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Cluster Area CI: General Supervision

Question: **Is effective general supervision of the implementation of the Individuals with Disabilities Education Act ensured through the Lead agency's (LA) utilization of mechanisms that result in all eligible infants and toddlers and their families having an opportunity to receive early intervention services in natural environments (EIS in NE)?**

State Goal: (for reporting period July 1, 2003 through June 30, 2004): **General supervision through the Lead Agency in Montana shows implementation of the Individuals with Disabilities Act is effective and utilizing mechanisms that result in all eligible infants and toddlers and their families having the opportunity to receive early intervention services in natural environments.**

Performance Indicator(s): (for reporting period July 1, 2003 through June 30, 2004): **The implementation of Montana's general supervision instruments and procedures used to monitor services provided by the regional Part C agencies will identify and correct 100% of Part C IDEA incidences of noncompliance in a timely manner.**

GS.I Do the general supervision instruments and procedures (including monitoring, complaint and hearing resolution, etc.), used by the LA, identify and correct IDEA noncompliance in a timely manner?

1. Baseline/Trend Data: (for reporting period July 1, 2003 through June 30, 2004. Use Attachment 1 and Attachment 2 when completing this cell.)
Overview of Montana's General Supervision Procedures

The Developmental Disabilities Program's (DDP-Montana's lead agency for Part C in the Department of Public Health and Human Services) general supervision monitoring process for Part C services promotes quality assurance and compliance to Part C requirements. The Developmental Disabilities Program contracts with seven regional Part C Child and Family Service Providers agencies in Montana's five service regions. Each region has at least one Part C agency. All of Montana's seven regional Part C agencies have met *Montana's Qualified Provider Standards* and are designated Qualified Providers of Part C services by the Developmental Disabilities Program. In the past, the regional Part C agencies were required to hold and maintain National Accreditation from either the Accreditation Council on Services for People with Disabilities (AC) or The Rehabilitation Accreditation Council (CARF) all seven of the regional Part C agencies during this reporting period were accredited.

The State's systems for compliance are based on the analysis and utilization of data from all available sources, including the following:

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

Montana has developed *one* comprehensive monitoring system for all Developmental Disabilities Program children's services, including Part C services, utilizing *Montana's Comprehensive Evaluation Process for Family Education and Support Services* (this tool is attached to the APR). Each of Montana's Child and Family Service Provider agencies providing Part C services under go annual and ongoing monitoring by Developmental Disabilities Program Quality Improvement Specialists

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utilizing this tool. The Quality Improvement Specialists are specifically trained in this monitoring process and receive strong technical assistance and support from the Part C Coordinator in the implementation of this process. The Quality Improvement Specialists work out of Developmental Disabilities Program offices that are located in each of the five Developmental Disabilities Program service regions that cover the State of Montana.

The Quality Improvement Specialists in each region are responsible for gathering and reviewing quality assurance information for this process, including: 1) consumer satisfaction surveys, 2) desk reviews of administrative and compliance documents, 3) Part C file reviews of individual children and families, and 4) home visits with families who are being served in Part C. During home visits with Part C families, the Quality Improvement Specialists will ask questions that pertain to the services they are receiving and will follow-up with additional open-ended questions to be able to gain more of an understanding of the information provided by family members. The summary report and, when necessary, the development and implementation of a "Part C Enhancement Plan" that addresses corrective action of compliance issues represent the final product of the process with an individual regional Part C agency. If there are questions concerning compliance issues, the Developmental Disabilities Program and Quality Improvement Specialist will continue to monitor the corrective action through completion of the Part C Enhanced Plan.

This monitoring tool guides a comprehensive evaluation process, which includes the following steps:

- Continuous gathering and ongoing review of agency quality assurance documentation;
- Ongoing monitoring of direct services accomplished through Quality Improvement Specialists visits with families;
- Immediate follow up when the information or situation warrants quick actions;
- An annual desk review of all complied information;
- A periodic on-site file review to gather information which may still be needed (i.e., to pick up the pieces which are not otherwise adequately documented by other quality assurance measures); and
- The creation of an annual summary report document, which synthesizes all quality assurance information regarding the agency. This document will focus on areas of accomplishment and exemplary practice which the agency exhibits and on areas where the agency and Developmental Disabilities Program will work together to improve services.
- The development of a Part C Enhancement Plan, when noncompliance or areas for improvement are identified, addresses corrective action of compliance and improvement issues. This is the final product of the process using this monitoring tool with an individual regional Part C agency. If there are questions concerning compliance issues, the Developmental Disabilities Program and Quality Improvement Specialist will continue to monitor the corrective action through completion of the Part C Enhanced Plan.

This tool and process has been reviewed by OSEP in the past. In addition, the tool was revised in November of 2003, and will continue to be modified to make sure Montana is gathering appropriate planning and monitoring data and information about Part C Services.

The evaluation process was developed as a means of ensuring quality assurance, and monitoring contract compliance concerning Federal and State service programs provided by Child Family Service Provider agencies across Montana.

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Additional Procedures and Data Sources Used For General Supervision and Monitoring of Part C services:

- **Montana Part C Annual Performance Report Data Sheet:** is used on a quarterly basis to gather information on all children who have received Part C services and had a completed IFSP or exited services during the reporting period.
- **Montana's Qualified Provider Standards:** are to assure quality comprehensive, and family-centered services in the disability system for Montana's children and families. The process is three-tiered, involving 1) completion of the application process, 2) initial qualification, and 3) ongoing monitoring of a qualified provider agency.
- **Agency Certification Process:** The regional Part C agencies in the past were required to hold and maintain National Accreditation from either the Accreditation Council on Services for People with Disabilities (AC) or the Rehabilitation Accreditation Council (CARF). All seven regional Part C agencies were accredited during this reporting period.
- **Family Support Specialist Certification Process:** All personnel working in Montana's Early Intervention system are required to attain full second level Certification for Family Support Specialist (FSS) within their first three years of employment. This process ensures that Family Support Specialists fully understand and can provide services according to Part C requirements.
- **Complaint Resolution System:** Parents who express concerns related to compliance are informed and supported to exercise options for resolution either by Impartial Due Process Procedure for Resolving Individual Child Complaints or by Procedures for Resolving Formal Complaints.
- **Consumer Satisfaction Surveys:** Developmental Disabilities Program and regional Part C agencies conduct routine family/consumer satisfaction surveys with all Part C families. The surveys address service issues concerning the service components of Part C (e.g., evaluation/assessment, IFSP, specific services, procedural safeguards, due process/mediation).
- **Information from other Clusters and Probes:** In addition to the above data sources, specific Part C data were also collected for the other Clusters (C.II – C.V) that are also analyzed and are relevant to Cluster I.

[NOTE: The above description of the details concerning monitoring tools and process will not be repeated for each applicable Cluster and Probe, but these general supervision monitoring tools and processes produce information that is relevant for most Clusters and Probes.]

Data from Monitoring Regional Part C Agencies' Services using Montana's Comprehensive Evaluation Process For Family Education And Support Services:

100 % of the regional Part C agencies monitored were found to be in compliance with Part C requirements for probe GS.I. Six out of the seven regional Part C agencies were monitored using the tool for the 2003-2004 reporting period. One regional Part C agency was not monitored during the APR reporting period and had asked for an extension for the following reasons: (1) The agency was going through the National Accreditation review with Rehabilitation Accreditation Council (CARF). This is a very intensive and time-consuming process. The agency successfully obtained their recertification. (2) After the accreditation process for this agency was completed, the Developmental Disabilities Program Quality Improvement Specialist assigned to this agency then had an unexpected circumstance that prevented the completion of the monitoring prior to the due date for the APR. The monitoring and report for this agency will be completed but not in time for this reporting period.

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The following data is from the monitoring of six of the seven regional Part C agencies:

- Thirty out of thirty (100%) files reviewed documented that agencies provided each family with a copy of its internal complaint procedure and/or procedure to appeal agency decisions. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files reviewed documented that families are informed of specific complaint and appeal processes for issues of eligibility, screening, and IFSP's. (FY 2002-2003, 100%)
- Thirty out of thirty (100%) files reviewed documented that parents have access to child and family records. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files reviewed documented that families received all information on services (including information on families' rights and safeguards) in their native language or typical means of communication, and in language that is jargon-free. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files document that all services are non-discriminatory. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files document that consent are routinely secured before evaluations are conducted, before services are begun, and before information is released to or gathered from other sources. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files document that families are informed that participation in services is voluntary. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files document that IFSP's are evaluated, revised, or rewritten in compliance with state and federal regulation. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files documented that contact is made with families within two working days of the initial referral. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files documented that evaluations were completed and the IFSP in place within 45 days of the referral date. (FY 2002-2003, 96%).
- Thirty out of thirty (100%) files documented that IFSP process/form allow families to approve the provision of only some services, without jeopardizing the provision of others. (FY 2002-2003, 100%).

Consumer Survey Results:

- Six out of six (100%) regional Part C agencies consumer satisfaction surveys documented those families were extremely satisfied or satisfied with the Part C services that they received.
- Six out of six (100%) regional Part C agencies consumer satisfaction surveys documented that those families were aware of procedural safeguards, including ways to make a complaint and resolve service issues.

2. **Targets:** (for reporting period July 1, 2003 through June 30, 2004):

- 100% of all noncompliance issues with regional Part C agencies will be identified through Developmental Disabilities Program monitoring with General Supervision instruments and procedures.
- 100% of noncompliance for IDEA will be corrected in a timely manner.

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3. Explanation of Progress or Slippage: (for reporting period July 1, 2003 through June 30, 2004):

As noted in the APRs for FY 2001, 2002, and 2003, the data and information collected through this process is reported to each regional Part C agency, the Developmental Disabilities Program regional office administrators, Part C Coordinator, Developmental Disabilities Program state level administrators, and the Family Support Services Advisory Council (ICC). The Part C Coordinator and other Developmental Disabilities Program staff analyze the data and report findings to the above groups for purposes of program monitoring and improvement planning. [Note: this description of the analysis and results of the monitoring process applies to each cluster and probe area in the APR.]

- The general supervision monitoring completed for six of the seven regional Part C agencies in four of the five Developmental Disabilities Program service regions did not result in finding areas of noncompliance to Part C service requirements. Thus, the Developmental Disabilities Program did not take corrective action with any of the regional Part C agencies monitored during the reporting period. Further, there is not any persistent area of Part C noncompliance. In a previous APR, one regional Part C agency was requested to make an improvement, which was completed immediately.
- There was no slippage in this area. The Montana's Comprehensive Evaluation Process For Family Education and Support Services continues to be an effective mechanism for monitoring regionally provided Part C services that resulted in all eligible infants and toddlers and their families having the opportunity to receive early intervention services in natural environments.
- Monitoring of the regional Part C agencies indicate that their timelines were being met for the Part C service requirements. This information documented through the Montana's Comprehensive Evaluation Process For Family Education and Support Service verified additional information provided by each regional Part C agency and from family satisfaction surveys conducted in each region.

4. Projected Targets: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):

- 100% of all noncompliance issues with regional Part C agencies will be identified through Developmental Disabilities Program monitoring with General Supervision instruments and procedures.
- 100% of noncompliance for IDEA will be corrected in a timely manner.

5. Future Activities to Achieve Projected Targets/Results: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):

- Continue to utilize Montana's general supervision monitoring tools and procedures to identify noncompliance.
- Continue to enhance and revise the Montana's Comprehensive Evaluation Process for Family Education and Support Services Tool.
- Review the IDEA to identify areas needing enhancement in this probe area.

6. Projected Timelines and Resources: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):

- July 1, 2004 to June 30, 2005- Quality Improvement Specialists, regional Part C agencies' personnel, Family Support Service Advisory Council, Developmental Disabilities Program, and Part C Coordinator.
- July 1, 2004 to June 30, 2005- Family Support Service Advisory Council, Quality Improvement Specialists, Part C technical assistance resources and trainers, and Part C Coordinator.
- July 1, 2004 to June 30, 2005- Family Support Service Advisory Council, regional Part C agencies' personnel, and Part C Coordinator.

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GS.II Are systemic issues identified and remediated through the analysis of findings from information and data collected from all available sources, including Monitoring, complaint investigations, and hearing resolutions?

Performance Indicator(s): (for reporting period July 1, 2003 through June 30, 2004): **100% of systemic issues are identified and remedied, through the analysis of findings from information, monitoring instruments, and data collected from all available sources to identify and correct IDEA, Part C compliance.**

1. Baseline/Trend Data: (for reporting period July 1, 2003 through June 30, 2004. Use Attachment 1 and Attachment 2 when completing this cell.)

- [NOTE: Probes GS. I and GS. III contain information relevant to this Probe.] Montana continues to use Montana's Comprehensive Evaluation Process for Family Education and Support Services Tool to ensure that the seven regional Part C agencies are meeting Federal and State requirements. The Comprehensive Evaluation Process conducted by the Quality Improvement Specialist provides verification of the procedural safeguards for each of the seven regional Part C agencies through a random sample of files reviewed by the Quality Improvement Specialist. Verification is also supplied through home visits. This is a primary form of Montana's monitoring data to determine if parents are receive the information, required in the notice under 34 CFR 303.403, at the required time. It provides monitoring data reflective of all the clusters in this Annual Performance Report (APR).
- The seven regional Part C agencies undergo ongoing, continuous, and annual monitoring by the Developmental Disabilities Program's Quality Improvement Specialists in each of Montana's five service regions.
- Six of the seven regional Part C agencies were monitored during this reporting period. Noncompliance was not found for the six regional Part C agencies monitored across four of the five service regions.
- Each of the seven regional Part C agencies were required to hold and maintain National Accreditation from either the Accreditation Council Quality and Leadership in Supports for People with Disabilities (The Council) or the Rehabilitation Accreditation Commission (CARF). All seven of the regional Part C agencies were accredited during this reporting period. The accreditation system requires another utilization of checks and balances within each agency.

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

The following data is from the monitoring of six of the seven regional Part C agencies:

- Thirty out of thirty (100%) files reviewed documented that agencies provided each family with a copy of its internal complaint procedure and/or procedure to appeal agency decisions. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files reviewed documented that families are informed of specific complaint and appeal processes for issues of eligibility, screening, and IFSP's. (FY2002-2003, 100%).
- Thirty out of thirty (100%) files reviewed documented that parents have access to child and family records. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files reviewed documented that families received all information on services (including information on families' rights and safeguards) in their native language or typical means of communication, and in language that is jargon-free. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files document that all services are non-discriminatory. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files document that consent is routinely secured before evaluations are conducted, before services are begun, and before information is released to or gathered from other sources. (FY 2002-2003, 100%).

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- Thirty out of thirty (100%) files document that families are informed that participation in services is voluntary. (FY2002-2003, 100%).
- Thirty out of thirty (100%) files document that IFSP's are evaluated, revised, or rewritten in compliance with state and federal regulation. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files documented that contact is made with families within two working days of the initial referral. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files documented that evaluations were completed and the IFSP in place within 45 days of the referral date. (FY 2002-2003, 96%).
- Thirty out of thirty (100%) files documented that IFSP process/form allow families to approve the provision of only some services, without jeopardizing the provision of others. (FY 2002-2003, 100%).

Regional Part C Agencies' Reports concerning Complaints, Mediations and Due Process:

- Seven out of seven (100%) regional Part C agencies reported that they had no formal complaints, mediation, or due process hearings.
- Four out of seven (57%) regional Part C agencies reported seventeen informal complaints (parent had an issue to be resolved but chose to resolve without using mediation or due process) resolved in a timely manner at the agency level (see GS.III).
- Four out of the four regional Part C agencies that reported informal complaints were able to resolve the problem within one to ten days (see GS.III).
- The Developmental Disabilities Program did not have any state-level systemic or state agency complaints to investigate or resolve.

Other Data Used to Identify Systemic Issues:

- The Developmental Disabilities Program and Family Support Services Advisory Council reviewed data collected across all the APR Clusters and Probes to identify systemic issues. The data and information that is documented for all other Clusters and Probes will not be repeated in this part of the APR, so please refer to the other Clusters and Probes for the additional data and information that were also reviewed and analyzed for this Probe.

2. **Targets:** (for reporting period July 1, 2003 through June 30, 2004):

- Thorough review and analysis of data and information collected across all APR Clusters and Probes as well as other Part C data collected by Developmental Disabilities Program will result in the identification of issues that require remediation.
- Thorough review and analysis of data and information collected across all APR Clusters and Probes as well as other Part C data collected by Developmental Disabilities Program will result in the identification of issues that may not require remediation but need to be addressed through Montana's continuous improvement planning activities.

3. **Explanation of Progress or Slippage:** (for reporting period July 1, 2003 through June 30, 2004):

- Data and information outlined in the baseline/trend data section was reviewed and analyzed. No areas, such as noncompliance to Part C requirements, complaint investigations, were identified that required remediation.
- The findings from the data and information outlined in the baseline/trend data section that were reviewed and analyzed did indicate areas where improvement could be made that should result in enhancing the provision of Part C services. These areas were addressed in multiple year improvement plans for Part C that were developed by the Family Support Services Advisory Council. The specific plans and activities that resulted from this review are outlined in the most appropriate Cluster and Probe area in this APR.

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4. Projected Targets: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):

- Continue to thoroughly review and analyze new data and information collected across all APR Clusters and Probes as well as other Part C data collected by Developmental Disabilities Program will result in the identification of issues that require remediation.
- Continue to thoroughly review and analyze new data and information collected across all APR Clusters and Probes as well as other Part C data collected by Developmental Disabilities Program will result in the identification of issues that may not require remediation, but need to be addressed through Montana's continuous improvement planning activities.

5. Future Activities to Achieve Projected Targets/Results: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):

- Continue to monitor services, collect relevant Part C data and information and analyze the information and data to identify areas requiring remediation and areas that could improve Part C services through enhancing and implementing Montana's continuous improvement planning activities.
- Continue to enhance the Montana's Comprehensive Evaluation Process for Family Education and Support Services Tool and monitoring process as well as other Part C data collection content and processes.
- Review the new IDEA to identify areas needing enhancement in this probe area.

6. Projected Timelines and Resources: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):

- July 1, 2004 to June 30, 2005- Quality Improvement Specialists, regional Part C agency personnel, Family Support Service Advisory Council, Developmental Disabilities Program, and Part C Coordinator.
- July 1, 2004 to June 30, 2005- Family Support Service Advisory Council, Quality Improvement Specialist, Part C technical assistance resources and trainers, and Part C Coordinator.
- July 1, 2004 to June 30, 2005- Family Support Service Advisory Council, regional Part C agency personnel, and Part C Coordinator.

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GS.III Are complaint investigations, mediations, and due process hearings and reviews completed in a timely manner?
Performance Indicator(s): (for reporting period July 1, 2003 through June 30, 2004): 100% of complaint investigations, mediations, and due process hearings and reviews are completed in a timely manner.
<p>1. Baseline/Trend Data: (for reporting period July 1, 2003 through June 30, 2004. Use Attachment 1 and Attachment 2 when completing this cell.)</p> <ul style="list-style-type: none"> • 100% of families are aware of their rights (procedural safeguards) within Montana’s Part C service system (consistent with Part C of the IDEA) and of the steps and resources available to access these rights. • Family Support Specialist serves as a primary resource to families to explain a family’s procedural safeguards and their options for complaint resolution. In addition, Parents Let’s Unite for Kids (Montana’s parent training and information program) also can help parents with materials and assistance with procedural safeguards as can the Developmental Disabilities Program. • Procedures are in place at Developmental Disabilities Program to address and examine all requests for mediation, due process hearings, and formal administrative complaints, and complete appropriate steps within specific timelines as outlined in Montana’s Part C statute and rules and regulations. • The seven regional Part C providers reported how many complaints (informal or formal) from parents their agency had during the reporting period July 1, 2003 to June 30, 2004 fiscal year. There were no formal complaints where parents requested either mediation or due process. Only four regional Part C agencies had informal complaints and all were resolved in a very timely manner (one to five working days). Each regional Part C agency that had an informal complaint within the APR report period explained how each one was resolved, by whom within the regional Part C agency, time length for resolving the issue, and documented that families were informed about mediation and due process.

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INFORMAL COMPLAINTS REPORTED IN FY 2003-2004

Agencies	Number of informal complaints	Who handled the complaints	Days in which it got resolved	Reasons
Agency 1	4	Middle Management	4 within 5days	4- Change in Family Support Specialist (FSS)
Agency 2	5	Middle Management	2 within 2-3 days 1 within 5 days 1 within 2 weeks	4- Change in (FSS). 1- conflict with new staff.
Agency 3	0	NA	NA	NA
Agency 4	1	Family Support Specialist	1	Arrange a payment for services.
Agency 5	7	6 by Middle Management 1 by Program Director	3 within 1 day 3 within 2 days 1 within 5 days	4- Change in (FSS). 2- Discussed clarification of Part C Entitlement. 1- paid for services.
Agency 6	0	NA	NA	NA
Agency 7	0	NA	NA	NA

Data from Montana's Comprehensive Evaluation Process for Family Education and Support Services

The following data is from the monitoring of six of the seven regional Part C agencies:

- Thirty out of thirty (100%) files reviewed documented that agencies provided each family with a copy of its internal complaint procedure and/or procedure to appeal agency decisions. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files reviewed documented that families are informed of specific complaint and appeal processes for issues of eligibility, screening, and IFSP's. (FY2002-2003, 100%).
- Thirty out of thirty (100%) files reviewed documented that parents have access to child and family records. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files reviewed documented that families received all information on services (including information on families' rights and safeguards) in their native language or typical means of communication, and in language that is jargon-free. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files document that all services are non-discriminatory. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files document that consent is routinely secured before evaluations are conducted, before services are begun, and before information is released to or gathered from other sources. (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files document that families are informed that participation in services is voluntary. (FY2002-2003, 100%).

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<p>2. Targets: (for reporting period July 1, 2003 through June 30, 2004):</p> <ul style="list-style-type: none"> • 100% of all complaints (informal at the regional Part C agency or formal requiring mediation or due process) investigations, mediations and due process hearings and reviews are completed and resolved in a timely manner. • 100% of families will be aware of their rights (procedural safeguards) within Montana's Part C Service system. • 100% of families will be aware of the resources available to access their rights.
<p>3. Explanation of Progress or Slippage: (for reporting period July 1, 2003 through June 30, 2004):</p> <ul style="list-style-type: none"> • Montana did not have any request by parents for formal mediation or due process proceedings to resolve complaint issues. • Four out of the seven (100%) regional Part C agencies that had informal complaints by families were addressed in a timely manner (one to five working days) to the satisfaction of the family. Further, the regional Part C agency was able to resolve the problems at the lowest level of management and with the greatest ease for families.
<p>4. Projected Targets: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • 100% of complaints (informal at the regional Part C agency or formal requiring mediation or due process), investigations, mediations, and due process hearings and reviews are completed and resolved in a timely manner. • 100% of families will be aware of their rights (procedural safeguards) within Montana's Part C system. • 100% of families will be aware of the resources available to access their rights.
<p>5. Future Activities to Achieve Projected Targets/Results: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • Provide information to parents, regional Part C agencies and their early intervention staff, and the public on family rights under the new IDEA and the system of procedural safeguards, including identifying all documents and materials that will be revised to reflect changes from the new IDEA. • Revise all materials concerning transition from Part C to Part B services so that all information is uniform for families and address their procedural safeguards during the transition process.
<p>6. Projected Timelines and Resources: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • July 1, 2004 to June 30, 2005 – Family Support Service Advisory Council, Parent's Let Unite for Kids, Family Support Specialists, regional Part C agency administrators, technical assistance resources, and Part C Coordinator. • July 1, 2004 to June 30, 2005- Family Support Service Council, Part B (619) Coordinator, regional Part C agency personnel, technical assistance resources, and Part C Coordinator.

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GS.IV Are there sufficient numbers of administrators, service coordinators, teachers, service providers, paraprofessionals, and other providers to meet the identified early intervention needs of all eligible infants and toddlers and their families?

Performance Indicator(s): (for reporting period July 1, 2003 through June 30, 2004): **There are sufficient numbers of administrators, service coordinators, teachers, service providers, paraprofessionals, and other providers to meet the identified early intervention needs of all eligible infants and toddlers and their families.**

1. Baseline/Trend Data: (for reporting period July 1, 2003 through June 30, 2004. Use Attachment 1 and Attachment 2 when completing this cell.)

Survey of Montana’s Regional Part C Agencies Concerning Personnel:

Seven regional Part C agencies reported on the issue: “Are there a sufficient number of personnel to meet the identified early intervention needs of all eligible infants and toddlers and their families through out their regions?” Rural was defined as areas where the largest community is less then 20,000 population (most of the state) and Urban is an area where the largest community has a population of 20,000 or more.

Survey of the Seven Regional Part C Agencies about the Availability of Early Intervention Service Personnel		
Personnel/Occupations	Rural areas that have a sufficient number of personnel listed	Urban areas that have a sufficient number of personnel listed (two of the seven agencies do not have urban areas)
Early Intervention Administrators	7 out of 7	5 out of 5
Family Support Specialist	7 out of 7	5 out of 5
Paraprofessionals	4 out of 7	4 out of 5
Audiologists	3 out of 7	5 out of 5
Family Therapists	4 out of 7	5 out of 5
Nurses	4 out of 7	4 out of 5
Nutritionists	5 out of 7	5 out of 5
Occupational Therapists	2 out of 7	2 out of 5
Orientation and Mobility Specialists	4 out of 7	4 out of 5
Pediatricians and Physicians	3 out of 7	5 out of 5
Psychologists	5 out of 7	4 out of 5
Social Workers	5 out of 7	5 out of 5
Special Educators	4 out of 7	5 out of 5
Speech and Language Pathologists	1 out of 7	2 out of 5

- The data indicates that there is a shortage of certain professionals in both rural and urban areas of Montana, and a significant shortage of certain professionals in rural areas. This is a chronic issue that goes well beyond just Part C services. Schools report shortages of qualified personnel in both general education and special education,

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- as do health services, vocational rehabilitation and other human services. Developmental Disabilities Program works in collaboration with Montana's Office of Public Instruction's Comprehensive System for Personnel Development (CSPD). One of the key goal areas in the Comprehensive System for Personnel Development plan addresses the issue of early intervention and special education personnel shortages and the recruitment and retention of early intervention and special education personnel. Further, the Mountains Plains Regional Resource Center works with the CSPD in the activities addressing personnel shortages. These shortages are a problem for most rural states.
- Montana's CSPD also started to facilitate the development of a Early Childhood Personnel Development Task Force, to address personnel development of early interventionists (Family Support Specialists), early childhood special educators, child care providers, and preschool teachers (including Head Start and Early Head Start).
- Montana's Governor formed a state level committee to address service and education issues of young children (birth through K), and this group also addresses the impact on personnel shortages, qualifications and training.
- There are seven regional Part C agencies that employ approximately 120 Family Support Specialist (FSS) that provide home-based Part C services. All of these FSSs meet the initial certification requirements to provide Part C services and approximately 80% of all FSSs have achieved the highest and most rigorous level of FSS certification.
- Developmental Disabilities Program employees seven Quality Improvement Specialists across the five regional Developmental Disabilities Program offices. Quality Improvement Specialists directly monitor Part C services in their respective regions. They attend trainings about Part C services, further they provide and receive training with/from the seven regional Part C agencies.
- Developmental Disabilities Program has worked with higher education personnel (from the Rural Institute, the Division of Education Research and Service, and the Department of Psychology (all at the University of Montana in Missoula), The National Early Childhood Technical Assistance Center, Minot State University) to provide ongoing interdisciplinary training technical assistance and models of innovative service delivery designed to increase the number of trained and certified early intervention personnel and improve the over all quality of Part C Services.
- The Preparing Interdisciplinary Early Interventionists for Rural States Program (a collaboration of the University of Montana-Rural Institute and Minot State University in North Dakota), in partnership with Developmental Disabilities Program and Part C in ND, supports the availability of exemplary pre-service and in-service training for Montana's Family Support Specialists and others choosing careers in related early intervention fields. The pre-service program training is both on campus for undergraduate and graduate students as well as on-line through distance education for individuals in rural areas away for either university.
- Montana had fourteen individuals complete their Primary Family Support Specialist Certification in 2003-2004. This is the first step of obtains full certification in Montana.
- Montana had thirteen individuals complete the Comprehensive part of the Family Support Specialist Certification in 2003-2004. This process needs to be completed within a two-year time frame from when they completed their Primary Certification. This is the second and last step of receiving certification in Montana.
- Montana had twenty-five individuals recertify as Family Support Specialists in 2003-2005. Individuals in Montana need to recertify every five years to keep a current certification.
- At the end of this APR reporting period, the Rural Institute prepared a General Supervision Enhancement Grant (GSEG) proposal in collaboration with Developmental Disabilities Program. Part of the focus of this proposal is the dissemination of early intervention research-based practices through enriching current personnel development systems in Montana. Montana was awarded a GSEG for Part C.
- In spite of the fact of a shortage of certain personnel in Montana, the Developmental Disabilities Program and regional Part C agencies have established innovative strategies to obtain the consultation, services and assistance of key personnel (e.g., OTs, PTs, Speech and Language Pathologists) which address the needs of young children as identified on their IFSPs (See Clusters II – IV).

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<p>2. Targets: (for reporting period July 1, 2003 through June 30, 2004):</p> <ul style="list-style-type: none"> • 100% of the Family Support Specialists will be certified to provide Part C services designed to meet the needs of all infants and toddlers and their families eligible for Part C services. • At least 70% of all Family Support Specialists will achieve certification at the highest level. • Developmental Disabilities Program, regional Part C agency personnel and higher education partners will continue to collaborate with Montana's CSPD to address personnel shortages and promote high quality personnel development for early intervention personnel.
<p>3. Explanation of Progress or Slippage: (for reporting period July 1, 2003 through June 30, 2004):</p> <ul style="list-style-type: none"> • Developmental Disabilities Program continually supports a variety of ongoing pre-service and in-service personnel development initiative for Family Support Specialists and other early intervention service providers. The Rural Institute and Developmental Disabilities Program did receive a GSEG for Part C to, in part, address personnel development activities. • Developmental Disabilities Program, regional Part C agency personnel and Rural Institute have collaborated with other initiatives (e.g., CSPD) in Montana to address personnel shortages, personnel development in early intervention and early childhood, and retention and recruitment of early intervention and special education personnel. • Rural areas have a chronic and difficult time accessing at the local level certain early intervention personnel services on an on-going basis.
<p>4. Projected Targets: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • 100% of the Family Support Specialists will be certified to provide Part C services designed to meet the needs of all infants and toddlers and their families eligible for Part C services. • At least 70% of all Family Support Specialists will achieve certification at the highest level. • Developmental Disabilities Program, regional Part C agency personnel and higher education partners will continue to collaborate with Montana's CSPD to address personnel shortages and promote high quality personnel development for early intervention personnel. • Start to revise the Family Support Specialist certification process and Family Support Specialist competencies to ensure the competencies include research-based early intervention practices and reflect the new IDEA.
<p>5. Future Activities to Achieve Projected Targets/Results: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • Continue to support ongoing pre-service and in-service personnel development of Family Support Specialists in Montana through a purchase of service contract with the Department of Psychology, University of Montana, Missoula and collaborations with the Rural Institute and other programs designed to provide personnel development for early intervention personnel. • Continue to collaborate with other initiatives (e.g., CSPD) designed to enhance and expand personnel development in early interventions. • Continue to collaborate with organizations to identify and seek out new resources to promote early intervention personnel development.
<p>6. Projected Timelines and Resources: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • July 1, 2004 to June 30, 2005- The University of Montana/Rural Institute, Minot State University, CSPD, Office of Public Instruction, Family Support Services Advisory Council, and Part C Coordinator. • July 1, 2004 to June 30, 2005- The University of Montana/Rural Institute, CSPD, Office of Public Instruction, Family Support Services Advisory Council, and Part C Coordinator. • July 1, 2004 to June 30, 2005- The University of Montana/Rural Institute, CSPD, Office of Public Instruction, Family Support Services Advisory Council, and Part C Coordinator.

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GS.V Do State procedures and practices ensure collection and reporting of accurate and timely data?

Performance Indicator(s): (for reporting period July 1, 2003 through June 30, 2004): **Developmental Disabilities Program procedures and practices ensure collection and reporting of accurate and timely Part C data.**

1. **Baseline/Trend Data:** (for reporting period July 1, 2003 through June 30, 2004. Use Attachment 1 and Attachment 2 when completing this cell.)
 - State policy and procedures are in place to ensure the accurate collection of data utilized to determine compliance with and support continued improvement efforts in the implementation of Part C of the IDEA.
 - Montana Part C Annual Performance Report Data Sheet is used on a quarterly basis to gather information on all children who have received Part C services and had a completed IFSP or exited services during the reporting period.
 - Montana's Comprehensive Evaluation Process for Family Education and Support Service Tool ensures that quality assurance and monitoring compliance are done in a timely manner and through the same procedures across the five Developmental Disabilities Program service regions.
 - Quality Improvement Specialists and Developmental Disabilities Program state personnel ensure that the seven regional Part C agencies are meeting the timelines that are required of them within the guidelines of the IDEA for reporting Part C data and routine child and service data required by Developmental Disabilities Program.
 - Federal December 1st Child Count Data is collected in a timely manner from each of the seven regional Part C agencies to provide the information necessary for the USDE/OSEP.
 - Developmental Disabilities Program and the seven regional Part C agencies have a close working relationship and have had a strong emphasis on program accountability and data collection which predates the implementation of Part C (originally Part H) of IDEA. Further, most of the regional Part C agency administrators have been in their position for at least fifteen years or more (six out of seven). With just seven agencies it is easy for Developmental Disabilities Program to request and implement new data requests concerning Part C.
2. **Targets:** (for reporting period July 1, 2003 through June 30, 2004):
 - 100% of the regional Part C agencies will submit 618 (child count) and other Part C data accurately and according to the timelines.
 - 100% of the regional Quality Improvement Specialists will submit monitoring data accurately and according to timelines.
 - Development Disabilities Program procedures and practices will ensure collection and reporting of accurate and timely data.
3. **Explanation of Progress or Slippage:** (for reporting period July 1, 2003 through June 30, 2004):
 - Review and analysis of the Part C data process indicated that the regional Part C agencies submitted the requested data according to timelines and by the appropriate data collection methods.
 - Review and analysis of the Part C data/monitoring process indicated that Quality Improvement Specialists for four of the five Developmental Disabilities Program service regions submitted the Part C monitoring data according to timelines and by the appropriate data collection methods. As explained in Performance Indicator GS.I, the Quality Improvement Specialist was unable to complete the Part C monitoring because the regional Part C agency was going through the Developmental Disabilities Program required National Accreditation (CARF) review and Developmental Disabilities Program and the agency decided to postpone the Part C monitoring until later in the year. The scheduled date for the review is after the APR submission date.
 - Montana continues to improve on the data collection system and was awarded a Part C General Supervision Enhancement Grant from OSEP. This project is designed to identify early childhood, family and other Part C performance indicators and enhance Montana's Part C data collection and use of data for program improvement.

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<p>4. Projected Targets: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • 100% of the regional Part C agencies will submit 618 (child count) and other Part C data accurately and according to the timelines. • 100% of the regional Quality Improvement Specialists will submit monitoring data accurately and according to timelines. • Developmental Disabilities Program procedures and practices will be updated and enhanced to ensure collection and reporting of accurate and timely data.
<p>5. Future Activities to Achieve Projected Targets/Results: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • Will continue to incorporate a data collection system and methodology that is synchronized with existing data collection systems. • Will continue to devise and implement a plan to collect data needed to support the successes and to assess the areas needing improvement in Montana’s Part C service system.
<p>6. Projected Timelines and Resources: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • July 1, 2004 to June 30, 2005- Family Support Service Advisory Council, regional Part C agency personnel, Part C technical assistance resources (NECTAC and ECO), Quality Improvement Specialists, Rural Institute and the Part C Coordinator. • July 1, 2004 to June 30, 2005- Family Support Service Advisory Council, regional Part C agency personnel, Part C technical assistance resources (NECTAC and ECO), Quality Improvement Specialists, Rural Institute and the Part C Coordinator.

Cluster Area CII: Comprehensive Public Awareness and Child Find System

Question: Does the implementation of a comprehensive, coordinated Child Find system result in the identification of all eligible infants and toddlers?

State Goal: (for reporting period July 1, 2003 through June 30, 2004): **The State will continue to implement a comprehensive coordinated Child Find System that results in the identification of all eligible infants and toddlers.**

Performance Indicator(s): (for reporting period July 1, 2003 through June 30, 2004): **100% of eligible infants and toddlers with disabilities that are receiving Part C Services as compared to State and National Data.**

CC.I Is the percentage of eligible infants and toddlers with disabilities that are receiving Part C services comparable to State and national data for the percentage of infants and toddlers with developmental delays?

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1. Baseline/Trend Data: (for reporting period July 1, 2003 through June 30, 2004. Use Attachment 1 when completing this cell.)

Sampling Child Find Data from the Seven Regional Part C Agencies:

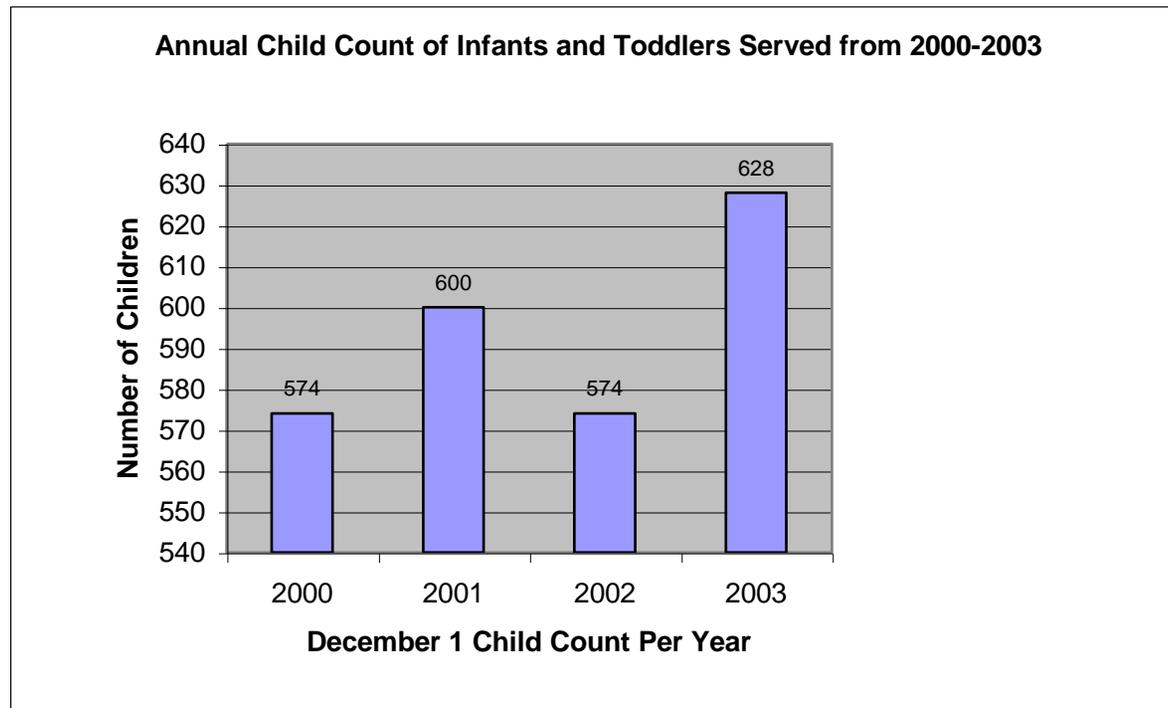
- For the FY 2003-2004 the seven regional Part C agencies coordinated with and/or jointly conducted child find events with the following programs listed in the table below.

Programs	Number of Child Find Events
Schools	195
Head Start/ Early Head Start	28
Public Health	35
EPSDT	2
Other – clinics, daycares, and private schools	40

- For the FY 2003-2004, the total numbers of referrals that the seven regional Part C agencies received from primary referral sources are listed in the table below.

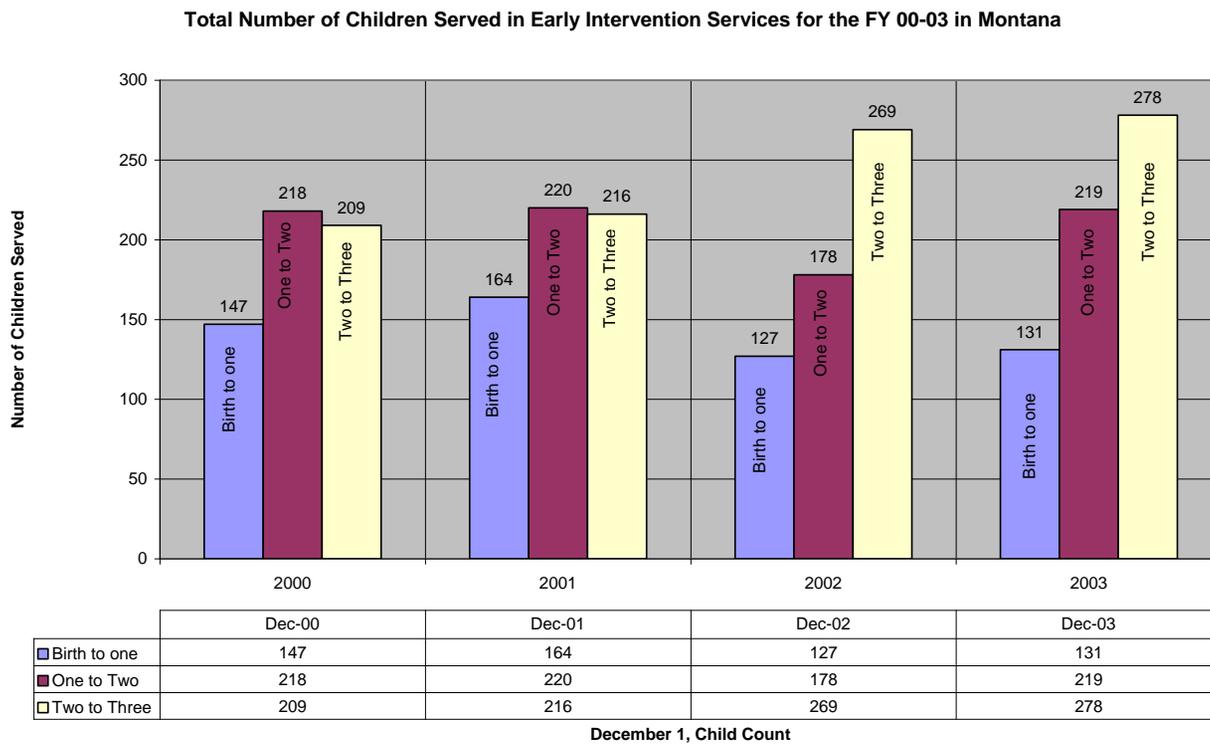
Primary Referral Sources	Number of Infants/Toddlers Referred	% by Referral Source
Hospitals	121	13%
Physicians	145	16%
Parents	210	23%
Daycare Providers	15	2%
Schools	58	6%
Public Health	69	8%
Child Protective Services	66	7%
Other Social Services	44	5%
Other Health Care Providers	87	10%
Other	90	10%

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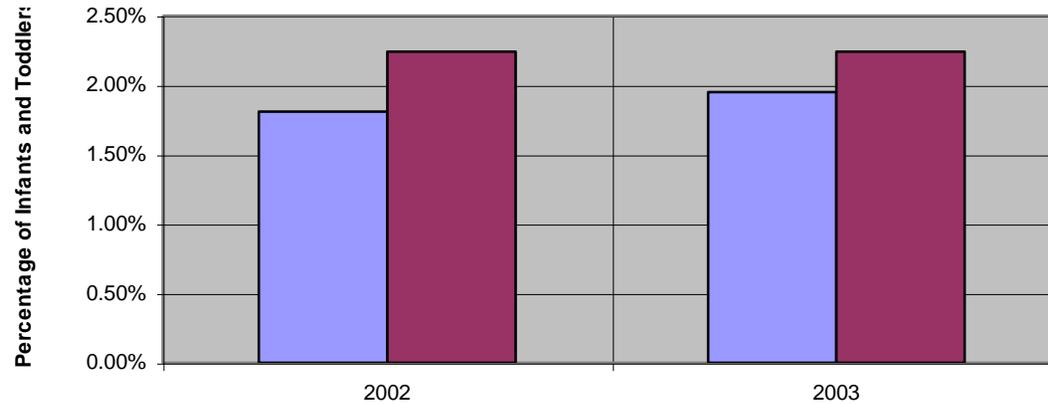
- On December 1, 2001, Montana served 600 infants/toddlers and their families. This is an increase of 5% from December 1, 2000.
- On December 1, 2002, Montana served 574 infants/toddlers and their families. This is a decrease of 5% from December 1, 2001.
- On December 1, 2003, Montana served 628 infants/toddlers and their families. This is an increase of 9% from December 1, 2002.

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Total Percentage of Infants and Toddlers (ages 0-3) Receiving Early Intervention Services in 2002 and 2003



	Dec-02	Dec-03
■ Montana	1.81%	1.95%
■ National	2.24%	2.24%

December 1st, Child Count

- On December 1, 2002, Montana served 1.81% of all infants/toddlers in the state as compared to the National average of 2.24%.
- On December 1, 2003, Montana served 1.95% of all infants/toddlers in the state as compared to the National average of 2.24%.
- Between December 2002 and 2003, Montana had an increase of .14% of the total infants and toddlers receiving Part C early intervention services.
- On December 1, 2003 Child Count, Montana served 164 (26%) of the 628 children served in Part C, are non-white.
- On December 1, 2003 Child Count, Montana served 130 (21%) of the 628 children served in Part C, are American Indian or Alaska Native.
- That is well over the percentage of those children in the general population. Thus, our public awareness and child find activities are reaching out to all Montana's population groups. Further, county by county data indicates that we are reaching the most rural areas of Montana.

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<p>2. Targets: (for reporting period July 1, 2003 through June 30, 2004):</p> <ul style="list-style-type: none"> • 100% of eligible infants and toddlers will receive Part C Services. • Public awareness and child find activities for Part C will include 100% of the state in order to reach all potentially eligible infants and toddlers, including those in the most rural areas as well as reach all population groups.
<p>3. Explanation of Progress or Slippage: (for reporting period July 1, 2003 through June 30, 2004): The data and information collected through this process is reported to each regional Part C agency, the Developmental Disabilities Program regional office administrator, Part C Coordinator, Developmental Disabilities Program state level administrators, and the Family Support Service Advisory Council (ICC). The Part C coordinator and other Developmental Disabilities Program staff analyze the data and report findings to the above groups for purposes of program monitoring and improvement planning. [Note: this description of the analysis and results of the monitoring process applies to each cluster and probe area in the APR.]</p> <ul style="list-style-type: none"> • Montana continues to show growth in the number of infants and toddlers and their families receiving services. • The December 1, 2003 count increased by .14% • The total number of children receiving Part C services for the full year continued to increase, even when the child count for 2002 showed a decrease. • According to the December 1, 2003 Child Count, 26% of these children served in Part C are non-white and 21% of the children are American Indian or Alaska Native. That is well over the percentage of those children in the general population. Thus, our public awareness and child find activities are reaching out to all Montana's population groups. Further, county by county data indicates that we are reaching the most rural areas of Montana.
<p>4. Projected Targets: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • 100% of eligible infants and toddlers will receive Part C Services. • Public awareness and child find activities for Part C will include 100% of the state in order to reach all potentially eligible infants and toddlers, including those in the most rural areas as well as reach all population groups.
<p>5. Future Activities to Achieve Projected Targets/Results: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • Continue to publish and disseminate child find materials. • Ensure linkage of Part C child find with other local early childhood services. • Enhance linkage of Part C public awareness and child find with other family and children programs in the Department of Public Health and Human Services (DPHHS), including Child Protective Services (for CAPTA referrals), EPSDT and newborn health screening programs, and Office of Public Instruction (Part B/619). • Continue to monitor population census, birth related and other early childhood data to gain a better understanding of population trends and implications for reaching all infants and toddlers who may be "at risk" or have a developmental delay or disability.
<p>6. Projected Timelines and Resources: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • July 1, 2004 – June 30, 2005- Parent's Lets Unite for Kids, Child and Family Providers regional Part C providers, Family Support Service Advisory Council, local health, education and human services, and Part C Coordinator. • July 1, 2004 – June 30, 2005- Child and Family regional Part C Providers, Head Start, Child Care Plus, Office of Public Instructions, DPHHS (Health Care Resources, Children's Mental Health, Child and Family Services Division, Early Childhood Services, Family and Community Health, Public Assistance), FSSAC, and Part C Coordinator. • July 1, 2004 – June 30, 2005- Part C Coordinator, Child Find Project, Child and Family regional Part C providers, and Family Support Service Advisory Council.

**TABLE
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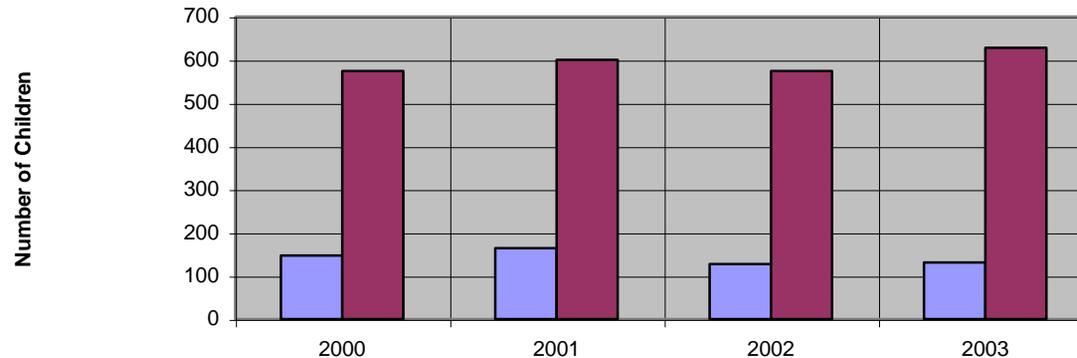
CC.II Is the percentage of eligible infants with disabilities under the age of one that are receiving Part C services comparable with State and national data?

Performance Indicator(s): (for reporting period July 1, 2003 through June 30, 2004): **100% of eligible infants with disabilities under the age of one that are receiving Part C Service as compared with State and National Data.**

1. Baseline/Trend Data: (for reporting period July 1, 2003 through June 30, 2004. Use Attachment 1 when completing this cell.)

Child Count Data:

Number of Birth to One Infants, Being Served in Early Intervention in Montana



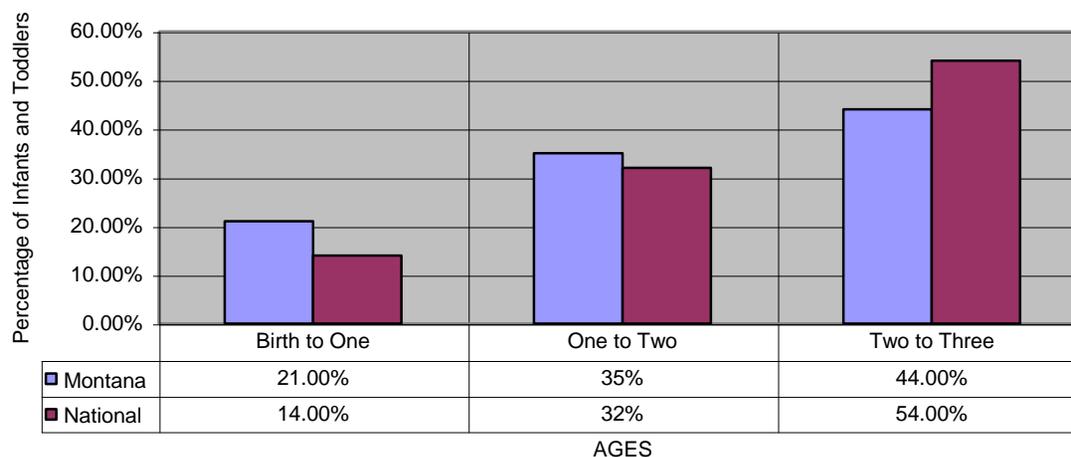
	Dec-00	1-Dec	Dec-02	Dec-03
Birth to One	147	164	127	131
Total Served	574	600	574	628

December 1, Child Count

- December 1, 2000, 147 of 574 (26%) are children, birth to one.
- December 1, 2001, 164 of 600 (28%) are children, birth to one.
- December 1, 2002, 127 of 574 (22%) are children, birth to one.
- December 1, 2003, 131 of 628 (21%) are children, birth to one.

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Percentage of Infants and Toddlers (0 to 3) Served By Age on December 1, 2003
Child Count



- On December 1, 2003 Child Count, Montana reported 131 infants (birth to one) of 628 total infants and toddlers in Part C. Infants represent 21% of all children being served in Part C early intervention in Montana. The OSEP reported 39,021 (birth to one) of a total of 269,596 children in Part C in the United States, which represents 14% of all children served in Part C early intervention.
- On December 1, 2003 Child Count, Montana reported 219 children in the one to two year old age range of 628 total infants and toddlers. The one to two year old age range represents 35% of all children served in Part C early intervention in Montana. The OSEP reported 85,218 (one to two year olds) of a total of 269,596 children in Part C in the United States, which represents 32% of all children served in Part C early intervention.
- On December 1, 2003 Child Count, Montana reported 278 children in the two to three age range of 628 total infants and toddlers. The two to three year old age range represents 44% of all children being served in Part C early intervention in Montana. The OSEP reported 145,357 (two to three year olds) of 269,596 children in Part C in the United States, which represents 54% of all children, served in Part C early intervention.

2. Targets: (for reporting period July 1, 2003 through June 30, 2004):

- 100% of eligible infants with disabilities under the age of one will receive Part C Services.

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<p>3. Explanation of Progress or Slippage: (for reporting period July 1, 2003 through June 30, 2004):</p> <ul style="list-style-type: none"> • On the December 1, 2003 Child Count, Montana shows 7% more Birth to One Infants being served in Montana as compared to the OSEP's national data. • The total number of children receiving service continues to increase, as does the number of infants in the birth to one-year age range. • Many of the joint child find activities which often target toddlers may have resulted in an increase in the number of referrals of one to three year old children for Part C services as indicated by the increased number of children in those age groups.
<p>4. Projected Targets: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • 100% of eligible infants with disabilities under the age of one will receive Part C Services.
<p>5. Future Activities to Achieve Projected Targets/Results: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • Continue to publish and disseminate child find materials. • Ensure linkage of Part C early intervention to other local early childhood health and human services with specific emphasis on programs and providers serving infants. • Enhance linkage of Part C early intervention with the Department of Public Health and Human Services programs for infants and their families.
<p>6. Projected Timelines and Resources: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • July 1, 2004 – June 30, 2005- Parent's Lets Unite for Kids, Child and Family Providers, Family Support Service Advisory Council, and Part C Coordinator. • July 1, 2004 – June 30, 2005- Child and Family Part C Providers, Head Start, Child Care Plus, Office of Public Instructions, Part C Coordinator and other state agencies serving young children. • July 1, 2004 – June 30, 2005- Child and Family Part C Providers, Family Support Service Advisory Council, and Part C Coordinator and other state agencies serving young children

Cluster Area CIII: Family Centered Services

Question: Do family supports, services and resources increase the family's capacity to enhance outcomes for infants and toddlers and their families?

State Goal: (for reporting period July 1, 2003 through June 30, 2004): **Family Supports, services and resources increase the families' capacity to enhance outcomes for infants and toddlers and their families.**

Performance Indicator(s): (for reporting period July 1, 2003 through June 30, 2004): **100% of the performance reviews of the agencies indicate that outcomes for infants and toddlers and their families are enhanced by family centered supports and systems of services.**

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1. Baseline/Trend Data: (for reporting period July 1, 2003 through June 30, 2004. Use Attachment 1 when completing this cell.)

MONTANA PART C ANNUAL PERFORMANCE REPORT DATA SHEET:

The seven regional Part C agencies collect child and family outcome data using the *Montana Part C Annual Performance Report Data Sheet*. The data was collected during the time frame of April 1 through June 30, 2004 for all IFSPs completed during the quarter. There were 485 outcomes set for children and families on their IFSPs and 384 (79%) outcomes were met.

FAMILY PARTICIPATION IN MONTANA'S SUPPORT SYSTEMS FOR PART C SERVICES

Participation of families in every aspect of Family Support Services has been the foundation of Montana Early Intervention systems since its inception in 1977 and was enhanced with the implementation of the IDEA Infant and Toddler Program. Families are involved in the following ways:

- **FAMILY SUPPORT SERVICE ADVISORY COUNCIL**
 - There are six parent representatives out of the twenty-six members on the Family Support Service Advisory Council (ICC). While Part C of the IDEA requires 20% parent representation on the council, Montana has 23% parent representation. There is a parent representative from each of the five regions of Montana.
 - Parents on the council also represent ethnic and cultural groups that are sometimes under represented.
 - Both the chair and co-chair of the Family Support Service Advisory Council are parents of children who have disabilities.
 - Parents are members of sub-committees that are organized by the Family Support Service Advisory Council.
- **OPI SPECIAL EDUCATION ADVISORY PANEL**
 - A Part C parent is a member of the Special Education Advisory Panel. This panel addresses educational matters from pre-school through twelfth.
 - The parent provides information about Part C, to include issues of transitioning from Part C to Part B services.
- **FAMILIES INVOLVEMENT AT THE AGENCY LEVEL**
 - Six out of the seven regional Part C agencies in Montana have parent members on their board of directors and/or parent advisory boards. The one agency that does not currently have parents who have a child with a disability on their board is planning on forming a parent advisory board in the future.
 - Seven out of seven regional Part C agencies have some kind of other parent involvement which include the following (not all of the agencies have the same ones):
 - Facilitation of parent support groups,
 - Assisting with Quality Assurance
 - Involved with advocacy,
 - Assisting in playgroups,
 - Providing training to both staff and other parents on specific topics, donating items back to programs;
 - Fund raising activities, and writing articles;
 - Conduct consumer evaluations.
- **PARENTS, LET'S UNITE FOR KIDS (PLUK)**
 - PLUK is Montana's Parent Training and Information organization for parents of children with special needs. They employ twelve parents who have children with disabilities. Their roles within PLUK are as follow:
 - Director
 - Office Manager
 - Ten are Family Consultants

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(cont.)

- The parents have major impact on the following services provided by PLUK:
 - Providing support and service information to parents. Examples of things they provide maybe for medical, daycare, parent groups with the different regions, IDEA Part C and B, etc.
 - Advocate for assisting parents in finding providers, training, and support.
 - Montana's Parents Training Program to help train individuals on the needs and resource of children with disabilities.
- Provides parent support through main office and parents located through out the five regions.
- They provide training to parents on variety of issues relating to Part C, transition and Part B/619 services.
- *The First Steps A Parent Information Handbook* includes all the components of Part C of the IDEA and Part B Preschool Special Education with special focus on the issues of transition and safeguards of Part C and B Services.
- PLUK serves as the Part C central directory to provide information on early intervention services, resources and experts available in the State. Sometimes PLUK is the first contact for referral to IDEA services and can assist in directing families to the Part C agency in the region the family resides.
- PLUK publishes a monthly newsletter that provide information relevant to Part C and early intervention that may include; research based practices, OSEP funded personnel development and demonstration projects in the State.
- PLUK disseminates a weekly electronic newsletter on concerning issues of Part C and Early Intervention.
- **FAMILY SUPPORT SPECIALIST**
 - All Family Support Specialist go through a two level certification process. The second level of certification is review of the Family Support Specialist's portfolio and interview. Parents fully participate in both of these certification activities.
 - Twenty- one of personnel providing Part C services in the regional Part C agencies are parents of children with disabilities, has other family members with disabilities, and/or has a disability.

MONTANA'S COMPREHENSIVE EVALUATION PROCESS FOR FAMILY EDUCATION AND SUPPORT SERVICES TOOL:

Using the monitoring tool described in GS.I, Quality Improvement Specialist in each region thoroughly reviewed for Part C compliance randomly sampled individual Part C files for children and their families, for the FY 2003-2004. Quality Improvement Specialists reviewed thirty Part C files across six out of the seven regional Part C Child Family Service Provider agencies. They provided Developmental Disabilities Program with reports of their findings from the agencies they reviewed, including consumer satisfaction survey results and data collected for the monitoring tool.

Findings from the Part C monitoring process concerning the family centered cluster across six of the seven regional Part C Child and Family Service Providers agencies included:

- Thirty out of thirty (100%) files reviewed documented that IFSPs consistently contained the important information of (FY 2002-2003, 100%):
 - Demographics for the child and family;
 - Identified a support coordinator(s);
 - Child development information;
 - Child and family services list;
 - Outcomes written in the family's own words;
 - List of family strengths and resources related to desired outcomes;
 - Objectives and prescriptive programs (as appropriate) related to the accomplishment of outcomes.

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(cont.)

- Thirty out of thirty (100%) files document that families are the primary decision makers when (FY 2002-2003, 100%):
 - Identifying family needs and resources;
 - Identifying what role they wish to play in child evaluation;
 - Identifying who the members of the IFSP team are;
 - Determining the desired outcome of the IFSP;
 - Identifying what role they wish to play in service coordination;
 - Determining how often/when home visits will take place;
 - Choosing which resources or service options to pursue;
 - Evaluating the progress of the IFSP.
- All thirty files (100%) indicated that one or more of the following documents IFSPs, contact notes, visit records, and procedural safeguards, that families receive all information on services (including information on families' rights and safeguards) in their native language or typical means of communication and in language that is jargon-free (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files contained documents indicating that families were informed that their participation in services is voluntary (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files across the six providers documented that evaluations and assessments are both individualized and multi-dimensional (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files reviewed indicated that no gaps existed between planned versus actual services delivered (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files documented the agency provides each family with a copy of it's internal complaint procedure and/or procedures to appeal agency decisions (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files documented that families are informed of specific complaint and appeal processes for issues of eligibility, screening, and IFSP (FY 2002-2003, 100%).
- In the review (Montana Comprehensive Tool) of each Part C Child Family Service Provider agency administrative review, six out of six (100%) agencies had documentation in the form of agency policy on non-discrimination, including policies for foster care contracts, service agreement and treatment agreement (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files reviewed indicated that services were provided without delay and according to Part C requirements for children/families eligible for Part C Services (100%) (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files documented that families were contacted within two working days (FY 2002-2003, 100%).
- Thirty out of thirty files reviewed that IFSPs are in place within 45 days of the referral date (FY 2002-2003, 96%).
- Thirty out of thirty (100%) files reviewed showed that the Part C agency policy allow families to approve the provision of only some services, without jeopardizing the provision of others (FY 2002-2003, 100%).

2. **Targets:** (for reporting period July 1, 2003 through June 30, 2004):

- 100% of the sample of IFSPs reviewed, indicate that all child objectives set will be met within the IFSP period, unless appropriately (according to IFSP policy) rescheduled or dropped by IFSP team.
- 100% of the sample of IFSPs reviewed, indicate that all family objectives set will be met within the IFSP period, unless appropriately (according to IFSP policy) rescheduled or dropped by IFSP team.
- All of Montana's Part C Service systems support councils; boards and organization will maintain or expand parent representation and full participation.

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3. Explanation of Progress or Slippage: (for reporting period July 1, 2003 through June 30, 2004):

The data and information collected through this process is reported to each regional Part C agency, The developmental Disabilities Program regional office administrators, Part C Coordinator, Developmental Disabilities Program State level administrators, and the Family Support Services Advisory Council (ICC). The Part C Coordinator and other Developmental Disabilities Program staff analyze the data and report findings to the above groups for purposes of program monitoring and improvement planning.

[Note: this description of the analysis and results of the monitoring process applies to each cluster and probe area in the APR.]

- Annual performance reviews of the regional Part C agencies demonstrated compliance with Part C Service requirements that ensure outcomes for infants and toddlers and their families are enhanced by family centered supports and systems of services.
- Parents continue to fully participate in a variety of ways and through a variety of councils; boards and organizations that influence the provision of family centered Part C Services at both the state and local levels.
- The review of the children's files, follow-up home visits with a sample of families receiving Part C Services and review of other documents for each of the seven regional Part C Child Family Service Provider agencies demonstrated compliance to the requirements for this cluster.
- Families indicate they believe family supports, services and resources increase their capacity to enhance the development and care for their child according to consumer satisfaction surveys.

4. Projected Targets: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):

- 100% of the sample of IFSPs reviewed, indicate that all child objectives set will be met within the IFSP period, unless appropriately (according to IFSP policy) rescheduled or dropped by IFSP team.
- 100% of the sample of IFSPs reviewed, indicate that all family objectives set will be met within the IFSP period, unless appropriately (according to IFSP policy) rescheduled or dropped by IFSP team.
- All of Montana's Part C service systems support councils; boards and organization will maintain or expand parent representation and full participation.

5. Future Activities to Achieve Projected Targets/Results: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):

- Meet with Parents, Let's Unite for Kids (PLUK) and review the, *First Steps A Parent Information Handbook*, to discuss new information needed concerning family centered services as a result of the new IDEA.
- To continue work on refine Montana's Comprehensive Evaluation Tool and other data systems for collecting child and family outcome data.

6. Projected Timelines and Resources: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):

- July 1, 2004 to June 30, 2005 - Parents, Let's Unite for Kids (PLUK) staff, Family Support Service Advisory Council, 619 Coordinator, and Part C Coordinator.
- January 1, 2004 to June 30, 2005 - Early Childhood Outcome Center, Family Support Service Advisory Council, Family and Child Providers, Part C Technical assistance and trainers, and Part C Coordinator.

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Cluster Area CIV: Early Intervention Services in Natural Environments

Question: **Are early intervention services provided in natural environments meeting the unique needs of eligible infants and toddlers and their families?**

State Goal: (for reporting period July 1, 2003 through June 30, 2004): **Early Intervention Services provided in Natural Environments are meeting the unique needs (families priorities) of eligible infants and toddlers and their families.**

Performance Indicator(s): (for reporting period July 1, 2003 through June 30, 2004): **100% of families will have a Service Coordinator, who facilitates ongoing and timely early intervention services in natural environments.**

CE.I Do all families have access to a Service Coordinator that facilitates ongoing, timely early intervention services in natural environments?

1. Baseline/Trend Data: (for reporting period July 1, 2003 through June 30, 2004. Use Attachment 1 when completing this cell.)

- There are approximately 117 active certified Family Support Specialists in the state. 1400 infants and toddlers and their families received services from July 1, 2003 through June 30, 2004.
- Support for ongoing pre-service and personnel preparation of Family Support Specialists in Montana through a purchase of service contract with the Department of Psychology, University of Montana, Missoula, Montana. This project has developed and maintains exemplary pre-and in-service training projects for early intervention professionals.
- Service Coordination is a key component of transition planning as well as ongoing services.
- Service coordination is a component of competencies that Family Support Specialist needs to demonstrate and document as part of the Family Support Specialist certification process.

MONTANA'S COMPREHENSIVE EVALUATION PROCESS FOR FAMILY EDUCATION AND SUPPORT SERVICES TOOL:

Timely assignment of a Family Support Specialist to each child and family is tracked through the Montana's Comprehensive Evaluation Process for Part C and Family Education and Support Services (Tool is described in cluster GS.I).

The following data is from the monitoring of six of the seven regional Part C agencies:

- Thirty out of thirty (100%) of enrolled children with IFSP's have an assigned service coordinator designated on their IFSPs (FY 2002-2003, 100%).
- Thirty out of thirty (100%) IFSPs reviewed are consistent with (FY 2002-2003, 100%):
 - Include demographics for the child and family;
 - Identify a support coordinator(s);
 - Include child development information;

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- Include a child and family services list which indicates:
 - Each service provided;
 - Frequency and intensity of service;
 - Location/natural environment of service;
 - Method of service delivery;
 - Date of initiation of service;
 - Duration of service;
 - The funding source(s) for each service;
- Thirty out of thirty (100%) files reviewed showed that each agency provided coordination services for each eligible child and family in the file review (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files reviewed showed that agency cooperated/coordinated with other community service agencies in meeting child and family needs for the files reviewed (FY 2002-2003, 100%).
 - Have outcomes written in the family's own words;
 - Include a list of family strengths and resources related to desired outcomes; and
 - Include objectives and prescriptive programs (as appropriate) related to the accomplishment of outcomes.
- Thirty out of thirty (100%) files reviewed showed that families were the primary decision makers for (FY 2002-2003, 100%):
 - Identifying family needs and resources;
 - Identifying what role they wish to play in child evaluation;
 - Identifying who the members of the IFSP team are;
 - Determining the desired outcomes on the IFSP;
 - Identifying what role they wish to play in service coordination;
 - Determining how often/when home visits will take place;
 - Choosing which resources or service options to pursue; and
 - Evaluating the progress of the IFSP.
- Thirty out of thirty (100%) files reviewed showed that outcomes and objectives were modified as child or family needs changed (FY 2002-2003, 100%).
- Thirty out of the thirty (100%) files reviewed documented that families assisted in choosing ancillary service providers (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files documented that resources and support services as identified on the IFSP are provided to each eligible child/family (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files reviewed indicated that services were provided without delay and according to Part C requirements for children/families eligible for Part C Services (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files reviewed that IFSPs are in place within 45 days of the referral date (FY 2002-2003, 96%).
- Thirty out of thirty (100%) files reviewed documented contacts with families for the purpose of providing support coordination, direct services, or to provide supervision and consultation to subcontracted personnel (FY 2002-2003, 100%).

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<p>2. Targets: (for reporting period July 1, 2003 through June 30, 2004):</p> <ul style="list-style-type: none"> • 100% of eligible children will have an assigned service coordinator.
<p>3. Explanation of Progress or Slippage: (for reporting period July 1, 2003 through June 30, 2004):</p> <p>The data and information collected through this process is reported to each regional Part C agency, the Developmental Disabilities Program regional office administrators, Part C coordinator, Developmental Disabilities Program state level administrators, and the Family Support Services Advisory Council (ICC). The Part C Coordinator and other Developmental Disabilities Program staff analyze the data and report findings to the above groups for purposes of program monitoring and improvement planning. [Note: this description of the analysis and results of the monitoring process applies to each cluster and probe area in the APR.]</p> <ul style="list-style-type: none"> • The Montana Comprehensive Evaluation Process for Family and Support Services continues to document that families are assigned a service coordinator (Family Support Specialist) in a timely manner and service coordination is provided according to Part C requirements.
<p>4. Projected Targets: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • 100% of eligible children will have an assigned service coordinator.
<p>5. Future Activities to Achieve Projected Targets/Results: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • Continue support for ongoing pre-service personnel preparation of Family Support Specialists in Montana through a purchase of service contract with the Department of Psychology, University of Montana, Missoula. This project has developed and maintains exemplary pre- and in- service training projects for early intervention professionals. • Review the new IDEA and to identify areas of service coordination that will require policy and procedure modifications and new service coordination training for Family Support Specialist.
<p>6. Projected Timelines and Resources: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • July 1, 2004 to June 30, 2005- Training is provided through the Early Intervention Specialty program at the University of Montana. Classes are available both on campus and off campus through distance learning methods. • July 1, 2004 to June 30, 2005- Family Support Service Advisory Council, Part C Technical Assistance and trainers, Child and Family Providers, and Part C Coordinator.

CE.II Does the timely evaluation and assessment of child and family needs lead to identification of all child needs, and the family needs related to enhancing the development of the child?

Performance Indicator(s): (for reporting period July 1, 2003 through June 30, 2004): **100% of children and families will have a timely evaluation and assessment of their needs that will leads to the identification of all child and family needs related to enhancing the development of the child.**

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1. **Baseline/Trend Data:** (for reporting period July 1, 2003 through June 30, 2004. Use Attachment 1 when completing this cell.)

MONTANA'S COMPREHENSIVE EVALUATION PROCESS FOR FAMILY EDUCATION AND SUPPORT SERVICES TOOL

(Tool description found in Cluster GS.I) :

The timeline is monitored within the provider agencies and validated in the Montana's Comprehensive Evaluation Process for Family Education and Support Services. The Quality Improvement Specialist monitors the agencies to assure that timelines are being met.

The following data is from the monitoring of six of the seven regional Part C agencies:

- Six out of the six agencies were able to meet the timeline of 45-days from referral to development of the IFSP and Implementation of service (FY 2002-2003, six out of seven).
- Thirty out of thirty (100%) IFSPs reviewed are consistent with each of the requirements of (FY 2002-2003, 100%):
 - Including demographics for the child and family;
 - Identify a support coordinator(s);
 - Child development information;
 - Child and family services list;
 - Have outcomes written in the family's own words;
 - List of family strengths and resources related to desired outcomes;
 - Objectives and prescriptive programs (as appropriate) related to the accomplishment of outcomes.
- Thirty out of thirty (100%) files reviewed showed that families were the primary decision makers for (FY 2002-2003, 100%):
 - Identifying family needs and resources;
 - Identifying what role they wish to play in child evaluation;
 - Identifying who the members of the IFSP team are;
 - Determining the desired outcomes on the IFSP;
 - Identifying what role they wish to play in service coordination;
 - Determining how often/when home visits will take place;
 - Choosing which resources or service options to pursue; and
 - Evaluating the progress of the IFSP.
- Thirty out of thirty (100%) of the files reviewed documented that there were no gaps in planned versus actual services delivered (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files documented that IFSPs are evaluated, revised, or rewritten in compliance with state and federal regulation (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files reviewed indicated that services were provided without delay and according to Part C requirements for children/families eligible for Part C Services (FY 2002-2003, 100%).
- Thirty out of thirty (100%) files reviewed documented contacts with families for the purpose of providing support coordination, direct services or to provide supervision and consultation to subcontracted personnel (FY 2002-2003, 100%).

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<p>2. Targets: (for reporting period July 1, 2003 through June 30, 2004):</p> <ul style="list-style-type: none"> • 100% of the files reviewed through the Montana's Comprehensive Evaluation Process for Part C and Family Education and Support Services indicate that child and family needs are identified through timely (within 45 days of entering into service) evaluation and assessment. [This includes both entry into Part C services and evaluations and/or assessments needed to develop new IFSPs.] • 100% of the evaluation and assessments are individualized and multidimensional.
<p>3. Explanation of Progress or Slippage: (for reporting period July 1, 2003 through June 30, 2004):</p> <p>The data and information collected through this process is reported to each regional Part C agency, the Developmental Disabilities Program regional office administrators, Part C coordinator, Developmental Disabilities Program state level administrators, and the Family Support Services Advisory Council (ICC). The Part C Coordinator and other Developmental Disabilities Program staff analyze the data and report findings to the above groups for purposes of program monitoring and improvement planning. [Note: this description of the analysis and results of the monitoring process applies to each cluster and probe area in the APR.]</p> <ul style="list-style-type: none"> • Data collected through the Montana's Comprehensive Evaluation Process for Family Education and Support Services Tool, continue to indicate that child and family needs are identified within 45 days of entering into service. • Data collected continues to ensure that evaluations and assessments, both for children who are found eligible for Part C and those who are found ineligible, are individualized and multidimensional.
<p>4. Projected Targets: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • 100% of the files reviewed through Montana's Comprehensive Evaluation Process for Part C and Family Education and Support Services indicate that Child and Family needs are identified through timely (within 45 days of entering into service) evaluation and assessment. [This includes both entries into Part C services and evaluations and/or assessments needed to develop new IFSPs.] • 100%, of the evaluation and assessments are individualized and multidimensional.
<p>5. Future Activities to Achieve Projected Targets/Results: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • Montana will continue to refine the tool Montana's Comprehensive Evaluation Process for Family Education and Support Services to enhance the State's data collection process in this probe area. • Review the IDEA to identify areas needing enhancement in this probe area. • Investigate other means to verify compliance in this probe area.
<p>6. Projected Timelines and Resources: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • July 1, 2004 to June 30, 2005- Family Support Service Advisory Council, Providers Managers, Part C Technical assistance and trainers, and the Part C Coordinator.

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CE.III Do IFSPs include all the services necessary to meet the identified needs of the child and family? Are all the services identified on IFSPs provided?

Performance Indicator(s): (for reporting period July 1, 2003 through June 30, 2004): **IFSPs include all the services necessary to meet the identified needs of the child and family and identified services are provided.**

1. Baseline/Trend Data: (for reporting period July 1, 2003 through June 30, 2004. Use Attachment 1 when completing this cell.)

MONTANA'S COMPREHENSIVE EVALUATION PROCESS FOR FAMILY EDUCATION AND SUPPORT SERVICES TOOL (Descript in GS.I):

The following data is from the monitoring of six of the seven regional Part C agencies:

- Thirty out of thirty (100%) files reviewed showed that agency cooperated /coordinated with other community service agencies in meeting child and family needs for the files reviewed (FY 2002-2003, 100%).
- Thirty out of thirty (100%) IFSPs reviewed are consistent with each of the requirements (FY 2002-2003, 100%):
 - Include demographics for the child and family;
 - Identify a support coordinator(s);
 - Include child development information;
 - Include a child and family services list which indicates:
 - Each service provided;
 - Frequency and intensity of service;
 - Location/natural environment of service;
 - Method of service delivery;
 - Date of initiation of service;
 - Duration of service;
 - The funding source(s) for each service;
 - Have outcomes written in the family's own words;
 - Include a list of family strengths and resources related to desired outcomes; and
 - Include objectives and prescriptive programs (as appropriate) related to the accomplishment of outcomes.
- Thirty out of thirty (100%) files reviewed showed that outcomes and objectives were modified as child or family needs changed (FY 2002-2003, 100%).

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<p>(cont.)</p> <ul style="list-style-type: none"> • Thirty out of thirty (100%) files reviewed showed that families were the primary decision makers for (FY 2002-2003, 100%): <ul style="list-style-type: none"> ○ Identifying family needs and resources; ○ Identifying what role they wish to play in child evaluation; ○ Identifying who the members of the IFSP team are; ○ Determining the desired outcomes on the IFSP; ○ Identifying what role they wish to play in service coordination; ○ Determining how often/when home visits will take place; ○ Choosing which resources or service options to pursue; and ○ Evaluating the progress of the IFSP. • Thirty out of thirty (100%) files reviewed documented that families assisted in choosing ancillary service providers (FY 2002-2003, 100%). • Thirty out of thirty (100%) files documented that resources and support services as identified on the IFSP are provided to each eligible child/family (FY 2002-2003, 100%). • Thirty out of thirty (100%) files reviewed documented that there were no gaps in services delivered (FY 2002-2003, 100%). • Thirty out of thirty (100%) files reviewed documented contacts with families for the purpose of providing support coordination, direct services, or to provide supervision and consultation to subcontracted personnel (FY 2002-2003, 100%).
<p>2. Targets: (for reporting period July 1, 2003 through June 30, 2004):</p> <ul style="list-style-type: none"> • 100% of files reviewed Montana's Comprehensive Evaluation Process for Part C and Family Education and Support Services document that all services necessary to meet the identified needs of the child and family are on the IFSPs. • 100% of files reviewed document that all services identified on IFSPs are provided.
<p>3. Explanation of Progress or Slippage: (for reporting period July 1, 2003 through June 30, 2004):</p> <p>The data and information collected through this process is reported to each regional Part C agency, the Developmental Disabilities Program regional office administrators, Part C coordinator, Developmental Disabilities Program state level administrators, and the Family Support Services Advisory Council (ICC). The Part C Coordinator and other Developmental Disabilities Program staff analyze the data and report findings to the above groups for purposes of program monitoring and improvement planning. [Note: this description of the analysis and results of the monitoring process applies to each cluster and probe area in the APR.]</p> <ul style="list-style-type: none"> • The data collected through the monitoring of the regional Part C agencies continues to indicate that services needed to address child and family needs are identified on their IFSP and the services are being provided.
<p>4. Projected Targets: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • 100% of files reviewed Montana's Comprehensive Evaluation Process for Part C and Family Education and Support Services document that all services necessary to meet the identified needs of the child and family are on the IFSPs. • 100% of files reviewed document that all services identified on IFSPs are provided.

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<p>5. Future Activities to Achieve Projected Targets/Results: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none">• Review the new IDEA to identify changes that may need to be made to better address this probe.
<p>6. Projected Timelines and Resources: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none">• July 1, 2004 to June 30, 2005- Family Support Service Advisory Council, Providers Managers, Part C Technical assistance and trainers, and the Part C Coordinator.

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CE.IV Are children receiving services primarily in natural environments? If not, do children have IFSPs that justify why services are not provided in natural environments?

Performance Indicator(s): (for reporting period July 1, 2003 through June 30, 2004): **100% of children are receiving services primarily in natural environments and if not, the child's IFSPs includes a justification why services are not provided in natural environments.**

1. Baseline/Trend Data: (for reporting period July 1, 2003 through June 30, 2004. Use Attachment 1 when completing this cell.)

Child Count Percentage of Children by Primary Setting

	1999	2000	2001	2002	2003
Total number of children in December 1 Child Count	580	574	600	574	628
Program designed for children with developmental delay	8 (1.4%)	2 (0%)	0 (0%)	1 (0%)	22 (4%)
Program designed for typically developing children	13 (2%)	30 (5%)	17 (3%)	20 (3%)	16 (3%)
Home	525 (91%)	520 (91%)	551 (92%)	527 (92%)	559 (89%)
Hospital (inpatient)	3 (1%)	4 (1%)	0 (0%)	5 (1%)	0 (0%)
Residential	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Service Provider	31 (5%)	15 (3%)	31 (5%)	20 (3%)	29 (5%)
Other Settings	0 (0%)	3 (1%)	1 (0%)	1 (0%)	2 (0%)

OSEP definitions for above settings:

- Program designed for children with delay or disabilities: Settings refers to an organized program, of at least one hour in duration, provided on a regular basis. The program is usually directed toward facilitation of one or more developmental areas. Examples include early intervention classroom/centers and developmental childcare programs.
- Program designed for typically developing children: Services are provided in a program regularly attended by a group of children. Most of the children in this setting do not have disabilities.
- Home: Services are provided in the principal residence of the child's family or care giver.
- Hospital (inpatient): Hospital refers to a residential medical facility. Child must be receiving services on an inpatient basis.

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<ul style="list-style-type: none"> • <u>Residential facility:</u> This setting refers to a treatment facility, which is not primarily medical in nature, where the infant or toddler currently resides. • <u>Service Provider location:</u> Services are provided at an office, clinic, or hospital where the infant or toddler comes for short periods of time to receive services. These services must be delivered individually or to a small group of children. • <u>Other Settings:</u> Any service setting not included in the settings or programs listed above.
<p>2. Targets: (for reporting period July 1, 2003 through June 30, 2004):</p> <ul style="list-style-type: none"> • 100% of services will be provided in community settings, or if not provided in community settings, appropriately justified. • 100% documentation of the justification as to why outcomes could not be met in natural environment will be in the IFSPs.
<p>3. Explanation of Progress or Slippage: (for reporting period July 1, 2003 through June 30, 2004):</p> <p>The data and information collected through this process is reported to each regional Part C agency, the Developmental Disabilities Program regional office administrators, Part C coordinator, Developmental Disabilities Program state level administrators, and the Family Support Services Advisory Council (ICC). The Part C Coordinator and other Developmental Disabilities Program staff analyze the data and report findings to the above groups for purposes of program monitoring and improvement planning. [Note: this description of the analysis and results of the monitoring process applies to each cluster and probe area in the APR.]</p> <ul style="list-style-type: none"> • Data was collected from the Federal Child Count on Settings for the FYY 1999, 2000, 2001, 2002, and 2003 which indicates that 92 - 96 % of Part C services are provided either in the family's home or programs designed for typically developing children. This is a much higher rate than the national average for this data. • For the first time in five years, services provided primarily in the home setting dropped by 3% from the previous year (see next bullet explanation). • Review and analysis of the increase in reporting the number of children receiving some of their Part C services in programs designed for children with developmental delay, indicates that 73% of the children receiving services in those settings are from one of the seven Part C agencies. Thus, this does not appear to be a systemic problem within Montana's Part C service system. • One agency reported sixteen individuals who receive services in a program designed for children with developmental delay. The reason is because they have children who attend a two-year-old Toddler Group. The program addresses the needs for those starting transition to Part B Services and developing social skills.
<p>4. Projected Targets: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • 100% of services will be provided in community settings, or if not provided in community settings, appropriately justified. • 100% documentation of the justification as to why outcomes could not be met in natural environment will be in the IFSPs.
<p>5. Future Activities to Achieve Projected Targets/Results: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • Continue to monitor, for accuracy, the primary service setting by the Montana's Comprehensive Evaluation Process for Family Education and Support Service and The Child Count Data. • Start to address the issues of the changes in the IDEA to address this probe.
<p>6. Projected Timelines and Resources: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> • July 1, 2004 to June 30, 2005- Family Support Service Advisory Council, Providers Managers, Part C Technical assistance and trainers, and the Part C Coordinator.

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CE.V What percentage of children, participating in the Part C program, demonstrates improved and sustained functional abilities? (Cognitive development; physical development, including vision and hearing; communication development; social or emotional development; and adaptive development.)

Performance Indicator(s): (for reporting period July 1, 2003 through June 30, 2004): **100% of children participating in the Part C program will demonstrate improved and/or sustained functional abilities (physical development; cognitive development; communication development; social or emotional development; and adaptive development.)**

1. Baseline/Trend Data: (for reporting period July 1, 2003 through June 30, 2004. Use Attachment 1 when completing this cell.)

RANDOM SAMPLE FROM THE SEVEN PART C SERVICE PROVIDERS:

The QIS collects random samples in each regional Part C agency of five files of children who have been in Part C Services for a full year and received services in the 2003-2004 fiscal year. Files were reviewed to see which developmental domains (physical, cognitive, communication, social or emotional, adaptive development) that each child demonstrated improvement and sustained functional abilities. Child progress was demonstrated by the comparison of old and new assessments; observations/evaluations of professionals; observations of family and Family support Specialist.

- Thirty-two out of thirty-five (91%) files showed improvement or sustained functional abilities in Physical Development.
- Thirty-three out of thirty-five (91%) files showed improvement or sustained functional abilities in Cognitive Development.
- Thirty-five out of thirty-five (100%) files showed improvement or sustained functional abilities in Communication Development.
- Thirty-four out of thirty-five (97%) files showed improvement or sustained functional abilities in Social or Emotional Development.
- Twenty-eight out of thirty-five (80%) files showed improvement or sustained functional abilities in Adaptive Development.

CHILD COUNT DATA

- **Children Transitioning Before Age Three**
 - **FFY 2001 through 2002**
 - 115 (22%) of 521 children under the age of 3 who left services were documented to demonstrate improved and sustained functional abilities at that time.
 - **FFY 2002 through 2003**
 - 115 (20%) of 572 children under the age of 3 who left services were documented to demonstrate improved and sustained functional abilities at that time.
 - **FFY 2003 through 2004**
 - 143 (22%) of 636 children under the age of 3 who left services were documented to demonstrate improved and sustained functional abilities at that time.

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- **Children Transitioning AT Age Three, but not eligible for Part B.**

- **FFY 2001-2002**
 - 29 (6%) of 521 children transitioned at age three were not eligible for Part B Special Education Preschool.
- **FFY 2002-2003**
 - 38 (7%) of 575 children transitioned at age three were not eligible for Part B Special Education Preschool.
- **FFY2003-2004**
 - 43 (7%) of 636 children transitioned at age three were not eligible for Part B Special Education Preschool.

The primary purpose of the above data is to show that a significant number of children receiving early intervention services in Montana demonstrated developmental progress to the extent that their development was on target to such a degree that they were not eligible for preschool special education (619) services.

2. **Targets:** (for reporting period July 1, 2003 through June 30, 2004):

- 100% of files reviewed will document that children participating in the Part C Program demonstrated improvement and/or sustained functional abilities (physical, cognitive, communication, social and emotional, and adaptive development.)

3. **Explanation of Progress or Slippage:** (for reporting period July 1, 2003 through June 30, 2004):

The data and information collected through this process is reported to each regional Part C agency, the Developmental Disabilities Program regional office administrators, Part C coordinator, Developmental Disabilities Program state level administrators, and the Family Support Services Advisory Council (ICC). The Part C Coordinator and other Developmental Disabilities Program staff analyze the data and report findings to the above groups for purposes of program monitoring and improvement planning. [Note: this description of the analysis and results of the monitoring process applies to each cluster and probe area in the APR.]

- From 2002/03 to 2003/04, the percentage of children leaving early intervention services no longer needing special programs demonstrated improved and sustained functional abilities, increased 1%.
- Exit data showed that 22% (FY03-04) of children under the age of three are leaving early intervention services because they demonstrate improved and sustained functional abilities. This is a 2% increase over 2002/03 data.
- Exit data shows that 7% (FY03-04) of children at age three leaving early intervention services are not eligible for Part B Special Education Programs. There appears to be no increase from 2002/03.

4. **Projected Targets:** (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):

- 100% of files reviewed will document that children participating in the Part C Program demonstrated improvement and/or sustained functional abilities (physical, cognitive, communication, social and emotional, and adaptive development.)

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<p>5. Future Activities to Achieve Projected Targets/Results: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> ▪ We will continue to refine the tool Montana’s Comprehensive Evaluation Process for Family Education and Support Services to enhance the State’s data collection process. ▪ Review the new IDEA to identify changes that may need to be made to better address this probe.
<p>6. Projected Timelines and Resources: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> ▪ July 1, 2004 to June 30, 2005- Family Support Service Advisory Council, Providers Managers, Part C Technical assistance and trainers, and the Part C Coordinator.

Cluster Area CV: Early Childhood Transition

Question: **Do all children exiting Part C receive the transition planning necessary to support the child’s transition to preschool and other appropriate community services by their third birthday?**

State Goal: (for reporting period July 1, 2003 through June 30, 2004): **100% children exiting part C receive a transition planning necessary to support the child’s transition to preschool and other appropriate community services by their third birthday.**

Performance Indicator(s): (for reporting period July 1, 2003 through June 30, 2004): **100% of children exiting Part C will receive the services they need by their third birthday.**

1. Baseline/Trend Data: (for reporting period July 1, 2003 through June 30, 2004. *Use Attachment 1 when completing this cell*)

Montana relies on data collected for OSEP’s Child Count Report (618) from each of the seven regional Part C agencies. Child Count data for 2003-2004 is compared to the same data from previous child Counts. Montana reviews the annual monitoring process of the seven regional Part C agencies using the Montana’s Comprehensive Evaluation Process for Family Education and Support Services Tool to collect data along with the seven regional agencies doing random samples of data on transitioning across the regional Part C agencies.

Child Count Report (618)

- Number and percentage of all children leaving Early Intervention Services On or Before Their Third Birthday.
 - 2001-2002
 - 149 (29%) of 521 children who left early intervention services demonstrated improved and sustained functional abilities at that time.
 - 2002-2003
 - 170 (30%) of 572 children who left early intervention services demonstrated improved and sustained functional abilities at that time.
 - 2003-2004
 - 198 (31%) of 636 children who left early intervention services demonstrated improved and sustained functional abilities at that time.

TABLE
Part C Annual Performance Report
Status of Program Performance

(cont.)This data is included in the table below.

Infants and Toddlers Exiting Part C Services

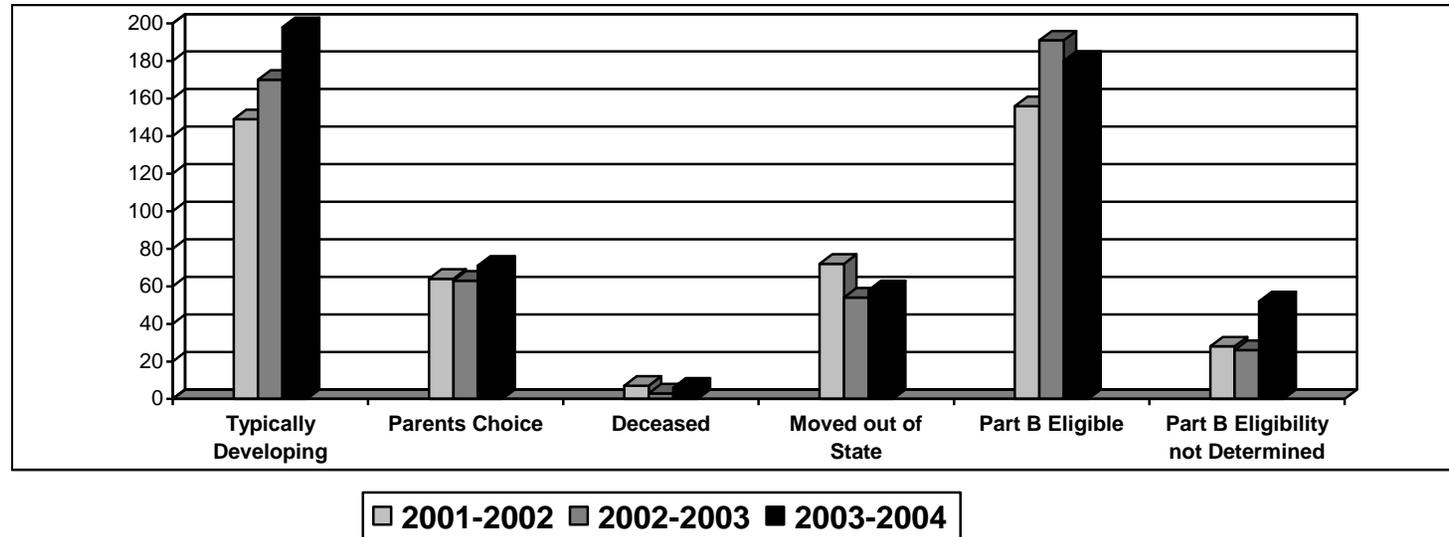


Table on the Number and Percentages of Infants and Toddlers Exiting Part C Services

Year	Typical Developing	Parent's Choice	Deceased	Moved	Part B Eligible	Part B Not Determined
2001-2002	149 (29%)	64 (12%)	7 (1%)	72 (14%)	156 (30%)	28 (5%)
2002-2003	170 (30%)	63 (11%)	3 (1%)	54 (9%)	191 (33%)	26 (5%)
2003-2004	198 (31%)	71 (11%)	6 (1%)	58 (9%)	180 (28%)	52 (8%)

TABLE
Part C Annual Performance Report
Status of Program Performance

(cont.)

Montana Comprehensive Evaluation Process for Family Education Support and Services Tool:
(description of tool can be found in section GS.I)

The following data is from the monitoring of six of the seven regional Part C agencies:

- Thirty out of thirty (100%) files documented that the agency cooperated and coordinated with other community service agencies in meeting child and family needs (FY 2002-2003, 100%).
- Six out of six agencies notified the regional office about changes in services to individual children on a client status sheet (FY 2002-2003, seven out of seven agencies).
- Thirty out of thirty (100%) files reviewed included documentation that let parents know that their child would be exited from Part C Service when they become three years of age (FY 2002-2003, 100%).
- There are formal or informal interagency agreements in place with local education agencies for each of the six Part C Child Family Service Providers agencies, which support smooth transitions for children and families to preschool services (FY 2002-2003, Seven out of seven).
- Six out of six agencies where children where at transition age, there was documentation that families were made aware of the differences and similarities between Part C and Part B services (FY 2002-2003, seven out of seven).

In addition to the above monitoring data and child count data, the seven providers did a random sample of children who transitioned out of Part C Services during the 2003-2004 APR reporting period. Each provider reviewed five files and reported their results to the Part C Coordinator.

- Twenty-seven out of thirty-five (77%) files reviewed documented that transition conferences were convened at least 90 days prior to the child's third birthday. (In the random sample from the 2002-2003 APR reporting period, twenty-nine out of thirty-five (83%) files reviewed documented that transition conferences were convened at least 90 days prior to the child's third birthday.) For the eight children (2003-2004) that did not have transition conferences completed in the 90 days before their third birthday the following reasons were reported:
 - One family declined school services.
 - One family didn't want to pursue school until child was older.
 - One family planned to use a private preschool.
 - One family chose not to start preschool until next year.
 - One was hospitalized, very serious and on going health issues.
 - Three of the families, the schools waited for the meeting to be closer to the child's third birthday.
- Thirty-four out of thirty-five (97%) files reviewed documented that the school district were notified of the children about to turn three, who would be eligible for Part B Preschool Services. The reason noted for school district not being notified was because the parent chose not to participate in school services. (In the random sample from the 2002-2003 APR reporting period, thirty-two out of thirty-five (91%) files reviewed documented that the school districts were notified of the children about to turn three, who would be eligible for Part B Preschool Services.)
- Thirty-five out of thirty-five (100%) files reviewed showed that transition plans were in place within the transition time lines. (In the random sample from the 2002-2003 APR reporting period, twenty-nine out of thirty-five (83%) files reviewed showed that transition plans were in place within the transition time lines.)

TABLE
Part C Annual Performance Report
Status of Program Performance

<p>2. Targets: (for reporting period July 1, 2003 through June 30, 2004):</p> <ul style="list-style-type: none"> ▪ 100% of transition plans will be in place for each child before their third birthday. ▪ 100% of children exiting out of Part C will receive services they need by their third birthday.
<p>3. Explanation of Progress or Slippage: (for reporting period July 1, 2003 through June 30, 2004):</p> <p>The data and information collected through this process is reported to each regional Part C agency, the Developmental Disabilities Program regional office administrators, Part C coordinator, Developmental Disabilities Program state level administrators, and the Family Support Services Advisory Council (ICC). The Part C Coordinator and other Developmental Disabilities Program staff analyze the data and report findings to the above groups for purposes of program monitoring and improvement planning. [Note: this description of the analysis and results of the monitoring process applies to each cluster and probe area in the APR.]</p> <ul style="list-style-type: none"> • The number of transition conferences convened at least 90 days prior to the child's third birthday dropped by 6% in the FY 03-04. Explanations were provided on the various reasons why the conferences did not occur. • There was an increase of school districts being notified of children turning three in the FY 03-04 of 6%. • There was a 17% increase of transition plans being in place within the transition time lines in the FY 03-04. • Developmental Disabilities Program and Montana's Office of Public Instruction (OPI) have a good working relationship. The Part C Coordinator and OPI's 619 Coordinator review individual transition cases that are brought to the State level by a parent, Part C provider or Local Education Agency. These situations were few during the reporting period for the FY 03-04 reporting period. Transition planning and issues were routinely discussed at Family Support Services Advisory Council meetings. • Within the transition cluster that the review of the children's files, follow-up home visits with a sample of families receiving Part C Services and review of other documents for each of the six of seven regional Part C agencies demonstrated compliance with the requirements for this cluster.
<p>4. Projected Targets: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> ▪ 100% of transition plans will be in place for each child before their third birthday. ▪ 100% of children exiting out of Part C will receive services they need by their third birthday.
<p>5. Future Activities to Achieve Projected Targets/Results: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):</p> <ul style="list-style-type: none"> ▪ Initiate discussion with other stakeholders; signatory agencies on revision of Early Childhood Transition documents as need for the New IDEA 04. ▪ General Enhancement Supervision Grant will assist Montana in identifying any additional transitional data that may improve documentation of transition of services and outcomes. ▪ The collection and reporting procedures for 618, routine exit and transition data will be reviewed to identify areas that may need to be improved.

TABLE
Part C Annual Performance Report
Status of Program Performance

6. Projected Timelines and Resources: (for NEXT reporting period July 1, 2004 through June 30, 2005 and on going):
- Discussion with other stakeholders and signatory agencies- projected timeline 07/01/04 to 06/30/05. Resources: Part C Coordinator, Part 619 Coordinator, Family Support Service Advisory Council and other state agency representatives.
 - General Education Supervision Grant- projected timeline 01/01/04 and on going. Resources: Montana Rural Institute, Family Support Service Advisory Council, ECHO Center, and Part C Coordinator.
 - Review of current data collection and reporting procedures for transition information.

Cluster Area I: General Supervision
Dispute Resolution – Complaints, Mediations, and Due Process Hearings Baseline/Trend Data

(Place explanations to Ia, Ib, and Ic on the Table, Cluster Area I, *General Supervision*, Cell I, *Baseline/Trend Data*)

Ia: Complaints under 34 CFR §§303.510-303.512

(Cell 1) July 1, 2003 - June 30, 2004: The preferred reporting period is July 1, 2003 through June 30, 2004 (07/01/03 – 06/30/04). If data are not available for this time period, indicate the dates of the twelve-month period for the data reported (e.g., 09/01/03 – 08/31/04).

(Cell 2) Number of Complaints: Report the total number of written complaints received by the Lead Agency during the reporting period.

(Cell 3) Number of Complaints with Findings: Of the complaints received during the reporting period (Cell 2), report the total number of complaints for which written decisions with findings of non-compliance were made. This count should include complaint dispositions that occurred after June 30, 2004, but before the closing date for dispositions of this report (see below, definition for “complaints pending”). Written decisions with findings include citations confirming the validity of any portion of the complaint and requiring correction by the agency(ies) against which the complaint was filed. Do not report here complaint investigations completed that had no substantiated findings of non-compliance (see Cell 4).

(Cell 4) Number of Complaints with No Findings: Of the complaints received during the reporting period (Cell 2), enter the total number of complaint investigations completed for which there were no substantiated findings of non-compliance made, including complaint dispositions that occurred after June 30, 2004, but before the closing date for dispositions of this report (see below, definition for “complaints pending”).

(Cell 5) Number of Complaints not Investigated - Withdrawn or No Jurisdiction: Of the complaints received during the reporting period (Cell 2), report the total number of formal written complaints that were not investigated as the result of the complaint being withdrawn by the complainant, or a complaint determined not within the jurisdiction of the Lead Agency complaints process under 34 CFR §§303.510-303.512 (e.g., a written complaint received that came down to a personnel issue not related to the provision of early intervention services, or a complaint regarding an issue that had previously been decided through a due process hearing). States should include all complaints not investigated for these reasons whether or not the decision not to investigate occurred after June 30, 2004, but before the closing date for dispositions of this report (see below, definition for “complaints pending”).

(Cell 6) Number of Complaints Set Aside Because Same Issues Being Addressed in a Due Process Hearing: Of the complaints received during the reporting period (Cell 2), report the number of complaint investigations in which extensions were granted for one or more issues in deference to a due process filing under 34 CFR §303.512(c).

(Cell 7) Number of Complaints with Decisions Issued within 60 Calendar Days: Of the complaints received during the reporting period (Cell 2), report the total number of complaint investigations completed on time within the standard 60-day timeline. States should include all complaint investigations completed within 60 days of filing (those with substantiated findings and those without such findings) whether or not completed after June 30, 2004, if they were completed before the closing date for dispositions of this report (see below, definition for “complaints pending”).

(Cell 8) Number of Complaints Resolved beyond 60 Calendar Days, with a Documented Extension: Of the complaints received during the reporting period (Cell 2), report the number of complaint investigations completed on time where timelines were extended (e.g., an extension resulting from deferral to a due process filing under 34 CFR §303.512(c), or an extension granted under 34 CFR §303.512(b), where “exceptional circumstances exist with respect to a particular complaint”)

Cluster Area I: General Supervision
Dispute Resolution – Complaints, Mediations, and Due Process Hearings Baseline/Trend Data

(Place explanations to Ia, Ib, and Ic on the Table, Cluster Area I, *General Supervision*, Cell I, *Baseline/Trend Data*)

(Cell 9) Number of Complaints Pending as of: ___/___/___ (enter closing date for dispositions): Of the complaints received during the reporting period (Cell 2), report the total number of complaint investigations still pending as of the closing date for this report. The closing date for disposition of complaints filed during the reporting period may be set by the state, but generally will be 60 days following the closing date of the twelve-month reporting period.

Calculation Notes: (Cell 2) should equal (Cells 3+4+5+9). Total investigations (Cells 3+4) minus Complaints resolved on time (Cells 7+8) should equal the number of complaints completed late (after timelines and/or extensions expired).

Ib: Mediations

(Cell 1) July 1, 2003 - June 30, 2004: The preferred reporting period is July 1, 2003 through June 30, 2004 (07/01/03 – 06/30/04). If data are not available for this time period, indicate the dates of the twelve-month period for the data reported (e.g., 09/01/03 – 08/31/04).

(Cell 2) Number of Mediations - Not Related to Hearing Requests: If the State provides mediation under conditions other than those required under IDEA, report the total number of mediations held (at least initial sessions) during the reporting period that were not preceded by a hearing request. The state should count mediations regardless of the length of the mediation session(s) or whether they resulted in a mediation agreement. A mediation that involved multiple sessions should be counted as a single mediation. A mediation that failed and was followed by a due process request should be counted as not related to a hearing request. If the state makes mediation available only after a due process request has been filed, enter “NA” in this cell.

(Cell 3) Number of Mediations - Related to Hearing Requests: Enter the total number of mediations held (at least initial sessions) during the reporting period when the mediation involves the same parties (e.g., parents and school personnel) and was offered in conjunction with or after the filing of a due process request. The state should count mediations regardless of the length of the mediation session(s) or whether the mediation resulted in a written mediation agreement during the reporting period. A mediation that involved multiple sessions should be counted as a single mediation.

(Cell 4) Number of Mediation Agreements - Not Related to Hearing Requests: Of the “Number of Mediations - Not Related to Hearing Requests” (Cell 2), report the total number of mediation agreements completed, including those completed prior to the end of the closing date for dispositions of this report specified by the state (see below, definition of “mediations pending”). The State should count agreements that address all or any part of the issues raised in the mediation. The number entered into this cell of the table is a subset of Cell 2, the reported number of mediations not related to hearing requests.

(Cell 5) Number of Mediation Agreements - Related to Hearing Requests: Of the “Number of Mediations - Related to Hearing Requests” (Cell 3), report the total number of mediation agreements completed, including those completed prior to the end of the closing date for dispositions of this report specified by the state (see below, definition of “mediations pending”). The State should count agreements that address all or any part of the issues raised in the mediation.

(Cell 6) Mediations Pending as of: ___/___/___ (enter closing date for dispositions): Of the mediations held (at least initial sessions) during the reporting period (Cells 2+3), report the total number of mediations still pending (e.g., no agreement reached) as of the closing date for this report. The closing date for disposition of mediations initiated during the reporting period may be set by the state, but generally will be 60 days following the closing date of the twelve-month reporting period.

Calculation Notes: Cell 4 is a subset of Cell 2; Cell 5 is a subset of Cell 3. Total mediations held should equal (Cells 2+3). Total mediation agreements should equal (Cells 4+5). No report of total mediations requested or offered can be inferred from these numbers nor is it a required report element.

Cluster Area I: General Supervision
Dispute Resolution – Complaints, Mediations, and Due Process Hearings Baseline/Trend Data

(Place explanations to Ia, Ib, and Ic on the Table, Cluster Area I, *General Supervision*, Cell I, *Baseline/Trend Data*)

Ic: Due Process Hearings

(Cell 1) July 1, 2003 - June 30, 2004: The preferred reporting period is July 1, 2003 through June 30, 2004 (07/01/03 – 06/30/04). If data are not available for this time period, indicate the dates of the twelve-month period for the data reported (e.g., 09/01/03 – 08/31/04).

(Cell 2) Number of Hearing Requests: Report the total number of hearing requests received during the reporting period, regardless of whether a hearing was held or the request withdrawn during or after the reporting period. This includes hearings requested and not held because the issue was resolved through mediation. For states with two tiered hearings systems, a case that goes to both levels of hearing should be counted in the year of the first tier request as one hearing.

(Cell 3) Number of Hearings (fully adjudicated): Of the total number of hearing requests received during the reporting period (Cell 2), enter the number of due process hearings held (fully adjudicated) during that period or prior to the closing date for dispositions of this report (see below, definition for “hearings pending”).

(Cell 4) Number of Decisions Issued within Hearing Timeline (45 days if Part B procedures under 34 CFR §303.420(a) are adopted; 30 days if Part C procedures under 34 CFR §303.420(b) are established): Of the total number of hearing requests received during the reporting period (Cell 2), report the number of due process hearings resulting in decisions that were issued within timelines.

(Cell 5) Number of decisions within Timeline Extended under 34 CFR §300.511(c): Of the total number of hearing requests received during the reporting period (Cell 2), report the number of due process hearings resulting in decisions with timelines extended under 34 CFR §300.511(c). The State may not extend the hearing timeline if it elects to establish Part C hearing procedures under 34 CFR §303.420(b).

(Cell 6) Number of Hearings Pending as of: ___/___/___ (enter closing date for dispositions): Of the total number of hearing requests received during the reporting period (Cell 2), report the number of due process hearings still pending as of the date for dispositions included in this report. The closing date for disposition of hearings requested during the reporting period may be set by the state, but generally will be 60 days or more following the closing date of the twelve-month reporting period.

Calculation Notes: Cells 3, 4 and 5 are each a subset of Cell 2. Cell 5 is a subset of Cell 4. Cell 4 is a subset of Cell 3. Cell 3 minus Cell 4 will equal the number of decisions issued late. Cell 2 minus (Cells 3+6) should equal the number of due process hearing requests not fully adjudicated because they were withdrawn, judged not subject to full adjudication, settled through mediation, or otherwise no longer pending.

Part C ATTACHMENT 1
Cluster Area I: General Supervision
Dispute Resolution – Complaints, Mediations, and Due Process Hearings Baseline/Trend Data
 (Place explanations to Ia, Ib, and Ic on the Table, Cluster Area I, *General Supervision*, Cell I, *Baseline/Trend Data*)

Ia: Formal Complaints								
(1) July 1, 2003 - June 30, 2004 (or specify other reporting period: ___/___/___ to ___/___/___)	(2) Number of Complaints	(3) Number of Complaints with Findings	(4) Number of Complaints with No Findings	(5) Number of Complaints not Investigated – Withdrawn or No Jurisdiction	(6) Number of Complaints Set Aside Because Same Issues being Addressed in a Due Process Hearing	(7) Number of Complaints with Decisions Issued within 60 Calendar Days	(8) Number of Complaints Resolved beyond 60 Calendar Days, with a Documented Extension	(9) Number of Complaints Pending as of: ___/___/___ (enter closing date for dispositions)
TOTALS								

Ib: Mediations					
(1) July 1, 2003 - June 30, 2004 (or specify alternate period: ___/___/___ to ___/___/___)	Number of Mediations		Number of Mediation Agreements		(6) Number of Mediations Pending as of: ___/___/___ (enter closing date for dispositions)
	(2) Not Related to Hearing Requests	(3) Related to Hearing Requests	(4) Not Related to Hearing Requests	(5) Related to Hearing Requests	
TOTALS					

Ic: Due Process Hearings					
(1) July 1, 2003 - June 30, 2004 (or specify alternate period: ___/___/___ to ___/___/___)	(2) Number of Hearing Requests	(3) Number of Hearings Held (fully adjudicated)	(4) Number of Decisions Issued within Hearing Timeline (45 days if Part B procedures under 34 CFR §303.420(a) are adopted; 30 days if Part C procedures under 34 CFR §303.420(b) are established)	(5) Number of Decisions within Timeline Extended under 34 CFR §300.511(c) ¹	(6) Number of Hearings Pending as of: ___/___/___ (enter closing date for dispositions)
TOTALS					

¹ The State may not extend the hearing timeline if it elects to establish Part C hearing procedures under 34 CFR §303.420(b).

ATTACHMENT 2

**ALL SOURCES OF FUNDING FOR EARLY INTERVENTION SERVICES:
IDENTIFICATION AND COORDINATION OF RESOURCES**

Funding Sources and Supports During the Reporting Period²					
Sources of Funding	Amount of Funding	In-Kind Contribution	Services and/or Activities Supported by Each Source	Barriers to Accessing Funds	Comments
Federal Part C	\$2,336,853		Early Intervention Services		
Federal (Specify)					
Title XX SSBG	\$107,277		Early Intervention Services	Completing priorities for shrinking funds	
Maternal & Child Health	\$86,410		Hearing Screening		
Waiver	\$200,000		Birth Defects Registry		
Children's Special Health-Title V	\$768,000		Children's special healthcare needs		
State* (Specify)					
General Fund	1,437,845		Early Intervention Services	Completing priorities for shrinking funds	
Maternal & Child Health-General Fund	538,970		Clinical Genetic Services to the State		
	550,000		Home Visiting Grant to locals.		

² When completing this table refer to the General Instructions.

* Be sure to include all sources of Federal, State, and/or local programs, including: Maternal & Child Health (Title V), Medicaid, Developmental Disabilities, Head Start, TriCare, Part B, etc.

ATTACHMENT 2

**ALL SOURCES OF FUNDING FOR EARLY INTERVENTION SERVICES:
IDENTIFICATION AND COORDINATION OF RESOURCES**

Funding Sources and Supports During the Reporting Period²

Sources of Funding	Amount of Funding	In-Kind Contribution	Services and/or Activities Supported by Each Source	Barriers to Accessing Funds	Comments
Local* (Specify)					
Private Insurance, Fees					
Other(s) Non-Federal (Specify)					
Total Early Intervention Support	\$6,144,289				