

# Timely Service Delivery and Timeliness of IFSP (Indicators C1 and C7)

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# Indicator #1

## Monitoring Priority

Early Intervention Services in Natural Environments  
34 CFR §§303.340(c), 303.342(e) and 303.344(f)(1)

## Priority Indicator

Compliance Indicator 1: Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner

Target: 100%

# Bottom Line

- Report using the APR template
- Report by child...Not services per child
- Include timely initiation of new early intervention services from initial and subsequent IFSPs
- If data is taken from State monitoring, States must describe method used to select EIS programs for monitoring

# Hot Tips

- State must account for untimely receipt of services
- Report using APR template
- State must include new standard if it has revised the timely standard for initiation of IFSP services during FFY2008 reporting period
- Correction data of previously identified noncompliance should be included

# Things to Watch Out For

- The State provided actual numbers used in calculations
- Data must be based on actual, not an average, number of days
- State must include the criteria for “timely” receipt of EI services, i.e. time period from parent consent to IFSP services initiation date

# Resource List for Indicator

Indicator Measurement Table

Indicator Support Grid

FAQs on K drive

Part C APR Checklist (DAC)

NECTAC Website

NECTAC Analysis of FFY 2006 APR/SPP Submission

FAQs on RRFC Website

# Indicator #7

## Monitoring Priority: Effective General Supervision

34 CFR §§303.321(e)(2), 303.322(e)(1) and 303.342(a)

### Priority Indicator

Compliance Indicator 7: Percent of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting were conducted within Part C's 45 day timeline.

Target: 100%

## Bottom Line

- Report using the APR template.
- Address timeline from point of referral to initial IFSP meeting using the actual, not average, number of days.
- If data is taken from State monitoring, States must describe method used to select EIS programs for monitoring.

# Hot Tips

- Compare target data with target (100%) and discuss progress or slippage.
- Account for untimely evaluations.
- Address timely correction of previously identified noncompliance.

# Things to Watch Out For

- Provide actual numbers used in calculations.
- Specify number of children with unmet timelines due to documented exceptional family circumstances. (Including these children in calculation is optional. However, if included, must be in the numerator and denominator).
- Describe methods used to collect data - monitoring, State data system, etc.

# Resource List for Indicator

[www.rrfcnetwork.org](http://www.rrfcnetwork.org)

## SPP/APR Information and Materials

- Indicator Measurement Table
- Indicator Support Grid
- Indicator FAQs
- Part C APR Checklist

# Resource List for Indicator

[www.nectac.org](http://www.nectac.org)

- Analysis of FFY 2006 APR/SPP Submission

# Timely Service Delivery and Timeliness of IFSP (Indicators C1 & C7)

Montana

# Montana's Methods for Collecting Data

- The Developmental Disabilities Program's (DDP) general supervision monitoring process for Part C services promotes quality assurance and compliance to Part C requirements.

# Montana's Methods for Collecting Data:

- The State's systems for compliance are based on the analysis and utilization of data from a variety of sources including the follow:
  - Montana's Comprehensive Evaluation Process for Family Education and Support Services Tool
  - Regional Part C Agencies Data
  - Family Support Specialists Certification

# Montana's Method for Collecting Data:

## Montana's Comprehensive Evaluation Process for Family Education and Support Services Tool

### How often:

- Annually

### By whom:

- DDP State Staff- Quality Improvement Specialist (QIS)

# Montana's Methods for Collecting Data:

## Process:

- Review random sample of files
- Interview families
- Report findings to Part C Coordinator
- Verify data from Regional Part C Agencies
- Family Support Service Advisory Council (ICC) reviews data

# Montana's Methods for Collecting Data:

## Regional Part C Agencies Data:

- Randomly selected files
- Data Form
  - If Part C service (s) were provided in a timely manner
  - If not, number of days over timely definition for each child if services scheduled and not provided within timeline after the IFSP was signed
  - Reason services were not provided

# Montana's Method for Collecting Data:

- Submission of Data
  - Part C Coordinator
  - Part C agency will retain a copy
    - Identification of those files selected for annual monitoring visit to verify accuracy (reliability and validity) of data.

# Montana's Method for Collecting Data:

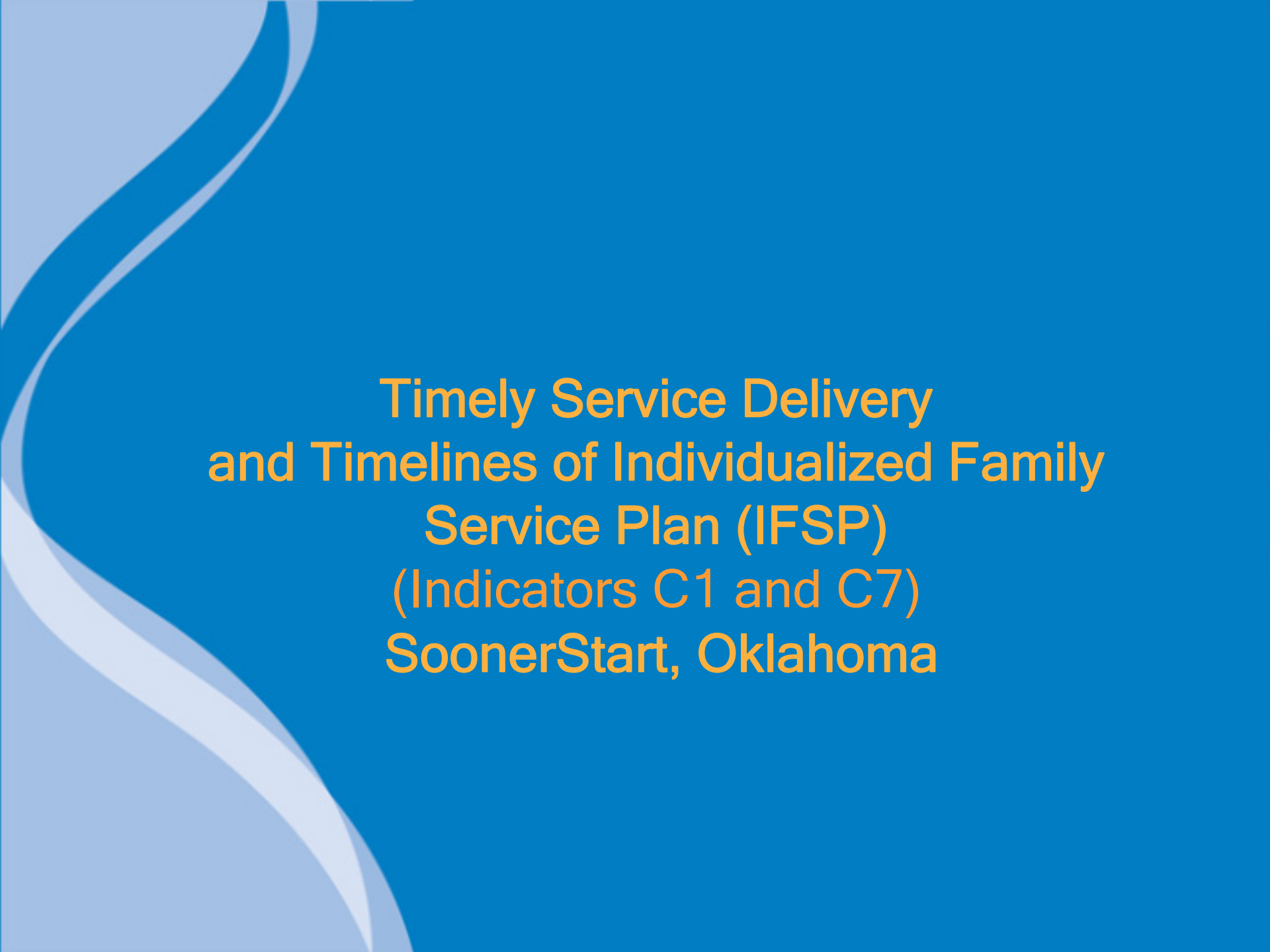
## Activities:

- Initial and annual training for State Staff (QIS)
- Training Regional Part C Agency Staff
  - Quarterly meetings with agencies
- Providing T.A.
- Updating and revising tools
  - Part C workgroup

# Montana's Method for Collecting Data

## Challenges

- Consistency
- No comprehensive web based data system to enable input and continual/snapshot checks.



**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.

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