

# **Quality Rating and Improvement Systems (QRIS) and Family-Sensitive Caregiving in Early Care and Education Arrangements: Promising Directions and Challenges**

Toni Porter, Juliet Bromer, with Shannon Moodie,  
forthcoming

Child Care Policy Research Consortium Meeting

October, 2010

Toni Porter, Bank Street College of Education

Juliet Bromer, Erikson Institute



# The Issues for QRIS

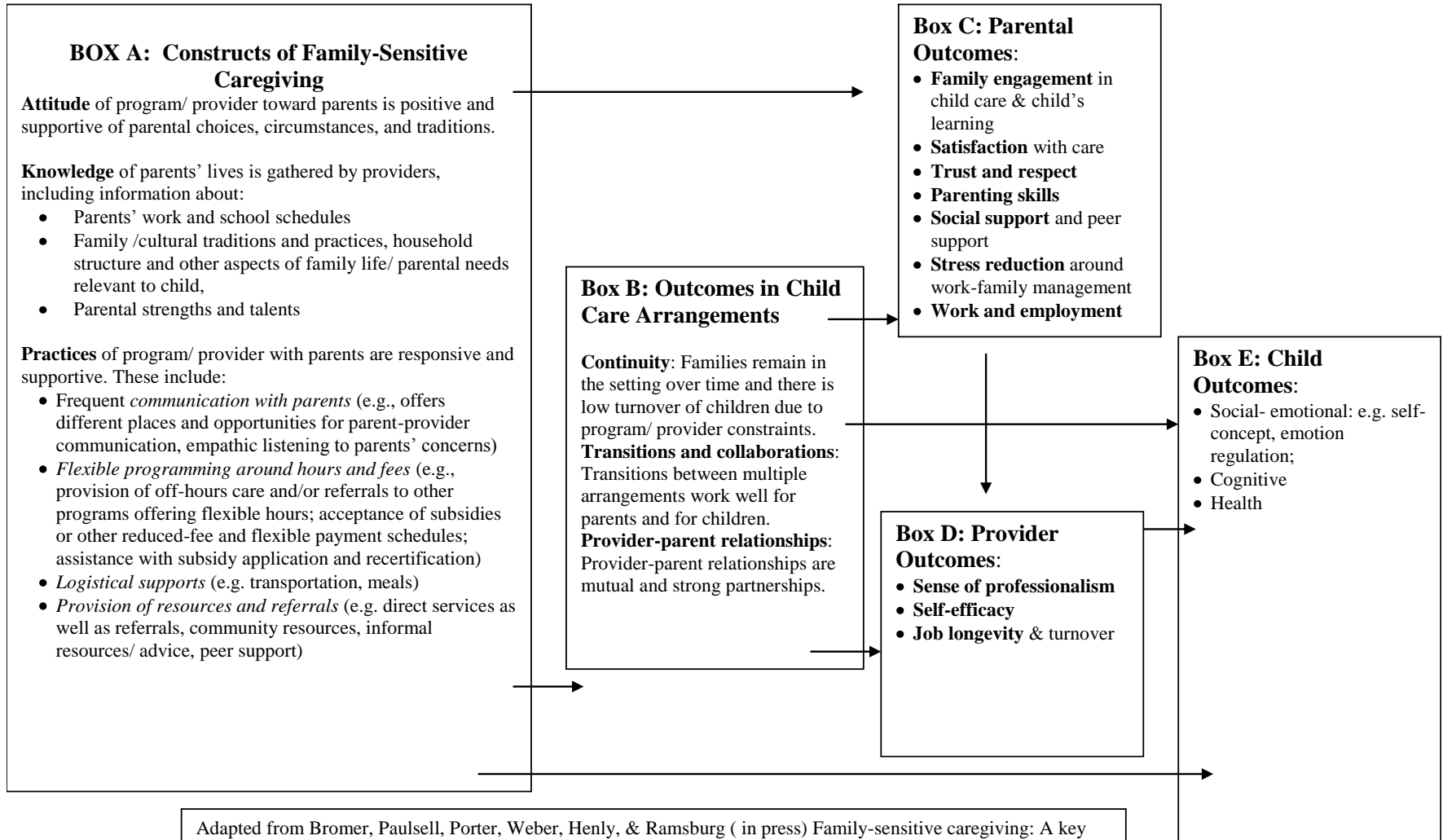
- What kinds of standards and indicators can QRIS develop for family partnerships?
- What are the expectations for the ways in which early care and education programs and providers should interact with families to meet their needs?
- What constitutes higher quality in this area? How can it be measured?



# Brief Research Questions

- How do QRIS indicators for family partnerships align with the constructs of family-sensitive care?
- What are some of the challenges that QRIS face in measuring or monitoring family partnership indicators?
- What are some of the challenges providers and programs face and their needs for support in meeting family partnership indicators, particularly those that focus on family-sensitive practices?
- What other approaches could states use within the context of QRIS to help families find early care and education arrangements that are family-sensitive?

## Family-Sensitive Caregiving: A Conceptual Model of Child Care Quality



Adapted from Bromer, Paulsell, Porter, Weber, Henly, & Ramsburg ( in press) Family-sensitive caregiving: A key component of quality in early care and education. In M. Zaslow, K. Tout, T. Halle, & I. Martinez-Beck (Eds.), *Next steps in the measurement of quality in early childhood settings*. Baltimore: Brookes Publishing

# Methods

- Review of family partnership indicators in existing QRIS using a recent Compendium (OPRE, ACF, 2010)
- Review specific QRIS language for 4 indicators:
  - *written communication*
  - *parent surveys*
  - *activities with families*
  - *community resource lists*
- Independent coding for promising indicators and selected examples (3 coders)
- Interviews with selected QRIS administrators

# QRIS with Selected Family Partnership Standards

Indicator	Centers	Family Child Care
Written Communication	CA:LA County, CO, DE, DC, ME,MS,NH, NM, NC,OK, PA,TN	CA: LA County, CO, DE,DC, FL: Palm Beach, KY, ME, MS, NH, NM, NC, OK, PA, TN
Parent Survey	CO, DE, DC, FL: Miami-Dade, FL: Palm Beach, IN, KY, ME, MN, NH, TN, VT	CO, DE, DC, FL: Miami-Dade, IN, KY, ME, MN, NH, OK, PA, TN, VT
Activities with Families	CA: LA County, CO, FL: Miami-Dade, FL: Palm Beach, KY, ME, MO, NM, OK, PA, TN	CA: LA County, CO, KY, ME, MO, NM, OK, PA, TN
Community Resources	CA: LA County, CO, DE, DC, ME, OK,PA, TN	CA: LA County, CO, DC, ME, OK, PA, TN

# QRIS Family Partnerships Indicators and Constructs of Family-Sensitive Care

<b>Examples of QRIS Indicators:</b> <b>Written Communication</b>	<b>Constructs of Family-Sensitive Care</b>		
	<b>Attitudes</b>	<b>Knowledge</b>	<b>Practice</b>
Families' preferred communication means are used (CA:LA County)	X	X	X
Has a written philosophy about provider-parent relationships (VT)	X		X
Staff schedules allow meaningful communication with parents (CA:LA County)			X
Resources available to communicate with families in primary language ( CA: LA County, Palm Beach)			X

<b>Examples of QRIS Indicators: Parent Surveys</b>	<b>Constructs of Family-Sensitive Care</b>		
	<b>Attitudes</b>	<b>Knowledge</b>	<b>Practice</b>
Provider evaluations and/or surveys by parents (Palm Beach, VT)	X	X	
Family needs assessment (MO)		X	X
Collects parent feedback and has written plan about how to use feedback (VT)			X
Documented family feedback procedures (VT)			X



<b>Examples of QRIS Indicators: Activities for Families</b>	<b>Constructs of Family-Sensitive Care</b>		
	<b>Attitudes</b>	<b>Knowledge</b>	<b>Practice</b>
Activities that encourage male participation and acknowledge that fathers are equally knowledgeable about their children (NM)	X		X
Parent group meetings ( e.g. informational workshops, job workshops; educational meetings; parent training) (NM, FL:Palm Beach)			X
Events for parents to meet other parents (VT)			X
Group parent meetings based on needs and interests of parents ( FL:Palm Beach)		X	
Meetings and events determined by family schedules ( CA:LA County)		X	
Creative strategies to adapt programs to meet family needs (CA:LA County)		X	

<b>Examples of QRIS Indicators: Community Resources</b>	<b>Constructs of Family-Sensitive Care</b>		
	<b>Attitudes</b>	<b>Knowledge</b>	<b>Practice</b>
Helps families navigate resources; links families to resources; and provides direct advocacy e.g. helps make phone calls for parents (CA:LA County)			X
Parent resource center includes parenting and community services information (MO)			X
Relationships with public and community-based services e.g. health, education, social services (CA:LA County, VT)			X

# QRIS Indicators & Common Elements of FS Care and Family Engagement

Examples of QRIS Indicators	Common Elements of Family-Sensitive Care/Family Engagement			Family-Sensitive Care Constructs		
	Mutually Respectful & Reciprocal Communication	Gathering & Using Knowledge about Families	Responsiveness to Individual Family Needs	Attitudes	Knowledge	Practice
Families' preferred communication means	X	X	X	X	X	X
Staff schedules allow meaningful communication with parents	X	X	X			X
Provider evaluations/surveys by parents		X		X	X	
Collects parent feedback & has written plan about how to use feedback		X				X

Examples of QRIS Indicators	Common Elements of Family-Sensitive Care/Family Engagement			Family-Sensitive Care Constructs		
	Mutually Respectful & Reciprocal Communication	Gathering & Using Knowledge about Families	Responsiveness to Individual Family Needs	Attitudes	Knowledge	Practice
Group parent meetings based on needs /interests of parents		X	X		X	X
Events for parents to meet other parents			X			X
Helps families navigate resources; links families to resources; & provides direct advocacy			X			X
Relationships with public & community-based services			X			X



# Directions for Future Research and Measurement Challenges

- Research on provider/program views of family-sensitive practices and how providers/programs engage families.
- Develop innovative and realistic approaches to measure exchange of information between parents and providers; program/provider sensitivity to families, and family engagement:
  - Observations
  - Record or portfolio review
  - Provider/parent surveys



# Directions for QRIS Supports for Programs and Providers

- Enhance staff preparation for working with families.
- Provide options to enable programs and providers to meet the indicators.
- Provide information to parents about characteristics of sensitive & responsive care without using it to determine a rating.

# References

- Bromer, J., Paulsell, D., Porter, T., Weber, R., Henly, J., & Ramsburg, D., with Families and Quality Workgroup members. (in press). Family-sensitive caregiving: A key component of quality in early care and education. In M. Zaslow, K. Tout, T. Halle, & I. Martinez-Beck (Eds.), *Next steps in the measurement of quality in early childhood settings*. Baltimore, MD: Brookes Publishing.
- Office of Planning, Research and Evaluation (OPRE), Administration for Children and Families (ACF). (2010). *Compendium on quality rating systems and evaluations*. K. Tout, R. Starr, M. Soli, S. Moodie, G. Kirby & K. Boller. Washington, DC: U.S. Department of Health and Human Services. Available at:  
<http://www.childcareresearch.org/childcare/resources/18554>



# Funder

The study was funded by OPRE through a contract from the *Child Care and Early Education Policy and Research Analysis and Technical Expertise Project* with Child Trends.