

Family Outreach met requirements of Part C of the IDEA.

Note issues for Indicator 1 and Indicator 10.

Executive Summary

The Montana Department of Public Health and Human Services (DPHHS) is the State lead agency responsible for administering and overseeing the statewide system of early intervention services, Montana Milestones Part C Early Intervention Program. Montana Milestones' mission is to build upon and provide supports and resources to assist family members and caregivers to enhance children's learning and development through everyday learning opportunities.

The State contracts with Family Outreach to provide the Part C Program in a geographic catchment area for infants and toddlers who are experiencing developmental delays or at risk for developmental delays due to an established condition diagnosed by a physician or psychologist. Family Outreach's contract requires the provision of the following:

Referral System to ensure infants and toddlers suspected of having a developmental delay or disability can be easily referred to the early intervention program and all eligible children are enrolled.

Multidisciplinary evaluations to determine a child's initial and subsequent eligibility; multidisciplinary assessment initially and at least annually to determine the child's unique needs and the early intervention services appropriate to address those needs; and assessment of the family members to identify the resources, concerns, and priorities of the family related to the development of the child.

Individual Family Service Plan developed by the multidisciplinary team, including the family.

Individualized services under public supervision to meet the developmental needs of the child and the needs of the family related to enhancing the child's development.

Service Coordination provided to a child and family via, at a minimum, one monthly face to face meeting or, in the event of the pandemic, monthly teleintervention meeting.

Procedural safeguards accorded to children and families receiving services.

Transition from the Part C of the IDEA Program.

General Supervision System

The systems that are in place to ensure that IDEA Part C requirements are met, e.g., monitoring systems, dispute resolution systems.

General Supervision focuses upon individualized support to identify practices that lead to compliant and high-quality services; and identifying and enforcing corrective action plans in areas of non-compliance. In order to ensure the quality of services provided to children and families enrolled in the Program and to comply with federal and State requirements through monitoring and professional development activities, Montana Milestones developed its general supervision system to promote the Program's mission, key principles and core values. Montana Milestones

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State Systemic Improvement Plan supports this effort by focusing on areas of lower performance with a systemic improvement approach.

The Part C Coordinator provides administrative oversight and monitoring of regional Programs:

- Monitor and evaluate regional compliance with the federal Part C of the IDEA regulations;
- Monitor the contractor's compliance to ensure eligible children and families receive timely, comprehensive, community-based services that enhance the developmental progress of children from birth to age three;
- Monitor and evaluate the contractor's contract activities;
- Contribute to ongoing quality improvement of contractors to ensure a baseline of quality services for all families participating in Montana Milestones.

There are 5 components of the monitoring system:

- 1) Contractor's annual report: the Program utilizes information from Annual Performance Plan (APR) data Indicators 1-11 to make determinations on Family Outreach's performance. Family Outreach's Annual Report is a key piece of data gathering for federal Indicators and State reporting requirements. The results are used to make determinations. A corrective action plan is requested to address any issues of non-compliance identified through the annual report and submitted to the Part C Coordinator within 30 days of written notification.
- 2) Data verification process: information from the State's database, the Early Intervention Module, was used to verify and validate data submissions by Family Outreach. Throughout the year, activities are completed by the Part C Coordinator to verify the reliability, accuracy and timeliness of data reported by DEAP to DPHHS. Several methods are utilized such as the reporting features of the State's database and ongoing Leadership Team meetings to review data.
- 3) Dispute resolution system: the State's Dispute Resolution Process is a criterion used in making Family Outreach's determination. The Part C Coordinator oversees the Part C of the IDEA dispute resolution process. The Coordinator supports families and regional contractors to access the Part C procedural safeguard system; provide technical assistance to the regional contractors on the implementation of the procedural safeguards and completes Part C formal investigations within federal timelines. Written complaints are investigated to determine whether there are any findings of non-compliance with IDEA. The DPHHS Office of Legal Affairs provides consultation and the Part C Coordinator sends a written response to the family and the regional contractor within 60 days of the complaint. If an area of non-compliance is identified, a corrective action plan is required of the regional contractor and the contractor has one year from the notification of noncompliance to come into compliance. The regional contractor must submit the corrective action plan to the Part C Coordinator within identified timelines. The Part C Coordinator reviews and approves the plan and develops a follow-up monitoring plan as appropriate. Any areas of non-compliance must be corrected within one year from the written notification.

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- 4) Determinations: in making determinations, the Part C Coordinator uses both the compliance and results Indicators. The Coordinator utilizes information from the State's database, and annual report, and the dispute resolution system as criteria in making regional determinations. Each contractor receives a determination of "meets requirements," "needs assistance," or "needs intervention" based on compliance with Part C of the IDEA.
- 5) Technical assistance and/or professional development: Determinations guide the level of need for technical assistance and/or professional development for the agency.

Required Part C of the IDEA processes and high-quality performance measures are identified within each Program provider's contract:

- Performance Plan/Annual Performance Report to evaluate efforts to implement the requirements and purposes of Part C.
- State-wide Systemic Improvement Plan is a comprehensive multi-year plan focusing upon improving results for infants and toddlers with disabilities and their families.
- Public awareness and Child Find System to identify, locate, and evaluate infants and toddlers with disabilities who are eligible for early intervention services including Indian infants and toddlers residing on a reservation geographically located in the region(s) as well as infants and toddlers who are homeless, in foster care, and wards of the State.
- Use of funds and resources are efficient and effective to implement a high-quality program meeting the needs of children and families enrolled in Part C of the IDEA.
- Collection and analysis of performance data to make decisions.
- Implementation of quality standards which are consistent with professional practice guidance and identified in the most current version of *Montana's Stepping Stones for Early Intervention Success*.
- Build and sustain a high-quality intervention program following timelines and implementing supervisory oversight and accurate data entry.
- Develop, write, and implement high-quality child and family outcomes following regulatory requirements.
- Follow dispute resolution procedures for Part C of the IDEA.

Reporting to the Public:

Montana Milestones Part C Early Intervention Program's FFY 2019 APR/SPP and Family Outreach's FFY 2019 APR/SPP are available on the Department's website:

<https://dphhs.mt.gov/ecfsd/childcare/montanamilestones/partcreports>

Family Outreach's FFY 2019 APR/SPP is available on their website:

<https://www.familyoutreach.org/>

Indicator 1: Timely Provision of Services

Monitoring Priority: Early Intervention Services In Natural Environments

Compliance indicator: Percent of infants and toddlers with Individual Family Service Plans (IFSPs) who receive the early intervention services on their IFSPs in a timely manner. (20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement

Percent = [(# of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner) divided by the (total # of infants and toddlers with IFSPs)] times 100.

Account for untimely receipt of services, including the reasons for delays.

Family Outreach did not meet compliance Target.

1 - Indicator Data

FFY 2019 SPP/APR Data

	FFY 2019
Number of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner	26
Number of documented delays attributable to exceptional family circumstance	3
Total number of infants and toddlers with IFSPs	35
Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner.	83%
Target:	100%
Number of infants and toddlers who did not receive the early intervention services on their IFSPs in a timely manner	6

Montana’s criteria for “timely” receipt of early intervention services (i.e., the time period from parent consent to when IFSP services are actually initiated).

Montana's definition of timely receipt of early intervention services: services and supports are initiated within 30 days from when the parent/family member provides consent to the early intervention services and supports identified within the initial IFSP.

What is the source of the data provided for this indicator?

State database

Provide the time period in which the data were collected (e.g., September through December, fourth quarter, selection from the full reporting period).

The statistically valid, randomized sample size was from the reporting periods: July 1, 2019 through June 30, 2020.

Describe how the data accurately reflects data for infants and toddlers with IFSPs for the full reporting period.

Family Outreach was provided an Indicator 1 spreadsheet with a statistically valid, randomized sample of initial IFSPs completed for the reporting periods taken from the State's database report, Timely Services. For each initial IFSP record identified in the sample, the agency's personnel documented the early intervention service(s) identified on the named IFSP and noted the date the service(s) were initiated. If the service was not initiated within 30 days, the agency's personnel documented reasons for delay. The agency additionally documented the source of the service initiation data. To ensure the data source was verifiable (valid and reliable), the Part C Coordinator also performed randomized checks of the Indicator 1 data submitted by each agency.

Family Outreach did not meet compliance for Indicator 1 Timely Initiation of Services.

Family Outreach identified 6 records wherein services were not initiated within 30 days from the family's consent for services:

- 1) FSS needed to reschedule visit to provide Family Training due to illness.
- 2) FSS did not schedule visit to provide Family Training within 30 days.
- 3) FSS did not schedule visit to provide Family Training within 30 days.
- 4) FSS did not schedule visit to provide Family Training within 30 days.
- 5) FSS cancelled visit to provide Family Training due to illness.
- 6) FSS did not schedule visit to provide Family Training within 30 days.

Family Outreach was asked to review 10 additional records and identified 1 record wherein services were not initiated within 30 days from the family's consent for services.

- 1) FSS needed to reschedule visit to provide Family Training (no reason identified).

The pandemic impacted all agencies in different ways. FFY 2020 Indicator 1 data will be closely reviewed including a desk review to determine if a corrective action plan will be put in place.

Indicator 2: Services in Natural Environments

Monitoring Priority: Early Intervention Services In Natural Environments

Results indicator: Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings. (20 U.S.C. 1416(a)(3)(A) and 1442)

Data Source

Data collected under section 618 of the IDEA (IDEA Part C Child Count and Settings data collection in the EDFacts Metadata and Process System (*EMAPS*)).

Measurement

Percent = [(# of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings) divided by the (total # of infants and toddlers with IFSPs)] times 100.

Target Met.

2 - Indicator Data

FFY 2019 SPP/APR Data

	FFY 2019
Number of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings	194
Total number of infant and toddlers with IFSPs	194
Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings	100%
Target	99%

Indicator 3: Early Childhood Outcomes

Monitoring Priority: Early Intervention Services In Natural Environments

Results indicator: 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.

(20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement

Outcomes:

- 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.

Progress categories for A, B and C:

- a. Percent of infants and toddlers who did not improve functioning = $[(\# \text{ of infants and toddlers who did not improve functioning}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$.
- b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers = $[(\# \text{ of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$.
- c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it = $[(\# \text{ of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$.
- d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers = $[(\# \text{ of infants and toddlers who improved functioning to reach a level comparable to same-aged peers}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$.
- e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers = $[(\# \text{ of infants and toddlers who maintained functioning at a level comparable to same-aged peers}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$.

Summary Statements for Each of the Three Outcomes:

Summary Statement 1: Of those infants and toddlers who entered 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 = $[(\# \text{ of infants and toddlers reported in progress category (c) plus } \# \text{ of infants and toddlers reported in category (d)}) \div (\# \text{ of infants and toddlers reported in progress category (a) plus } \#$

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.

Targets: Description of Stakeholder Input

Along with administrative team members, two stakeholder groups participated in reviewing Indicator 3 data and targets. Stakeholder Group 1 is made up of the State's Inter-agency Coordinating Council, the Family Support Services Advisory Council. The 26 members represent family members, early intervention service providers, the five regional contractors, Early Head Start/Head Start, the Early Childhood Bureau, Children's Special Health Services, Child and Family Services, Medicaid Programs, Home Visiting, Higher Education, MT School for the Deaf and Blind, 619/Part B Coordinator, Special Education Preschool Director, and a Legislative Representative. The team formally reviewed the Indicator 3 data during a meeting held January 10, 2020. Noting the ongoing results of successfully implemented strategies intended to improve the quality of Montana's child outcomes data, the group suggested revising the baseline and targets based upon the FFY 2019 outcomes data reflecting more valid data collected.

Stakeholder Group 2 is made up of the leaders from the five regional contractors including each agency's director and their selected Leadership Team members. This group reviewed the Indicator 3 data at multiple times throughout the year as Child Outcomes Quality is one of the State's SSIP improvement strategies. Following three meetings: January 10, 2020, January 15, 2020, and January 28, 2020; they, too, suggested revising the baselines using FFY 2019 data to be more reflective of better-quality child outcomes data. Please see "additional information" for a description of the State's efforts to provide high quality child outcomes data and its future impact on the State's FFY 2020 baseline and target settings.

Targets

FFY	2017	2018	2019
Target A1 >=	65%	68%	68%
Target A2 >=	56%	59%	59%
Target B1 >=	64%	67%	67%
Target B2 >=	47%	50%	50%
Target C1 >=	70%	73%	73%
Target C2 >=	55%	58%	58%

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FFY 2019 SPP/APR Data

Method used to identify Programs with high-quality data

Two quality criteria were used to identify agencies with high-quality data:

1. Data completeness defined in Part C as a minimum of 28% of exiters included in the outcomes data. **FFY 2019 = 55%**
2. Reasonable data patterning, defined in both Part C and Part B 619 as 10% or less of children in progress category "a" and 65% or less of children in progress category "e." **Met.**

Outcome A: Positive social-emotional skills (including social relationships)	FFY 2019 # of Children	FFY 2019 % of Total
a. # of infants and toddlers who did not improve functioning:	0	0%
b. # of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers:	17	27%
c. # of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it:	13	20%
d. # of infants and toddlers who improved functioning to reach a level comparable to same-aged peers:	18	28%
e. # of infants and toddlers who maintained functioning at a level comparable to same-aged peers:	16	25%
Total # of infants and toddlers assessed:	64	100%

Summary Statement	FFY 2018 Target	FFY 2018 Data	FFY 2019 Target	FFY 2019 Data
A1. Of those infants and toddlers who entered 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.	68%	69%	68%	65%
A2. The percent of infants and toddlers who were functioning within age expectations in each Outcome by	59%	50%	59%	53%

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the time they turned 3 years of age or exited the program.				
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Provide reasons for A1 slippage, if applicable

Since 2013 and following significant drill-down into Child Outcomes measurement processes and procedures across the State, Montana implemented strategies to ensure the validity and reliability of Child Outcomes Summary Statements for all three Child Outcomes: 1) use of a single measurement tool, the MEISR, to be used for age-anchoring across the State; 2) development of consistent COS process to be implemented during every baseline and exit measurement across the State; 3) inclusion of family input during baseline and exit ratings; 4) ongoing monitoring of Child Outcomes data; 5) required annual training on the COS process; 6) annual COSP fidelity checklist; and 7) follow-up training to those not meeting the fidelity threshold. Percentage decreases in each Summary Statement have been the result. Therefore, the State attributes the slippage to improved COS processes and procedures resulting in more reliable and valid Child Outcomes summary statements data. The pandemic's impact on Child Outcomes will be further analyzed in FFY 2020.

Provide reasons for A2 slippage, if applicable

Same as identified above.

Outcome B: Acquisition and use of knowledge and skills (including early language/communication)	FFY 2019 # of Children	FFY 2019 % of Total
a. # of infants and toddlers who did not improve functioning:	0	0%
b. # of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers:	19	30%
c. # of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it:	16	25%
d. # of infants and toddlers who improved functioning to reach a level comparable to same-aged peers:	18	28%
e. # of infants and toddlers who maintained functioning at a level comparable to same-aged peers:	11	17%
Total # of infants and toddlers assessed:	64	100%

Summary Statement	FFY 2018 Target	FFY 2018 Data	FFY 2019 Target	FFY 2019 Data
B1. Of those infants and toddlers who entered early intervention below age	67%	77%	67%	64%

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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.				
B2. 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.	50%	44%	50%	45%

Provide reasons for B1 slippage, if applicable

Since 2013 Montana implemented strategies to ensure the validity and reliability of Child Outcomes Summary Statements for all three Child Outcomes: 1) use of a single measurement tool, the MEISR, to be used for age-anchoring across the State; 2) development of consistent COS process to be implemented during every baseline and exit measurement across the State; 3) inclusion of family input during baseline and exit ratings; 4) ongoing monitoring of Child Outcomes data; 5) required annual training on the COS process; 6) annual COSP fidelity checklist; and 7) follow-up training to those not meeting the fidelity threshold. Percentage decreases in each Summary Statement have been the result. Therefore, the State attributes the slippage to improved COS processes and procedures resulting in more reliable and valid Child Outcomes summary statements data. The pandemic's impact on Child Outcomes will be further analyzed in FFY 2020.

Provide reasons for B2 slippage, if applicable

Same as identified above.

Outcome C: Use of appropriate behaviors to meet their needs	FFY 2019 # of Children	FFY 2019 % of Total
a. # of infants and toddlers who did not improve functioning:	1	2%
b. # of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers:	17	27%
c. # of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it:	17	27%
d. # of infants and toddlers who improved functioning to reach a level comparable to same-aged peers:	19	29%

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e. # of infants and toddlers who maintained functioning at a level comparable to same-aged peers:	10	15%
Total # of infants and toddlers assessed:	64	100%

Summary Statement	FFY 2018 Target	FFY 2018 Data	FFY 2019 Target	FFY 2019 Data
C1. Of those infants and toddlers who entered 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.	73%	67%	73%	67%
C2. 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.	58%	47%	58%	45%

Provide reasons for C1 slippage, if applicable

Since 2013 Montana implemented strategies to ensure the validity and reliability of Child Outcomes Summary Statements for all three Child Outcomes: 1) use of a single measurement tool, the MEISR, to be used for age-anchoring across the State; 2) development of consistent COS process to be implemented during every baseline and exit measurement across the State; 3) inclusion of family input during baseline and exit ratings; 4) ongoing monitoring of Child Outcomes data; 5) required annual training on the COS process; 6) annual COSP fidelity checklist; and 7) follow-up training to those not meeting the fidelity threshold. Percentage decreases in each Summary Statement have been the result. Therefore, the State attributes the slippage to improved COS processes and procedures resulting in more reliable and valid Child Outcomes summary statements data. The pandemic's impact on Child Outcomes will be further analyzed in FFY 2020.

Provide reasons for C2 slippage, if applicable

Same as above.

Did you use the Early Childhood Outcomes Center (ECO) Child Outcomes Summary Form (COS) process? (yes/no)

Yes

List the instruments and procedures used to gather data for this indicator.

Each contractor follows the Child Outcomes Summaries Process Guidance developed in 2016 and revised in 2017. The Guidance includes six learning modules beginning with 1) an overview of the COS process including MEISR training; 2) essential knowledge for the COS process including age expected

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skills and behaviors; 3) 7-point rating scale; 4) using the rating scale during case studies, i.e., bucket tree; 5) engaging families in the COS process; and 6) documenting the ratings. Annual training is required for each service coordinator as well as meeting the COS Fidelity Checklist threshold: 85%.

The State's database stores all baseline and exit COS along with Child Outcome Analysis reports: Child Outcomes Summary (report on the Part C totals for each of the OSEP reporting categories) and Child Outcome Analysis Reports (reports on infants and toddlers exiting Part C comparing baseline and exit outcomes, entry distributions, exit distributions, entry and exit distributions). The reporting features are available on demand with current data and have contributed significantly to identifying adjustments and improvement strategies throughout the course of the fiscal year. A new report was created in FFY 2017 and is used to identify children exiting Part C within six months.

Provide additional information about this indicator (optional)

Montana's efforts to provide high quality child outcomes data has been worthwhile. Ongoing monitoring by the Part C Coordinator as well as the five regional contractors indicates that pursuing a change in the State's baselines along with resetting targets are our next steps. Montana proposes to set new baselines and targets using FFY 2019 outcomes data in the anticipated new APR package available in FFY 2020.

Indicator 4: Family Involvement

Monitoring Priority: Early Intervention Services In Natural Environments

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

(20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement

- A. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family know their rights) divided by the (# of respondent families participating in Part C)] times 100.
- B. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family effectively communicate their children’s needs) divided by the (# of respondent families participating in Part C)] times 100.
- C. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family help their children develop and learn) divided by the (# of respondent families participating in Part C)] times 100.

4 - Indicator Data

Targets

FFY	2017	2018	2019
Target A >=	95.00%	95.00%	95.00%
Target B >=	95.00%	95.00%	95.00%
Target C >=	95.00%	95.00%	95.00%

Targets: Description of Stakeholder Input

Along with the Department's administrative team, two stakeholder groups participated in reviewing Indicator 4 data and the targets. Stakeholder Group 1 is made up of the State's Inter-agency Coordinating Council, the Family Support Services Advisory Council. The 26 members representing family members, early intervention service providers, the five regional contractors, Early Head Start/Head Start, the Early Childhood Bureau, Children's Special Health Services, Child and Family Services, Medicaid Programs, Home Visiting, Higher Education, MT School for the Deaf and Blind, 619/Part B Coordinator, Special Education Preschool Director, and a Legislative Representative. The

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team reviewed Indicator 4 data during a meeting held January 10, 2020. They suggested maintaining the current targets.

Stakeholder Group 2 is made up of the leaders from the five regional contractors including each agency's director and their selected Leadership Team members. This group reviewed Indicator 4 data at two meetings: January 10, 2020 and January 15, 2020. They, too, suggested maintaining the current targets.

FFY 2019 SPP/APR Data

	FFY 2019
The number of families to whom surveys were distributed	119
Number of respondent families participating in Part C	47
A1. Number of respondent families participating in Part C who report that early intervention services have helped the family know their rights	44
A2. Number of responses to the question of whether early intervention services have helped the family know their rights	47
B1. Number of respondent families participating in Part C who report that early intervention services have helped the family effectively communicate their children's needs	47
B2. Number of responses to the question of whether early intervention services have helped the family effectively communicate their children's needs	47
C1. Number of respondent families participating in Part C who report that early intervention services have helped the family help their children develop and learn	45
C2. Number of responses to the question of whether early intervention services have helped the family help their children develop and learn	47

4a. FFY 2017 Data	FFY 2017 Target	FFY 2018 Data	FFY 2019 Target	FFY 2019 Data
78%	95%	96%	95%	94%
4b. FFY 2017 Data	FFY 2017 Target	FFY 2018 Data	FFY 2019 Target	FFY 2019 Data
88%	95%	99%	95%	100%
4c. FFY 2017 Data	FFY 2017 Target	FFY 2018 Data	FFY 2019 Target	FFY 2019 Data

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81%	95%	98%	95%	96%
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	Yes / No
Was a collection tool used?	YES
If yes, is it a new or revised collection tool?	NO
The demographics of the families responding are representative of the demographics of infants, toddlers, and families enrolled in the Part C program.	NO* 39% Rate of Return

Include the State’s analysis of the extent to which the demographics of the families responding are representative of the demographics of infants, toddlers, and families enrolled in the Part C program.

Montana implemented an improvement plan to increase response rates. The Family Outcomes Survey Process, based upon data analysis and developed by a stakeholder group made up of representatives from each regional contractor, developed and implemented written guidance outlining the Family Outcomes Survey Process to provide the Program with family outcomes data, from families enrolled since birth, three times over the course of enrollment. The guidance includes talking points to engage the family about the Family Survey upon entry to the Part C Program by the intake professional; additional talking points to engage the family about the Family Survey by the service coordinator in the month before the child's six-month review; and then providing the Family Survey in either written format or by accessing the online Survey at the Montana Milestones website during the six-month review meeting.

*The extent to which the demographics of the families responding are representative of the demographics of infants and toddlers, and families enrolled in the Part C program is unknown as the survey is anonymous and no specific demographic indicators other than regional geographic area were collected.

Beginning FFY 2021, results are expected to include representativeness of the demographics of infants and toddlers receiving services in the Part C Program. Montana will consider race and ethnicity along with one additional demographic, geographic location.

The State will develop a Family Outcomes Survey application to collect race and ethnicity along with geographic region including county of residence to meet the regulatory requirement.

The pandemic’s impact on Family Outcomes will be further analyzed in FFY 2020.

Indicator 5: Child Find (Birth to One)

Monitoring Priority: Effective General Supervision Part C / Child Find

Results indicator: Percent of infants and toddlers, birth to 1 with IFSPs. (20 U.S.C. 1416(a)(3)(B) and 1442)

Data Source

Data collected under section 618 of the IDEA (IDEA Part C Child Count and Settings data collection in the ED Facts Metadata and Process System (EMAPS)) and Census (for the denominator).

Measurement

Percent = [(# of infants and toddlers, birth to 1 with IFSPs) divided by the (population of infants and toddlers, birth to 1)] times 100.

5 - Indicator Data

Targets

FFY	2017	2018	2019
Target >=	1.46%	1.46%	1.46%

Targets: Description of Stakeholder Input

Along with the Department's administrative team, two stakeholder groups participated in reviewing Indicator 5 data and the target. Stakeholder Group 1 is made up of the State's Inter-agency Coordinating Council, the Family Support Services Advisory Council. The 26 members representing family members, early intervention service providers, the five regional contractors, Early Head Start/Head Start, the Early Childhood Bureau, Children's Special Health Services, Child and Family Services, Medicaid Programs, Home Visiting, Higher Education, MT School for the Deaf and Blind, 619/Part B Coordinator, Special Education Preschool Director, and a Legislative Representative. The team reviewed Indicator 5 data during a meeting held January 10, 2020. They suggested maintaining the current target.

Stakeholder Group 2 is made up of leaders from the five regional contractors including each agency's director and their selected Leadership Team members. This group reviewed Indicator 5 data at two meetings: January 10, 2020 and January 15, 2020. They, too, suggested maintaining the current target.

FFY 2019 SPP/APR Data

Number of infants and toddlers, birth to 1 with IFSPs	Population of infants and toddlers, birth to 1	Data	Target
38	3014	1.26%	1.46%

Met Target.

The pandemic's impact on Child Find, birth to one, will be further analyzed in FFY 2020.

Indicator 6: Child Find (Birth to Three)

Monitoring Priority: Effective General Supervision Part C / Child Find

Results indicator: Percent of infants and toddlers, birth to 3 with IFSPs. (20 U.S.C. 1416(a)(3)(B) and 1442)

Data Source

Data collected under IDEA section 618 of the IDEA (IDEA Part C Child Count and Settings data collection in the EDFacts Metadata and Process System (EMAPS)) and Census (for the denominator).

Measurement

Percent = [(# of infants and toddlers, birth to 3 with IFSPs) divided by the (population of infants and toddlers, birth to 3)] times 100.

Targets

FFY	2017	2018	2019
Target >=	2.20%	2.25%	2.25%

Targets: Description of Stakeholder Input

Along with the Department's administrative team, two stakeholder groups participated in reviewing Indicator 6 data and the target. Stakeholder Group 1 is made up of the State's Inter-agency Coordinating Council, the Family Support Services Advisory Council. The 26 members representing family members, early intervention service providers, the five regional contractors, Early Head Start/Head Start, the Early Childhood Bureau, Children's Special Health Services, Child and Family Services, Medicaid Programs, Home Visiting, Higher Education, MT School for the Deaf and Blind, 619/Part B Coordinator, Special Education Preschool Director, and a Legislative Representative. The team reviewed Indicator 6 data during a meeting held January 10, 2020. They suggested maintaining the current target.

Stakeholder Group 2 is made up of the leaders from the five regional contractors including each agency's director and their selected Leadership Team members. This group reviewed Indicator 6 data at two meetings: January 10, 2020 and January 15, 2020. They, too, suggested maintaining the current target.

FFY 2019 SPP/APR Data

Number of infants and toddlers, birth to 3 with IFSPs	Population of infants and toddlers, birth to 3	Data	Target
194	8864	2.18%	2.25%

Met Target.

The pandemic's impact on Child Find, birth to three, will be further analyzed in FFY 2020.

Indicator 7: 45-Day Timeline

Monitoring Priority: Effective General Supervision Part C / Child Find

Compliance indicator: Percent of eligible infants and toddlers with IFSPs for whom an initial evaluation and initial assessment and an initial IFSP meeting were conducted within Part C’s 45-day timeline. (20 U.S.C. 1416(a)(3)(B) and 1442)

Data Source

Data to be taken from monitoring or State data system and must address the timeline from point of referral to initial IFSP meeting based on actual, not an average, number of days.

Measurement

Percent = [(# of eligible infants and toddlers with IFSPs for whom an initial evaluation and initial assessment and an initial IFSP meeting were conducted within Part C’s 45-day timeline) divided by the (# of eligible infants and toddlers evaluated and assessed for whom an initial IFSP meeting was required to be conducted)] times 100.

Account for untimely evaluations, assessments, and initial IFSP meetings, including the reasons for delays.

7 - Indicator Data

Targets

FFY	2017	2018	2019
Target	100%	100%	100%

FFY 2019 SPP/APR Data

Number of eligible infants and toddlers with IFSPs for whom an initial evaluation and assessment and an initial IFSP meeting was conducted within Part C’s 45-day timeline:	Number of eligible infants and toddlers evaluated and assessed for whom an initial IFSP meeting was required to be conducted:	Data	Target
59	72	100%	100%

13 records included documented delays attributable to exceptional family circumstances.

What is the source of the data provided for this indicator?

State database

Provide the time period in which the data were collected (e.g., September through December, fourth quarter, selection from the full reporting period).

Data was collected for the full reporting period.

Describe how the data accurately reflect data for infants and toddlers with IFSPs for the full reporting period.

Visual data prompts and validation procedures embedded into the State's database include;

1. 45-day timeline countdown is depicted on both the pending initial IFSP and the message center for each service coordinator and his/her supervisor;
2. Prior to completion of the pending initial IFSP, the service coordinator is required to explain the reason for delay beginning on the 46th day; and
3. The date-stamp of the completed initial IFSP.

The State's database provides a report, the IFSP Status Report, which specifies the Part C initial IFSP completion status within the 45-day limit. All contractors have access to this report on-demand to support their ongoing monitoring efforts.

Indicator 8A: Early Childhood Transition

Monitoring Priority: Effective General Supervision Part C / Effective Transition

Compliance indicator: The percentage 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 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.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Data Source

Data to be taken from monitoring or State data system.

Measurement

- A. Percent = [(# of toddlers with disabilities exiting Part C who have 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 their third birthday) divided by the (# of toddlers with disabilities exiting Part C)] times 100.
- B. Percent = [(# of toddlers with disabilities exiting Part C where notification (consistent with any opt-out policy adopted by the State) to the SEA and LEA occurred at least 90 days prior to their third birthday for toddlers potentially eligible for Part B preschool services) divided by the (# of toddlers with disabilities exiting Part C who were potentially eligible for Part B)] times 100.
- C. Percent = [(# of toddlers with disabilities exiting Part C where the transition conference occurred 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) divided by the (# of toddlers with disabilities exiting Part C who were potentially eligible for Part B)] times 100.

Account for untimely transition planning under 8A, 8B, and 8C, including the reasons for delays.

8A - Indicator Data

Targets

FFY	2017	2018	2019
Target	100%	100%	100%

FFY 2019 SPP/APR Data

Data include only those toddlers with disabilities exiting Part C with timely transition planning for whom the Lead Agency has 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. (yes/no)

YES

Number of children exiting Part C who have an IFSP with transition steps and services:	Number of toddlers who exited prior to the development of a transition plan:	Number of toddlers with disabilities exiting Part C:	Data	Target
84	88	172	100%	100%

Children no longer eligible for Part C prior to turning 3: 31

Children who were deceased: 1

Children who moved out of State: 10

Children withdrawn by parent: 30

Children withdrawn as attempts to contact were unsuccessful: 16

What is the source of the data provided for this indicator?

State database

Provide the time period in which the data were collected (e.g., September through December, fourth quarter, selection from the full reporting period).

Data was collected from the full reporting period.

Describe how the data accurately reflect data for infants and toddlers with IFSPs for the full reporting period.

All contractors and the Part C Coordinator engaged in ongoing monitoring of the process and procedure using the State's system reporting features: 1) Part C Exit Report; 2) Part C Notification of Potentially Eligible Children Report (children who did not receive services that included a transition plan are documented on the Part C Exit Report); 3) Part C to B Transition Conferences Report; and 4) Part B Service Referrals Report.

The pandemic’s impact on Early Childhood Transition will be further analyzed in FFY 2020.

Indicator 8B: Early Childhood Transition

Monitoring Priority: Effective General Supervision Part C / Effective Transition

Compliance indicator: The percentage 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 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.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Data Source

Data to be taken from monitoring or State data system.

Measurement

- A. Percent = [(# of toddlers with disabilities exiting Part C who have 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 their third birthday) divided by the (# of toddlers with disabilities exiting Part C)] times 100.
- B. Percent = [(# of toddlers with disabilities exiting Part C where notification (consistent with any opt-out policy adopted by the State) to the SEA and LEA occurred at least 90 days prior to their third birthday for toddlers potentially eligible for Part B preschool services) divided by the (# of toddlers with disabilities exiting Part C who were potentially eligible for Part B)] times 100.
- C. Percent = [(# of toddlers with disabilities exiting Part C where the transition conference occurred 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) divided by the (# of toddlers with disabilities exiting Part C who were potentially eligible for Part B)] times 100.

Account for untimely transition planning under 8A, 8B, and 8C, including the reasons for delays.

8B - Indicator Data

Targets

FFY	2017	2018	2019
Target	100%	100%	100%

FFY 2019 SPP/APR Data

Data include notification to both the SEA and LEA

YES

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Number of toddlers with disabilities exiting Part C where notification to the SEA and LEA occurred at least 90 days prior to their third birthday for toddlers potentially eligible for Part B preschool services:	Number of toddlers with disabilities exiting Part C who were potentially eligible for Part B:	Data	Target
74	84	100%	100%

Number of parents opting out of notification: 10

Describe the method used to collect these data

Data was collected using the State's database system from the following reporting tools: 1) Part C Exit Report; 2) Part C Notification of Potentially Eligible Children Report; 3) Part C to B Transition Conferences Report; and 4) Part B Service Referrals Report.

Additionally, each contractor performed analysis of a statistically valid, randomized sample size documenting the notification date, if the LEA and SEA was notified at least 90 days and if not, why. Additionally, the source of data was identified.

Do you have a written opt-out policy? (yes/no)

YES

If yes, is the policy on file with the Department? (yes/no)

YES

What is the source of the data provided for this indicator?

State database

Provide the time period in which the data were collected (e.g., September through December, fourth quarter, selection from the full reporting period).

Data were collected for the fulling reporting period.

Describe how the data accurately reflect data for infants and toddlers with IFSPs for the full reporting period.

All contractors and the Part C Coordinator engaged in ongoing monitoring of the process and procedure using the State's system reporting features: 1) Part C Exit Report; 2) Part C Notification of Potentially Eligible Children Report; 3) Part C to B Transition Conferences Report; and 4) Part B Service Referrals Report.

The pandemic's impact on Early Childhood Transition will be further analyzed in FFY 2020.

Indicator 8C: Early Childhood Transition

Monitoring Priority: Effective General Supervision Part C / Effective Transition

Compliance indicator: The percentage 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 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.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Data Source

Data to be taken from monitoring or State data system.

Measurement

- A. Percent = [(# of toddlers with disabilities exiting Part C who have 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 their third birthday) divided by the (# of toddlers with disabilities exiting Part C)] times 100.
- B. Percent = [(# of toddlers with disabilities exiting Part C where notification (consistent with any opt-out policy adopted by the State) to the SEA and LEA occurred at least 90 days prior to their third birthday for toddlers potentially eligible for Part B preschool services) divided by the (# of toddlers with disabilities exiting Part C who were potentially eligible for Part B)] times 100.
- C. Percent = [(# of toddlers with disabilities exiting Part C where the transition conference occurred 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) divided by the (# of toddlers with disabilities exiting Part C who were potentially eligible for Part B)] times 100.

Account for untimely transition planning under 8A, 8B, and 8C, including the reasons for delays.

8C - Indicator Data

Targets

FFY	2017	2018	2019
Target	100%	100%	100%

FFY 2019 SPP/APR Data

Data reflect only those toddlers for whom the Lead Agency has 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 (yes/no)

YES

Number of toddlers with disabilities exiting Part C where the transition conference occurred 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:	Number of toddlers with disabilities exiting Part C who were potentially eligible for Part B	Data	Target
48	84	76%	100%

8 records included documented delays attributable to exceptional family circumstances.

8 records included documented delays attributable inability to schedule transition conference with local education agency within the timeline. All 4 transition conferences were eventually held with the support of the agency.

Number of toddlers for whom the parent did not provide approval for the transition conference: 0

This number will be subtracted from the "Number of toddlers with disabilities exiting Part C who were potentially eligible for Part B" field to calculate the denominator for this indicator.

Number of documented delays attributable to exceptional family circumstances: 8

This number will be added to the "Number of toddlers with disabilities exiting Part C where the transition conference occurred 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" field to calculate the numerator for this indicator.

What is the source of the data provided for this indicator?

State database

Provide the time period in which the data were collected (e.g., September through December, fourth quarter, selection from the full reporting period).

Data were collected for the full reporting period.

Describe how the data accurately reflect data for infants and toddlers with IFSPs for the full reporting period.

All contractors and the Part C Coordinator engaged in ongoing monitoring of the process and procedure using the State's system reporting features: 1) Part C Exit Report; 2) Part C Notification of Potentially Eligible Children Report; 3) Part C to B Transition Conferences Report; and 4) Part B Service

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Referrals Report.

The pandemic's impact on Early Childhood Transition will be further analyzed in FFY 2020.

Indicator 9: Resolution Sessions

9 - Indicator Data

Not Applicable

This indicator is not applicable to Montana Milestones Part C Early Intervention Program as the Part B process procedures have not been adopted.

Indicator 10: Mediation

Monitoring Priority: Effective General Supervision Part C / General Supervision

Results indicator: Percent of mediations held that resulted in mediation agreements. (20 U.S.C. 1416(a)(3)(B) and 1442)

Data Source

Data collected under section 618 of the IDEA (IDEA Part C Dispute Resolution Survey in the ED Facts Metadata and Process System (EMAPS)).

Measurement

Percent = ((2.1(a)(i) + 2.1(b)(i)) divided by 2.1) times 100.

Family Outreach Indicator data:

0 mediations

A State complaint was filed against Family Outreach in FFY 2019. The family declined mediation. Family Outreach was found out of compliance with the following regulatory requirements:

§303.343 IFSP Team meeting and periodic review; §303.421 Prior written notice and procedural safeguards notice.

Violation 1: Agency redrafted the family's IFSP without permission from the IFSP Team.

§303.400 Use of funds, payor of last resort, and system of payments; §303.520 Policies related to use of public benefits or insurance to pay for Part C services; §303.521 System of payments and fees.

Violation 2: Agency stated they would only pay for some of the early intervention services and co-payments listed on the re-drafted IFSP.

§303.342 Procedures for IFSP development, review, and evaluation; §303.344 Content of an IFSP; §303.34 Service Coordination Services

Violation 3: Complainant noted that early intervention services are not provided in natural environments.

Family Outreach developed a corrective action plan. The following items have not yet been submitted:

- 1) Revision of dispute resolution options and timelines as part of procedural safeguards.