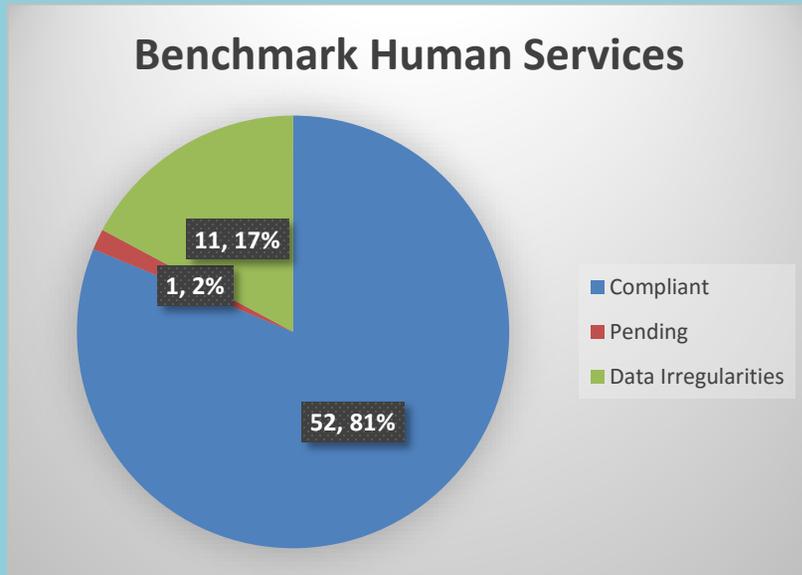




# Montana Milestones Dashboard Benchmark Human Services Annual Performance Reporting Indicators 1, 3, 6, 7, 8

**Indicator 1: Timely Provision of Services.** 100% of infants and toddlers who receive early intervention services on their IFSPs in a timely manner. Montana defines “timely” as within 30 days of the parents’ signature providing consent on the most current IFSP.

FFY 2016 (July 1, 2016 – June 30, 2017)



**Validity, reliability, and timeliness:**

1/64 IFSP records were in a pending state; therefore, determination if the Indicator was met is unreliable: 6907.2

**Results:** Of the remaining 63 IFSP records, 11 records reviewed had irregularities in recording the initial or updating the parent signature page signifying consent to the services identified; recording the initial or updating the start date of services; or identifying a start date for services prior to the signature date. Therefore, the timely provision of services was difficult to ascertain for the 11 records. The evidence reviewed does not indicate the infants and toddlers with IFSPs are not receiving the early intervention services on their IFSP in a timely manner. Rather, the evidence indicates a small number of records wherein the data recorded of timely early intervention services is unreliable; therefore, validity of timely provision of early intervention services is unable to be ascertained.

- See addendum listing 11 IFSP identifiers.

**Compliance:**

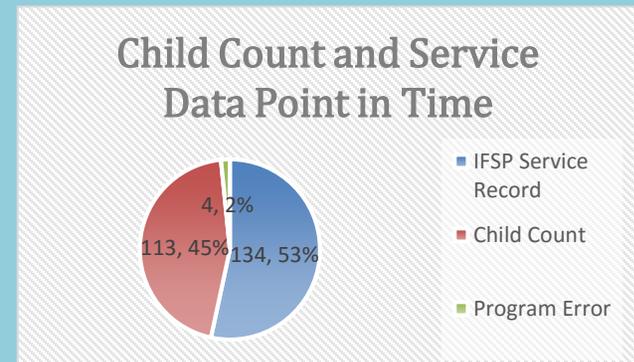
81% of infants and toddlers receive early intervention services on their IFSPs in a timely manner as recorded in the data management system. Data analysis indicates Benchmark Human Services may not meet compliance Indicator 1, Timely Provision of Services.

**Verification required:**

Provide detailed information about the timely correction of non-compliance by June 30, 2018:

- 1/64 IFSP records in a pending state.
- 11/64 IFSP records require verification when services were initiated following parental signature for consent. If past 30 days, documentation of circumstances is required.

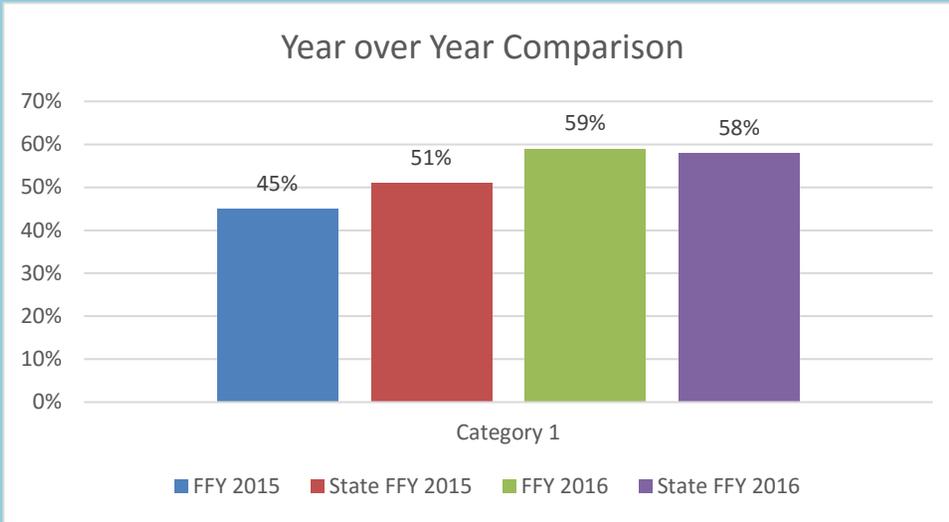
**May 2018 Data Report:**



Child count data identifies 113 infants and toddlers with IFSPs in the catchment area. Part C Services Report identifies 134 IFSPs with service records. 4/134 IFSPs with service records identify funding or program as FES.

**Indicator 3: Early Childhood Outcomes, Data Quality Completeness.** The Office of Special Education Programs collects data to determine the levels of data quality completeness for the child outcomes measurements. This is quantified by the percentage of children exiting the Part C of IDEA early intervention program with both a baseline and exit child outcomes measurement. Montana uses the Child Outcomes Summary Process measurement to gauge a child's developmental progress in each of the three global child outcomes. The target is 65%.

**Benchmark Human Services results:**



**Validity, reliability, and timeliness:**

For July 1, 2016 – June 30, 2017, Benchmark Human Services (previously Quality Life Concepts) recorded 117 children exiting the Part C of IDEA early intervention program in their regional catchment area.

**Results:**

48/117 records (19%) did not capture the required exit information:

- Part B eligible, exiting Part C
- Not eligible for Part B, exiting Part C
- Not eligible for Part B, exit with referrals to other programs
- Not eligible for Part B, exit with no referrals
- Part B eligibility not determined
- Deceased
- Moved out of state
- Withdrawal by parent/guardian
- Attempts to contact unsuccessful

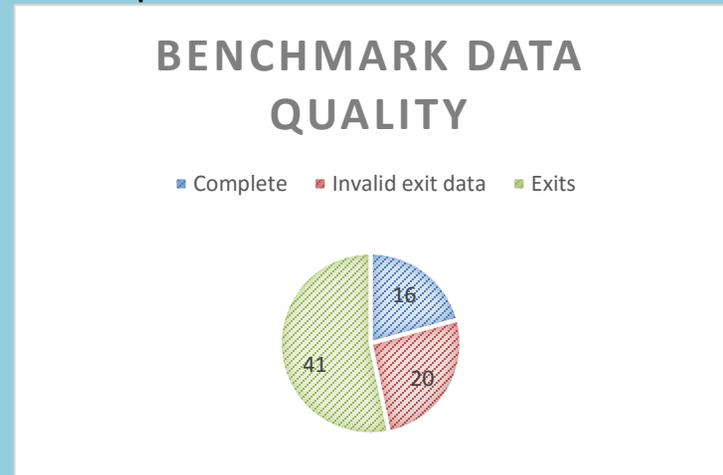
**Compliance:**

The former Quality Life Concepts team developed and implemented strategies to measure data completeness throughout FFY 2016 and progress is noted in the percentage. Benchmark Human Services continues to monitor and document reasons when records are incomplete. Enhancements were made to the data management system to provide prompts to users to create baselines and exit Child Outcomes Summary documentation. Additionally, the Child Outcomes Summary information includes demographic information about the clients including names, birthdates, timelines and dates completed for ease in monitoring local staff input of valid and reliable data. An additional data management system enhancement is requested to identify the number of children who both entered and exited the Part C of IDEA Program within six months; however, the timeline of when the enhancement may be available is most likely during FFY 2018 based upon Part C of IDEA data management system funds available.

**Verification:**

Quality Life Concepts provided exit reasons verification for FFY 2016 data: 48 records.

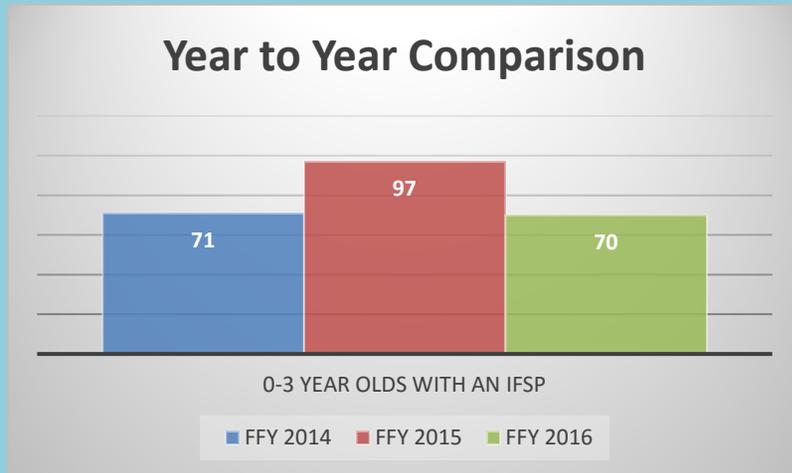
**May 2018 data report:**



20/41 records (49%) did not capture required exit information. 16/41 records (39%) document exits with both baseline and exit COS.

**Child Find Indicator 6 (birth to 3 years of age):** 2.20% of Montana infants and toddlers with IFSPs compared to the national average (2.95%). This is a performance standard identified in the Part C of IDEA contractual agreement defining an agency's funding based upon child counts.

**Child Count over time:**



**FFY 2014:** 1.39% **FFY 2015:** 1.54% **FFY 2016:** 1.12% (70/6224)

**Validity, reliability, and timeliness:**

No validity, reliability or timeliness errors for July 1, 2016 – June 30, 2017.

**Results:**

Benchmark did not meet the target in the catchment area: Glacier, Toole, Liberty, Hill, Blaine, Chouteau, Teton, Pondera, and Cascade counties.

**Compliance:**

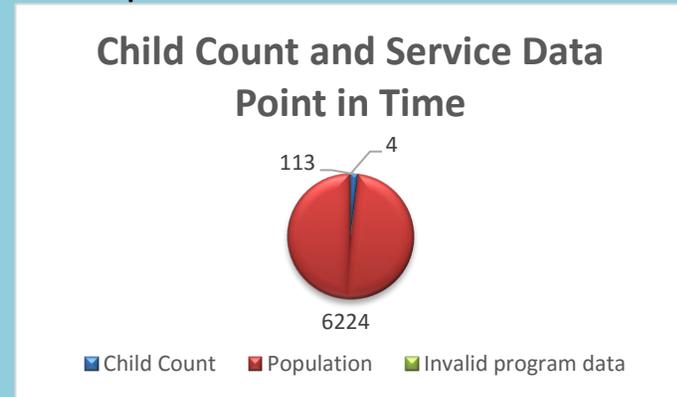
The FFY 2016 data reported is included as valid and reliable in the State's 618 data reported to the Office of Special Education Programs in November 2016.

Child Count data is monitored to ensure the agency's funding based upon child counts.

**Verification:**

Verification for FFY 2017: see May 2018 data report for invalid program data.

**May 2018 Data Report:**

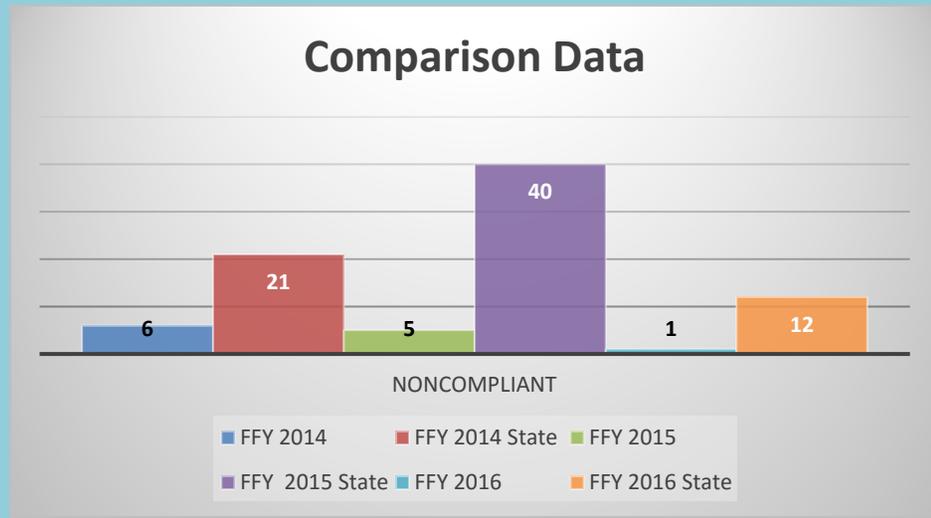


Child count data reports 113/7224 infants and toddlers have IFSPs in the catchment area: Glacier, Toole, Liberty, Hill, Blaine, Chouteau, Teton, Pondera, and Cascade counties. **1.82%**

**Invalid program data:** 7953.2, 8652.0, 8797.0, 9111.0

**Indicator 7: 45-day timeline.** 100% of eligible infants and toddlers with IFSPs for whom an initial evaluation and initial assessment and an initial IFSP meeting were conducted within the 45-day timeline.

**Indicator 7 data over time:**



**Validity, reliability, and timeliness:**

For July 1, 2016 – June 30, 2017, 1/296 records were found to be out of compliance. 9/296 records contained invalid documentation as text was included in the IFSP textbox even though the records were not late. To assist the user, the data management system uses a negative number (example, -36) to signify the number of days remaining in the 45-day window. A positive number (example, +12) signifies an overdue IFSP noting the number of days past the 45<sup>th</sup> day. 41/296 records included documentation of the specific exceptional family circumstances causing delay.

**Results:**

295/296 records (99%) met the 45-day timeline or accounted for untimely evaluations, assessments, and initial IFSP meetings, including the reasons for delay.

**Compliance:**

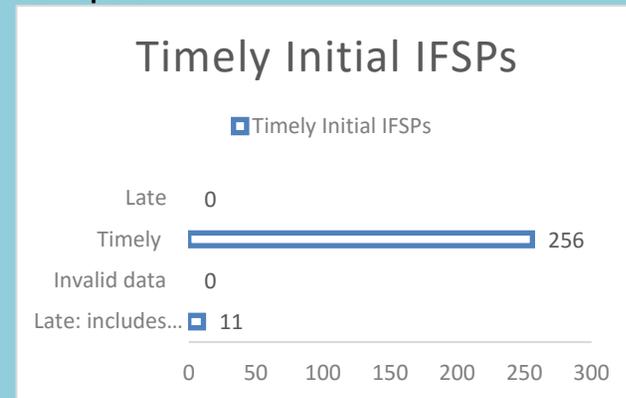
The data reported by Benchmark Human Services indicates 1 record out of compliance in meeting the required 45-day timeline in FFY 2016 and 5 records in FFY 2015.

**Verification:**

The Office of Special Education Programs requires detailed information about the timely correction of noncompliance for the IFSP records identified below. Benchmark will provide information regarding the nature of continuing non-compliance and methods to ensure correction: 7591.0

The 9 IFSP records containing erroneous information in the text box are identified in the attached addendum.

**May 2018 Data Report:**

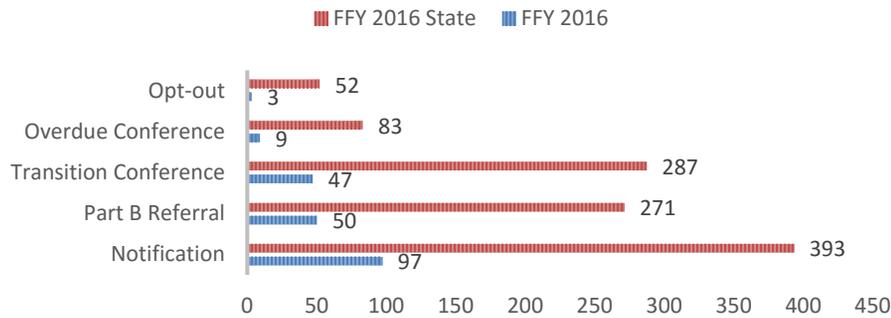


**Documented exceptional family circumstances:** 8652.0, 7975.0, 8366.0, 8737.0, 8231.0, 8617.0, 8636.0, 8096.0, 8648.0, 7832.0, 9002.0.

**Indicator 8: Early Childhood Transition.** 100% of toddlers with disabilities exiting Part C with timely transition planning for whom the lead agency has (a) developed an IFSP with transition steps and services at least 90 days, and at the discretion of all parties, not more than nine months, prior to the toddler’s third birthday (b) notified (consistent with any opt-out policy adopted by the State) the State Education Agency and the Local Education Agency where the toddler resides at least 90 days prior to the child’s third birthday for toddlers potentially eligible for Part B preschool services; and (c) conducted the transition conference held with the approval of the family at least 90 days, and at the discretion of all parties, not more than nine months, prior to the toddler’s third birthday for toddlers potentially eligible for Part B preschool services.

**Indicator 8 data for FFY 2016:**

**BENCHMARK AND STATE COMPARISON**



**Validity, reliability, and timeliness:**

For July 1, 2016 – June 30, 2017, Quality Life Concepts recorded SEA and LEA notification of 97 toddlers potentially eligible for Part B and 3 family opting out of notification to the SEA and LEA. QLC recorded 50 toddlers were referred to Part B via the LEA. 6/50 of the referrals were documented as being enrolled in the Family Education and Support program; therefore, referral data is unreliable. QLC and Benchmark recorded 47 transition conferences completed with 9/47 conferences completed less than 90 days prior to the toddler’s third birthday. All 9 records included reasons for the overdue conference with 1/9 invalid reason for lateness (D.L.)

**Results:**

47/97 potentially eligible toddlers did not have a transition conference or a referral to Part B. Further data drill-down is needed to determine the validity and reliability of the data. A small sampling of the 97 records showed most of the records included a transition outcome and plan.

**Compliance:**

The data quality impacts determination if Benchmark is complying with Indicator 8: Early Childhood Transition.

**Verification:**

Inconsistencies in data collection for Indicator 8 were evident across the State. Montana created a work group to develop a systematic, consistent method to document transition activities within the data system thus leading to State-wide valid and reliable data to determine compliance. The work group includes the Director of Benchmark Human Services who will present the methodology to Benchmark team members and monitor its implementation. The expected scale-up timeline is July 2018.

6/50 of the referrals were documented as being enrolled in the Family Education and Support program. Verification of these records is required to accurately identify the 6 as toddlers enrolled in Part C and referred to Part B. See addendum for names.

**May 2018 Data Report:**

