

**Benchmark Human Services Part C of the IDEA Program
FFY 2017 Annual Performance Report**

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.

§ 303.20 Individualized Family Service Plan

Montana’s compliance target: 100%.

Validity, Reliability, and Timeliness

Reported Results: **18/26 records reviewed indicated 100%** received early intervention services on their IFSPs in a timely manner (within 30 days of the parents’ signature providing consent on the most current IFSP). **8/26 records** reviewed identified services that were erroneously recorded in the Medical and Other section of the IFSP.

Verification Required: Consistent with the requirements of OSEP Memo 09-02, the agency will report:

- 1) verification each of the 8 records to ensure they were compliant with the regulatory requirement of timely provision of services; and
- 2) the agency is correctly implementing the specific regulatory requirements (i.e., achieved 100 % compliance), based on a review of updated data (26 records) subsequently collected through the State’s data system, *Part C Services Report*, for the period of July 1, 2018 through June 30, 2019.

Verification documentation required:

Verification of 8 records with dates of services implementation; and verification of 26 records (updated data) from a recent *Part C Services Report*:

- 1) Services are correctly recorded and
- 2) Meet the regulatory requirements.

Benchmark Human Services submitted verification data.

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Indicator 2 Settings (results indicator): Percent of infants and toddlers with IFSPs who primarily receive early intervention services in community-based or home settings.

§ 303.126 Early Intervention Services in natural environments: Each system must include policies and procedures to ensure consistent with §§ 303.13(a)(8) (early intervention services), 303.26 (natural environments), and 303.344 (d)(1)(ii) (content of the IFSP), that early intervention services for infants and toddlers with disabilities are provided –

- (a) To the maximum extent appropriate, in natural environments; and
- (b) In settings other than natural environments that are most appropriate, as determined by the parent and the IFSP team, only when early intervention services cannot be achieved satisfactorily in a natural environment.

Montana's Results Target: 99% of infants and toddlers with IFSPs who primarily receive early intervention services in community-based or home settings.

Validity, Reliability, and Timeliness

Reported Results: 119/119 records reviewed indicated 100% of infants and toddlers with IFSPs received early intervention services in community-based or home settings. 118/119 received services in the home while 1/119 received services in a community-based setting.

Benchmark met Indicator 2 target.

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Indicator 3: Early Childhood Outcomes (results indicator): Percent of infants and toddlers who demonstrate improved:

- A. Positive social and emotional skills (including social relationships);
- B. Acquisition and use of knowledge and skills (including early language and communication); and
- C. Use of appropriate behaviors to meet their needs.

§ 303.344 Content of an IFSP (c) results or outcomes.

OSEP has established five progress categories to convey developmental trajectories indicative of developmental delay. States report annually to OSEP the percentage of children in each of the five progress categories (a - e):

- a) Did not improve functioning
- b) Improved in functioning, no change in trajectory
- c) Moved closer to functioning like same-aged peers
- d) Improved functioning to that of same-aged peers
- e) Functioning like same-aged peers

From the progress category data, two summary statements per outcome are calculated:

- **Summary Statement 1** is the percentage of children who made greater than expected growth. The summary statement is calculated from the progress categories in the following way: $(c + d) / (a + b + c + d)$
- **Summary Statement 2** is the percentage of children who exited at or above age expectations. The summary statement is calculated from the progress categories in the following way: $(d + e) / (a + b + c + d + e)$

FFY 2017	Montana's Measurable and Rigorous Targets
	<p>Outcome A: Positive social-emotional skills (including social relationships)</p> <ol style="list-style-type: none"> 1. The State's Identified Measurable Result (SiMR) Target: of those children who entered or exited the program below age expectations in Outcome A, 76% substantially increased their rate of growth by the time they turned 3 years of age or exited the program. 2. Target: 56% of children who were functioning within age expectations in Outcome A by the time they turned 3 years of age or exited the program. <p>Outcome B: Acquisition and use of knowledge and skills (including early language/communication and early literacy)</p>

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	<p>1. Target: of those children who entered or exited the program below age expectations in Outcome B, 64% substantially increased their rate of growth by the time they turned 3 years of age or exited the program.</p> <p>2. Target: 47% of children who were functioning within age expectations in Outcome B by the time they turned 3 years of age or exited the program.</p> <p>Outcome C: Use of appropriate behaviors to meet their needs:</p> <p>1. Target: of those children who entered or exited the program below age expectations in Outcome C, 70% substantially increased their rate of growth by the time they turned 3 years of age or exited the program.</p> <p>2. Target: 55% of children who were functioning within age expectations in Outcome C by the time they turned 3 years of age or exited the program.</p>
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Validity, Reliability, and Timeliness

Target and Results Data FFY 2017 July 1 – 2017 – June 30, 2018		
<p align="center">REPORT OF PROGRESS – INDICATOR 3, OUTCOME A</p> <p align="center">Positive social-emotional skills (including social relationships)</p>		
	Measurable and Rigorous Target	Actual Results FFY 2017
Summary Statement 1	76%	
Benchmark	Did not meet	67%
Summary Statement 2	56%	
Benchmark	Did not meet	40%
<p align="center">REPORT OF PROGRESS – INDICATOR 3, OUTCOME B</p> <p align="center">Acquisition and use of knowledge and skills (including early language/communication and early literacy)</p>		
	Measurable and Rigorous Target	Actual Results FFY 2017
Summary Statement 1	64%	
Benchmark	Did not meet	56%
Summary Statement 2	47%	
Benchmark	Did not meet	38%
<p align="center">REPORT OF PROGRESS – INDICATOR 3, OUTCOME C</p> <p align="center">Use of appropriate behaviors to meet their needs</p>		

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	Measurable and Rigorous Target	Actual Results FFY 2017
Summary Statement 1	70%	
Benchmark	Did not meet	56%
Summary Statement 2	55%	
Benchmark	Did not meet	31%

Benchmark Child Outcomes data completeness: 52 records included both an initial and exit Child Outcomes Summary report with ratings /90 exits from the Part C of the IDEA Program in FFY 2017 = **58%**. Target set by the Office of Special Education Programs: **65%**.

Benchmark did not meet the target.

The Chart reports data from the following:

A) Percent of infants and toddlers who did not improve functioning;

B) Percent of infants and toddler who did improve functioning but not sufficient enough to move closer to functioning same age peers;

C) Percent of infants and toddlers who improved functioning closer to same age peers but not at the same level;

D) Percent of infants and toddlers who improved functioning comparable to same age peers;

E) Percent of infants and toddlers who maintained functioning as same age peers.

Indicator 3 agency requirements:

- 1) Identify concerns about the child outcomes data collection process that might be impacting quality.
- 2) If concerns identified, select patterns related to the identified concern and develop a data analysis plan including expected results.
- 3) Conduct analyses associated with the selected patterns and create displays of the resulting data (see attachment for analysis examples included in *Data Patterns for COS Ratings: What to Expect and What to Question*, May 2018, Cornelia Taylor, Dominique Tunzi, SRI International).
- 4) Interpret the data displays with the Part C Coordinator and relevant stakeholders within your agency.
- 5) Determine appropriate actions to improve data quality.
- 6) Participate in continued analysis of the Child Outcomes data and make recommendations to the FSSAC and the Part C Coordinator regarding the achievability of the targets previously set.

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- 7) Implement and monitor fidelity checks of Family Support Specialists measuring progress in the three global child outcomes. Data will be collected for reporting purposes.

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Indicator 4: Family Outcomes (results indicator): Percent of families participating in Part C who report that early intervention services have helped the family:

- A) Know their rights;
- B) Effectively communicate their child’s needs; and
- C) Help their child develop and learn.

§ 303.344 Content of an IFSP (c) results or outcomes.

Validity, Reliability, and Timeliness

Target and Results Data FFY 2017			
Report of Progress – Indicator 4			
Indicator 4	Measurable and Rigorous Target	Actual Results FFY 2017:	Met/Not Met
A) Know their rights	95%	89%	Not met
B) Effectively communicate their child’s needs	95%	95%	Met
C) Help their child develop and learn	95%	85%	Not met

Reported Results:

Benchmark received a total of **75/115** surveys for a rate of return of **65%** which exceeds the State minimum requirement of 30%.

Slippage:

Statewide, fewer families responding to the FFY 2017 Family Survey report that early intervention services helped their family know their rights (Indicator 4A). A work group formed to analyze the survey data and recommend improvement strategies to increase the percentage of families answering affirmatively. This information will be presented to Montana’s ICC, the FSSAC, along with action steps which may or may not include changing the target. Preliminary findings which may have impacted the slippage identified:

- Inconsistent methods across the five regions of collecting the Family Survey data: varied timelines, varied participants’ experience in Part C at the time of the survey, single

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methods of obtaining data, paper survey, with varied methods of obtaining completed surveys.

- Inconsistent common understanding of what the family outcomes mean and inconsistent method to inform families of why the data is collected and the reason for its use in program planning.
- Inconsistent return rates across regions which will not provide a reliable data picture of Indicator 4 results. For example, one region distributed 143 surveys and received 46 completed surveys for a return rate of 32% while another region distributed 60 surveys and received 52 completed surveys for a return rate of 87%.

Statewide, fewer families responding to the Family Survey in FFY 2017 report that early intervention services have helped the family effectively communicate their children's needs (Indicator 4B). Beginning in June 2018, each regional agency began working toward consistent multidisciplinary evaluation and assessments teams which include 2 or more professional disciplines (one of whom is the Service Coordinator) and the family. Benchmark was quick to scale-up and ensure this regulatory requirement was met. Benchmark met the target for Indicator 4B.

Statewide, fewer families responding to the Family Survey in FFY 2017 report that early intervention helped the family help the child develop and learn (Indicator 4C). The work group will drill down into the family outcomes identified in IFSPs and analyze the data. The group's analysis, hypothesis, and recommendations will be shared with the FSSAC. Corrective action steps to be implemented:

Indicator 4 agency requirements:

- 1) Participate in the training of Family Support Specialists in the Family Outcomes;
- 2) Agency will implement and monitor the finalized Family Outcomes Survey Process;
and
- 3) Agency will monitor return rates.

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Child Count Data Indicators: Data collected from the State’s data management system using the *Part C Child Count Report (Table 1)* documenting the number of infants (birth to one) and toddlers (birth to three) with IFSPs on November 10, 2017. This is a performance standard identified in the Part C of IDEA contractual agreement defining an agency’s funding based upon child counts.

§§ 303.302, 303.303, 303.310, 303.320, 303.321 Comprehensive Child Find System

Indicator 5 (results indicator) Child Find (Birth to One): Percent of infants and toddlers birth to 1 with IFSPs compared to national data (1.15%).

	Raw Data	Target 1.46%
Region 2	21/2096* times 100 = 1.001%	Did not meet
*2016 U.S. Bureau of Census, 2016 State and County Population Estimates by Age, Sex, Race, and Hispanic Origin		

Indicator 6 (results indicator) Child Find (Birth to Three): Percent of 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.

	Raw Data	Target 2.20%
Region 2	119/6287* times 100 = 1.892%	Did not meet
*2016 U.S. Bureau of Census, 2016 State and County Population Estimates by Age, Sex, Race, and Hispanic Origin		

Results:

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

Benchmark Human Services submitted Indicators 5 and 6 data:

- 1) Agency will monitor and describe child find and referral processes in catchment areas including:
 - a. CAPTA referrals
 - b. Coordination with home visiting programs (Maternal and Child Health)
 - c. Child Care Programs
 - d. CHIP (Public Health Insurance)
 - e. State Early Hearing Detection and Intervention
 - f. Indian infants and toddlers with disabilities residing on a reservation; and
 - g. Infants and toddlers who are homeless, in foster care, or wards of the State.

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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.

§ 303.310 Post-referral timeline (45 days).

Validity, Reliability, and Timeliness

Montana's Target 100% and Compliance data: The data reported by Benchmark Human Services indicates 3 records met the conditions for exceptional family circumstances and 332 records met the 45-day timeline out of 335 records reviewed.

Benchmark met Indicator 7 target.

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Indicator 8 Early Childhood Transition (compliance indicator): Percentage of infants and 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 SEA and the LEA where the toddler resides at least 90 days prior to the toddler’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.

Montana’s Compliance Target: 100%

§ 303.209 Transition to preschool and other programs: (1) Each State must have a description of its policies and procedures it will use to ensure a smooth transition for infants and toddlers with disabilities under the age of three and their families from receiving early intervention services to (i) preschool or other appropriate services (for toddlers with disabilities); or (ii) exiting the program for infants and toddlers with disabilities. (2) A description of how the State will meet each of the requirements in paragraphs (b) through (f):

- b) Notification to the SEA and appropriate LEA;
- c) Conference to discuss services;
- d) Transition plan;
- e) Transition conference and meeting to develop transition plan; and
- f) Applicability of transition requirements (all toddlers receiving services before those toddlers turn three including any toddler with a disability under the age of three who is served by the State and offered services under § 303.211.

Validity, Reliability, and Timeliness

Region	Indicator 8A	Indicator 8B	Indicator 8C	Target
Region 2	113/113 = 100%	113/113 = 100%	31/34 = 91%	Not met

Due to slippage in this indicator, Montana developed two improvement strategies. In accordance with OSEP Memo 09-02, Benchmark must verify that all Family Support Specialists have completed the following trainings:

- Training: *Documenting Exits for Part C of the IDEA* (includes regulatory requirements); and
- Training: *Transition Process and Procedure* (includes regulatory requirements).

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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 included the Director of Benchmark Human Services who presented the methodology to Benchmark team members and monitors its implementation. The expected scale-up timeline was January 2019.

Benchmark must verify that all Indicators 8A, 8B, and 8C are in full compliance based upon updated data reviewed from four sources: *Infants and Toddlers Exiting Part C Report*; *Part B Services Report*; *Part C Transition Conferences Report*; and *Part C Notification of Potentially Eligible Children Report*.

Benchmark Human Services submitted verification documentation:

- 1) Verification of Family Support Specialist Training for both learning modules; and
- 2) Agency's written process to review, monitor, and implement any correction plans to verify compliance with § 303.209.
- 3) Each regional agency will verify using ongoing transition plan data through frequent monitoring to ensure compliance to ensure IFSPs include a Transition Plan including outcomes, timelines, and strategies; transition Invitations to include invitations to LEA personnel as well as other individuals or agencies; and transition conferences are accurately documented.

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Indicator 11 Statewide Systemic Improvement Plan:

§ 303.24 Multidisciplinary means the involvement of two or more separate disciplines or professions and with respect to – (a) Evaluation of the child in §§ 303.113 and 303.321 (a) (1) (i) and assessments of the child and family in § 303.321 (a) (1) (ii), may include one individual who is qualified in more than one discipline or profession; and (b) The IFSP team in § 303.340 must include the involvement of the parent and two or more individuals from separate disciplines or professions and one of these individuals must be the service coordinator (consistent with § 303.343 (a) (1) (iv)).

Validity, Reliability, and Timeliness

In accordance with OSEP Memo 09-02, all agencies are required to verify, using updated data, that 100% of evaluations are performed by a multidisciplinary team and that the IFSP team includes the involvement of the parent and two or more individuals from separate disciplines or professions and one of these individuals is the service coordinator.

Benchmark Human Services submitted verification documentation:

- 1) Description of agency's process and procedure to ensure multidisciplinary evaluation teams including family members;
- 2) Description of agency's process and procedure to monitor the implementation of multidisciplinary evaluation teams including family members; and
- 3) Updated data that 100% of eligibilities are determined by the multidisciplinary evaluation team. Agency may use a randomized sample of recent data (January through June 2019).