

Coaching and Quality Improvement: How Does Program Quality Change Over Time?

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**Child Care Policy Research Conference
December 3, 2015**

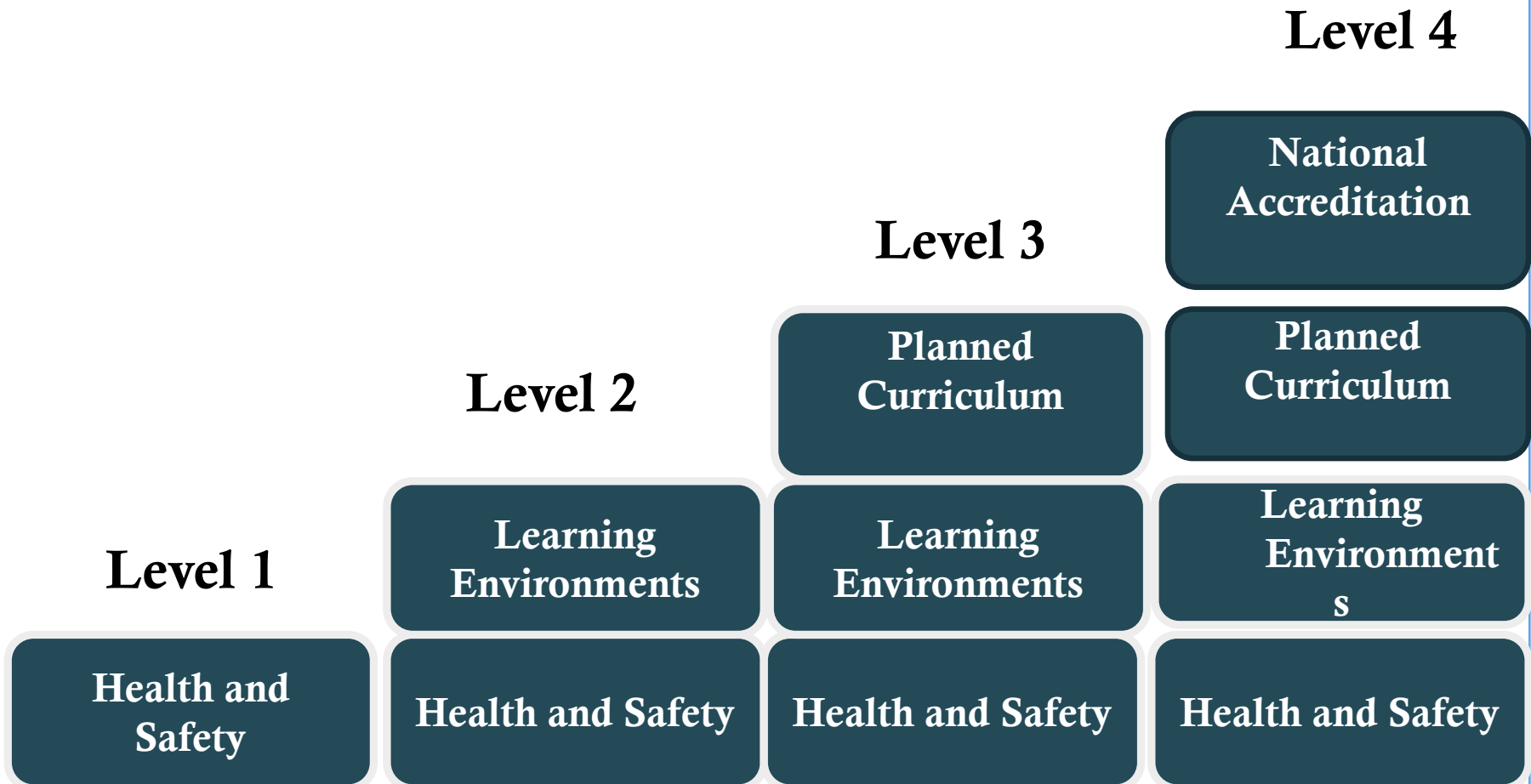
Objectives

- Learn about Indiana's QRIS evaluation
- Share findings of provider and coach longitudinal study
- Discuss what we are learning

Overview of Indiana's QRIS Evaluation

- **Phase I:** Validation and Implementation Study
- **Phase 2:** Provider Focus Groups
- **Phase 3:** Currently underway
 - Provider Outcome Study (focus today)
 - Child Outcome Study
 - Parent Awareness Survey

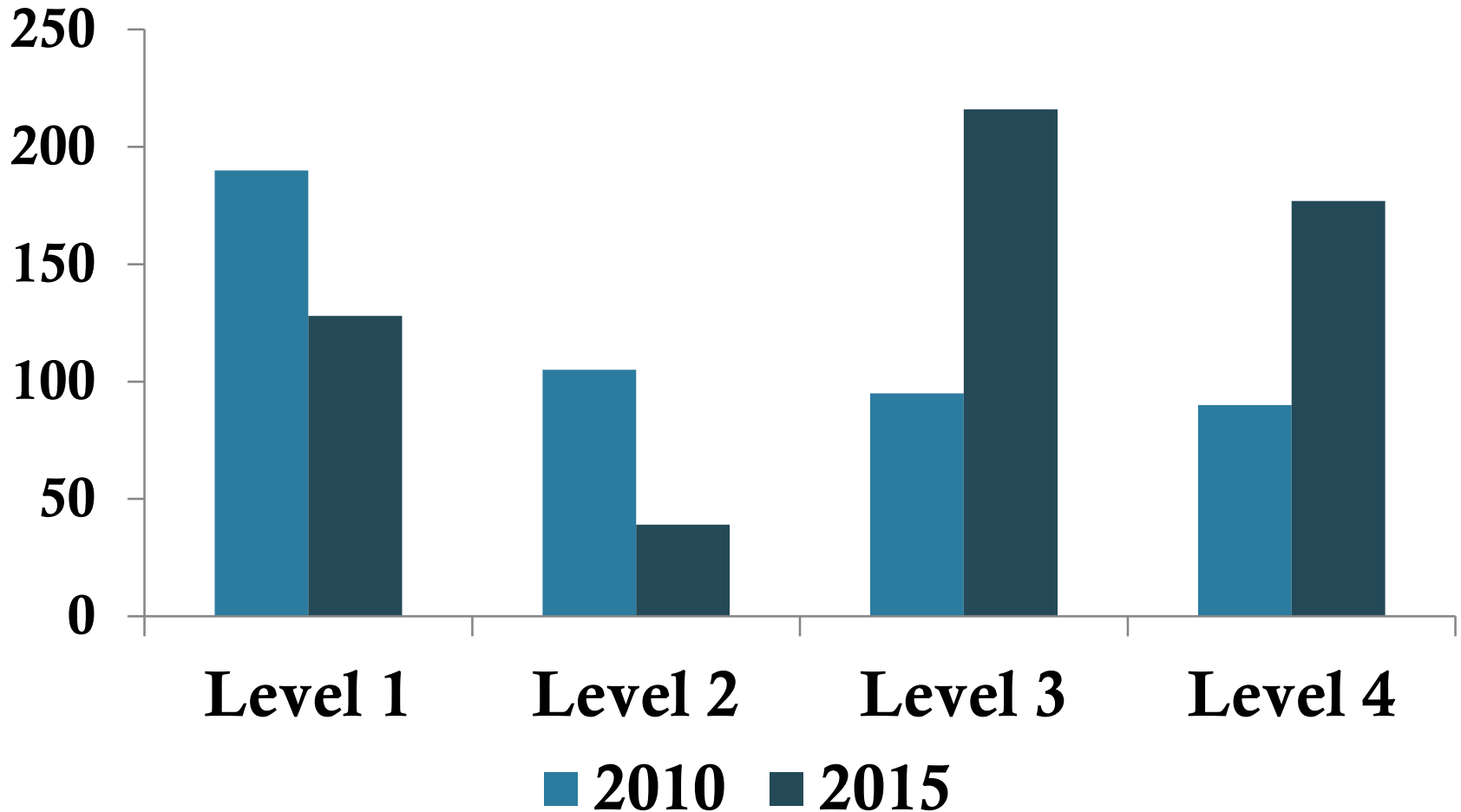
Indiana's QRIS: Paths to QUALITY



Paths to QUALITY Incentives

- **Level 1:**
 - One time non-cash award \$50
- **Level 2 and Level 3:**
 - \$1,000 non-cash award to centers and ministries
 - \$300 non-cash award to homes
- **Level 4:**
 - \$1,500 one time award to centers and ministries; \$1,000 cash annual award for maintenance of Level 4
 - \$300 one time and annual award for homes
- **Tiered reimbursement** based on PTQ level

Distribution of rated levels, licensed child care centers, 2010-2015



Phase 1: Validation and Implementation Study

Provider Findings:

- Providers motivated to move up levels
 - 23% moved up at least one level after 6 months
- Level 2 providers were most likely to advance a level within 6 months (41%), followed by Level 1 providers (26%)

Phase 2: Provider Focus Groups

- **Goal:** gain up-to-date, in-depth perspectives on providers' views and experiences in PTQ
- **Findings:** advancement requires a great deal of effort
 - Coaching is critical to advancement
 - Barriers: staff education level, staff training, coach continuity, time for documentation

Phase 3: Provider Outcome Longitudinal Study (2 years)

- Is **PTQ** effective at providing T/TA to child care providers that helps them advance to higher quality levels?
- How is **PTQ** advantageous for providers?
- What are the best **predictors of provider advancement** in PTQ?

Phase 3 Longitudinal Provider Study Sample Description

- 5 provider interviews with 179 randomly selected providers rated at Levels 1, 2, 3 over a two year period
- 3 coach interviews with provider's coach
- Interviews focus on plans to advance, provider-coach relationship, motivation to advance, types of assistance provided.

After 4 years of QRIS operation: Are providers advancing levels?

- Mid-way through the 2 year study--
 - Interest in advancement remained high (75% from Time 1 compared to 69% at Time 3)
 - 26% of providers advanced at least 1 level in one year
 - 11% decreased levels or dropped out of PTQ from Time 1 to Time 3

Why do providers want to advance?

- *Parents are starting to look at PTQ levels and it is important to show parents I am providing quality care.*
 - Home provider, Level 2
- *Pride of knowing we are providing high quality care and having evidence to show parents.*
 - Center director, Level 2
- *The new dollar incentives for CCDF made all the difference.*
 - Center director, Level 2

Obstacles to Advancement

- *The largest obstacle is staffing - hiring new staff that have the education and training that is required of PTQ. Also, keeping current staff up to date with training hours.*
 - Center director, Level 2
- *We have long-standing staff so it can be difficult to motivate them to go to training or to get their CDA.*
 - Ministry director, Level 1

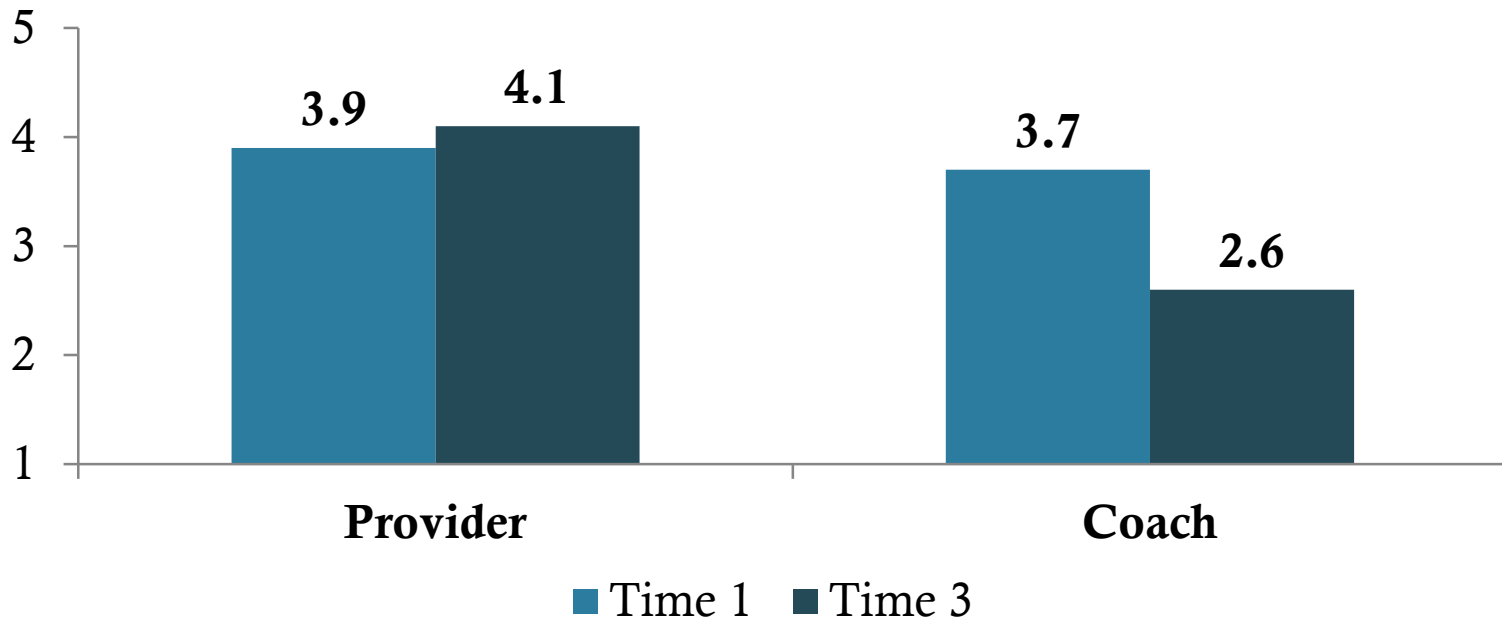
Coach Perspectives on Advancement

	Time 1	Time 3
Likelihood of advancement in next 6 months	2.2	1.7
Provider engaged during coaching visits	3.2	3.1
Motivated to advance	2.7	2.6

1=not at all; 2=somewhat ; 3=likely/engaged/motivated; 4=very likely/engaged/motivated

Relationship Quality

How would you rate your relationship with your coach/provider?

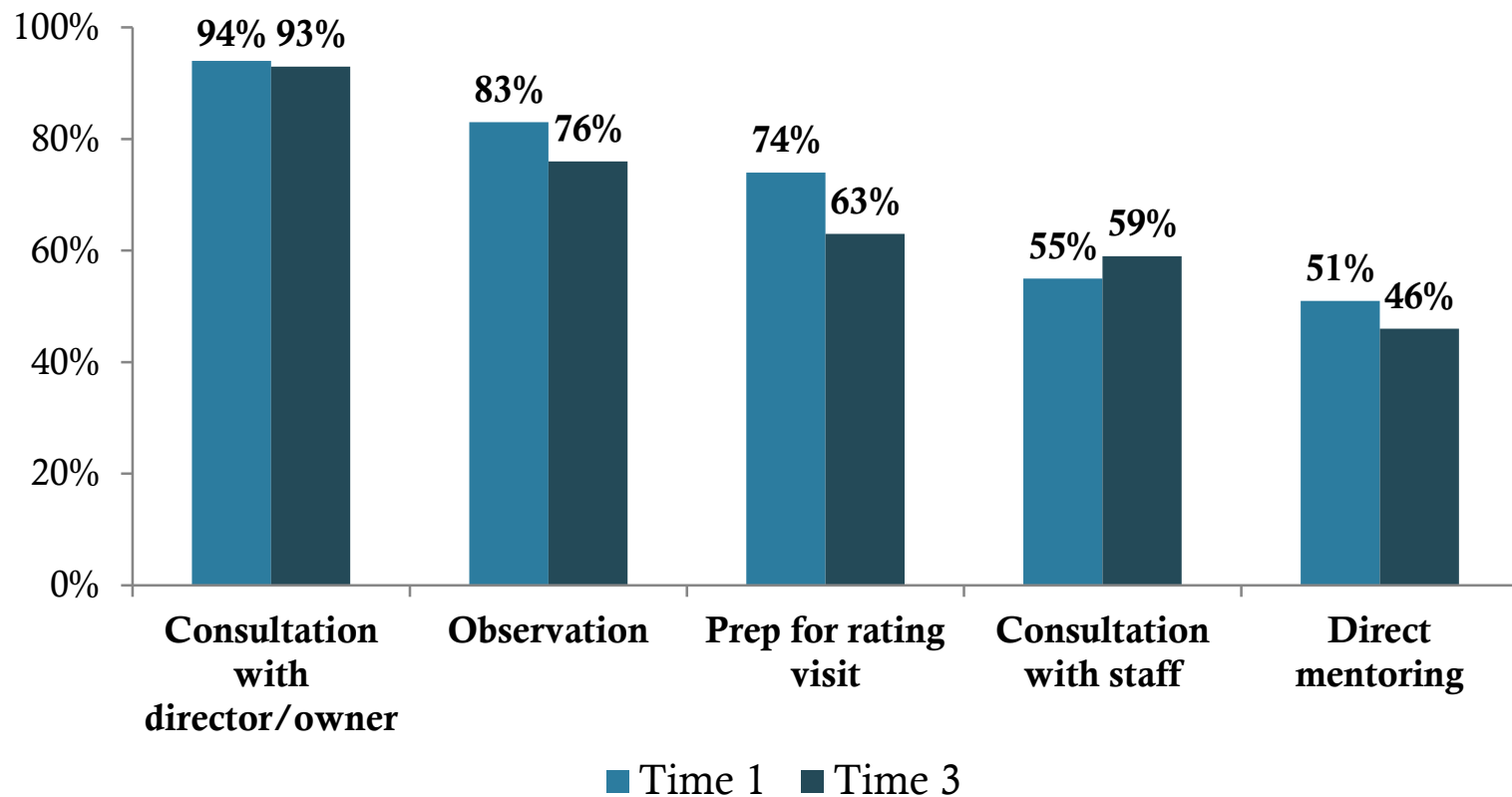


1= Poor; 2= Fair; 3= Good; 4= Very good; 5= Excellent

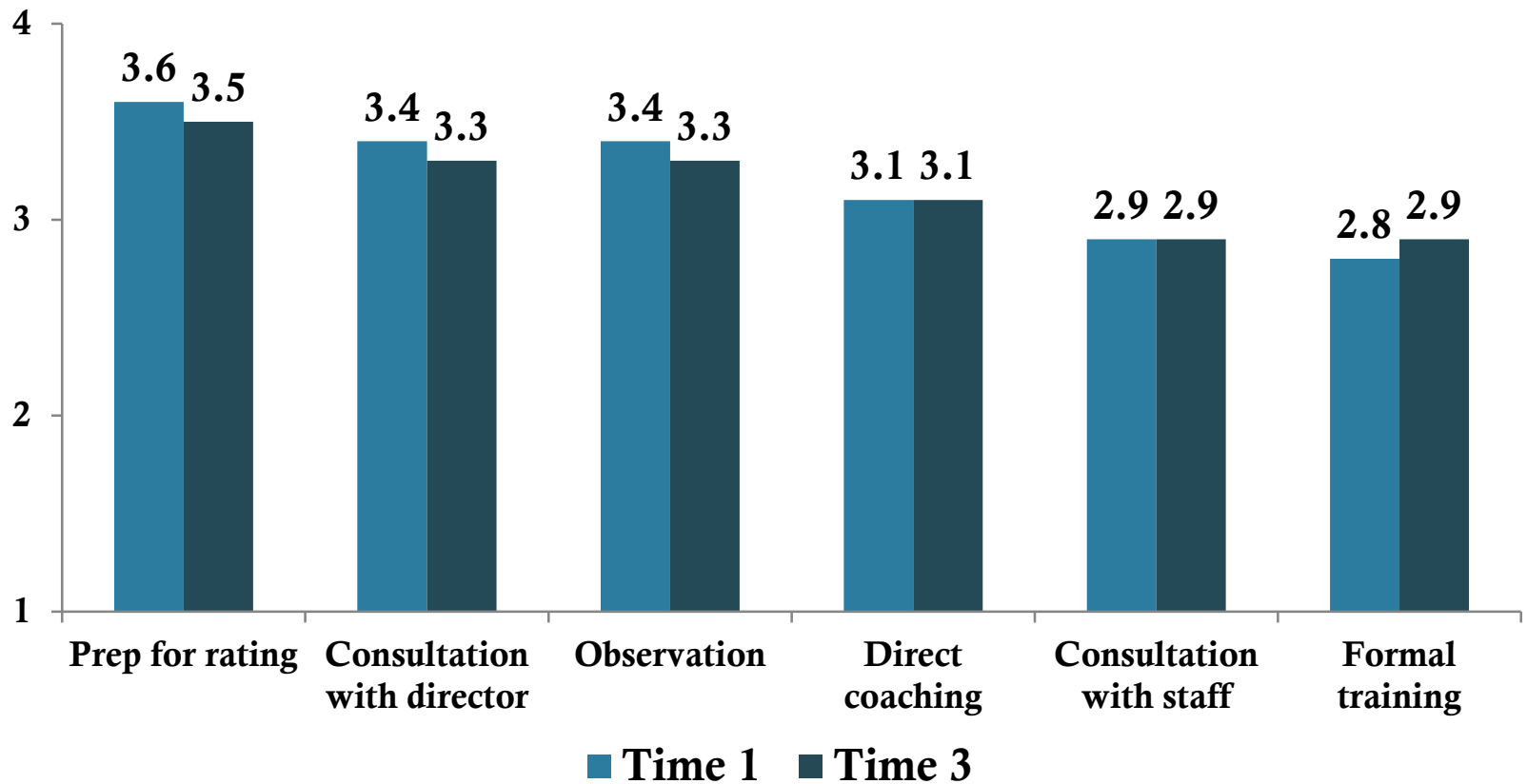
Coach Continuity

- Half of providers reported coach changes between Time 1 and Time 3
 - 51 providers had coach changes due to staff changes
 - Represents 18 coaches total
 - 22 “natural” coach changes; providers increased levels
 - 19 changes due to site closing, no longer on PTQ, or no coach assigned

Percentage of coaching strategies used with providers

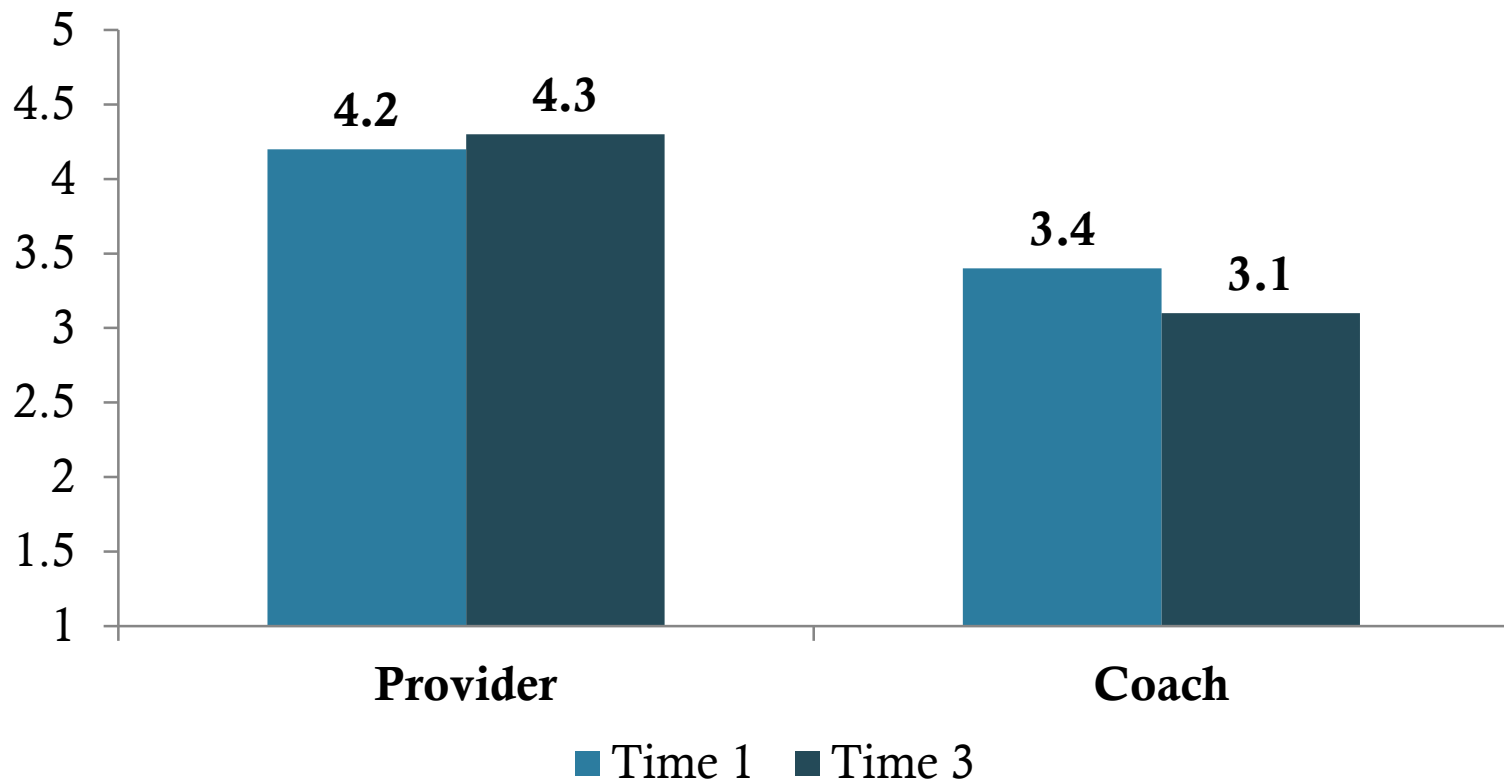


What are effective coaching strategies?



1=not effective; 2=somewhat ; 3=effective; 4=very effective

Motivation to Change



Stage of Change Scale, Children's Institute

Potential Predictors of Provider Advancement

- **Child care providers:**
 - Education level
 - Motivation to change
 - Quality of coach relationship
 - Training hours within past 12 months
 - # of coach changes
- **Coach:**
 - Provider's motivation to change
 - Quality of the relationship

Preliminary Results: What predicts provider advancement?

- Provider's motivation to change
- Provider relationship with their coach
- Training hours
- Coach reports of providers' motivation to change and relationship with providers non-significant or marginally significant
- Provider's education level did not predict advancement

What are we learning?

- Coaching is an important element to QRIS
- Coaching continuity is important to providers
- Staff education and training are significant challenges
- Should more of coaches' attention be focused on working directly with teachers/caregivers?
- Future analyses will use improved data about amount and types of T/TA provided

Questions?

Purdue evaluation research briefs, technical reports, and measures manuals:

www.cfs.purdue.edu/cff/publications/publications.html

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