

**Timely Service Delivery  
and Timelines of Individualized  
Family Service Plan (IFSP)**  
(Indicators C1 and C7)

**SoonerStart, Oklahoma**

# Timeline – SoonerStart, 2005

## Before the SPP/APR:

- Quality Assurance Team went on a site visit to review records.
- Sample.
- Paper and pencil checklist.
- Questions developed from OSEP requirements.
- Paper and pencil checklist.
- Calculated by hand.

## **Timeline – SoonerStart, 2005 (continued)**

### **Questions asked:**

- Does the SoonerStart record reflect that upon receipt of a referral a resource coordinator is assigned to contact the family within two working days?
- Does the SoonerStart record reflect the RC conducted the family interview within ten working days of referral?
- Does the SoonerStart record contain documentation for every visit promised, including documentation of no shows, cancellation, weather, etc.?
- Is the initial IFSP conducted within a 45-calendar day time period from date of Early Intervention Unit (EIU) receiving the referral information?
- Does the SoonerStart record reflect documentation of the reasons and the attempts the Early Intervention team made to accomplish the 45-day timeline?

# Timeline – SoonerStart, 2006

## First year after the SPP/APR:

- Developed Single Record Review form for data collection.
- Questions asked exact dates of target events.
- Developed a checklist for the reasons why target dates were not met.
- Moved from team visiting site to self-assessment type process.
- Developed a database for entering the results of each record review.
- Sample pulled from SoonerStart database.

# Timeline – SoonerStart, 2006 (continued)

## Questions:

- What is the *Initial Referral date*?
- What is the *Family Interview date*? Was the *Family Interview* completed within 10 working days of the initial referral? If no, why?
- What is the *Initial Evaluation date*? Was the initial evaluation timely? (*The evaluation is considered timely if it occurred within the 45-day timeline.*)
- What is the *Initial IFSP date*? Does the SoonerStart record reflect the IFSP was initiated within the 45-day timeline?
- What is the date the family signed the service delivery plan for the initial IFSP?

## **Timeline – SoonerStart, 2006 (continued)**

**Missing Target Dates due to Family Circumstances are not used to determine why a record is in noncompliance with timeliness indicators:**

- Cancelled
- Child illness or in hospital
- Training
- Weather
- No show
- Family moved
- Scheduling problems

## **Timeline – SoonerStart, 2006 (continued)**

**Missing Target Dates due to SoonerStart Staff are used to determine why a record was not in compliance with timeliness indicators:**

- Cancelled
- Illness or in hospital
- Training
- Weather – we ARE in Oklahoma!
- No show
- Unable to locate family – not used to determine site's compliance since family is unavailable for services
- No documentation found
- Scheduling problems

# Timeline – SoonerStart, 2007

## Second year after the SPP/APR:

- Continued to use the Single Record Review form.
- Added several items to the checklist for the reasons why target dates were not met.
- Use existing data from the SoonerStart database.
- Sites could print out Single Record Review with key data elements from the SoonerStart database already entered in the form.
- Instructions based on results of existing data.
- The monitoring database also had the key data elements entered.
- Sample.

# Timeline – SoonerStart, 2007 (continued)

## Questions:

- What is the most recent *Initial Referral* date?
- What is the most recent *Family Interview* date?
- What is the *Initial Evaluation* date?
- What is the *Initial IFSP* date?
- Does the SoonerStart record reflect the IFSP was initiated within the 45-day timeline?
- What date did services begin?
- Was the date within 15 days from the date of the Initial IFSP?

## Timeline – SoonerStart, 2007 (continued)

**Added to initial list and refined the reasons for not meeting the timeliness indicators.**

- Child was a transfer
- Family declined
- Family Interview was not completed within 10 working days due to SoonerStart (explain)
- Family Interview was not completed within 10 working days due to family reasons (explain)
- Initial Evaluation was not completed within 45 days of most recent Evaluation due to SoonerStart (explain)
- Initial Evaluation was not completed within 45 days of most recent Evaluation due to family reasons (explain)

# Timeline – SoonerStart, 2008

## This year:

- Continue to use the Single Record Review form.
- Use data from the SoonerStart database.
- Sites can print out Single Record Review with key data elements from the SoonerStart database already entered in the form.
- The monitoring database still has the key data elements entered.
- Sample pulled from SoonerStart database BUT now a probability sample (90% confidence, 5% margin of error).

# Timeline – SoonerStart, 2008 (continued)

## Questions:

- What is the most recent *Initial Referral* date?
- What is the *Initial IFSP* date?
- Does the SoonerStart record reflect the IFSP was initiated within the 45-day timeline?
- What date did services begin?
- Was the date within 15 days from the date of the Initial IFSP?

# Timeline – Challenges

- Technological problems with using new system for entering data.
- How to define “timely” with starting services.
- How to measure timely services with existing data.
- Initial samples were small.

# Timeline – Successes

- SPP/APR set the stage to help define early intervention process and services in addition to guiding how to measure them.
- Desk reviews allowed a shift to using site visits for:
  - focused monitoring
  - concern-specific monitoring
  - data validation.
- Desk audit process seems to take less time even with more records to review.
- Use list of reasons for not meeting target dates for corrective action planning.

## Timeline – Successes (continued)

- Recognized the resources in the data already collected in SoonerStart.
- Data quality improved from our first year.
  - Using data already collected offers the opportunity for data validation.
  - Seeing missing data calls attention to data entry concerns.
- Shift to larger sample to better represent the sites.
- Developed a monitoring process that uses both existing data and record reviews.

## **Contact information:**

### **Cynthia Bernardi-Valenzuela, Associate State Director**

Oklahoma State Department of Education

2500 North Lincoln Boulevard

Oklahoma City, Oklahoma 73105-4599

405-521-4872

[Cynthia\\_Bernardi-Valenzuela@sde.state.ok.us](mailto:Cynthia_Bernardi-Valenzuela@sde.state.ok.us)

### **Fran M. Ferrari, Programs Manager**

Oklahoma Commission on Children and Youth

500 N. Broadway, Suite 300

Oklahoma City, OK 73102

405-606-4911

[FFerrari@okkids.org](mailto:FFerrari@okkids.org)