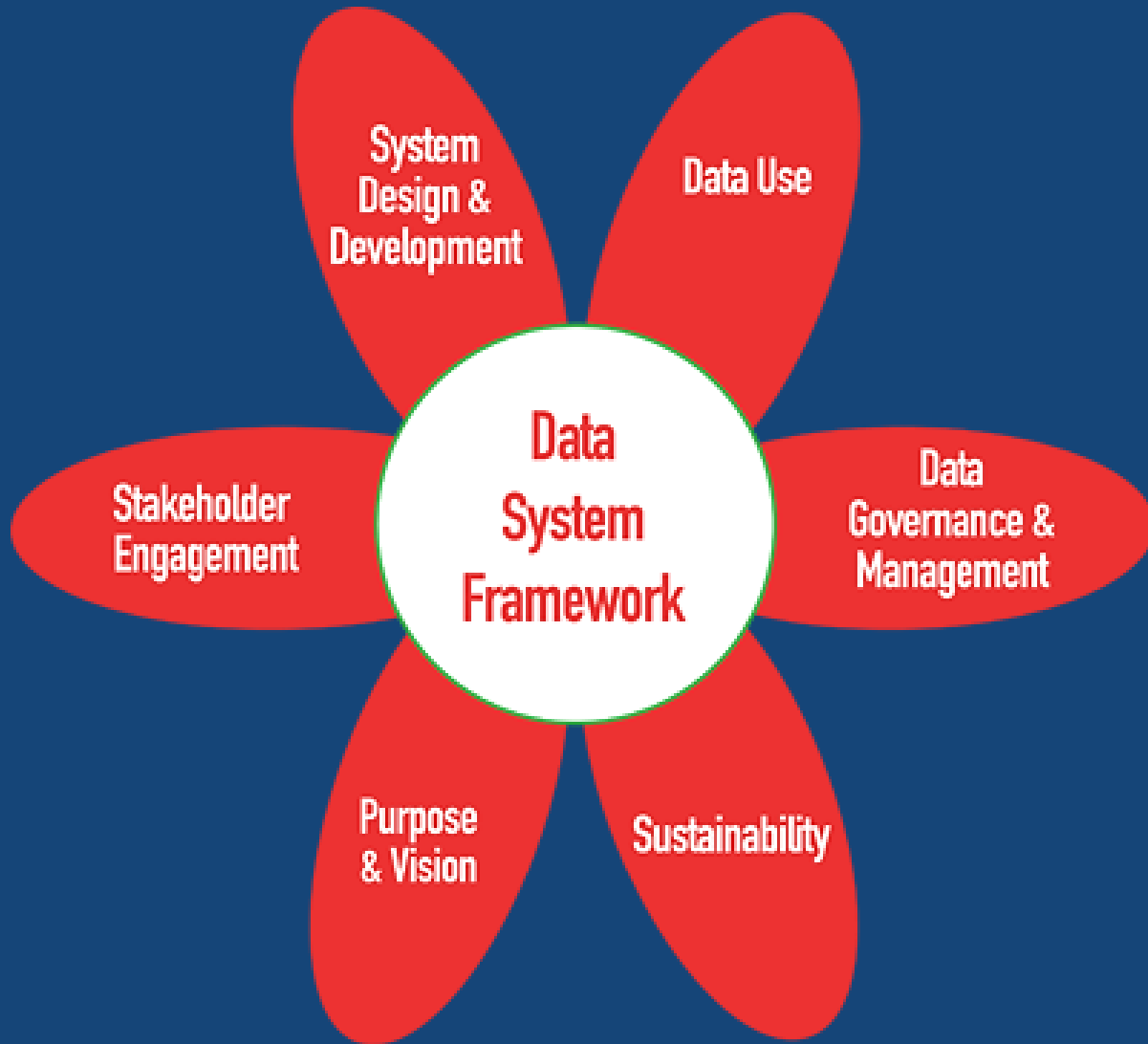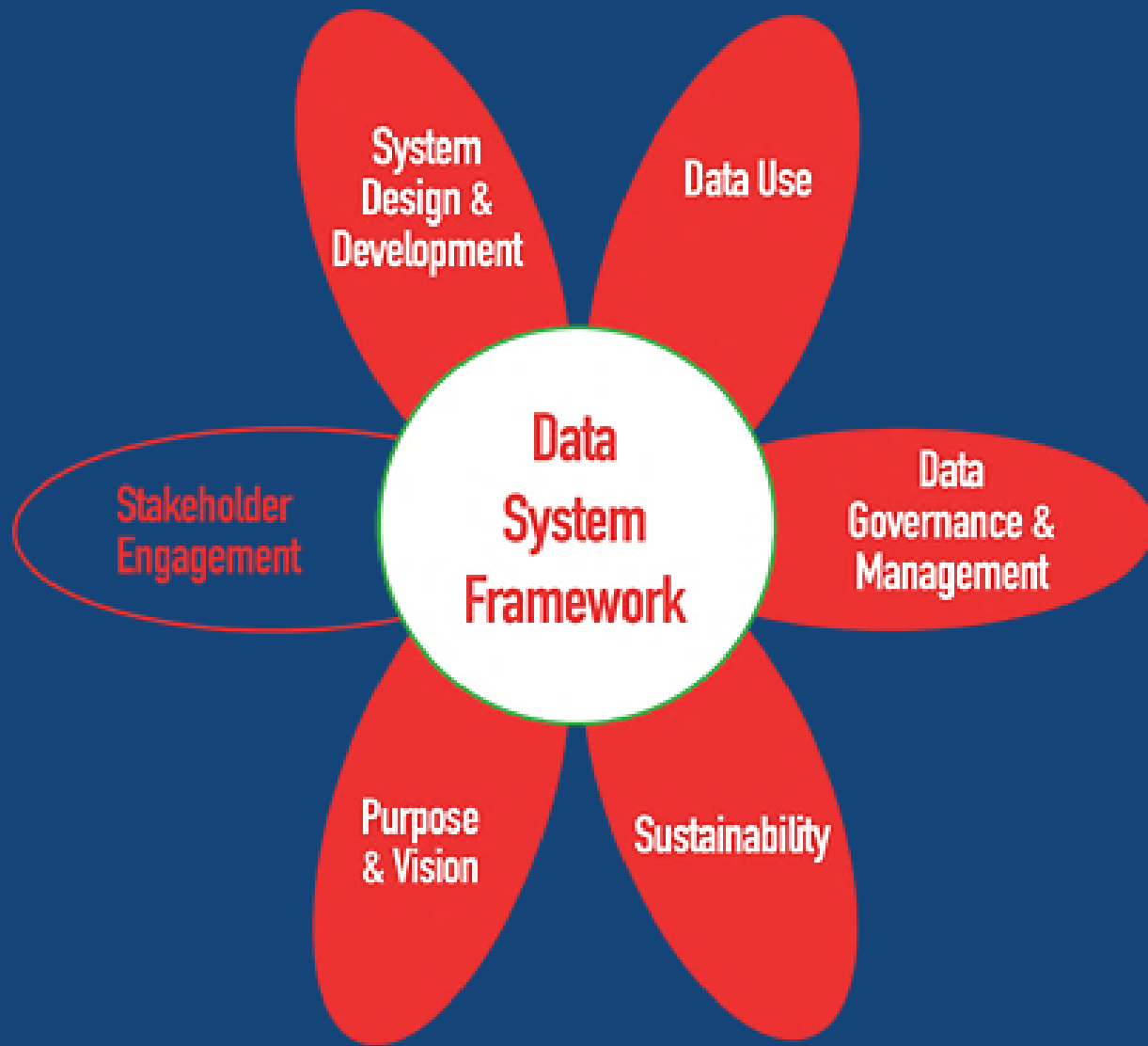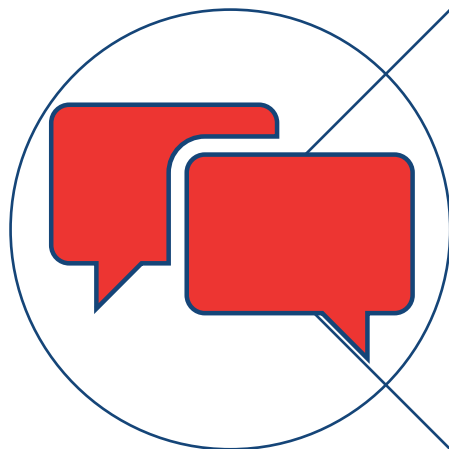
Provide opportunities for stakeholders to give input about the data system
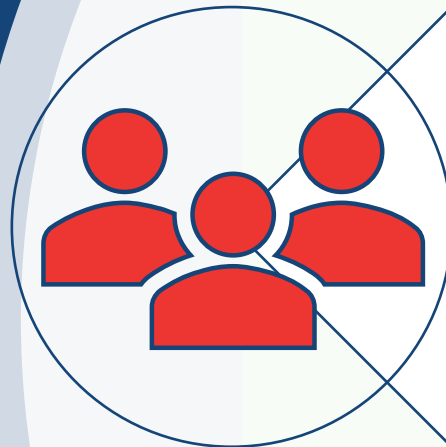
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What is the next conversation you plan to have about Family Outcomes data representativeness and equity?