

# State Family Outcomes Measurement System (S-FOMS) Framework

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<https://ectacenter.org/eco/pages/childoutcomes-framework.asp>

## Acknowledgments

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# State Family Outcomes Measurement System

The State Family Outcomes Measurement System (S-FOMS) identifies seven key components of a high-quality family outcomes measurement system at the state level. States can use the S-FOMS to develop and improve aspects of their measurement system, including:

- The benefits that families receive from program participation
- Family satisfaction with services
- Perceived helpfulness of the services
- Family involvement with the service delivery system

The S-FOMS applies to all state programs regardless of [family outcomes measurement approach](#).

The S-FOMS is comprised of three components:

- **State Family Outcomes Measurement System (S-FOMS) Framework** – Contains background information and the framework’s 7 components, 15 quality indicators and their associated elements of quality. It provides an easy way to review the content of the S-FOMS.
- **S-FOMS Self-Assessment** – An Excel-based tool that provides an automated scoring form for states to rate their family outcomes measurement system on the 15 quality indicators and associated elements and to set priorities for improvement.
- **S-FOMS Self-Assessment Guide** – Presents general guidance for the self-assessment process and detailed instructions on use of the self assessment.

# L-COMS Components and Quality Indicators

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## Purpose

- **PR1.** State has articulated the purpose(s) of the family experiences and outcomes measurement system.

## Data Collection and Transmission

- **DC1.** Data collection procedures are carried out efficiently and effectively.
- **DC2.** State's method for entering, transmitting, and storing data is effective and efficient.

## Analysis

- **AN1.** State identifies accountability and program improvement questions related to family experiences and outcomes.
- **AN2.** Local programs identify accountability and program improvement questions related to family experiences and outcomes.
- **AN3.** State agency analyzes data in a timely manner.
- **AN4.** Local programs analyze data in a timely manner.
- **AN5.** State agency ensures completeness and accuracy of data.

## Reporting

- **RP1.** State agency interprets, reports, and communicates information related to family experiences and outcomes.
- **RP2.** Local programs interpret, report, and communicate information related to family experiences and outcomes.

## Using Data

- **UD1.** State agency makes regular use of information on family experiences and outcomes to improve programs.
- **UD2.** Local programs make regular use of information on family experiences and outcomes to improve programs.

## Evaluation

- **EV1.** State evaluates its family experiences and outcomes measurement system regularly.

## Cross-system Coordination

- **CC1.** Part C and Part B 619 coordinate family experiences and outcomes measurement.
- **CC2.** Family experiences and outcomes measurement is integrated across early childhood (EC) programs statewide.

# Purpose

**PR1:** State has articulated the purpose(s) of the family experiences and outcomes measurement system.

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## Elements of Quality

- a. Stakeholders are involved in development of the purposes.
- b. Written statement addresses why data are being collected and how data will be used. Statement specifies who will use the data and for what purposes.
- c. Statement is easily accessible to local administrators, providers, families, and the general public.
- d. Families receiving services are fully informed of the purposes for collecting data on family experiences and outcomes.
- e. Purposes include meeting reporting requirements and providing ongoing information for data-based decision-making for program improvement.
- f. Purposes include examining multiple aspects of families' experiences with the program and their outcomes (e.g., helpfulness of early intervention, family outcomes, family-centered services)

# Data Collection and Transmission

## DC1: Data collection procedures are carried out efficiently and effectively.

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### Elements of Quality

- a. Data collection methods are aligned with the purpose(s) the state wants to address. (Methods refer to multiple aspects of the data collection, such as how the data are collected, from whom, when, how often, etc.)
- b. Stakeholders are involved in deciding on the data collection methods.
- c. State has comprehensive written policies and procedures describing the data collection and transmission approach.
- d. Policies and procedures are clear and readily accessible.
- e. Procedures are revised as necessary based on needs of local or state agency; systematic process exists for communicating changes in timely manner.
- f. Families are fully informed about data collection procedures (e.g., when surveys are available, how to return them).
- g. Data collection procedures have the capability to produce valid and reliable data.
- h. Processes are available to facilitate efficient and complete data collection.
- i. State has evidence that the data collection procedures are being implemented with high fidelity (e.g., state has local supervisors overseeing the data collection process or state has documentation that a vendor has mailed surveys to families).
- j. Data collection procedures are institutionalized; implementation remains stable through staff changes or changes in a vendor.
- k. Ongoing support and technical assistance for data collection issues are readily available; problems are addressed in a timely fashion. This includes support for families who are completing the survey and program staff who may be involved in the data collection.
- l. If state is sampling, sampling procedures produce a representative sample of sufficient size. (Select "Not applicable" if not sampling.)
- m. State has procedures to encourage all groups to participate in the data collection process (*i.e.*, to ensure an adequate response rate).
- n. Procedures make it possible for all families to participate in the data collection, including those with low literacy levels and non-English speakers.
- o. If state is conducting multiple data collections with families (e.g., two different surveys), state has coordinated these data collections through an overall plan. (Select "Not applicable" if there are not multiple data collections with families.)

**DC2:** State’s method for entering, transmitting, and storing data is effective and efficient.

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**Elements of Quality**

- a. Data on family experiences and outcomes are entered efficiently and accurately.
- b. Systematic checks on data entry are in place.
- c. Those entering and transmitting data have access to necessary hardware and software and know how to use them (e.g., scanning equipment is working properly).
- d. Technology support is effective.
- e. Procedures are in place to update the data system as needed and communicate changes to the users.
- f. Those handling data understand and protect confidentiality.
- g. Data system protects confidential information.
- h. Protocols for archiving data are in place.

## Analysis

**AN1:** State identifies accountability and program improvement questions related to family experiences and outcomes.

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**Elements of Quality**

- a. State has a written set of publicly available accountability and program improvement questions related to family experiences and outcomes.
- b. The questions were developed with broad stakeholder input, including that of families.
- c. The questions are consistent with the purposes of the state’s family experiences and outcomes measurement system.
- d. The questions address family outcomes and family’s experiences with service delivery.
- e. The questions address how family experiences and outcomes relate to child, family, service, and system characteristics. These questions require the family survey be linked to a child identifier.
- f. Answers to the questions will provide useful information for accountability and program improvement.
- g. A process is in place for regularly reviewing and revising the questions.
- h. State has policy or guidance that addresses local program responsibilities with regard to the development of accountability and program improvement questions.
- i. State helps build the capacity of local programs to develop accountability and program improvement questions.

**AN2: Local programs identify accountability and program improvement questions related to family experiences and outcomes.**

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*Does the state have a process for systematically collecting information from local programs about how they are identifying accountability and program improvement questions related to family experiences and outcomes?*

*If yes, complete the element ratings; otherwise, select “no”.*

**Elements of Quality**

- a. Local programs have a written set of publicly available accountability and program improvement questions related to family experiences and outcomes.
- b. The questions were developed with broad stakeholder input, including families.
- c. The questions are aligned with the vision and purposes of the state’s outcomes measurement system.
- d. The questions address family outcomes and family experiences with service delivery.
- e. The questions address how outcomes relate to child, family, and service characteristics. These questions require the family survey be linked to a child identifier.
- f. Answers to the questions will provide useful information for accountability and program improvement.
- g. A process is in place for regularly reviewing and revising the questions.

**AN3: State agency analyzes data in a timely manner.**

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**Elements of Quality**

- a. State has sufficient resources to conduct data analyses in a timely and accurate manner.
- b. State can access all data elements necessary to address state level questions.
- c. State conducts analyses to address accountability and program improvement questions at least annually.
- d. State conducts additional ad hoc analyses as needed.
- e. State thoroughly documents analyses so that a new analyst could repeat the analyses and find the same results.
- f. State provides support to local programs to build capacity to analyze local data. Support can include the state agency providing analyzed data to the local program.
- g. State has policy or guidance that addresses local program responsibilities with regard to data analysis.

#### **AN4: Local programs analyze data in a timely manner.**

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*Does the state have a process for collecting information from local programs about whether local programs are analyzing information related to family experiences and outcomes?*

*If yes, complete the element ratings; otherwise, select “no”.*

##### **Elements of Quality**

- a. With appropriate safeguards (i.e., de-identified family experiences or outcomes data), local programs have access to the data elements necessary to address local accountability and program improvement questions.
- b. Local programs conduct analyses or work with another entity to conduct analyses in a timely and accurate manner.
- c. Local programs thoroughly document the analyses so that a new analyst could repeat the analyses and find the same results.

#### **AN5: State agency ensures completeness and accuracy of data.**

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##### **Elements of Quality**

- a. State implements a process for checking the completeness and accuracy of the data.
- b. The results of the process provide evidence that the data are high quality for the intended purposes.
- c. State regularly tracks missing and incomplete data and has implemented a plan for reducing missing and incomplete data.
- d. The state’s survey response rate is sufficient to provide valid generalization to the target population.
- e. The data are representative at the state level.
- f. The data are representative at the local program-level.

# Reporting

**RP1:** State agency interprets, reports, and communicates information related to family experiences and outcomes.

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## Elements of Quality

- a. State has developed a comprehensive plan for interpreting, reporting, and communicating evidence related to family experiences and outcomes to relevant audiences, including families.
- b. State has procedures in place to address confidentiality issues raised by analyses that produce cells with small numbers.
- c. State agency conducts systematic and comprehensive review of analyses including consideration of possible interpretations about family experiences and outcomes and the relationships between these and child, family, service, and system characteristics.
- d. Representative stakeholders are included in the process of review and interpretation. Interpretation reflects stakeholder input.
- e. State agency leadership is knowledgeable about family experiences and outcomes and can explain the results to relevant audiences.
- f. State communicates results to target audiences for intended purposes in appropriate formats.
- g. State provides support to local programs related to interpreting and reporting family experiences and outcomes data.
- h. State has policy or guidance that addresses local program responsibilities with regard to interpreting and sharing family experiences and outcomes data.

**RP2: Local programs interpret, report, and communicate information related to family experiences and outcomes.**

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*Does the state have a process for systematically collecting information from local programs about interpreting, reporting, and communicating information related to family experiences and outcomes?*

*If yes, complete the element ratings; otherwise, select “no”.*

**Elements of Quality**

- a.** Local programs interpret, report, and communicate information related to family experiences and outcomes in a manner appropriate to the size of the program.
- b.** Local programs have procedures in place to address confidentiality issues raised by analyses that produce cells with small numbers.
- c.** Local programs conduct a systematic and comprehensive review of analyses including consideration of possible interpretations about family experiences and outcomes and the relationships between these and child, family, service, and system characteristics per the program’s questions.
- d.** Local programs include representative stakeholders in the process of developing interpretations of the data. Interpretations reflect stakeholder input.
- e.** Local program staff are knowledgeable about family experiences and outcomes and can explain family experiences and outcomes results to relevant audiences.
- f.** Local programs communicate results to target audiences for intended purposes in appropriate formats.

# Using Data

**UD1:** State agency makes regular use of information on family experiences and outcomes to improve programs.

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## Elements of Quality

- a. State regularly implements a stakeholder process that includes families to consider the implications of family experiences and outcomes and other data.
- b. As appropriate, state identifies some local programs for targeted support and then works with these programs to jointly develop action plans.
- c. State identifies statewide systemic goals for improvement.
- d. State uses data to develop a comprehensive plan for program improvement.
- e. State implements and evaluates program improvement activities on a regular cycle.
- f. State provides data and support to local programs related to use of data for program improvement.
- g. State has policy or guidance that addresses local program responsibilities with regard to use of data for program improvement.

**UD2:** Local programs make regular use of information on family experiences and outcomes to improve programs.

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*Does the state have a process for systematically collecting information from local programs about making regular use of data to improve family experiences and outcomes?*

*If yes, complete the element ratings; otherwise, select "no".*

## Elements of Quality

- a. Local programs regularly implement a stakeholder process that includes families for considering the implications of family experiences and outcomes data and other data.
- b. Local programs use data to develop a comprehensive plan for program improvement.
- c. Local programs implement and evaluate program improvement activities on a regular cycle.

# Evaluation

**EV1:** State evaluates its family experiences and outcomes measurement system regularly.

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*Some quality indicators include elements that address evaluation. See Quality Indicators UD1 and UD2.*

## **Elements of Quality**

- a.** EV1a. State regularly develops/updates an evaluation plan addressing whether the individual components of the family experiences and outcomes measurement system are being implemented as planned/with fidelity, each component is producing its intended result(s), and the outcomes system as a whole is accomplishing its intended purpose(s).
- b.** EV1b. State implements its evaluation strategies according to plan.
- c.** EV1c. State regularly uses evaluation results to improve the measurement system components, to improve the effectiveness of the measurement system, and to revise the evaluation plan.

# Cross-system Coordination

**CC1:** Part C and Part B 619 coordinate family experiences and outcomes measurement.

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## Elements of Quality

- a. Part C and Part B 619 programs use a coordinated approach for measuring family experiences and outcomes so that a common core of data is available to improve programs.
- b. Part C and Part B 619 programs routinely coordinate family experiences and outcomes data analysis and reporting.
- c. Part C and Part B 619 state and local programs work together to use the family data to assure that families uniformly experience quality programs and benefit from services across the early childhood years.

**CC2:** Family experiences and outcomes measurement is integrated across early childhood (EC) programs statewide.

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## Elements of Quality

- a. EC programs use a coordinated data collection approach for measuring family experiences and outcomes to minimize the need for families to complete multiple surveys and so that a common core of data is available to improve programs.
- b. EC programs use common data standards so that data can be linked across programs.
- c. EC programs routinely coordinate family experiences and outcomes data analysis and reporting.
- d. With appropriate safeguards, stakeholders have access to a common core of de-identified data to allow a coordinated examination of issues related to family experiences and outcomes over time and across programs.
- e. EC state and local early childhood programs work together to use the family data to assure that families uniformly experience quality programs and benefit from them.