

## QUALITY LIFE CONCEPTS INC. PART C 2009-2010 ANNUAL PERFORMANCE REPORT OVERVIEW

The Office of Special Education Program (OSEP) monitors states to ensure that Part C services are in accordance with the Individuals Disability Education Act (IDEA) 2004. As part of this monitoring process Montana was required to submit a six year State Performance Plan (SPP). Within this plan OSEP had 14 indicators for which Montana set targets, collected data, and indicated how Montana will ensure that Part C services are being provided in accordance with Federal and State Regulations; thus ensuring that families and children are receiving high quality Part C supports and services. Montana will report on 13 of the 14 indicators, because Indicator 12 does not apply to Montana's Part C services.

Montana's targets were set by a variety of stakeholder groups including: MT's ICC Family Support Service Advisory Council (FSSAC), seven Regional Part C service providers, Parent's Lets Unite for Kids (PLUK), and a variety of other councils involved with individuals with developmental disabilities. OSEP approved Montana's 2005-2010 SPP.

Each year in February, Montana is required to submit an Annual Performance Report (APR) to OSEP. The APR includes performance data about the provision of Part C services and compliance data about implementing Part C requirements according to the 2004 IDEA statutes. Data is collected annually from the seven regional Part C service providers and through monitoring conducted by the lead agency for providing Part C services, the Department of Public Health and Human Service (DPHHS), Developmental Disabilities Program (DDP). DDP uses the Montana Comprehensive Evaluation Tool, 618 - Child Count Data collected on November 13<sup>th</sup>, Family Support Specialist (FSS) certification process, and additional data collected by DDP. The data collected reflects the 13 indicators from the SPP. The purpose of this information is to help the state and seven Regional Part C service providers identify areas that need improvement and create a plan to address concerns and/or ways to continue to provide high quality Part C services to families and children.

Quality Life Concept (QLC) is one of the seven regional Part C service providers in Montana. This document reports on QLC's data for the Federal Fiscal Year (FFY) 2009 for each of OSEP's SPP/APR indicators and compares their data with the State's targets and data for the APR, FFY 2009 (July 1, 2009 – June 30, 2010) and the 618 Child Count (November 13, 2009). Census data used for Indicators 5 and 6 comes from the Regional Resource Center Program-SPP/APR calendar, Website <http://spp-apr-calendar.rfcnetwork.org> and <http://ceic.mt.gov/EstimatesCntyPop.as> for each region population estimates as instructed by OSEP.

Only 9 of the 13 Indicators are appropriate for comparison between Montana's APR and each of the seven regional Part C service providers. They are Indicators 1, 2, 3, 4, 5,6,7,8, and 14.

- QLC met or exceeded 9 of the 9 Indicators (1, 2, 3, 4, 5, 6, 7, 8, & 14). The other 4 of the Indicators (9, 10, 11, & 13) did not apply to them or data will be collected for future APRs.

### QLC'S FFY 2009 APR

Director: Merlin Gilham

Address: 215 Smelter Ave NE  
Great Falls, MT 59404

Phone: 406-452-9531

DDP Region: II

Montana Counties served: Blaine, Cascade, Chouteau, Glacier, Hill, Liberty, Pondera, Teton, and Toole.

ANNUAL PERFORMANCE REPORT INDICATORS	STATE TARGET	STATE STATUS DATA	QLC STATUS DATA
1. Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner	100%	100%	100%
2: Percent of infants and toddlers with IFSPs who primarily receive early intervention services (Part C) in the home or programs for typically developing children.	95%	99.5%	100%
3.A- Progress Data for Part C Children FFY 2009			
A. Positive Social- Emotional Skills (including social relationships)	a. Percent of children who did not improve functioning		
	NA	0.3% $1/336 \times 100 = .29$	0% $0/56 \times 100 = 0$
	b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers		
	NA	30% $100/336 \times 100 = 29$	39% $22/56 \times 100 = 39.2$
	c. Percent of children who improved functioning to a level nearer to same-age peers but did not reach		
NA	15%	9%	

		$51/336*100=$ 15.1	$5/56*100=$ 8.9
	d. Percent of children who improved functioning to reach a level comparable to same-age peers		
	NA	29% $96/336*100=$ 28.5	27% $15/56*100=$ 26.7
	e. Percent of children who maintained function at a level comparable to same-aged peers		
	NA	26% $88/366*100=$ 26.1	25% $14/56*100=$ 25.0
<b>B. Acquisition and use of knowledge and skills (including early language/communication)</b>			
	a. Percent of children who did not improve functioning		
	NA	0.3% $1/336*100=$ .29	0% $0/56*100=$ 0
	b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers		
	NA	33% $110/336*100=$ 32.7	50% $28/56*100=$ 50.0
	c. Percent of children who improved functioning to a level nearer to same-age peers but did not reach		
	NA	21% $72/336*100=$ 21.4	7% $4/56*100=$ 7.1
	d. Percent of children who improved functioning to reach a level comparable to same-age peers		
	NA	30% $102/336*100=$ 30.3	20% $11/56*100=$ 19.6
	e. Percent of children who maintained function at a level comparable to same-aged peers		
	NA	15% $51/336*100=$ 15.1	23% $14/56*100=$ 23.2
<b>C. Use of Appropriate Behaviors to meet their needs</b>			
	a. Percent of children who did not improve functioning		
	NA	0.6% $2/336*100=$ 0.59	0% $0/56*100=$ 0
	b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers		
	NA	29% $99/336*100=$ 29.4	48% $27/56*100=$ 48.2
	c. Percent of children who improved functioning to a level nearer to same-age peers but did not reach		
	NA	17% $56/336*100=$ 16.6	7% $4/56*100=$ 7.1
	d. Percent of children who improved functioning to reach a level comparable to same-age peers		

		NA	32% 106/336*100= 31.5	20% 11/56*100= 19.6
	e. Percent of children who maintained function at a level comparable to same-aged peers			
		NA	22% 73/336*100= 21.7	23% 14/56*100= 23.2
<b>3.B- Targets and Actual Data for Part C Children Exiting in FFY 2009 (2009-2010)</b>				
Percent of infants and toddlers with IFSPs who demonstrate improvements: A. Positive social-emotional skills (including social relationships)  B. Acquisition and use of knowledge and skills (including early language/communication; and  C. Use of appropriate behaviors to meet their needs.	<b>Outcome A: Positive social-emotional skills (including social relationships) (QLC had 56 children Exit)</b>			
	<b>Summary Statement</b>			
	1. Of those children who entered or exited the program below age expectations in Outcome A, the percent who substantially increased their rate of growth by the time they exited the program.	58%	59.3%	46.6%
	2. The percent of children who were functioning within age expectation in Outcome A by the time they exited the program.	52%	54.8%	33.9%
	<b>Outcome B: Acquisition and use of knowledge and skills (including early language/communication and early literacy) (QLC had 56 children Exit)</b>			
	<b>Summary Statement</b>			
	1. Of those children who entered or exited the program below age expectations in Outcome B, the percent who substantially increased their rate of growth by the time they exited the program.	60%	61.1%	34.8%
	2. The percent of children who were functioning within age expectation in Outcome B by the time they exited the program.	43%	45.5%	42.8%
	<b>Outcome C: Use of appropriate behaviors to meet their needs (QLC had 56 children Exit)</b>			
	<b>Summary Statement</b>			
1. Of those children who entered or exited the program below age expectations in Outcome C, the percent who substantially increased their rate of growth by the time they exited the program.	66%	61.6%	35.7%	
2. The percent of children who were functioning within age expectation in Outcome C by the time they exited the program.	51%	53.3%	44.6%	
4: 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 children's needs; and C. Help their children develop and learn.	A. 91% B. 91% C. 91%	A. 90.5% B. 90.2% C. 91.4%	A. 98.5% B. 97.0% C. 100%	
5: Percent of infants and toddlers birth to 1 with IFSPs .	1.29%	1.06%	.81%	
6: Percent of infants and toddlers birth to 3 with IFSPs.	2.04%	1.95%	1.64%	
7: Percent of eligible infants and toddlers with IFSPs for whom an evaluation and assessment(s) and an initial IFSP meeting conducted within Part C's 45-day timeline.	100%	100%	100%	
8: Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including:	A. 100%	A. 100%	A. 100%	

A. IFSPs with transition steps and service B. Notification to LEA, if child potentially eligible for Part B; and C. Transition conference, if child potentially eligible for Part B.	B. 100% C. 100%	B. 100% C. 100%	B. 100% C. 100%
9: Percent of noncompliance corrected within one year of identification: A. # of findings of noncompliance. B. # of corrections completed as soon as possible but in no case later than one year from identification.	100% A. 0 B. 0	100%	NA
10: Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint.	100%	100%	NA
11: Percent of full adjudicated due process hearing requests that were fully adjudicated within the applicable timeline.	100%	100%	NA
12: Percent of hearing requests that went to resolution sessions that were resolved through resolution session settlement agreements (applicable if Part B due process procedures are adopted).	NA	NA	NA
13: Percent of mediations held that resulted in mediation agreements.	0	Will set target when 10 or more requests for mediations have occurred.	NA
14: Local reported data (618, data collected for State Performance Plan, and Annual Performance Report	100%	100%	100%

\*Montana's SPP and APR can be found at the following location: <http://www.dphhs.mt.gov/fssac>

\*\* For indicators 4, 5, and 6 there is a % range that an agency could fall within to met the State's Target.

### **Explanation of SPP/APR Indicators and QLC's APR Data**

#### **Indicator 1. Infants and toddlers receive Part C services in a timely manner:**

- Montana defines "timely" as services being provided within 30 days of the parent(s) signing the IFSP and/or Part C service(s) scheduled to be provided within the first 30 days.
- QLC's monitoring data indicate 100% compliance.

#### **Indicator 2. Infants and toddlers with IFSPs primarily receive Part C services in the home or programs for typically developing children:**

- This indicator helps identify where children are primarily receiving services and the goal is to provide Part C services in the home or where typically developing children would receive services.
- QLC's child count data indicated 100% of the children served primarily received Part C services in the home or programs for typically developing children.

#### **Indicator 3. Percent of infants and toddlers with IFSPs who demonstrate improved:**

- A. Positive social-emotional skills (including social relationships);**  
**B. Acquisition and use of knowledge and skills (including early language/communication);**  
**and**

**C. Use of appropriate behaviors to meet their needs.**

- QLC collected data from all infants and toddlers who(1) had baseline Child Outcome Summary Forms (COSFs) completed, (2) were in services at least six months, and (3) had an exit COSF completed in the reporting period of 07/01/09 to 06/30/10 (FFY09).

The Early Childhood Outcome Center's (ECO) Summary Statement Calculator was used to provide data for each of the summary statements for FFY 09.

**Summary Statements for Each of the Three Outcomes (use for FFY 2009-2010 reporting):**

- **Summary Statement 1:** Of those infants and toddlers who entered or exited early intervention below age expectations in each Outcome, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program.
- **Measurement for Summary Statement 1:**
- Percent = # of infants and toddlers reported in progress category (c) plus # of infants and toddlers reported in category (d) divided by [# of infants and toddlers reported in progress category (a) plus # of infants and toddlers reported in progress category (b) plus # of infants and toddlers reported in progress category (c) plus # of infants and toddlers reported in progress category (d)] times 100.
- **Summary Statement 2:** The percent of infants and toddlers who were functioning within age expectations in each Outcome by the time they turned 3 years of age or exited the program.
- **Measurement for Summary Statement 2:** Percent = # of infants and toddlers reported in progress category (d) plus [# of infants and toddlers reported in progress category (e) divided by the total # of infants and toddlers reported in progress categories (a) + (b) + (c) + (d) + (e)] times 100.

**Indicator 4. 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 children's needs; and**
- C. Help their children develop and learn**

- QLC 's services indicates they are helping families A. know their rights, B. effectively communicate their children's needs and C. help their children develop and learn.
- QLC's return rat on Family Outcome Surveys was 54% ( $68/127*100$ )

**Indicator 5. Infants, birth to 12 months with an IFSP:**

- This data was taken from the 618-Child Count, which is an unduplicated count that OSEP requires Montana to collect on November 13<sup>th</sup> of each year. All children with an IFSP being served on that day are included in the count, although the actual number of children served during the year is greater.
- The data that was used for QLC was the number of infants and toddlers, birth to 12 months of age who received Part C services in Region II divided by the total number of infants and toddlers, birth to 12 months of age who live in Region II service area. ( $17/2098 = .81\%$ )

**Indicator 6. Infants and toddlers birth to 36 months with an IFSP:**

- This data was taken from the 618-Child Count, which is an unduplicated count that OSEP requires Montana to collect on November 13<sup>th</sup> of each year. All children with an IFSP being served on that day are included in the count, although the actual number of children served during the year is greater.
- The data that was used for QLC was the number of infants and toddlers, birth to 36 months of age who received Part C services in Region II divided by the total number of infants and toddlers in the general population, birth to 36 months of age who live in Region II service area. ( $101/6159=1.64\%$ )

**Indicator 7. Eligible infants and toddlers with an IFSP for whom an evaluation and assessment(s) and an initial IFSP meeting conducted within Part C's 45-day timeline.**

- From the time an agency receives a referral, they have 45 days to complete evaluations and assessments to determine if the child is eligible and if the child is eligible to hold an initial IFSP meeting. If the 45-day timeline was not met, there needs to be documentation of why the 45-day time line was not met.
- QLC's monitoring data indicate 100% compliance.

**Indicator 8. All children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including:**

**A. IFSPs with transition steps and service**

- This is all children who exit Part C services even those who are not eligible for Part B-need to have in their IFSP's transition steps and services identified.
- QLC's monitoring data indicate 100% compliance.

**B. Notification to LEA, if child potentially eligible for Part B; and**

- The LEA, is the school district in which the child lives. Notification is done usually through the means of a letter.
- QLC's monitoring data indicate 100% compliance.

**C. Transition conference, if child potentially eligible for Part B.**

- A transition conference needs to be held for all children who exit Part C, who are potentially eligible for Part B. If a transition conference was not held, there needs to be documentation as to why it did not occur.
- QLC's monitoring data indicate 100% compliance.

**Indicator 9. Noncompliance corrected within one year of identification:**

**A. # of findings of noncompliance.**

**B. # of corrections completed as soon as possible but in no case later than one year from identification.**

- Noncompliance is identified, if during one of the methods of monitoring completed by DDP an agency is found to have a systemic issue(s) in meeting the requirements for IDEA. When an issue(s) is identified it must be corrected within a year timeframe.
- Noncompliance issues were not found with QLC through any of the monitoring processes, so this indicator does not apply.

**Indicator 10. Signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint.**

- A signed written complaint is the process used when an individual or organization files a signed complaint with the DDP Director in regards to resolving any complaint that raises systemic issues concerning a violation of a requirement or regulations of Part C of the IDEA.
- The DDP Director QLC did not receive any signed written complaints concerning QLC, so this indicator does not apply.

**Indicator 11. Full adjudicated due process hearing requests that were fully adjudicated within the applicable timeline.**

- Procedures are based on the components that are appropriate for Part C that are mandated based on Montana's Office of Public Instruction's (OPI) rules concerning special education due process. The request must be made in writing to the Director of DDP. It is a formal process for settling disputes before an impartial hearing officer.
- QLC did not have any fully adjudicated due process hearing requests, so this indicator does not apply.

**Indicator 12. Hearing requests that went to resolution sessions that were resolved through resolution session settlement agreements (applicable if Part B due process procedures are adopted).**

- This indicator does not apply to Montana.

**Indicator 13. Mediations held that resulted in mediation agreements.**

- Mediation may be requested if a parent and the Part C agency are unable to resolve a dispute or complaint about decisions regarding provision of appropriate early intervention services to a child and the child's family. Both parties have to agree to participate and the request must be made in writing to the Director of DDP.
- The DDP Director did not have any request for mediation concerning QLC, so this indicator does not apply.

**Indicator 14. Local reported data (618, data collected for State Performance Plan, and Annual Performance Report**

- This indicator is to ensure that data is being collected in a timely, reliable, and valid manner.
- QLC's data was submitted on time and according to guidelines for data collection.