



# Update on Performance Measures for the OSEP Parent Program

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## Webinar Objectives

OSEP

- Increased understanding of
  - ◆ performance measures for the OSEP Parent Program
  - ◆ the results of the performance measure work
  - ◆ what is expected of grantees in relation to performance measures
- Awareness of the requirements for the 2010 performance measure collection



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## Evolution of Performance Measures Process

- 2007
  - ◆ Parent centers sent in samples of products
  - ◆ Only products sent by PTACs' PTI projects were reviewed
  - ◆ The data was considered exploratory
- 2008
  - ◆ Only PTACs' PTI projects sent in samples of products and services
  - ◆ Data was considered exploratory and used to establish benchmarks for future years.
  - ◆ Benchmarks for long-term measures developed using NPTAC survey

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## Evolution of Performance Measures Process

- 2009
  - ◆ Random sample of all PTIs and CPRCs sent in product and service samples, along with descriptions
  - ◆ Random sample of PTIs and CPRCs surveyed parents to collect data on long-term measures
  - ◆ PTACs provided TA as it was developed
  - ◆ Data considered final
- 2010
  - ◆ Random sample of all PTIs and CPRCs will send in product and service samples, along with descriptions
  - ◆ PTACs will provide specific TA on performance measures

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## Federal Performance Measurement

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- The Federal Government wants programs to work, and it assesses all programs to make sure they are working well for the American people
- The Office of Management and Budget, together with the Federal agencies, determines how programs will be assessed
- Programs are rated as Effective, Moderately Effective, Adequate, Inadequate, or Results Not Demonstrated
- More information is available at [www.expectmore.gov](http://www.expectmore.gov)

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## OSEP Performance Measurement

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- All Federal agencies must report the results of their performance measure to the Office of Management and Budget
- All OSEP programs have long- and short-term performance measures
  - ◆ Long-term performance measures are collected and reported every two years
  - ◆ Short-term performance measures are collected and reported every year

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## Short-Term Performance Measures

- Objective 1 of 3: Improve the quality of parent training and information projects
  - ◆ Measure 1.1 of 4: The percentage of materials used by Parent Training and Information Centers projects deemed to be of **high quality** by an independent review panel of experts qualified to review the substantive content of the products or services
  - ◆ Measure 1.2 of 4: The percentage of Parent Training and Information Centers products and services deemed to be of **high relevance** to educational and early intervention policy or practice by an independent review panel of experts qualified to review the substantive content of the products or services

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## Short-Term Performance Measures

- Objective 1 of 3: Improve the quality of parent training and information projects
  - ◆ Measure 1.3 of 4: The percentage of Parent Training Information Centers' products and services deemed to be **useful** to improve educational and early intervention policy or practice by an independent review panel of experts qualified to review the substantive content of the products or services
  - ◆ Measure 1.4 of 4: The Federal **cost per unit** of output provided by the Parent Training and Information Centers, by category

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## Long-Term Performance Measures

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- Objective 2 of 3: Parents served by the Parent Training and Information Centers will be more knowledgeable about their IDEA rights and responsibilities
- Objective 3 of 3: Parents served by the Parent Training and Information Centers will be able to advocate for scientifically or evidence-based practices for their children

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## Performance Measurement and Results

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- Measure 1.1 (Quality) : A panel of experts reviews products and descriptions provided by selected projects. The panel of experts reviews products across all OSEP projects (Technology, TA&D, Personnel Prep, Parents)
  - ◆ A score of at least 6 out of 9 possible points across two dimensions is considered high quality
  - ◆ 2007 – 69.6% (exploratory measure)
  - ◆ 2008 – 57.9% (baseline set at 60% for 2009)

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## Performance Measurement and Results

- Measure 1.2 and 1.3 (Relevance and Usefulness):  
A panel of stakeholders unique to the Parent Program reviews products, services, and descriptions provided by selected projects
  - ◆ A score of at least 6 out of 9 possible points across three dimensions is considered high relevance
  - ◆ A score of at least 6 out of 9 possible points across three dimensions is considered useful
  - ◆ 2007 – 95.8 (both - exploratory measure)
  - ◆ 2008 – 95.2 (both - baseline set at 95% for 2009)

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## Performance Measurement and Results

- Measure 1.4 (Cost): Per unit cost is calculated by taking the services delivered in the prior year, according to the National PTAC data collection and weighted by intensity) and divided by total Federal cost of the program
  - ◆ Four categories of services: 1) Web site visits and newsletters sent; 2) attendance at presentations and conference, and individual responses to letters, e-mails, and calls; 3) attendance at workshops, trainings, and home visits; and 4) extended services (e.g. IEP meeting attendance by staff)
  - ◆ 2007 - \$2.24 (baseline ); 2008 - \$1.10

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## Performance Measurement and Results

- Measure 2.1 (Rights) was calculated by averaging weighted responses to selected National PTAC impact survey questions
  - ◆ Three questions were used as proxies to the direct question of enhanced knowledge of IDEA
  - ◆ The numerator is the total number of “yes” responses to each question times the question’s weight divided by the number of responses to each question times the question’s weight
  - ◆ A baseline of 85% was established in 2007 based on prior responses to National PTAC survey

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## Performance Measurement and Results

- Measure 3.1 (Evidence-Based Practices) was calculated by averaging weighted responses to selected National PTAC impact survey questions
  - ◆ Four questions were used as proxies to the direct question of the promotion of evidence-based practices
  - ◆ The numerator is the total number of “yes” responses to each question times the question’s weight divided by the number of responses to each question times the question’s weight
  - ◆ A baseline of 74% was established in 2007 based on prior responses to National PTAC survey

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## Collection Methodology 2007-2008

- **Quality, Relevance, and Usefulness Short-Term Measures**
  - ◆ In 2007, PTIs submitted products for the quality, relevance, and usefulness short-term measures, and a sample was used for review by the quality and stakeholder panels
  - ◆ In 2008, only the 6 PTACs submitted products they used as PTIs for review
- **Cost Short-Term Measure**
  - ◆ Calculated directly from the National PTAC impact survey data from prior year

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## Collection Methodology 2009

- **Quality, Relevance, and Usefulness Short-Term Measures**
  - ◆ A random sample of CPRCs and PTIs (stratified by center size), and all 7 PTACs submitted products and services for review by the quality and stakeholder panels
  - ◆ Centers submitted 5 products and services (at least one of each) and descriptions of those products and services as defined in required documentation, including noting if the service or product is policy or evidence based
- **Cost Short-Term Measure**
  - ◆ Calculated directly from the National PTAC impact survey data from prior year

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## Collection Methodology 2009

### ■ Long Term Measures

- ◆ One calculation for each measure was based on the established methodology using the 2008 National PTAC impact survey data
- ◆ A validation study was conducted, in which 24 randomly selected centers (4 from each region) resurveyed 15 randomly selected families served in the same period as the families served in the 2008 National PTAC impact survey data
- ◆ The second set of calculations used the validation study results, and the two calculations for each measure were compared for statistical significance

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## Performance Measure Results 2009

| Measure                      | Target | Actual |
|------------------------------|--------|--------|
| 1.1 Quality                  | 60%    | 83.5%  |
| 1.2 Relevance                | 95%    | 89%    |
| 1.3 Usefulness               | 95%    | 86.3%  |
| 1.4 Cost                     | \$2.24 | \$1.06 |
| 2.1 Rights                   | 85%    | 90.6%  |
| 3.1 Evidence-Based Practices | 74%    | 79%    |

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## Collection Methodology 2010

- 40 Centers (10 CPRCs, 7 PTACs, and 23 PTIs) will be randomly selected to send in product and service descriptions for the quality, relevance and usefulness short-term measures
  - ◆ Centers will send a list of 5 products and services (at least two of each) , and identify the most requested
  - ◆ Centers will be told which product and service in each of their lists they will submit to OSEP, along with the corresponding descriptions
- Timeline: Approximately early February through March

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## Collection Methodology 2010

- Cost measure will be calculated according to the established methodology, using the National PTAC data collection
- There will be no collection of data for long-term measures
- In future years, the long-term measures will likely be collected using only the data from the National PTAC
- The Study Group will be responsible for data collection and analysis, with Mike Norman as primary contact with assistance from Laurie Gray

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## Technical Assistance

- Exemplary product and service descriptions will be shared with the centers chosen, and standardized descriptions for products developed by the National PTAC and other OSEP TA&D providers will be developed
  - ◆ OSEP will share with PTACs trends and observations from the 2009 collection to inform the development of exemplary descriptions
- Conference calls will be held with chosen centers
- Standard methodology for long-term measures will be distributed to all centers

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## Questions?



Carmen Sanchez



Mike Norman

### Thank You for All You Do!!

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