



**STATE SYSTEMIC IMPROVEMENT PLAN (SSIP)
FFY2020 EVALUATION PLAN**

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Evaluation Overview

Baby Watch was able to obtain and analyze quantitative and qualitative data during FFY2020. The Baby & Toddler Online Tracking System (BTOTS) was evaluated and revised to ensure that correct and accurate data was being pulled from the database. There was an emphasis to further educate early intervention providers and data entry staff about the value and importance of accurate and reliable documentation. In the following report, Baby Watch demonstrates reliable results measures for the state’s 2020 SSIP work, in addition to the successful completion of Improvement Strategies and Activities.

A. Assessment Evaluation

Progress towards Achieving Intended Improvements

FFY2020 Short or Intermediate Outcome	Evaluation Question(s)	Data Collection	Measures	Data Sources	Analysis
Providers had access to and used guidance developed by Baby Watch to support understanding of Social-Emotional (SE) Development and IFSP Outcomes with cultural sensitivity.	Did providers have access to and gain knowledge of SE Development, writing IFSP outcomes with a SE component in a culturally sensitive way?	SE Development & Outcomes course enrollment. SE Development & Outcomes post-training survey.	Increasing course enrollment. Course helped participant understand culturally sensitive practices in relation to providing services in the area of SE development. Course helped participants gain skill to implement information into their job.	Course enrollment. Post-training survey results.	Social-Emotional Development & Outcomes course gained participants in FFY2020 and course content was useful in increasing knowledge of culturally sensitive practices, SE development, writing IFSP outcomes.
<p>Findings: Course enrollment increased from 262 to 313 participants. Post-survey results of the Social-Emotional (SE) Development & Outcomes online training suggest positive impact to the SiMR by increasing knowledge and changing provider practices to improve SE relationships among all children and those from culturally diverse background. A majority of course participants agreed that:</p> <ul style="list-style-type: none"> • The course helped me understand infant mental health (n=51, 94.4%) • This course helped me understand culturally sensitive practices in relation to providing services in the area of social-emotional development (n=51, 94.4%) • This course helped me better understand how to write IFSP outcomes that address social-emotional concerns (n=51, 94.4%) • This course helped me understand trauma and its impact on child development for children ages birth to three (n=52, 96.3%) • I gained skills to implement this information into my job (n=51, 94.4%) 					

FFY2020 Short or Intermediate Outcome	Evaluation Question(s)	Data Collection	Measures	Data Sources	Analysis
EI providers and families develop functional SE IFSP outcomes for culturally diverse families?	Do EI providers and families develop social-emotional outcomes on IFSPs for culturally diverse families?	BTOTS IFSP reports for all children and those of culturally diverse backgrounds	Percentage of IFSPs that contain at least one Social-Emotional IFSP outcome for all children in comparison to those from culturally diverse backgrounds	IFSP Outcomes by Domain report IFSP Outcomes by Domain report for other than White Non-Hispanic	80% of all IFSPs contain at least one IFSP outcome with a SE component. 81% of IFSPs from culturally diverse families contain at least one IFSP outcome with a SE component.

Findings:

- The majority of providers and families develop IFSP outcomes with a SE component (n=5561, 80.4%).
- Children from culturally diverse backgrounds are receiving IFSP outcomes with a social-emotional component (n=1680, 81.3%); an increasing rate in comparison to the previous reporting year (75%).

Long Term: (SiMR)	By FFY2021, Utah Early Intervention will increase child social relationships (Child Outcome A) by substantially increasing rate of growth (SS1) for children of culturally diverse backgrounds as measured by the Child Outcomes Summary (COS).
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B. Professional Development Evaluation

Progress towards Achieving Intended Improvements

FFY2020 Short or Intermediate Outcome	Evaluation Question(s)	Data Collection	Measures	Data Sources	Analysis
Early intervention providers access credential renewal training and learning experiences based on the new standards by participating in a self-assessment.	<p>Did Baby Watch develop and establish a self-assessment linked to Utah standards based on DEC/CEC standards?</p> <p>Were the self-assessments/guidance shared with providers to renew credentials?</p> <p>Do EI providers understand expectations for use of the self-assessments in renewal process?</p>	EI providers renewing credentials participate in areas of training and learning experiences based on the standards as informed by participation in a self-assessment.	EI provider self-assessed level of competency	Online survey	Analyze self-assessment responses submitted by credential candidates

Findings: The online Self-Assessment launched in August 2020 to service providers statewide. Accessible 24/7 on the Canvas online learning platform, the Self-Assessment asks learners to identify their skill level in each of the [DEC 2020 Initial Practice-Based Professional Standards for Early Interventionists/Early Childhood Special Educators](#) as Inexperienced, Developing, Confident, or Experienced. Since the initial rollout:

- Over 160 service providers have completed the online Self-Assessment as part of their initial or renewal credential training.
- Most service providers responded that they were Confident or Experienced in their skills for each standard.
- Across all standards, less than 10% of service providers rated their skills as Inexperienced.

FFY2020 Short or Intermediate Outcome	Evaluation Question(s)	Data Collection	Measures	Data Sources	Analysis
EI providers implement EBPs to support families with their child's development.	Are functional, routines-based outcomes being written in IFSPs?	Providers implement EBPs when working with families	Home Visit (HV) monitoring tools for self-assessment	On-site and HV observations	152 on-site and HV observations

Findings:

- Employees who renew credentials must provide detailed documentation of ongoing professional development (at least 75 hours every 5 years)
- Baby Watch email blasts inform providers about professional development opportunities.

FFY2020 Short or Intermediate Outcome	Evaluation Question(s)	Data Collection	Measures	Data Sources	Analysis
Families will be empowered, motivated, and have many opportunities to feel successful in supporting their child's development.	Are families empowered and motivated and have opportunities to be successful in their child's development?	Families report improved outcomes on the family survey, specific items (to be determined).	Family perceptions of EI services collected through an online survey	NCSEAM family survey results	Family response as to their level of agreement

Findings: FFY2020 NCSEAM family survey respondents indicated that EI services help them feel:

- Part of the team when meeting to discuss their child (n=1576, 97.4%)
- More confident in their skills as a parent (n=1489, 95.1%)
- That their efforts are helping their child (n=1519, 96.7%)

Long Term: SiMR	By FFY2021, Utah Early Intervention will increase child social relationships (Child Outcome A) by substantially increasing rate of growth (SS1) for children of culturally diverse backgrounds as measured by the Child Outcomes Summary (COS).
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C. Family Engagement Evaluation

Progress towards Achieving Intended Improvements

FFY2020 Short or Intermediate Outcome	Evaluation Question(s)	Data Collection	Measures	Data Sources	Analysis
Baby Watch has cultural resources and guidance available to support providers with assessment and intervention practices.	Did Baby Watch identify or develop family engagement and cultural resources/guidance available to support providers and families? Were resources shared with programs? Do EI providers understand expectations for use of the resources and guidance?	Anecdotal evidence and participant testimonials	Unpacking Diversity Professional Learning Community / Community of Practice (PLC/CoP) participant feedback	Family engagement cultural resources /guidance shared during the Unpacking Diversity PLC/CoP	Provider awareness of resources, and perceptions of PLC/CoP facilitated by Baby Watch

Findings: Unpacking Diversity PLC/CoP testimonials:

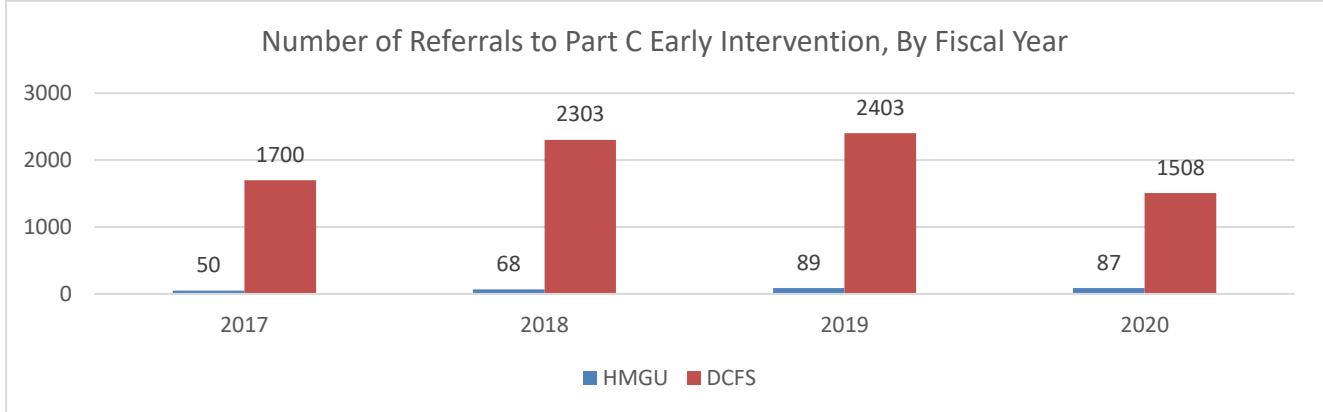
- “Thank you for this information. This is definitely helpful in the world we are living in. Even in rural Utah we have been introduced to this. It is nice to have some background on what to do to accept it.”
- “I wanted to thank you for this discussion today...I learned so much and felt so many emotions. I came to realize that I have had some experiences, but I found that I am limited in my understanding. This is very beneficial to my work and my personal growth as well.”

FFY2020 Short or Intermediate Outcome	Evaluation Question(s)	Data Collection	Measures	Data Sources	Analysis
EI providers access and use cultural diversity resources.	Are EI providers accessing and using the family engagement and cultural diversity resources and guidance?	Provider email surveys	Provider survey response rates and favorable responses	Provider survey responses	Ongoing EI provider use of and desire for resources
<p>Findings: In an email survey administered in April 2021, all respondents representing a majority of local EI programs (n=10) reported that they found the cultural diversity resources to be useful and that they would like to see new resources identified and distributed through the Baby Watch listserv on a monthly basis.</p>					

FFY2020 Short or Intermediate Outcome	Evaluation Question(s)	Data Collection	Measures	Data Sources	Analysis
EI providers who use the cultural diversity resources are more competent and confident in working with diverse families.	Is there an increase in the number of providers who are confident working with diverse families?	Anecdotal evidence, participant testimonials, survey responses	Unpacking Diversity PLC/CoP participant feedback and provider survey responses	Cultural resources and guidance dissemination during the PLC/CoP series Provider survey responses	Provider awareness of resources; perceptions of Baby Watch PLCs/CoPs Ongoing program use of, desire for resources
<p>Findings: Unpacking Diversity PLC/CoP testimonials:</p> <ul style="list-style-type: none"> • “Thank you for this information. This is definitely helpful in the world we are living in. Even in Rural Utah we have been introduced to this. It is nice to have some background on what to do to accept it.” • “I wanted to thank you for this discussion today...I learned so much and felt so many emotions. I came to realize that I have had some experiences, but I found that I am limited in my understanding. This is very beneficial to my work and my personal growth as well.” <p>In an email survey administered in April 2021, all respondents representing a majority of local EI programs (n=10) reported that they found the cultural diversity resources to be useful and that they would like to see new resources identified and distributed through the Baby Watch listserv on a monthly basis.</p>					

FFY2020 Short or Intermediate Outcome	Evaluation Question(s)	Data Collection	Measures	Data Sources	Analysis
There is increased trust and acceptance between providers and families.	Do families report they have increased trust and acceptance with their child's providers?	Parent surveys, Compliance & Monitoring (C&M) observations and record reviews	Families report increased trust and acceptance C&M activities find evidence of increased trust b/w providers and families	C&M parent survey and NCSEAM survey results C&M Family-Directed Assessment (FDA), IFSP meeting, and Home Visit (HV) observation results	C&M parent and NCSEAM survey responses C&M FDA, IFSP Mtg, and HV obs results
<p>Findings: Baby Watch embedded various data collection methods reflective of Utah populations into monitoring and training. A majority of all families responding to Baby Watch's FFY 2020 family surveys, including specifically those with Spanish as their primary language, agreed that their:</p> <ul style="list-style-type: none"> • Values and beliefs are respected (All n=643, 98.5%) (Spanish n=30, 93.8%) • Efforts are helping their child (All n=1519, 96.7%) (Spanish n=96, 99.0%) • Needs were considered (All n=1471, 95.0%) (Spanish n=96, 94.1%) • Providers are easy to talk to (All n=1554, 99.2%) (Spanish n=103, 100.0%) <p>All providers observed administering Family-Directed Assessments (FDAs) across 14 programs demonstrated:</p> <ul style="list-style-type: none"> • Active-listening skills, empathy, and rapport with families (n=25) • Respect for diversity in language (n=25) <p>A majority of providers across 13 programs who were observed administering an IFSP meeting during FFY 2020 universal monitoring demonstrated:</p> <ul style="list-style-type: none"> • Cultural competence (n=37, 97.4%) • Relationship-based competency (n=37, 97.4%) • Active listening skills (n=36, 94.7%) • Respect for family priorities (n=31, 81.6%) <p>A majority of providers across 14 programs who were observed administering an IFSP service during FFY 2020 universal monitoring demonstrated the ability to:</p> <ul style="list-style-type: none"> • Follow the child's lead (n=39, 75.0%) • Encourage parents to follow their child's lead (n=31, 59.6%) • Support families in embedding strategies/activities into daily routines (n=34, 65.4%) • Deliver feedback during parent-child interaction (n=32, 61.5%) • Observe and discuss parent-child interactions (n=33, 63.5%) • Discuss family CPR (n=33, 63.5%) 					

FFY2020 Short or Intermediate Outcome	Evaluation Question(s)	Data Collection	Measures	Data Sources	Analysis
There is increased collaboration with community partners who serve culturally	Is there increased collaboration with community partners who serve culturally and	Referral sources identified in	Referral trends for CAPTA and UHMG	BTOTS referral reports and community	Referral trends and community

and linguistically diverse families.	linguistically diverse families?	the BTOTS data base.		partner tracking documentation	partnership effectiveness															
<p>Findings: Baby Watch evaluated referral data as one measure to determine the effectiveness of enhancements made to the agreement between Baby Watch and Help Me Grow Utah (HMGU), as well as the contract the Division of Child and Family Services (DCFS). As seen below, EI referrals increased steadily 2017-2019, but declined in 2020.</p>  <table border="1"> <caption>Number of Referrals to Part C Early Intervention, By Fiscal Year</caption> <thead> <tr> <th>Fiscal Year</th> <th>HMGU</th> <th>DCFS</th> </tr> </thead> <tbody> <tr> <td>2017</td> <td>50</td> <td>1700</td> </tr> <tr> <td>2018</td> <td>68</td> <td>2303</td> </tr> <tr> <td>2019</td> <td>89</td> <td>2403</td> </tr> <tr> <td>2020</td> <td>87</td> <td>1508</td> </tr> </tbody> </table>						Fiscal Year	HMGU	DCFS	2017	50	1700	2018	68	2303	2019	89	2403	2020	87	1508
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Long Term: (SiMR)	By FFY2021, Utah Early Intervention will increase child social relationships (Child Outcome A) by substantially increasing rate of growth (SS1) for children of culturally diverse backgrounds as measured by the Child Outcomes Summary (COS).																			

D. Collaboration Evaluation

Progress towards Achieving Intended Improvements

FFY2020 Short or Intermediate Outcome	Evaluation Question(s)	Data Collection	Measures	Data Sources	Analysis
Baby Watch will develop a compendium of resources to inform local programs about how to access existing info and supports for families from diverse cultures.	<p>Did Baby Watch develop a compendium of resources to inform local programs about how to support families from diverse cultures?</p> <p>Were resources shared with programs?</p> <p>Do EI programs understand how to use the resources?</p>	Provider surveys regarding cultural resources disseminated	Provider survey response rates and favorable responses	Provider email survey	Provider survey responses regarding perceptions of usefulness of resources and the frequency, type, and numbers of resources disbursed.
<p>Findings: In an email survey administered in April 2021, all respondents representing a majority of local EI programs (n=10) reported that they found the cultural diversity resources to be useful and that they would like to see new resources identified and distributed through the Baby Watch listserv on a monthly basis.</p>					

FFY2020 Short or Intermediate Outcome	Evaluation Question(s)	Data Collection	Measures	Data Sources	Analysis
EI providers will have community resources to support children and families from diverse cultural backgrounds.	Are providers accessing and using community resources with families?	Provider surveys regarding cultural resources shared	Provider survey response rates and favorable responses	Provider email survey	Provider survey responses re: perceptions of resource usefulness, frequency, type, and quantity
<p>Findings: In an email survey administered in April 2021, all respondents representing a majority of local EI programs (n=10, N=15) reported that they found the cultural diversity resources to be useful and that they would like to see new resources identified and distributed through the Baby Watch listserv on a monthly basis.</p>					

FFY2020 Short or Intermediate Outcome	Evaluation Question(s)	Data Collection	Measures	Data Sources	Analysis
Community resources will be utilized to address family needs, resulting in decreased family stressors.	<p>Are families using community resources to assist with their family's needs?</p> <p>Do families have the resources and supports they need to improve the SE well-being of each member of their family?</p>	NCSEAM survey	Parent and family report regarding use of community resources to promote SE well-being	NCSEAM survey responses	NCSEAM survey counts of level of agreement with statement
<p>Findings: In 2021, Baby Watch, with assistance from the ICC, selected questions from the NCSEAM survey that might inform the degree to which parents believe that information received decreased stressors, thereby improving their quality of life. Findings below identifies parent perceptions about the impact of community services and supports. A majority of families identified that EI services help them in multiple ways as noted below:</p> <ul style="list-style-type: none"> To help them feel more confident in skills as a parent (n=1489, 95.2%) To improve the family's quality of life (n=1478, 95.0%) To feel possible to receive the services and supports that my child and family need (n=1459, 94.4%) To provide social and networking opportunities (n=1105, 75.2%) 					

Long Term: SiMR	By FFY2021, Utah Early Intervention will increase child social relationships (Child Outcome A) by substantially increasing rate of growth (SS1) for children of culturally diverse backgrounds as measured by the Child Outcomes Summary (COS).
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E. Compliance and Quality Assurance Evaluation

Progress Toward Achieving Intended Improvements

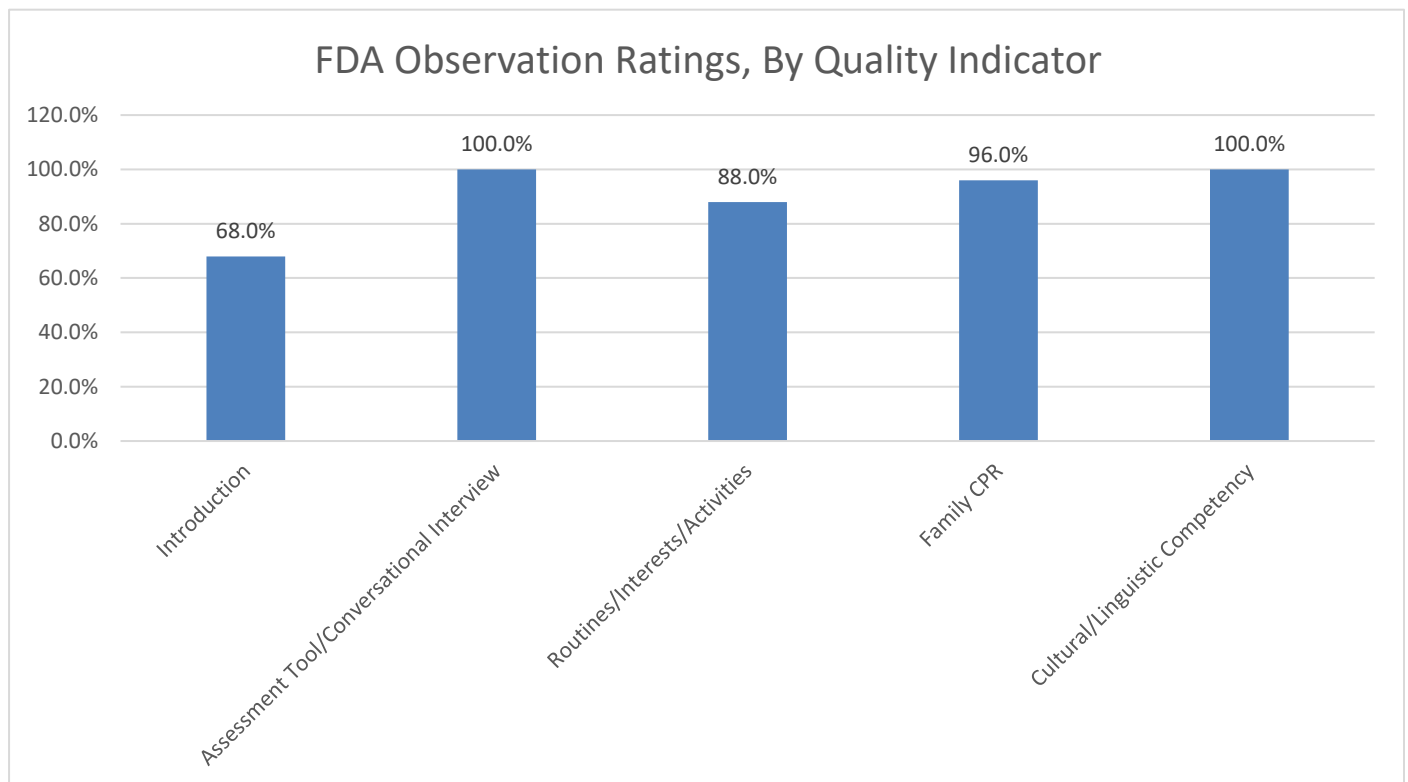
FFY2020 Short or Intermediate Outcome	Evaluation Question(s)	Data Collection	Measures	Data Sources	Analysis
Programs and Baby Watch adopt an attitude of continuous quality improvement through ongoing T/TA and QAPs.	Did programs and Baby Watch adopt an attitude of continuous quality improvement through ongoing T/TA and QAPs?	Provider QAPs Administrator surveys	Program QAPs analysis inform systems/practice improvements. Programs evaluate C&M process to inform GSS enhancements.	Provider QAPs Provider surveys	Administrator survey to determine the effectiveness of the redesigned C&M process
<p>Findings: Results from an administrator survey related to the Baby Watch Quality Assurance Plan (QAP) development process show the following:</p> <ul style="list-style-type: none"> The QAP development process was valuable and informative (n=7, 41.2%). The structure and format of the QAP template is clear and easy to follow (n=5, 29.4%). The content of the QAP Guide was helpful in developing our program's QAP (n=10, 58.8%). The QAP development process helped to identify the root cause(s) of our program's findings of noncompliance and/or low performance (n=11, 64.7%). The QAP development process supported the identification of multiple strategies to improve our program's performance (n=8, 47.1%). The QAP development process took a reasonable amount of time (n=2, 12.5%). The QAP development process helped us to identify multiple data collection and evaluation methods to measure progress toward our program's improvement objectives (n=8, 47.1%). The QAP development process helped us to identify necessary changes to our existing systems to positively impact practice change (n=9, 52.9%). 					

FFY2020 Short or Intermediate Outcome	Evaluation Question(s)	Data Collection	Measures	Data Sources	Analysis
EI providers and Baby Watch improve infrastructure for continuous improvement for results and compliance. EI providers and Baby Watch implement Evidence-Based Practices (EBPs).	Did EI programs improve infrastructure for continuous improvement for results and compliance? Did Baby Watch improve infrastructure for continuous improvement and compliance? Did EI providers and Baby Watch implement EBPs?	Audit reports/results QAP submissions	EI programs submit QAPs to Baby Watch. Baby Watch provides well-defined, operationalized practices with enhanced, practice assessment tools to measure the application of EBPs. Baby Watch and providers prioritize and implement EBPs.	Provider QAPs C&M tools Audit reports	Compare program performance. Identify patterns of strengths/findings across monitoring reports and QAPs. T/TA evaluations for webinars, on-site, and statewide PD. % programs that meet performance indicator for practitioner fidelity. EI program score improvements over time vs. fidelity threshold.

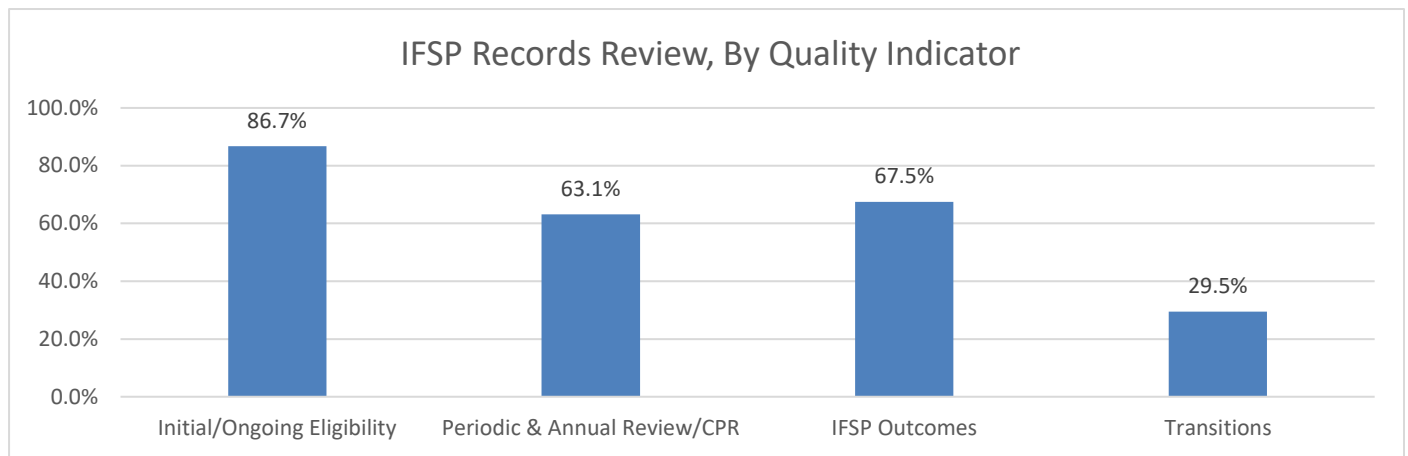
Findings: Baby Watch T/TA online courses increased enrollment; Family-Directed Assessments (87% provider participation) and developing High-Quality IFSPs (80% provider participation). Courses contain information on EBP including relationship-based practices, family-centered practices, social-emotional development and cultural understanding which will support understanding and practices. Survey results from the FDA and High-Quality IFSP courses include:

- Introduce the purpose of the family-directed assessment and how the information gathered will be used to determine services and achieve goals important to the family (n=22, 75.9%).
- Converse with families about existing or needed informal social connections and community resources that can be leveraged to improve family quality of life. (n=20, 69.0%).
- Gather information from families about their child’s abilities, interests, challenges, and needs across daily routines and activities (n=27, 93.1%).
- This course helped me to better understand the Family-Directed Assessment (n=78, 95.1%).
- This course helped me feel more confident in my ability to use information gathered from a Family-Directed Assessment to write IFSP outcomes (n=77, 95.1%).
- I gained skills to implement this training into my job (n=78, 95.1%- FDA course; n=38, 100.0%- IFSP course).
- This course helped me better understand culturally sensitive practices used to develop IFSPs (n=38, 100.0%).

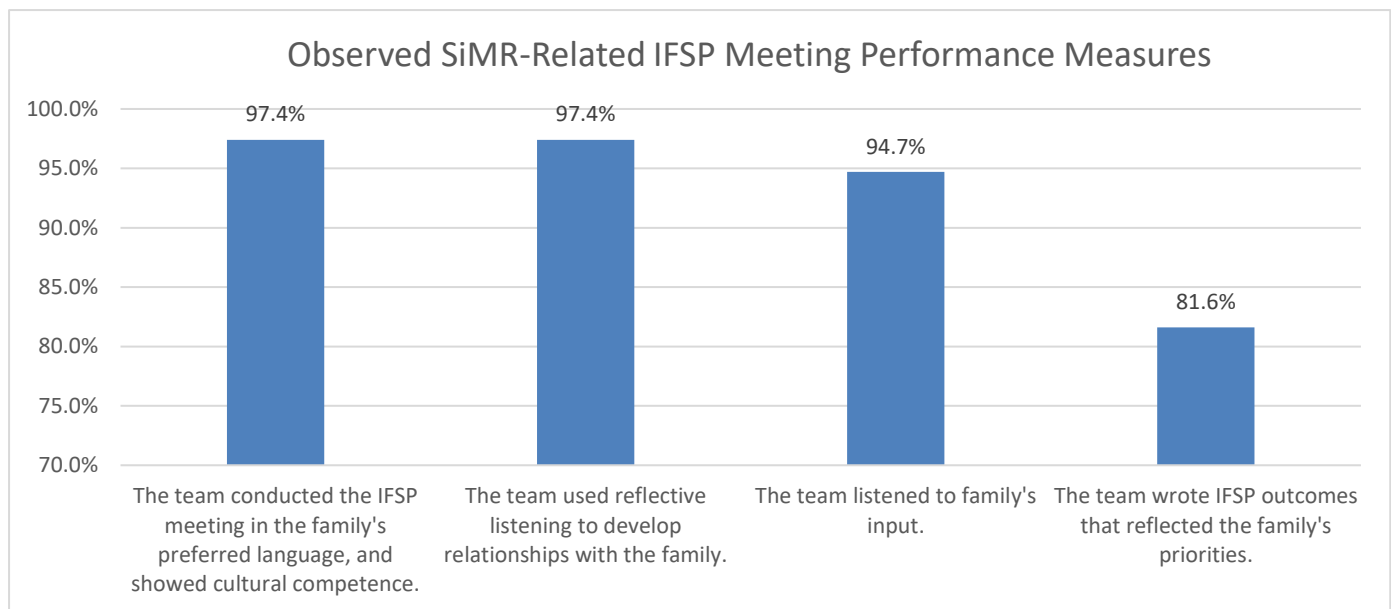
Cumulative review of family-directed assessment (FDA) records during FFY2020 indicates that a majority percentage of assessments observed incorporate at least one best practice, not fidelity.



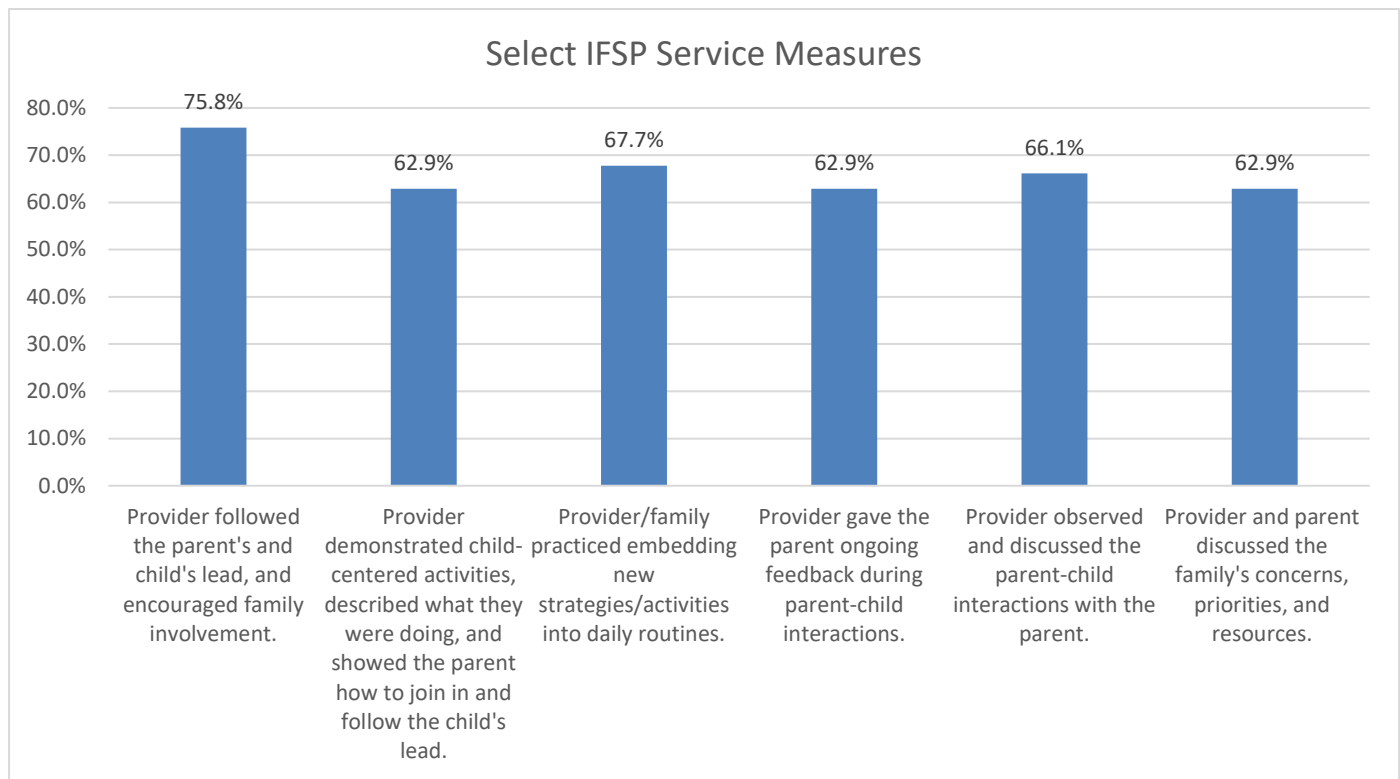
Cumulative review of IFSP records from all local EI programs and Utah Schools for the Deaf and the Blind (USDB) during FFY2020 indicates that a majority percentage incorporate necessary components.



Observed a total of 38 IFSP meetings at 13 local EI programs. Selected performance measures in alignment with the SiMR were assessed during FFY2020.



Observed a total of 62 IFSP service measures at 14 local EI programs and USDB. Selected performance measures in alignment with the SiMR were assessed during FFY2020.



FFY2020 Short or Intermediate Outcome	Evaluation Question(s)	Data Collection	Measures	Data Sources	Analysis
Providers and Baby Watch improve relationships, increase collaboration, and renew trust between the state and local programs and families.	Did EI providers and Baby Watch improve relationships, increase collaboration, and renew trust?	C&M parent survey Admin survey	Administrator/ provider reports about Baby Watch: <ul style="list-style-type: none"> Improvement in communication methods Clarify regarding audit processes and activities Relationship building in coaching/feedback sessions 	Parent, admin, and provider surveys	Parent survey feedback re: relationships with providers
	Did EI providers and families improve relationships, increase collaboration, and renew trust?	Provider coaching/feedback survey			Administrator survey feedback re: Baby Watch communication methods during audits
					Provider survey feedback re: relationship building opportunity and quality of coaching/feedback with Baby Watch

Findings: During FFY2020, a majority of local program providers shared feedback in agreement regarding Baby Watch supervision related to the following measures:

- During the auditing process, I received sufficient feedback about my performance delivering an IFSP service or facilitating an IFSP meeting (n=38, 90.5%).

- The feedback I received identified practical areas for improvement (n=36, 85.7%).
- The feedback I received highlighted my strengths (n=38, 92.7%).
- The feedback session was a valuable use of my time (n=38, 90.5%).

During FFY2020, local program administrators shared feedback in agreement regarding Baby Watch auditing related to the following measures:

- The auditing process was flexible and adapted to scheduling changes (n=17, 100.0%).
- Audit observations and record reviews results were communicated clearly and respectfully during the administrator exit meeting (n=15, 88.2%).
- The scope of the audit (i.e., the processes and activities) were sufficient to uncover programmatic strengths and areas for improvement (n=9, 52.9%).
- The auditing process was fair, reasonable, and objective (n=6, 35.3%).
- The structure and format of the audit report was clear and easy to understand (n=10, 58.5%).
- The audit report was issued in a timely manner (n=17, 100.0%).
- The audit resulted in meaningful information to help our program continue to improve (n=10, 58.8%).

During FFY2020, a majority of all families responded in agreement related to the following measures:

- Satisfied with the level of respect that their child's early intervention service provider(s) show for their family's values and beliefs (n=643, 98.5%; Spanish families (n=30, 93.8%).
- Satisfied with the services your child's early intervention service provider(s) deliver to help them and their child reach IFSP outcomes that are important to their family (n=611, 93.6%; Spanish families (n=30, 93.8%).

Long Term: SiMR	By FFY2021, Utah Early Intervention will increase child social relationships (Child Outcome A) by substantially increasing rate of growth (SS1) for children of culturally diverse backgrounds as measured by the Child Outcomes Summary (COS).
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