



RIKI Info Graphics

Richard Fiene PhD

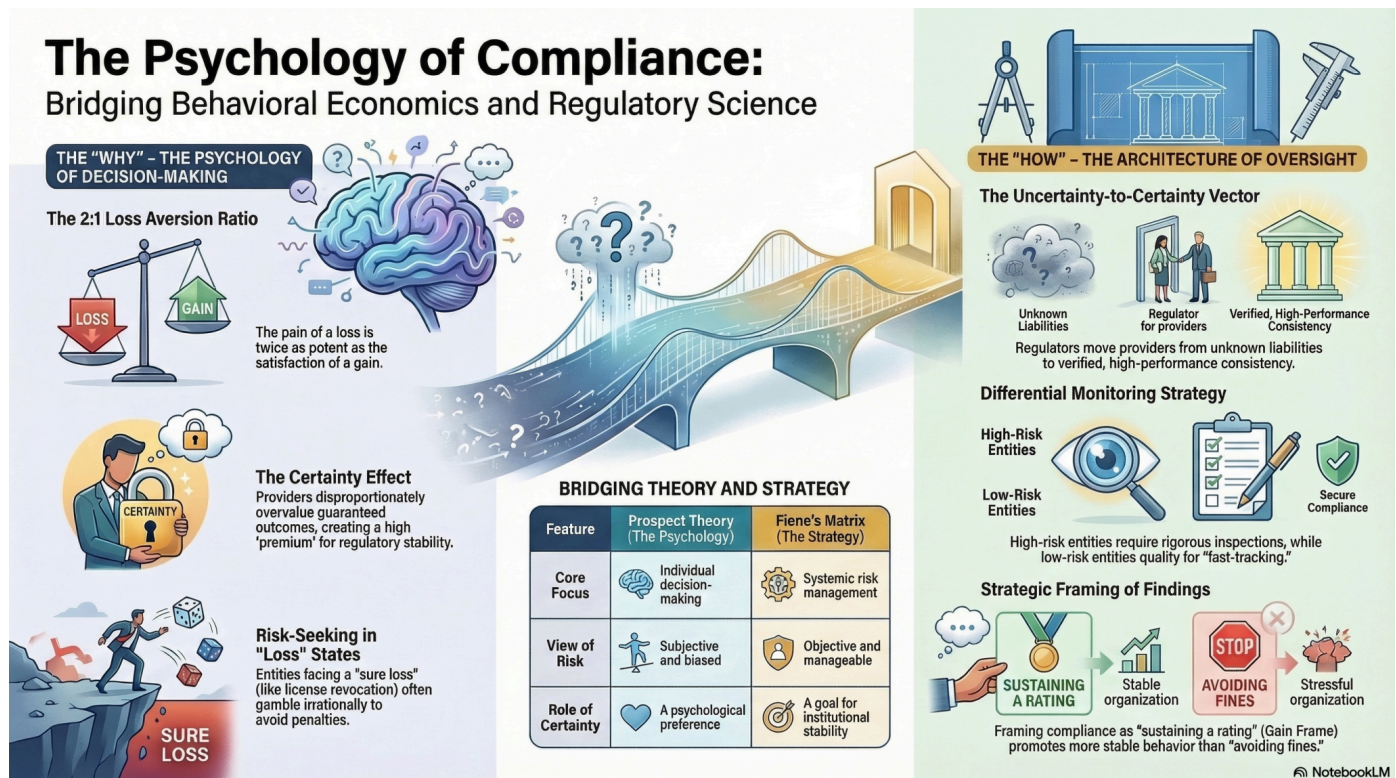
RIKI – RESEARCH INSTITUTE FOR KEY INDICATORS DATA LABORATORY

Affiliated with the Penn State University Edna Bennett Pierce Prevention Research Center

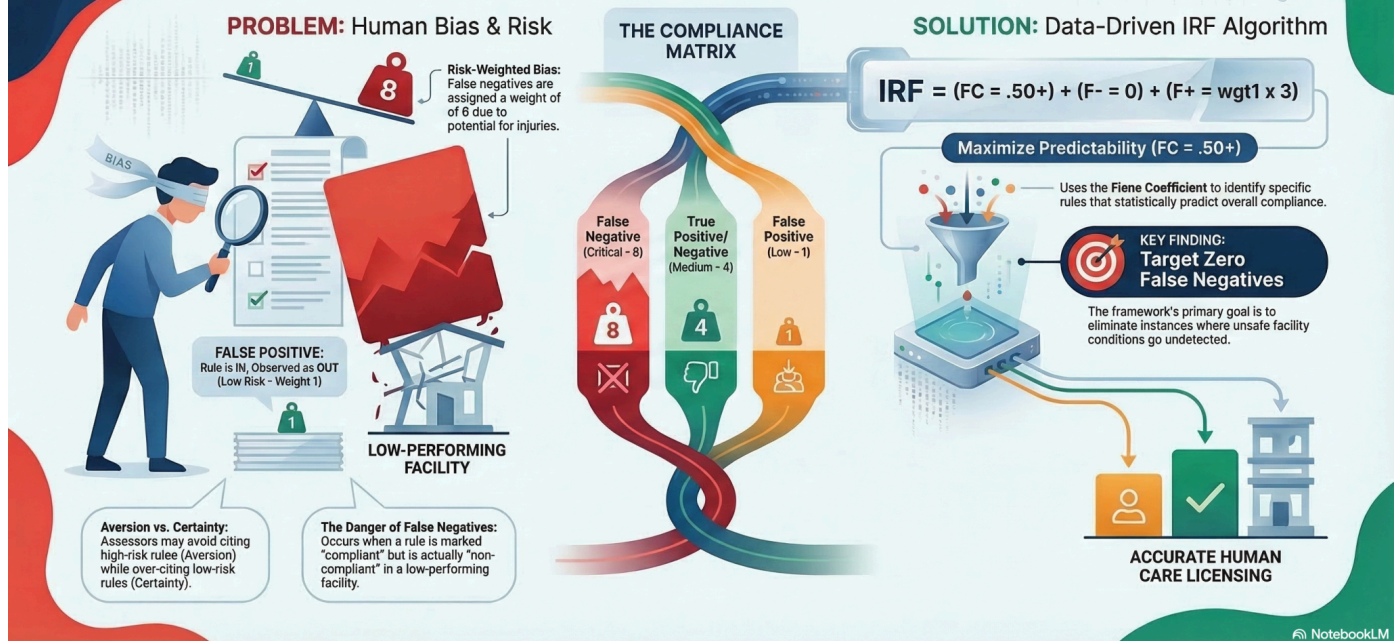
- 1 VIDEO SERIES
- 2 NARA + RIKI + PSU
- 3 SELECTED PUBLICATIONS
- 4 PUBLICATIONS REPOSITORY
- 5 INFOGRAPHIC SERIES
- 6 SLIDEDECKS

5 InfoGraphic Series

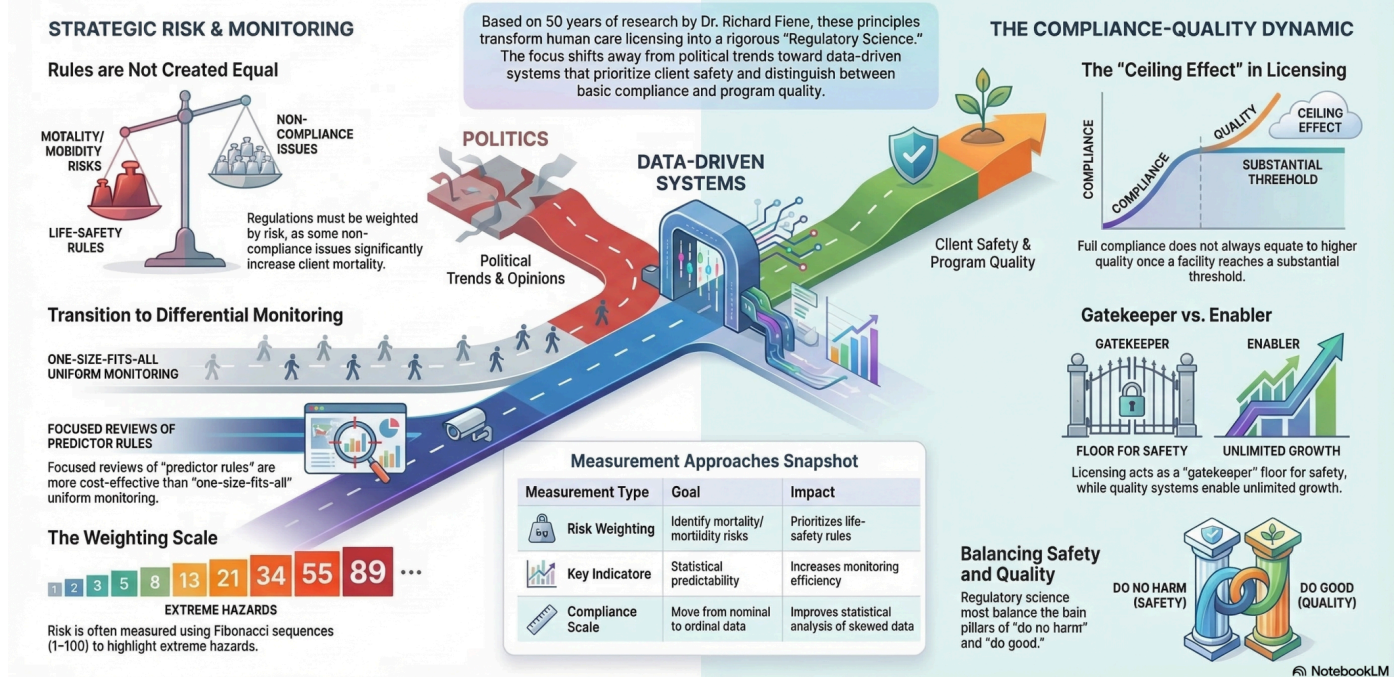
The Integrated Regulatory Framework: The Psychology of Compliance, The Theory of Regulatory Compliance, Differential Monitoring, Risk Assessment, Compliance & Quality Key Indicators, Regulatory Compliance Scale, Uncertainty–Certainty Matrix, Contact Hours Metric



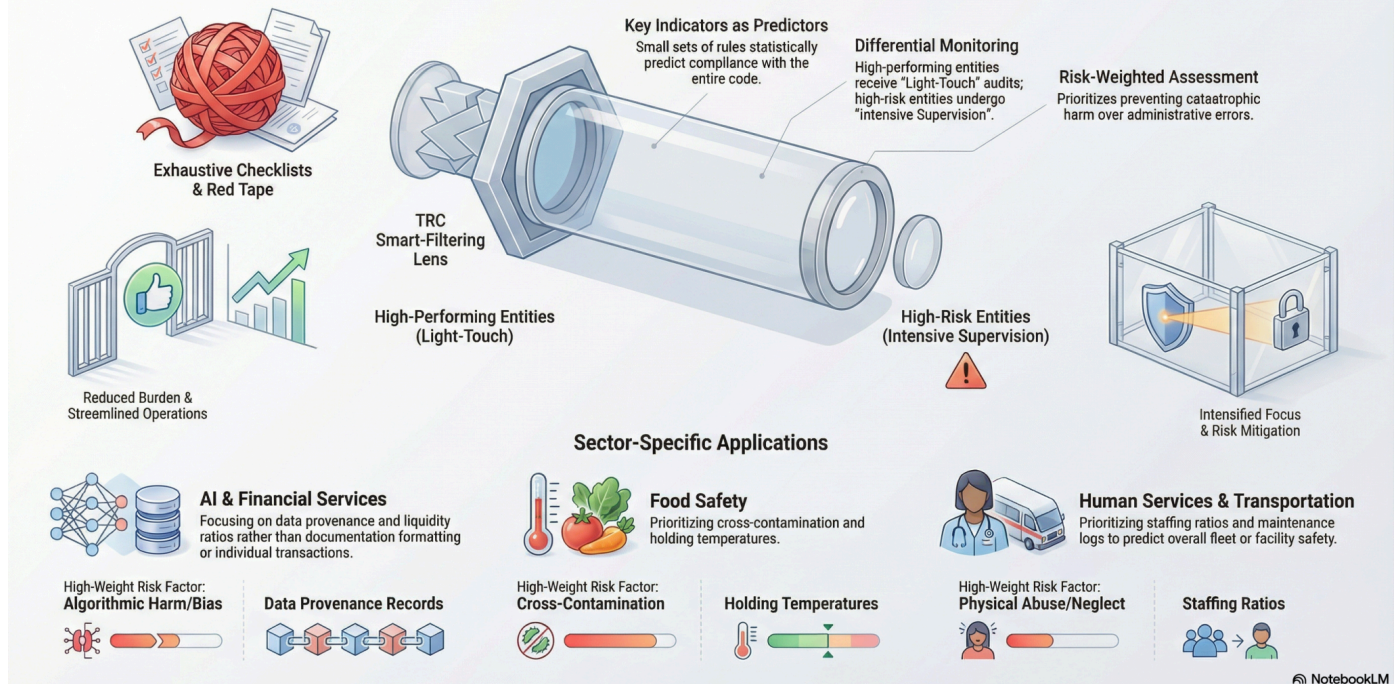
Precision in Licensing: The Integrated Regulatory Framework (IRF)



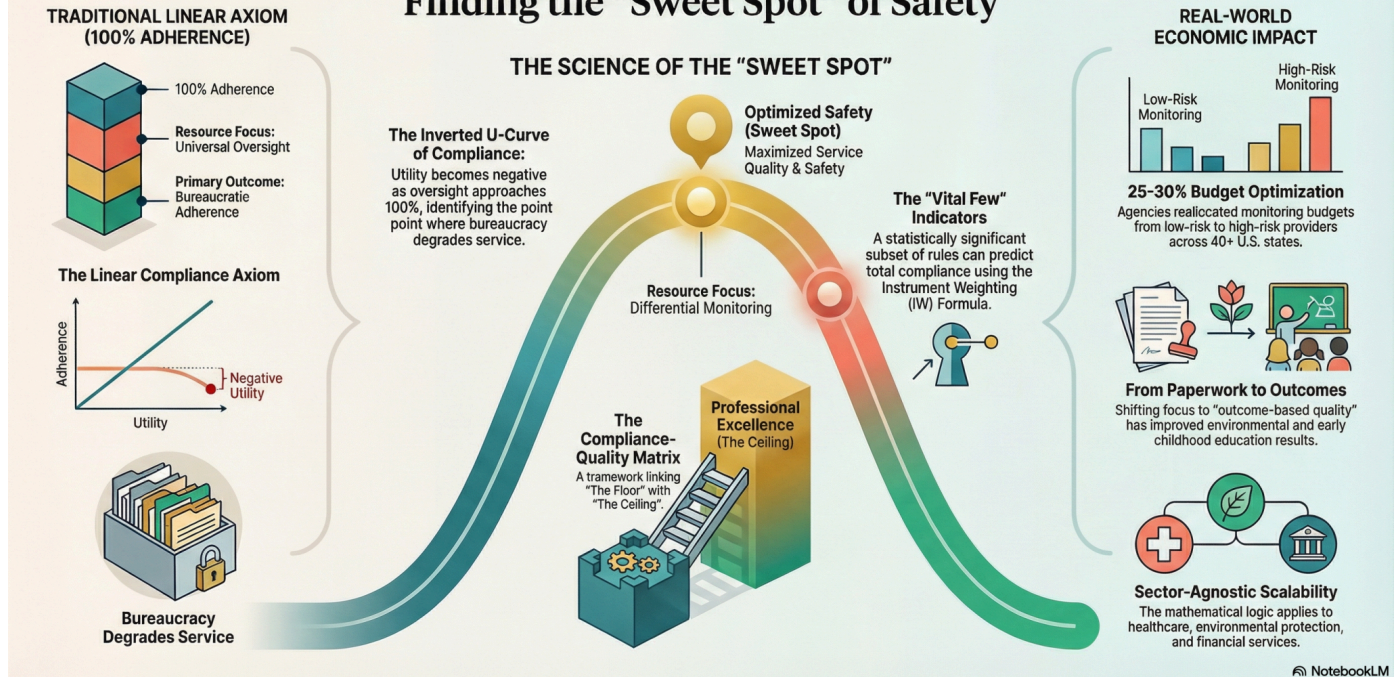
The 10 Foundations of Regulatory Science: Moving from Politics to Data



Smart Oversight: The Theory of Regulatory Compliance (TRC)



The Theory of Regulatory Compliance: Finding the "Sweet Spot" of Safety



From Rules to Results: A Smarter Way to Measure Child Care Quality

The Two Faces of Quality

Structural Quality: The Foundation



Structural Quality: The Foundation

Focuses on countable health and safety rules like staff-child ratios and group sizes.



The Measurement Dilemma

Structural rules have a "ceiling effect," making it hard to distinguish high performers.

Process Quality: The Interaction



Process Quality: The Interaction

Measures nuanced teacher-child interactions, emotional climate, and opportunities for learning.

A Smarter Approach to Monitoring

Breakthrough: The Theory of Regulatory Compliance



Breakthrough: The Theory of Regulatory Compliance

Showed that "substantial compliance," not 100%, is a better predictor of overall quality.

New Method: From Uniform to Differential Monitoring



Uniform Monitoring



Uniform Monitoring

Checking every rule

Differential Monitoring



Differential Monitoring

Focus on key indicators that predict overall compliance

The Result: Integrated & Predictive Oversight



Key Quality Indicators (KQIs) now integrate both structural and process measures for efficiency.

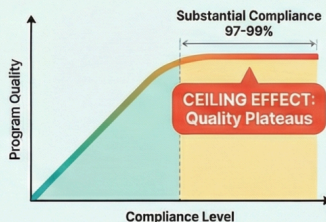
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Finding the Rules That Work:

A Smarter Approach to Child Care Regulation

The "Full Compliance" Fallacy

The Myth of 100% Compliance: More Rules ≠ Better Quality



A "One-Size-Fits-All" Approach is Inefficient



Wastes resources on low-risk issues



Burdens staff with excessive paperwork

SHIFTING TO A DATA-DRIVEN PARADIGM

The Solution: Differential Monitoring

A Targeted, Data-Driven Approach

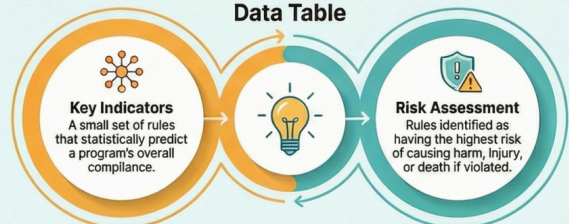


50% More Efficient

Targeted reviews take approx. half the time of traditional comprehensive inspections



Data Table



Key Indicators
A small set of rules that statistically predict a program's overall compliance.

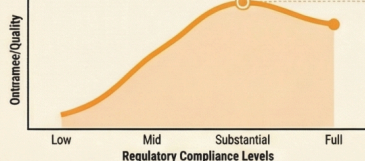
Risk Assessment
Rules identified as having the highest risk of causing harm, injury, or death if violated.

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Smarter Regulation: A Guide to Differential Monitoring in Human Services

The Compliance Paradox: Why More Isn't Always Better

REGULATORY COMPLIANCE LAW OF DIMINISHING RETURNS

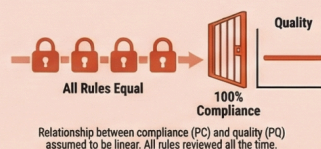


Substantially compliant programs can outperform fully compliant ones. In a 2020 Washington state study, programs with 1-2 violations ('Substantial') had higher average quality scores (4.28 ERS) than programs with 6 violations ('Full') (4.07 ERS).

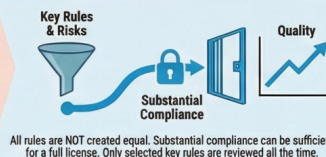
Striving for 100% compliance can lead to diminishing returns. Research shows that as programs move from substantial to full regulatory compliance, quality outcomes can plateau or even decrease.

Shifting the Paradigm: From Absolute to Differential Monitoring

The Old Way: Absolute Paradigm



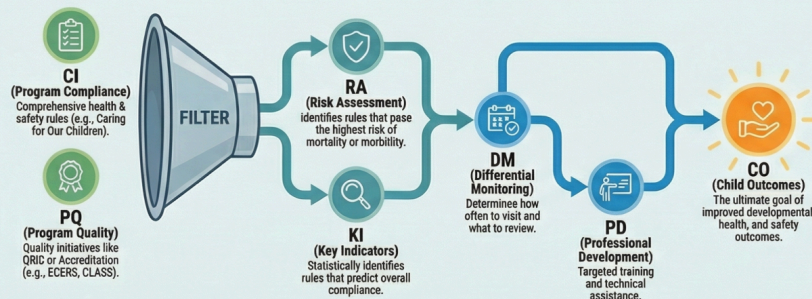
The New Way: Relative/Differential Paradigm



The DMLMA Model: A Unified System for Quality

The Differential Monitoring Logic Model & Algorithm (DMLMA) is a comprehensive system for program monitoring. It unifies different components of quality into a single, data-driven logic model to make monitoring more efficient and effective.

DMLMA Formula: $CI \times PQ \Rightarrow RA + KI \Rightarrow DM + PD \Rightarrow CO$



The Tools of Differential Monitoring: KI vs. RA

From Hundreds of Rules to a Powerful Few



Risk Assessment (RA) focuses on the most critical safety rules.

These are rules that, if violated, place children at the greatest risk of harm. They are not necessarily predictive of overall compliance.

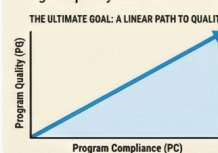
Example: Stepping Stones to Caring for Our Children.

Key Indicators (KI) are a small set of rules that statistically predict overall compliance.

Example: 13 Indicators of Quality Child Care.

The Impact: How Higher Standards Eliminate the Plateau

Higher quality standards can overcome the law of diminishing returns.



Pre-K programs achieve higher quality at full compliance.

In one study, fully compliant (100%) Pre-K programs achieved an ERS quality score of 4.85, while fully compliant child care programs scored 3.40.

High-quality programs create a 'spill-over' effect. Child care classrooms located in the same building as a Pre-K program had significantly higher average quality scores (5.60 ERS) than those in buildings without a Pre-K program (3.28 ERS).

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Contact Hours: A Smarter Metric for Child Care Safety

A simple mathematical model used to predict and monitor health and safety risks in child care centers without requiring on-site inspections.

What is the Contact Hour (CH) Metric?



A Simple Model to Measure Interaction Density.

It calculates a risk score based on the number of people and time spent together.



Predicts Risk for Illnesses & Injuries

Higher CH scores are correlated with higher risks of infectious disease spread and injuries.



Enables Efficient Virtual Monitoring

The metric can be calculated remotely, helping target limited on-site inspection resources effectively.

How It Works: From Data to Risk Assessment

Step 1: Gather Data with 6 Simple Questions

- When does the first staff arrive?
- When does the last staff leave?
- How many staff are there?
- How many children are there?
- When does the last child arrive?
- When does the first child leave?

How Adult-to-Child Ratios Impact the CH Score

Number of Children	CH Score (S:1 ratio)	CH Score (1B:1 ratio)	CH Score (1S:1 ratio)
5	~20	~40	~60
10	~40	~80	~120
15	~60	~120	~150+

Demonstrates how improving adult-to-child ratios significantly reduces the Contact Hour score, thereby lowering risk.

Data + Formula = Interaction Density (Trapezoid)

Step 2: Calculate the CH Score

A formula combines the data to visualize interaction density, often shaped like a trapezoid.



Step 3: Assess the Risk Level

The resulting CH score indicates potential risk, validated by studies in Washington State.

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The CCEE Heart Monitor: A Unified View of Child Care Quality

THE CHALLENGE:

A Disconnected View of Quality

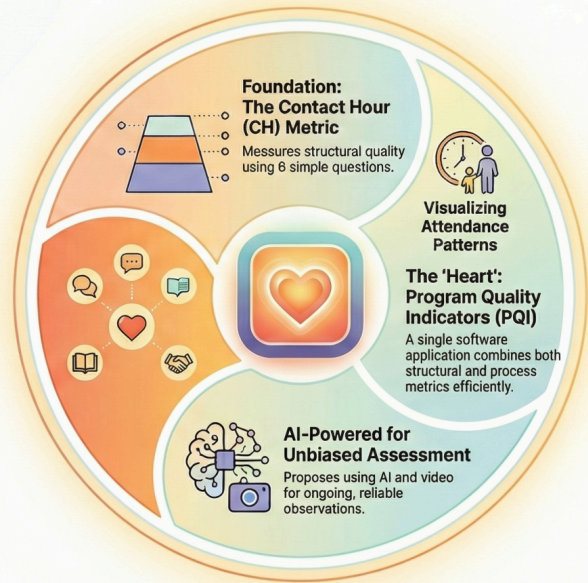


Two Silos of Child Care Assessment

Structural quality (e.g., Health, Safety, Ratios) and process quality (e.g., Staff-Child Interactions) are typically measured with separate, distinct tools.



THE SOLUTION: The CCEE Heart Monitor (CCEEHM)



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A Blueprint for Better Licensing Decisions: The Uncertainty-Certainty Matrix

THE PROBLEM & THE TOOL

Licensing Decisions Suffer from High Inconsistency

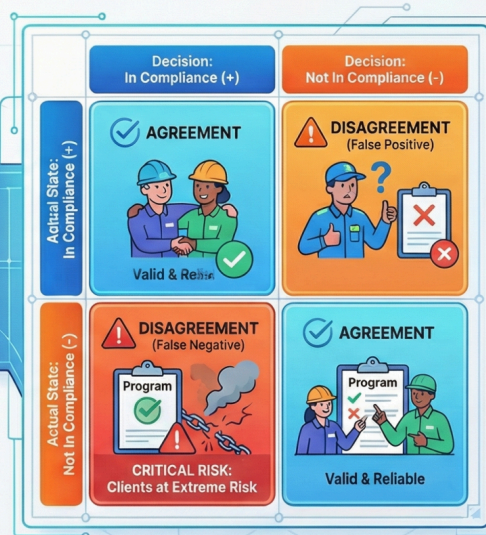


Inconsistency & Risk

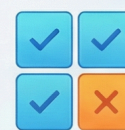
Disagreements between inspectors undermine the reliability of monitoring and can put clients at risk.

Solution: The Uncertainty-Certainty Matrix (UCM)

A simple 2x2 tool that compares an inspector's decision to the actual state of compliance.



SPOTTING ERRORS AND BIAS WITH THE UCM



Primary Goal: Valid and Reliable Results

Ideal outcomes show a strong diagonal pattern, where decisions consistently match the actual reality.

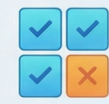


CRITICAL RISK:

Beware of False Negatives

Deciding a program is 'in compliance' when it's not places clients at the most extreme risk.

Diagnostic Patterns



Ideal: Valid & Reliable

Strong diagonal agreement. The inspection system is working correctly.



Problem: Random Results

All four cells are filled equally. The decision-making process is chaotic and unreliable.



Problem: Inspector Bias

A strong horizontal or vertical line. The inspector is consistently too lenient or too strict.

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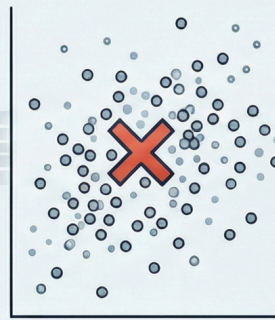
A Better Way to Measure Regulatory Compliance

THE PROBLEM: An Absolute "Yes/No" System



All-or-Nothing Compliance

The old system measures compliance as all-or-nothing. A program is either 100% compliant or not, with no room for nuance.



No Correlation to Quality

More compliance doesn't equal higher quality. Research shows that simply counting violations does not reliably predict a program's quality. Data shows a scattered, uncorrelated relationship.

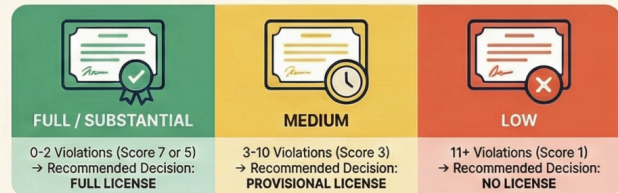
THE SOLUTION: A Graded Regulatory Compliance Scale (RCS)

Nuanced, Graded Levels



The new system groups compliance into meaningful levels. This reveals a "sweet spot" for quality; programs with "Substantial Compliance" often show higher quality than fully compliant ones.

Clear Licensing Decisions



The scale provides a clear basis for licensing decisions. Each compliance level corresponds to a specific licensing action, improving consistency.

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How States Monitor Child Care Centers: A 2017 Snapshot of Licensing Practices

State licensing agencies inspect child care centers to ensure legal operation, primarily using two different monitoring philosophies: checking every rule every time or adjusting based on a center's track record.

Full Compliance Monitoring 96% of states use Full Compliance

An inspector assesses a child care program's compliance with *all* licensing regulations.

An inspector assesses a child care program's compliance with *all* licensing regulations.



Differential Monitoring 73% of states use a Differential approach

The depth or frequency of inspections varies based on the program's compliance history.

Strategy 1: Varying the Depth of Inspection

69% of states use "abbreviated inspections" that monitor a select subset of regulations.

Methods for Selecting Rules for Abbreviated Inspections



Consensus Approach
60% of States Using Method



Risk Assessment (Risk of Harm)
49% of States Using Method



Key Indicators (Predicts Overall Compliance)
29% of States Using Method

Strategy 2: Varying the Frequency of Inspection

33% of states use compliance history to decide how often to inspect a program.



Good Compliance History = Less Frequent Inspections



Poor Compliance History = More Frequent Inspections

Goal: Efficiency and Focus

This approach allows agencies to focus resources on lower-compliance programs.



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Smarter Monitoring for Early Childhood Education: The DMLMA Framework

The DMLMA framework integrates various monitoring systems (licensing, risk assessment, quality ratings) into one validated model. This allows regulatory agencies to move away from inefficient, uniform monitoring and instead focus resources on programs that need the most support, ultimately improving child outcomes.

The Shift to Targeted Monitoring



Programs

The Old Way: Inefficient "One-Size-Fits-All" Monitoring

Traditional systems spend equal time on all programs, regardless of their compliance history.



The DMLMA Solution: A Targeted, Cost-Neutral Approach

Re-allocates resources from highly compliant programs to non-compliant programs needing more assistance.

How DMLMA Works: From Broad Rules to Predictive Indicators

Level 1: Comprehensive Standards (CI)

The complete set of all health and safety rules (e.g., Caring for Our Children: 300+ rules).



Level 2: Risk Assessment (RA)

A subset of the most critical rules essential for safety (e.g., Stepping Stones: 120 rules).



Level 3: Key Indicators (KI)

A small set of predictive rules that indicate overall quality (e.g., 13 indicators of Quality).



Decision Making: Differential Monitoring (DM)

Data from RA and KI determines the frequency and focus of future monitoring visits.



Component Comparison & Expected Correlation

Component	Strength
Comprehensive (CI) vs. Key Indicators (KI)	0.70+ Expected Correlation: High
Comprehensive (CI) vs. Risk Assessment (RA)	0.50+ Expected Correlation: Moderate
Comprehensive (CI) vs. Child Outcomes (CO)	0.30+ Expected Correlation: Lower

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Boosting Child Care Quality: Proven Strategies for Infant & Toddler Care

THE CHALLENGE:

Critical Gaps in Child Care Quality

Low Compliance with Health & Safety Standards



66%

Centers met only 66% of key health and safety standards before intervention.

Inadequate Care for Children with Special Needs



Only 1 in 66 children with special needs had a complete care plan.

Poor Immunization Tracking



On average, only 24%
On average, only 24% of infants and 42% of toddlers had up-to-date immunization records.

THE SOLUTION: Targeted Professional Support

Health Consultants Boost Compliance



Centers working with a CCHC improved their quality scores significantly.

BEFORE
Intervention (CCHC)



Control Group (No Intervention): Pre 218 (69%), Post 221 (69%)

Professional Support System



13% INCREASE
in Compliance
in One Year

AFTER
Intervention (CCHC)



Mentoring Dramatically Improves Caregiver Sensitivity



A four-month mentoring program led to statistically significant gains in caregiver sensitivity and routines.



Improvements are Sustained Over Time
Centers maintained their quality score improvements a full year after the CCHC intervention ended.

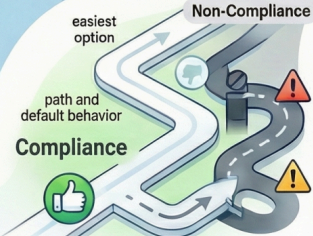
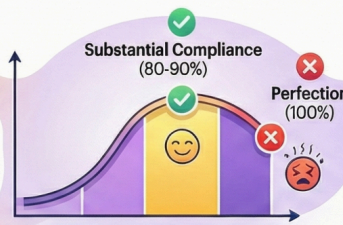
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5 Key Theories of Regulatory Compliance

Regulatory compliance theory explores how to achieve adherence to rules most effectively, moving beyond simple punishment to understand the underlying drivers of behavior.

Responsive Regulation

Regulators should start with persuasion and only escalate to harsher sanctions if needed.



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The Blueprint of Regulatory Compliance: Theory & Practice

A high-level overview of the theoretical pillars of regulatory compliance and the strategic value it provides.

The Core Pillars of Compliance Theory

Proactive Risk Management

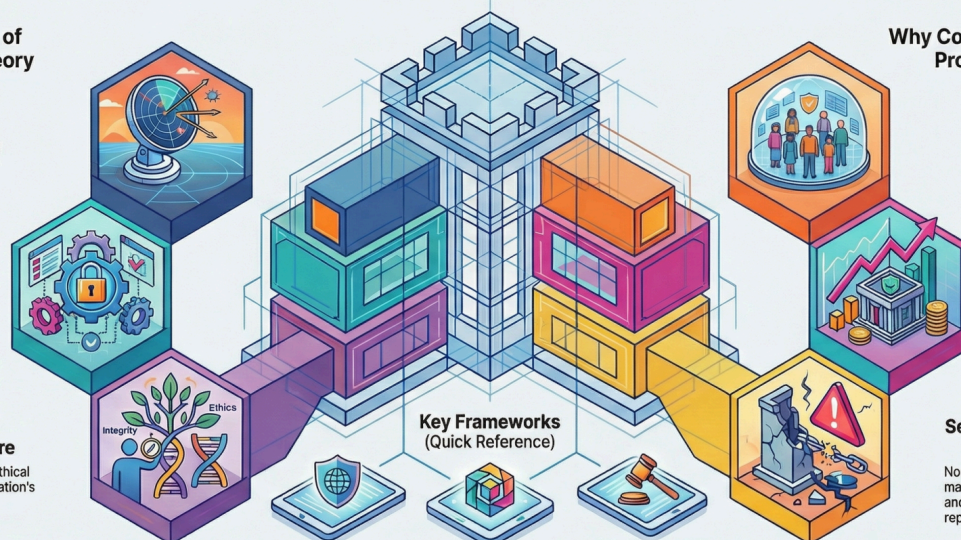
Proactively identifying and managing risks to mitigate legal, financial, and reputational exposure.

Robust Internal Controls

Systems and checks designed to monitor operations, promote accountability, and detect non-compliance.

Cultivating a Compliance Culture

Embedding integrity and ethical standards into the organization's DNA beyond simple rule-following.



ISO 19600
International guidelines for a risk-based compliance management system.

COSO Framework
Foundation for managing internal controls and organizational risk.

US Federal Sentencing Guidelines (FSG)
Specific factors for establishing effective compliance programs to mitigate legal penalties.

Why Compliance Matters: Protection & Stability

Safeguarding Public Interest

Protecting consumer health, data privacy, and safety from fraudulent or deceptive practices.

Market & Financial Stability

Mitigating systemic risks and ensuring fair competition to build a resilient economic sector.

Severe Consequences of Failure

Non-compliance triggers massive fines, license revocation, and irreparable damage to brand reputation.

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Regulatory Science: Modernizing Human Services Oversight

Why Data-Driven Monitoring Matters

Proactive Risk Mitigation

Real-time data identifies potential abuse, neglect, or non-compliance before they escalate into harm.



Optimized Resource Allocation

Risk-assessment algorithms allow agencies to prioritize inspections for high-risk facilities, maximizing limited staff and funding.



Enhanced Public Trust

Centralized databases and public reporting foster transparency and help families make informed care decisions.



The Modern Regulatory Toolkit



Real-Time Compliance Detection

Integrated sensors and electronic records provide immediate alerts for deviations from safety standards.



Smart Risk Algorithms

Systems analyze compliance history and complaint data to automatically flag providers requiring intervention.



Integrated Data Platforms

Centralized hubs (like CCLS or IRIS) unify provider details, inspection reports, and violation histories.

System Component	Real-World Example
Comprehensive Database	Child Care Licensing System (CCLS)
Risk Assessment Tool	Risk Assessment and Management Tool (RAM)
Mobile Monitoring	Licensing Automation System (LAS)

Real-World Measurement Tools Examples

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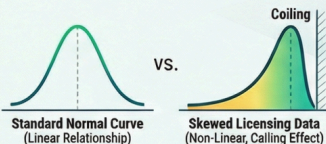
Precision in Licensing: Overcoming the Skewed Data Ceiling

THE PROBLEM:

THE SKEWED DATA "CEILING"

Non-Linear Data Distribution

Licensing data is severely skewed and does not follow a traditional normal bell curve.

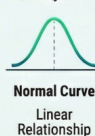


The Ceiling Effect

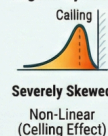
High-performing and mediocre facilities look identical in data, making them difficult to distinguish.

% Increased Decision Risk
Skewed data leads to false positives (wrongful citations) and dangerous false negatives.

Standard Quality Data



Licensing/Regulatory Data



THE SOLUTION:

STRATEGIC DICHOTOMIZATION

Filter the Top and Bottom 10%

Top 10% (Best Facilities)

Select only the very best and very worst facilities for comparative analysis.

Eliminate the Middle 80%

Removing the mediocre middle range removes the noise that causes decision uncertainty.



Bottom 10% (Worst Facilities)

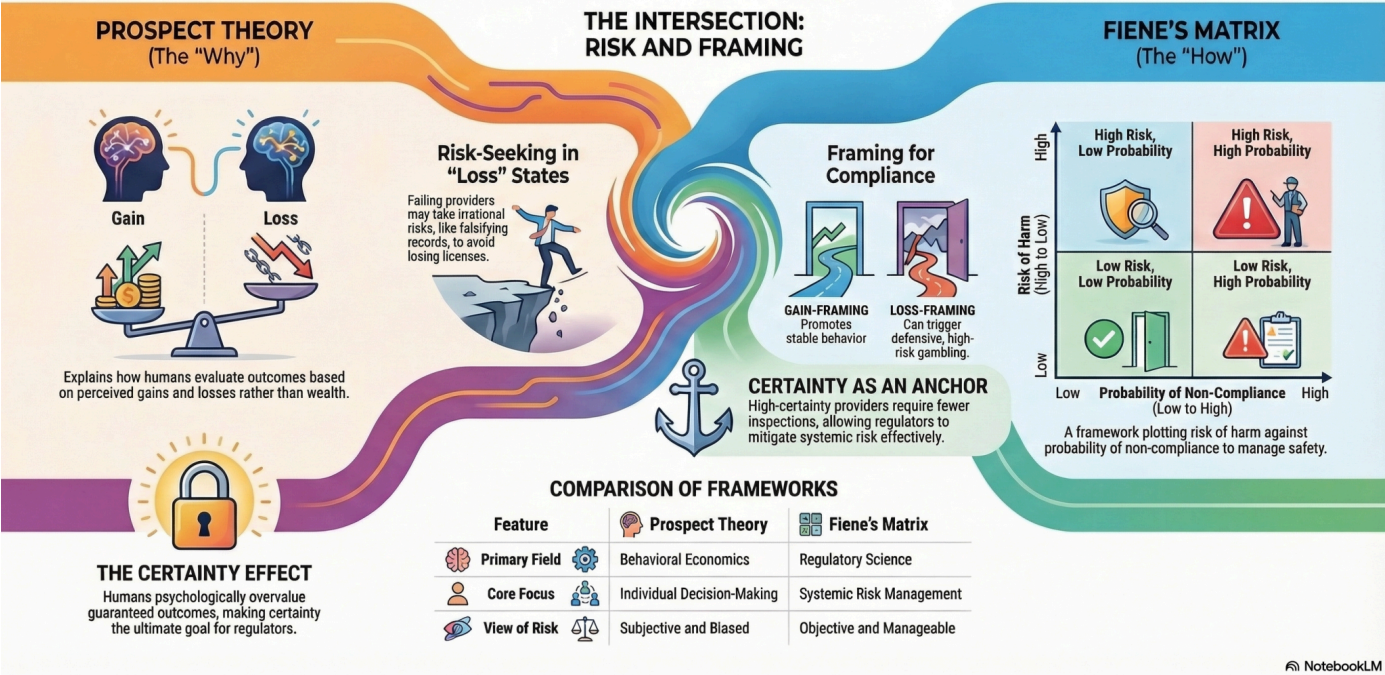
Select only the very best and very worst facilities for comparative analysis.

Achieve Decision Certainty

Using extreme groups eliminates false negatives when the high group reflects full compliance.

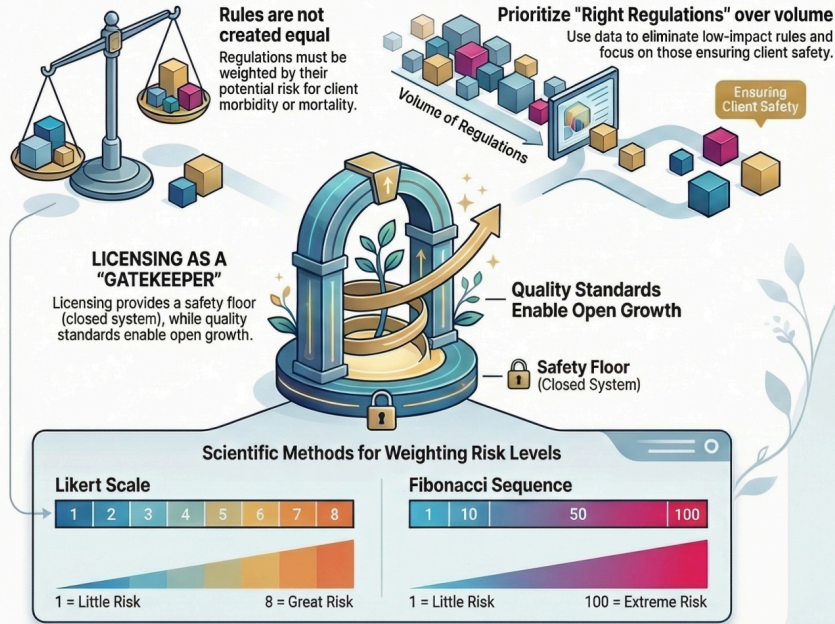
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Psychology Meets Policy: Bridging Human Bias and Regulatory Safety



The 10 Principles of Regulatory Science: Shifting from Politics to Data

DESIGNING SMARTER REGULATIONS



SCIENTIFIC MONITORING & MEASUREMENT

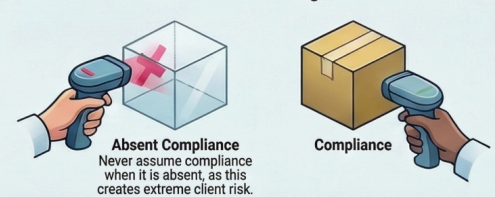
The "Ceiling Effect" in compliance



Focus on Differential Monitoring



Eliminate "False Negatives"



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Streamlining Safety: Predicting Compliance with Fiene Key Indicators

How Fraser Health uses the Fiene methodology to identify specific "Key Indicator" regulations that predict overall facility compliance.



CONTEXT: DIFFERENTIAL MONITORING

Fraser Health's Population Health Observatory uses the Fiene key indicator methodology to identify specific regulations that statistically predict a facility's overall compliance. This approach allows health inspectors to track child and residential care quality more efficiently by focusing on the most critical predictors.

THE METHODOLOGY: IDENTIFYING 'GOOD PREDICTORS'



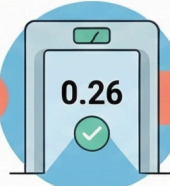
THE "FIRST INSPECTION" APPROACH

Data is sampled using the first inspection of the fiscal year to ensure a consistent cross-sectional view.



THE FIENE COEFFICIENT (ϕ)

A statistical formula calculates a score between -1.0 and +1.0 for each regulation.



THE 0.26 THRESHOLD

Regulations scoring ≥ 0.26 are "Good Predictors" and are included as Key Indicators.

2018/19 FISCAL RESULTS & COMPARISON

CHILDCARE KEY INDICATORS

19

19 Childcare Key Indicators
The number of good predictors increased from 17 in the previous fiscal year.

RESIDENTIAL CARE KEY INDICATORS

9

9 Residential Care Key Indicators
These 9 regulations serve as reliable shortcuts to determine total facility compliance.

IMPACT: FOCUSED MONITORING EFFICIENCY



Indicators help monitor compliance across 271 childcare and 473 residential regulations more effectively.



Compliance

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The Fiene Framework: Pioneering Data-Driven Regulatory Science

Theoretical Foundations

The Law of Diminishing Returns



Key Indicator Systems (KIS)

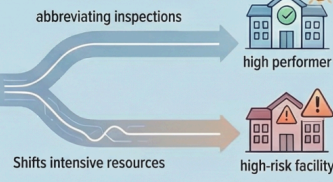


Nonparametric Statistical Frameworks



Practical Policy Impact

Differential Monitoring

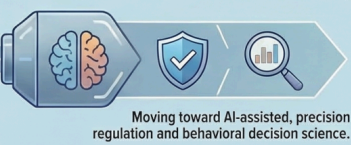


The 13 National Child Care Indicators

Served as the scientific basis for these core HHS health and safety standards.



Integrated Regulatory Framework (IRF)

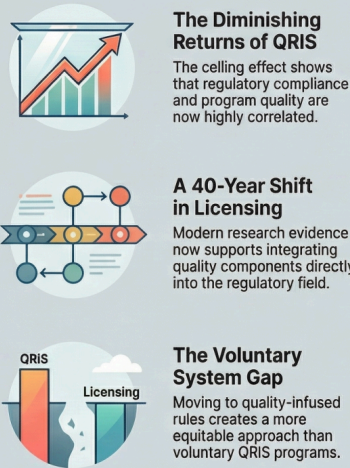


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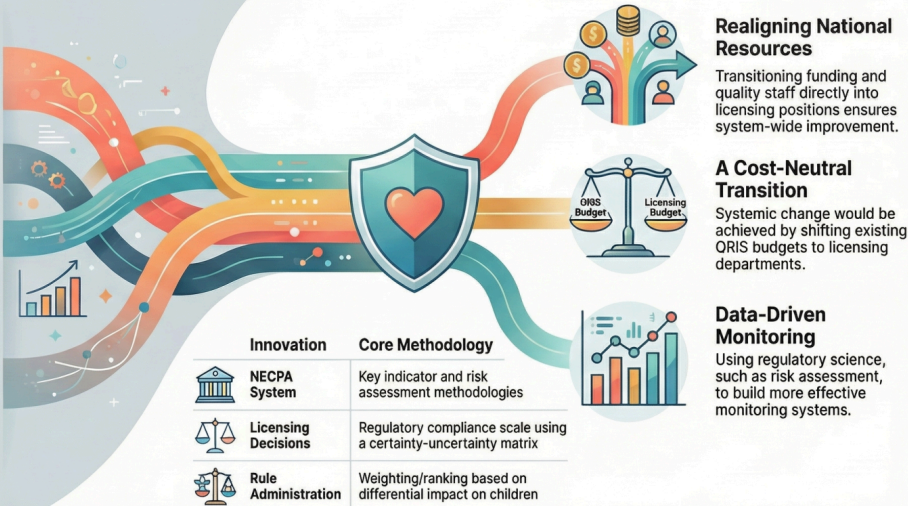
The Evolution of Quality: Transitioning from QRIS to Quality-Infused Licensing

While QRIS was successfully created decades ago to fill a quality gap in childcare licensing, modern regulatory science suggests this dual-system approach is becoming inefficient. The author proposes “infusing” quality directly into licensing regulations to create a more equitable, cost-effective, and data-driven monitoring system.

THE CASE FOR SYSTEM EVOLUTION



THE QUALITY INFUSION SOLUTION

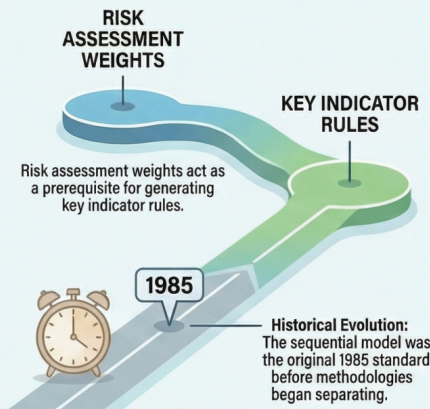


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Navigating Regulatory Compliance: Sequential vs. Parallel Models

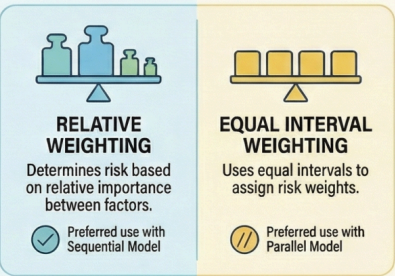
Comparing primary methodologies for risk assessment and compliance prediction in regulatory science

SEQUENTIAL MODEL



Preliminary Trend: Sequential Wins - Pilot testing currently favors the Sequential model paired with Relative Weighting.

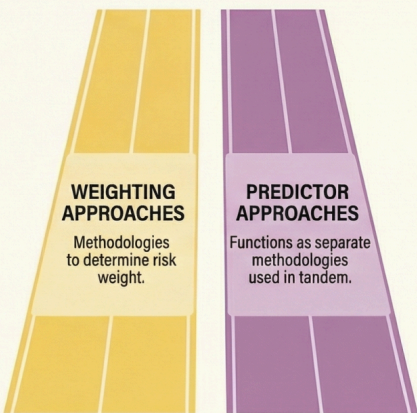
WEIGHTING PERSPECTIVES & RESEARCH TRENDS



CALL FOR EVALUATION

Researchers must test for differential impacts between the models to ensure efficacy.

PARALLEL MODEL

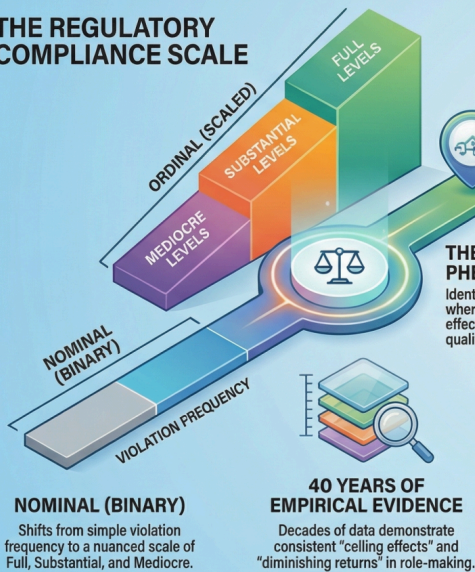


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The Science of Quality: Redefining Regulatory Compliance

Over 40 years of research shows that while 100% compliance is critical, it must be balanced with quality indicators to ensure the best outcomes for human services facilities.

THE REGULATORY COMPLIANCE SCALE



MODERN MONITORING STRATEGIES

DIFFERENTIAL MONITORING

USES RISK ASSESSMENTS

INTEGRATED MONITORING

BALANCES COMPLIANCE WITH KEY QUALITY INDICATORS

COMPARISON: OLD PARADIGM VS. NEW THEORY

FEATURE	OLD PARADIGM	NEW THEORY (REGULATORY COMPLIANCE SCALE)
Measurement Level	Nominal (Binary)	Ordinal (Scaled)
Primary Metric	Violation Frequency	Full, Substantial, or Mediocre Levels
Focus	Number of Rules	Risk Assessment & Service Quality

KEY INDICATOR RISK ASSESSMENT

A streamlined methodology to find the "right" rules that govern client outcomes.

PRECISION IN DECISION-MAKING

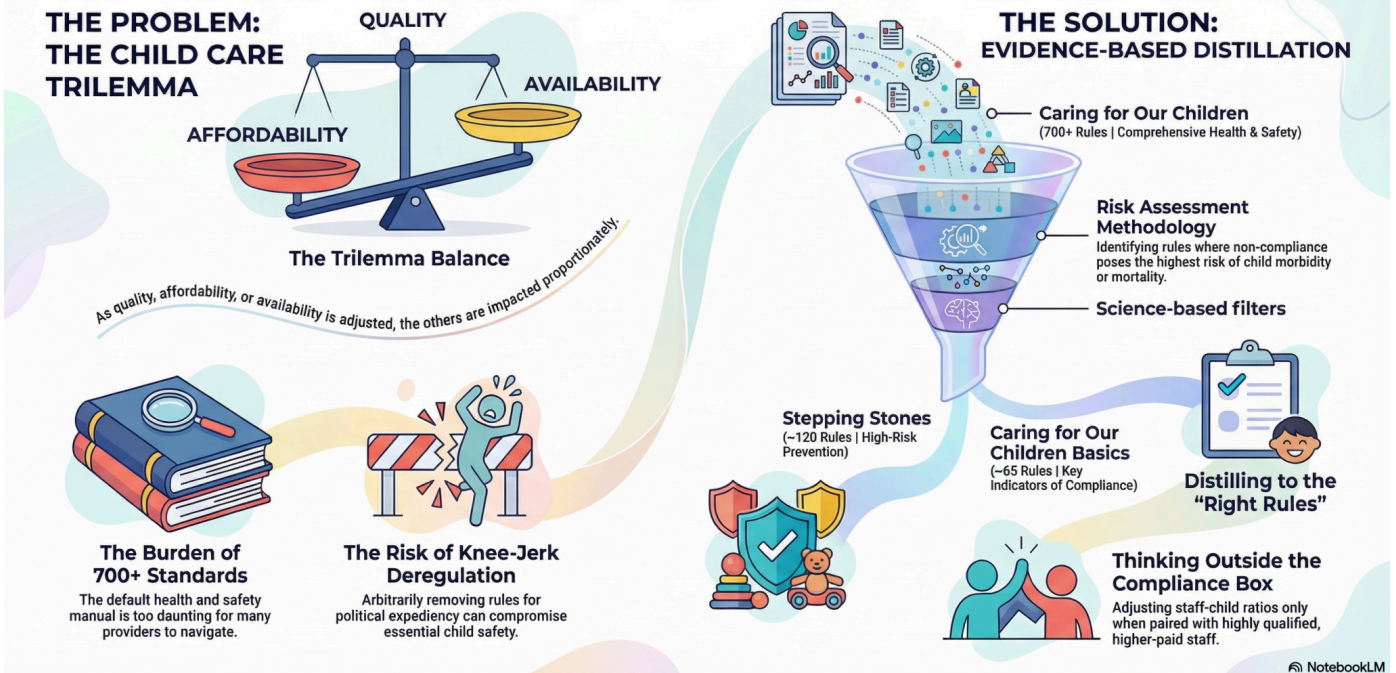
Reduces false positives and eliminates false negatives in licensing and regulatory decisions.

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The Paradox of Perfection: Finding the Compliance 'Sweet Spot'



Balancing the Child Care Trilemma: The Regulatory Science Solution



National Association for Regulatory Administration (NARA) and the Research Institute for Key Indicators Data Lab/Penn State 50 year collaboration

NARA at 50: The Evolution of Regulatory Science in Human Services

1970s–1980s: The Foundations of Regulatory Science

Introduction of Key Indicator Methodology
Developed to make facility monitoring more cost-effective and efficient as childcare programs expanded.

Weighted Risk Assessment
Shifted focus from counting violations to weighing rules based on their risk to children.

The Theory of Substantial Compliance

A foundational (though once controversial) framework for making informed licensing decisions.

Organizational Stabilization
The hiring of an Executive Director in the late 1990s shifted NARA's growth.

1990s–Present: Stability and Global Leadership

Majority State Adoption
Risk assessment methodologies are now utilized by the majority of U.S. states.

Global Reach in Human Services
NARA is now the leading licensing and regulatory administration organization worldwide.

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The Spatial Acquisition Device (SpAD) and the Four State of Space Theory

The Spatial Acquisition Device: How We Internalize Reality

The Developmental Journey to SpAD

The Birth of Object Permanence

Transitioning from "out of sight, out of mind" to internalizing external reality.

Mastering Conservation

Conservation of Number
Conservation of Area, Weight, and Volume

Birth – 2 Years
(Sensori-motor)
Movement and Object Permanence

2 – 7 Years
(Pre-operational)
Conservation of Number

7 – 11 Years
(Concrete-operational)
Progressing from conservation of number to volume completes the internal dimensional walk.

From Wave Function to Linearity
Early perception is a non-linear wave function until object permanence establishes linearity.

The SpAD Framework

A Hard-Wired Spatial Template
Similar to Chomsky's Language Acquisition Device, SpAD is an innate biological filter.

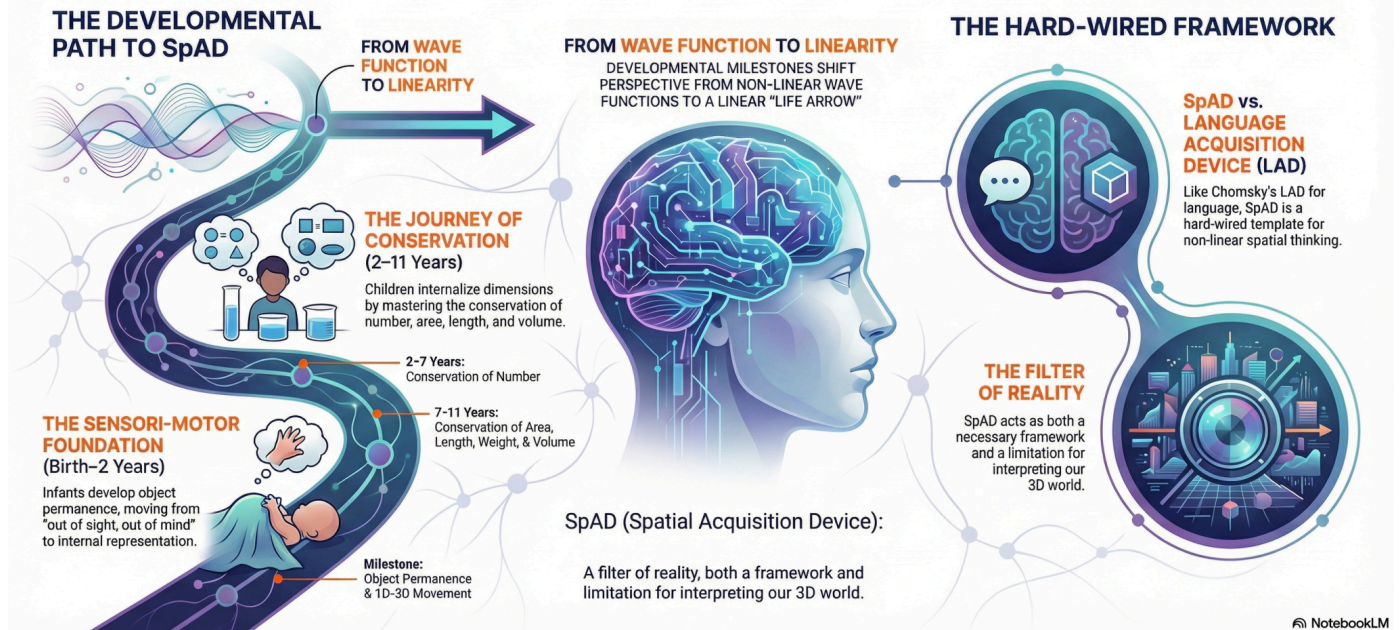
Our 3D Interface
SpAD governs non-linear thinking and how we interpret our three-dimensional surroundings.

Our 3D Interface
Similar to Chomsky's Language Acquisition Device, SpAD is an innate biological filter.

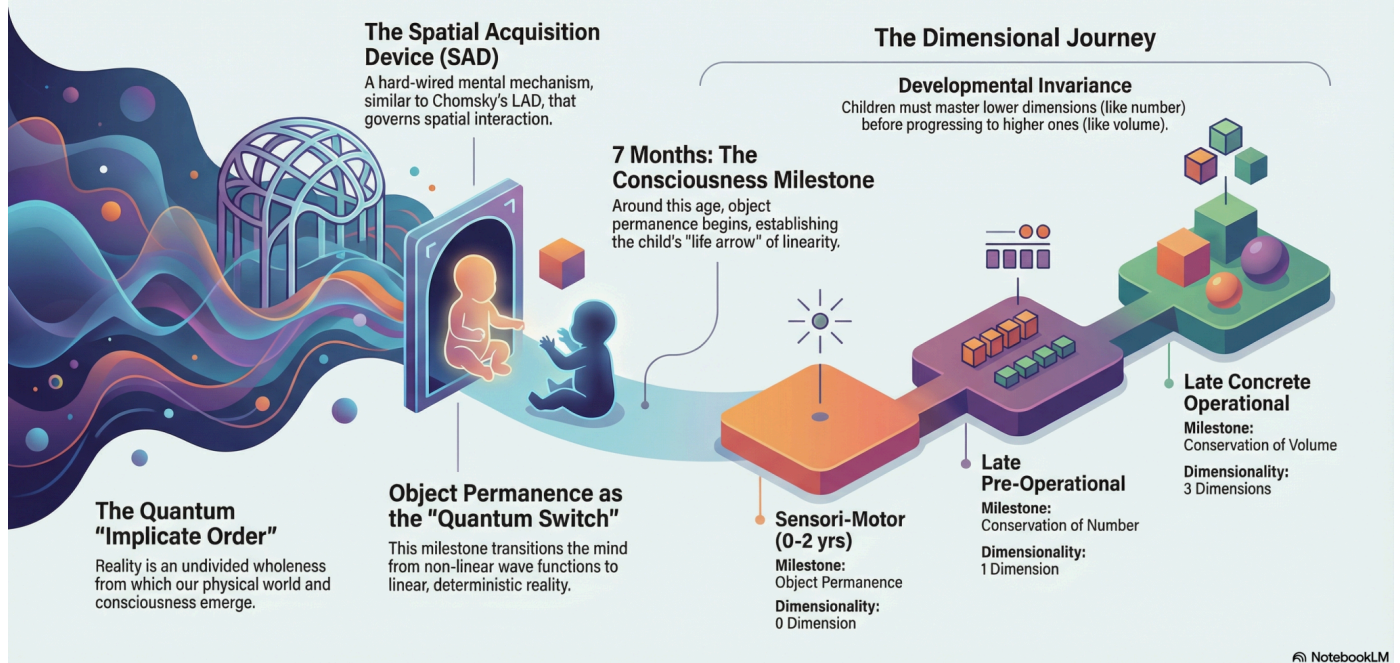
Framework and Limitation
While SpAD enables understanding, it also limits how we can interact with reality.

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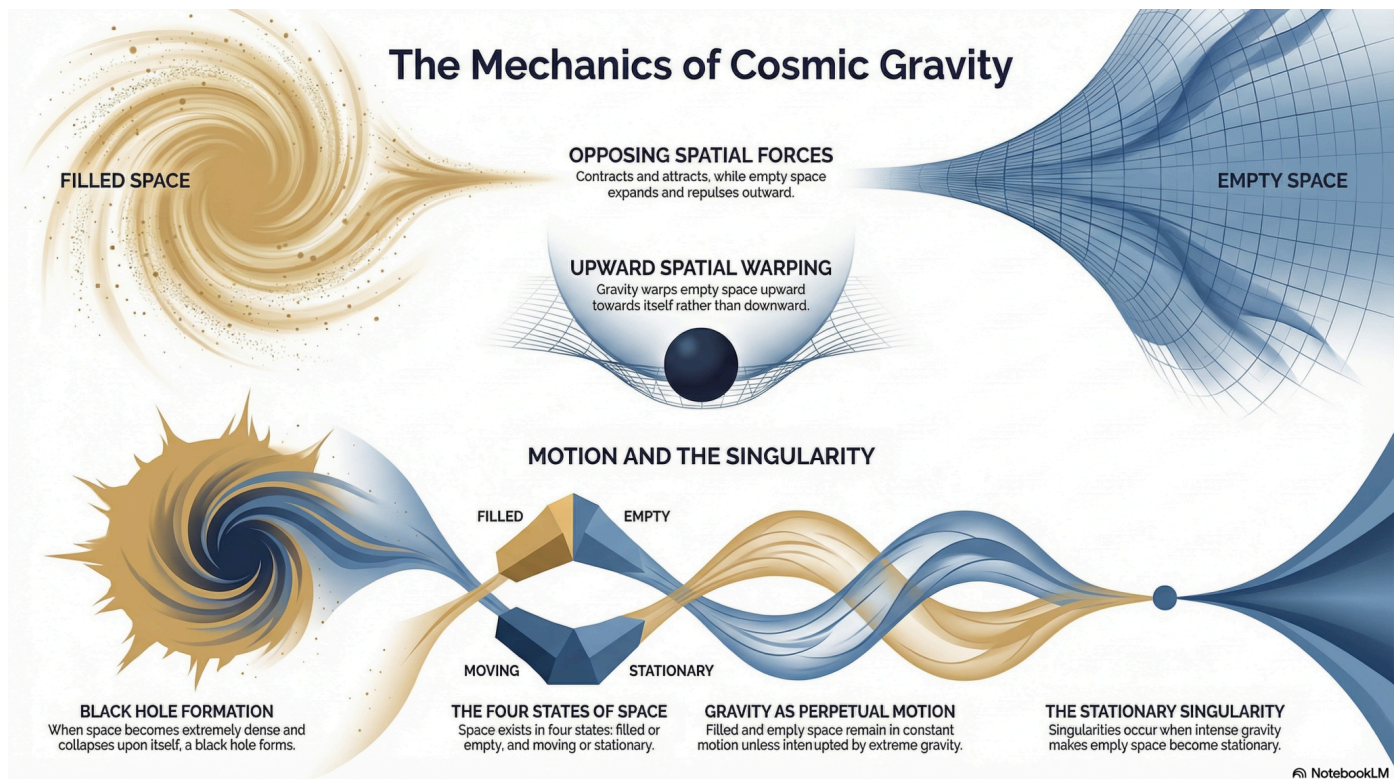
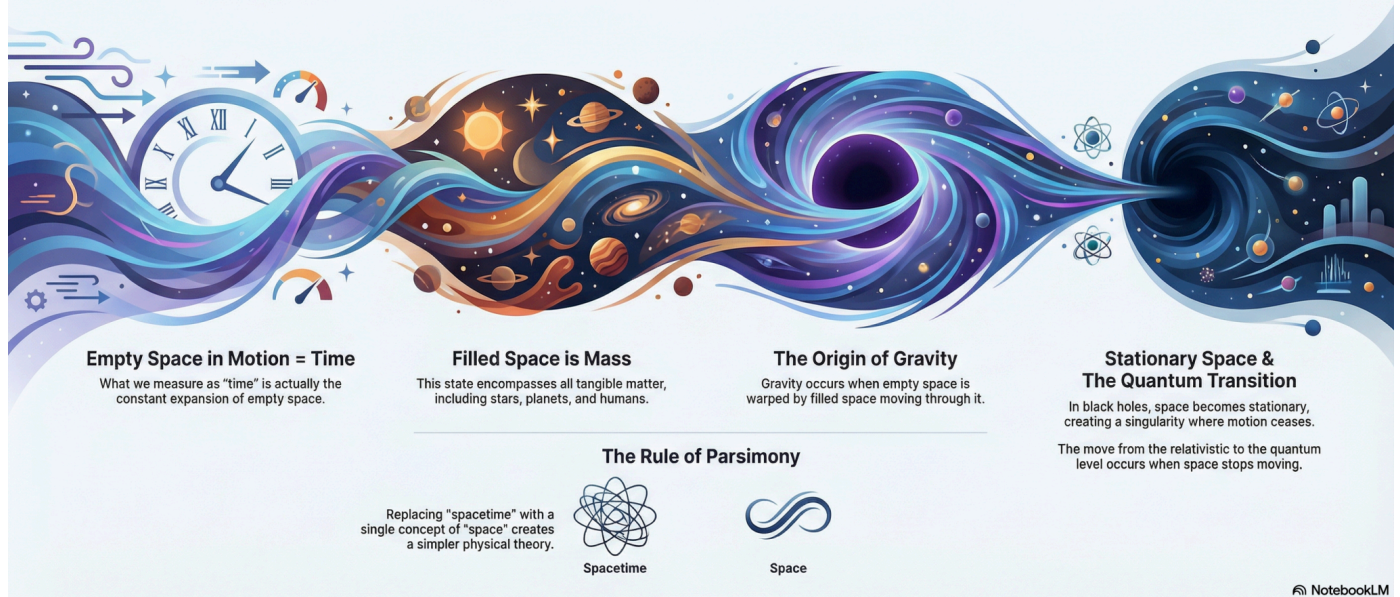
THE SPATIAL ACQUISITION DEVICE (SpAD): MAPPING THE EVOLUTION OF CONSCIOUSNESS

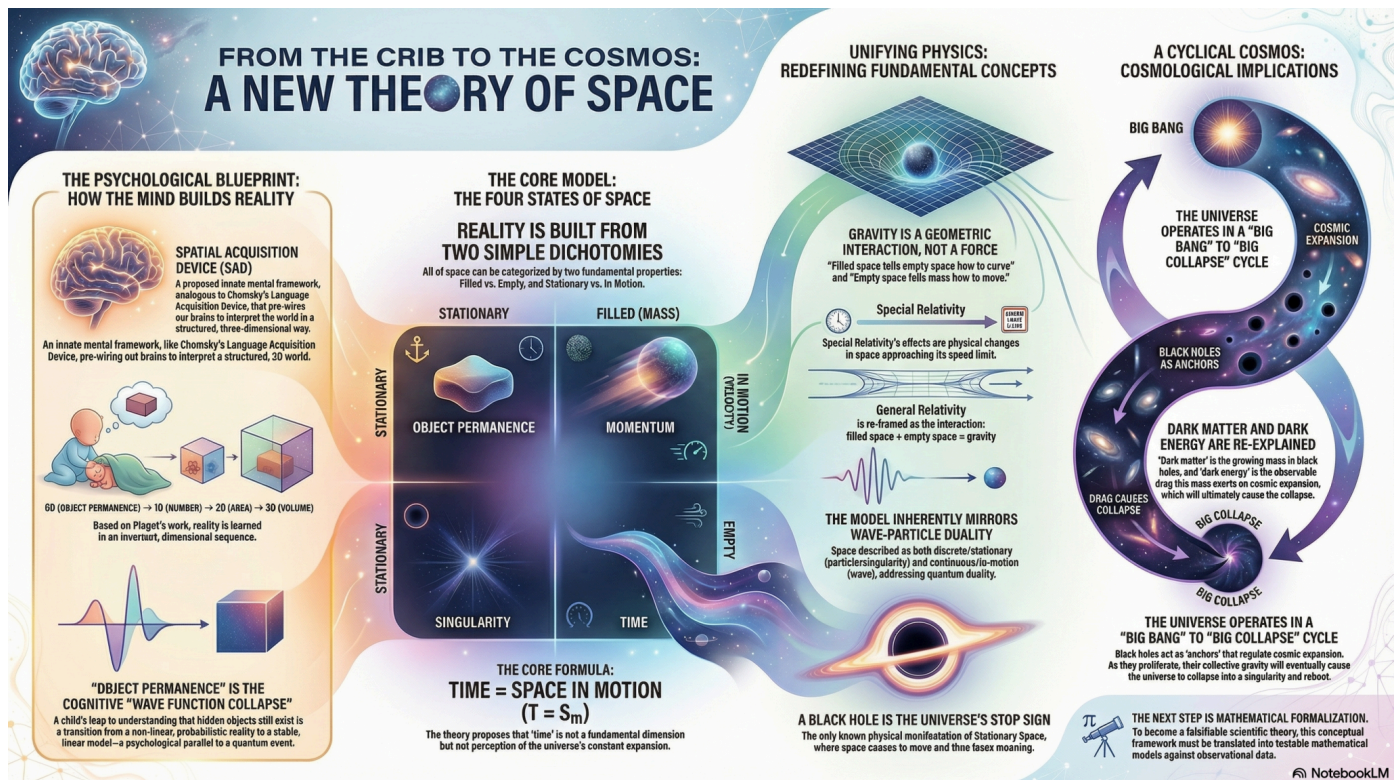


The Spatial Acquisition Device: Hard-Wiring Our 3D Reality

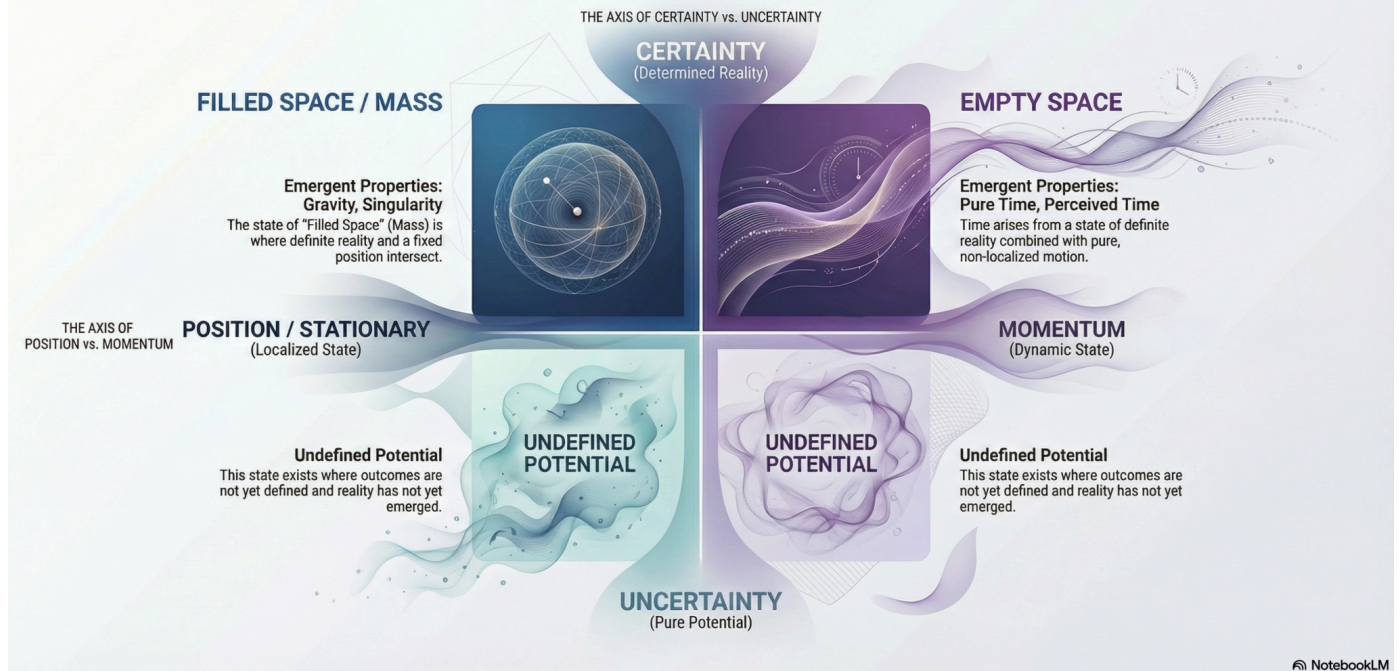


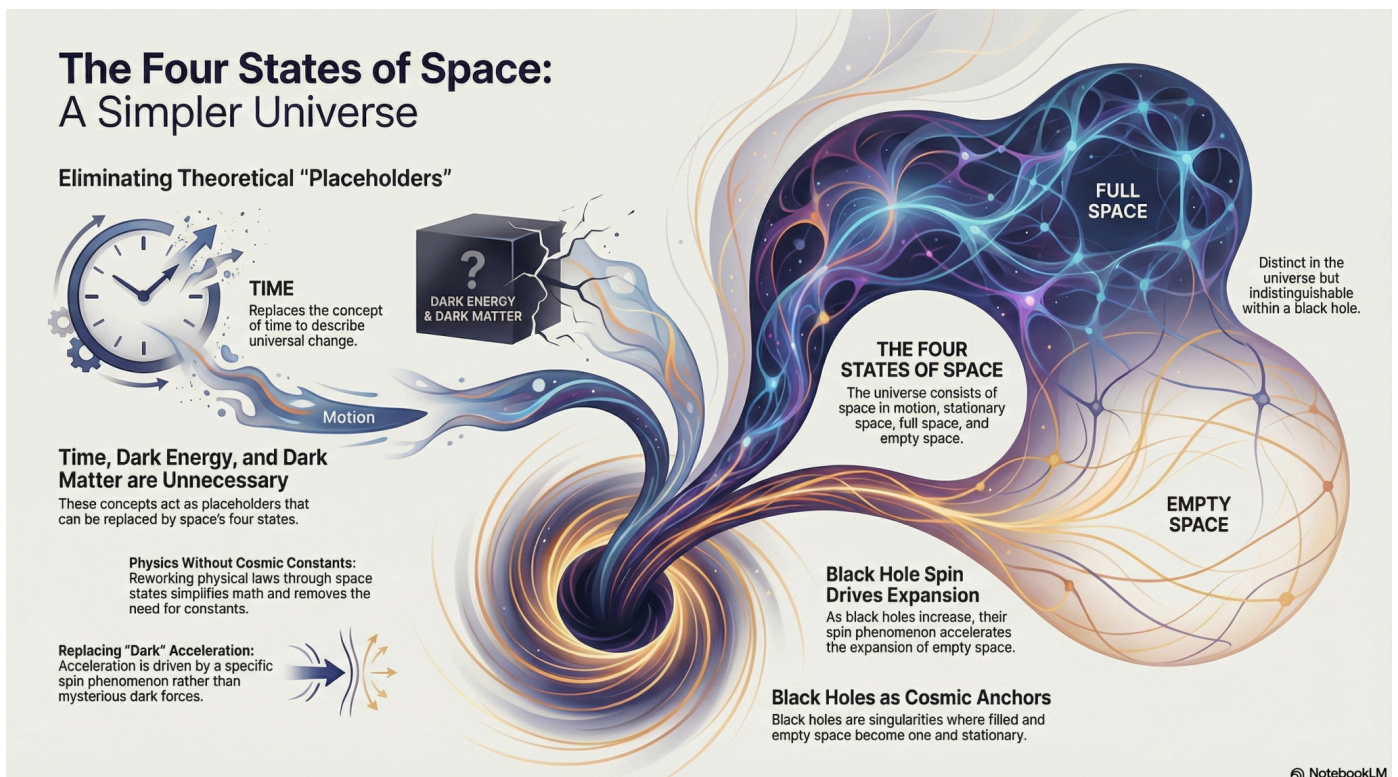
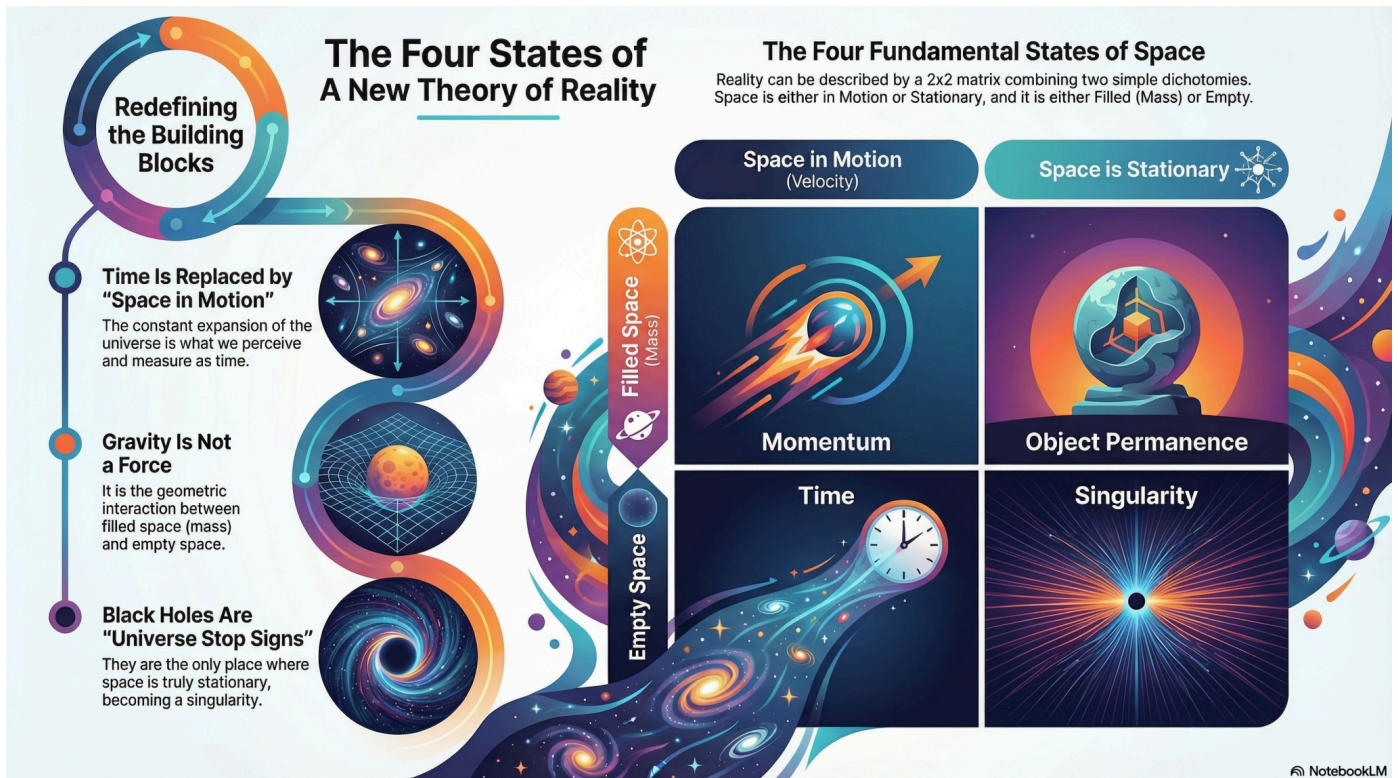
Beyond Spacetime: The Four States of Space





A New Model of Reality: The Four States of Space





The Architecture of Satisfaction: Linear vs. Non-Linear Thinking

LINEAR THINKING:

The "More is Better" Path

Infinite Growth Mindset

Every successive step increases the desire for more, following a straight-upward trajectory.



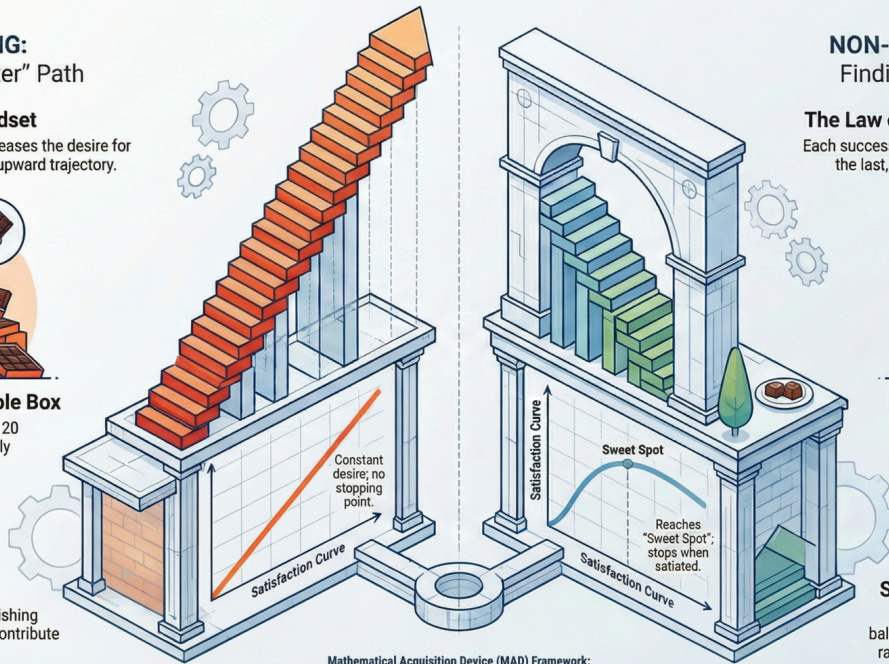
Consuming the Whole Box

A linear thinker finishes all 20 chocolates and immediately seeks the next box.



The Addiction Risk

Without a plateau or diminishing returns, this mindset can contribute to addictive behaviors.



NON-LINEAR THINKING:

Finding the "Sweet Spot"

The Law of Diminishing Returns

Each successive step is less satisfying than the last, eventually leading to satiation.



Knowing When to Stop

A non-linear thinker feels satisfied after 2-4 chocolates and loses interest in more.



Substantial Compliance

Focuses on finding the optimal balance between rules and quality rather than 'perfect' compliance.

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