



INTER-RATER RELIABILITY TESTING

NEW HAMPSHIRE COMMUNITY RESPONSE GUIDE

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Evident Change partners with systems professionals and communities to get to the root of their biggest challenges, and gives them the tools and knowledge to achieve better outcomes for everyone involved. Because when we join forces with those who work in our systems and the people they serve, we make our systems—and our society—more equitable from the inside out.



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AGENDA

1

Overview of the Community Response Guide (CRG)

3

IRR Testing Instructions and Demo

2

Purpose of Inter-Rater Reliability (IRR) Testing

4

Questions and Next Steps

3

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OVERVIEW OF THE COMMUNITY RESPONSE GUIDE (CRG)

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THE COMMUNITY RESPONSE GUIDE

A product and a process

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A COMMUNITY RESPONSE GUIDE . . .

- Is a web-based decision-support tool.
- Guides professional reporters and concerned citizens about reporting and alternative supports.
- Is designed through a data-driven, **community-based** workgroup process.
- Becomes a **community intervention** through the design process itself.

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BRINGING THE BEST OF DECISION SUPPORT TO THE REPORTING DECISION



Equity



Accuracy



Consistency

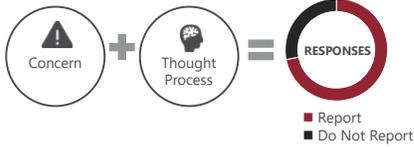


Utility

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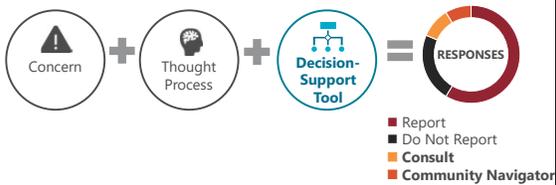
CURRENT PROCESS



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WHAT IF THE PROCESS WERE DIFFERENT?



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WHAT ARE WE TRYING TO ACHIEVE?

- Community-developed decision-support tool
- Redesigned reporting infrastructure
- A system for child well-being

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THE CRG BENEFITS EVERYONE

Reporters	Community	DCYF	Families
<ul style="list-style-type: none"> • Helps with equity, accuracy, and consistency when deciding to report. • Provides clarity and confidence about when to report. • Eases connection of families to culturally relevant community services. 	<ul style="list-style-type: none"> • Helps to reach shared agreements and understand community's opportunity for supporting children and families. 	<ul style="list-style-type: none"> • Provides the most appropriate reports. • Allows more time and resources to engage with families truly requiring a response related to maltreatment concerns. 	<ul style="list-style-type: none"> • Provides connections to the most appropriate resources and culturally relevant community services. • Decreases likelihood of unnecessary CPS involvement.

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THE CRG DECISION SUPPORT TOOL

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RESPONSE DECISIONS

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CONCERN ABOUT A CHILD'S HYGIENE

1. Which best describes your concern?

a. A child has been significantly impacted by inadequate hygiene resulting in a medical diagnosis OR need for medical care.

OR

b. A child's hygiene is impacting their typical activities, schooling, or relationships but medical care is not needed.

2. Is the caregiver taking steps to address the concern?

a. No. The caregiver is not addressing the concern despite having access to resources.

b. No. The caregiver cannot address the concern due to a lack of finances or community resources.

OR

c. It is unknown whether the caregiver is taking steps to address the concern.

d. Yes. The caregiver has taken or is taking active steps to address the concern.

e. Which best describes the caregiver's concern?

a. Financial concerns

b. Lack of knowledge about community resources

c. Lack of information about community resources

d. Lack of information about community resources

e. Other

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SEVERITY SCALE

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CONCERN ABOUT A CHILD'S HYGIENE

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SORTING QUESTIONS

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2. Is the caregiver taking steps to address the concern?

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b. No. The caregiver cannot address the concern due to a lack of finances or community resources.

OR

c. It is unknown whether the caregiver is taking steps to address the concern.

d. Yes. The caregiver has taken or is taking active steps to address the concern.

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PURPOSE OF INTER-RATER RELIABILITY (IRR) TESTING

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WHAT IS IRR TESTING?

Testing to determine the extent to which different raters (users), arrive at the same conclusion when presented with the same information

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IRR TESTING CAN TELL US WHETHER THE TOOL IS WORKING AS INTENDED

Benefits of improved consistency:

- Objective, accurate assessment
- Consistent decision making
- More uniform recommendations for services

If there is high disagreement among testers, the tool may need to be revised to be effective



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IRR TESTING GROUPS



Non-CRG Tool



CRG Tool

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IRR TESTING MATERIALS

- 1 – CRG Manual (definitions built into survey)
- 2 – IRR Testing Survey With Vignettes



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IRR TESTING PROCEDURE

Attend orientation webinar and review the IRR testing materials email

For each vignette, complete the questions in the survey:

- **CRG TOOL GROUP:** Use the CRG manual for definitions and clarification
- **NON-CRG TOOL GROUP:** Use only the information contained in the vignettes

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THE DEFINITION IS THE ITEM THRESHOLD

1. Which best describes your concern?

Continue

A child has been significantly impacted by inadequate hygiene resulting in a medical diagnosis OR need for medical care.

1. Which best describes your concern?

A child has been significantly impacted by inadequate hygiene resulting in a medical diagnosis OR need for medical care.

OR

A child appears physically unwell, AND medication or medical consultation is necessary to maintain or improve child's condition. The child's condition has been caused or made worse by poor hygiene.

Examples include but are not limited to the following:

- Child has such a severe flu infection that child requires medical care.
- Child who is consistently unwell has an injury that appears infected.
- Child who is consistently unwell has extremely matted hair, open wounds, or a body lice infestation.
- Child has chronic infection such as continuous bacterial or yeast infection or tooth decay, and this is deemed concerning by a medical professional.

Read to the period.

Examples are just examples.

Be aware of sentences that use AND (in all-caps).

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IRR TESTING INSTRUCTIONS AND DEMO

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TESTING PERIOD

July 19 through 31st

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THINGS TO REMEMBER

1. Do not discuss your answers with other participants until the study is complete
2. **CRG Group:** Reference the manual and the in-survey definitions during completion
3. Only use YOUR link
4. Reach out if you have questions!

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WHAT WE WILL LEARN

- Is there consistency in how reporting decisions are currently made?
- Does the CRG support consistent reporting decisions?
- Do the definitions of any CRG items need to be refined for clarity and to increase consistent decision making?

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QUESTIONS AND NEXT STEPS

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NEXT STEPS

Evident Change will do the following:

- Analyze the results
- Discuss findings with CRG project team
- Revise low-agreement assessment items for clarity
- Incorporate findings into training



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THANK YOU & QUESTIONS

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