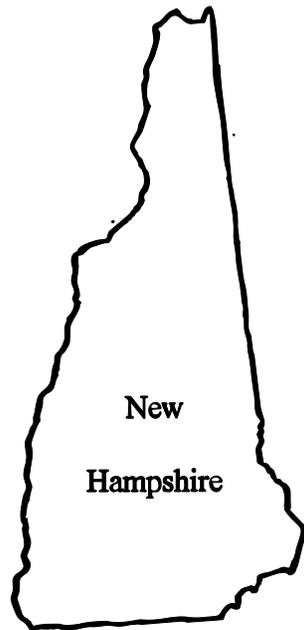


FFY 2010
Annual Performance Report
On
New Hampshire Family-Centered Early Supports and
Services
(Part C, IDEA of 2004)

REVISED 4/17/2012

Submitted on February 1, 2012, by the
New Hampshire Interagency Coordinating Council
For The July 1, 2010 – June 30, 2011 Monitoring Period



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Preface

As a condition of the Part C grant award, the lead agency, NH Department of Health and Human Services, Bureau of Developmental Services, is required to submit an Annual Performance Report on Family-Centered Early Supports and Services. Also, as required by Part C of IDEA 2004, the State Interagency Coordinating Council (ICC) is required to submit an annual report to the Governor on the status of early intervention programs for infants and toddlers with disabilities and their families operated within the State. This report is intended to satisfy both requirements. Copies of the report will be made available upon request, as well as in alternative formats.

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Part C State Annual Performance Report (APR) for FFY 2010

Overview of the Annual Performance Report Development:

The purpose of the Annual Performance Report is to report to the public the progress that has been made toward achieving the targets listed in the 6 year State Performance Plan. The State Performance Plan was developed with stakeholder input in FFY 2004. It contains baseline data for the indicators discussed in the Annual Performance Report and is located on the NH Department of Health and Human Services website: <http://www.dhhs.nh.gov/dcbcs/bds/earllysupport/stateplan.htm>

Annual Performance Report Development

The Annual Performance Report was developed based upon analysis of information obtained through a variety of sources including: on-site record reviews of each ESS program, a local program self review data collection strategy (with subsequent verification), and data entered into the statewide data system. NH's status in comparison to other states was determined by comparing State data with National data tables. Stakeholder input was gathered through a variety of meetings including: Quarterly ESS meetings, with ESS program directors, Area Agency managers and ICC meetings.

Data Collection

A statewide data system is used to collect individual child data for Federal reporting purposes. Data collected through the statewide data system is used for monitoring and to meet federal data submission requirements. Referrals are entered into this data system at the Area Agency level. This process was developed to ensure that all children referred to ESS are accounted for in a single database.

To ensure that ESS program staff, Area Agency, and State and local administrators are able to use the statewide data system correctly for inputting data and monitoring compliance, technical assistance is provided upon request.

The statewide data system was developed to provide direct service provider agencies an opportunity to enter data directly and to allow local and state level compliance monitoring. ESS program directors are responsible for the data entered at their program and Area Agency ESS managers are responsible for the accuracy of the data entered for their region. Area Agency staff use the data system to review ESS Program data and triangulate the data entered with information in the child's record to determine continued compliance and to verify data accuracy.

Bureau of Developmental Services (BDS) staff use the web based data system to monitor program and regional data to determine timely entry of data, compliance with Federal timelines and the completeness of the data that has been entered. The accuracy of the data entered is verified by BDS during annual record reviews. Randomly selected records are reviewed by program review teams that are comprised of Part C staff and the BDS Regional Liaison assigned to the region being reviewed. Additional reviewers are assigned as needed.

Public Dissemination of Information

Annual Report to the Public

New Hampshire's Annual Report to the Public, containing information about the 2009/2010 performance of Area Agencies and local programs, was posted in accordance with OSEP guidance on the DHHS website in the summer of 2011. It was made available electronically through e-mail and was posted on the Lead Agency website: <http://www.dhhs.nh.gov/dcbcs/bds/earllysupport/stateplan.htm>. It is available in a hard copy from DHHS, through the State Library system, and the Part C Central Directory of Services, which is called the Family Resource Connection, as well as the Parent Information Center (NH PTI).

The 2010/2011 Annual Report to the Public will be posted on the DHHS website in the summer of 2012.

Annual Performance Report

The Annual Performance Report (APR) and revised State Performance Plan (SPP) for the 2009/2010 monitoring period was posted on the Lead Agency website in the spring of 2011. The Annual Performance Report for the 2010/2011 monitoring period will be posted in the spring/summer of 2012. The APR and SPP are available electronically through e-mail, by hard copy, and posted on the Lead Agency website: <http://www.dhhs.nh.gov/dcbcs/bds/earlysupport/stateplan.htm>.

Other ways that ESS makes information available to the public is by asking members of the NH Interagency Coordination Council (ICC) to disseminate information to the groups that they represent on the Council. The BDS disseminates information electronically and at quarterly meetings to ESS program directors and representatives of the Area Agencies. ESS program directors then disseminate information to direct service providers who then disseminate the information to the families they serve. Developmental Services State Family Support Council delegates share information with families in their regions. In addition, notice is given to the media for statewide distribution specifying where copies can be obtained.

Copies of materials are available through BDS, the State Library and the Family Resource Connection, which is the Part C Central Directory of Services as well as through the Parent Information Center (NH PTI).

Monitoring Priority: Early Intervention Services In Natural Environments

Revised 4/17/2012

Indicator 1: Percent of infants and toddlers with 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.

FFY	Measurable and Rigorous Target
2010 (2010-2011) 100%	100% of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner.

Actual Target Data for FFY 2010: 100% 270(241 + 29)/270

Identification of noncompliance:

Actual target data is based on valid and reliable data gathered through the state data system and on-site visits of all 10 regions and 17 programs. At the time of the on-site visits, records of 10% of the children served or a minimum of 10 records were reviewed. **Data from the on-site visits are used to calculate compliance for this indicator.** 100% compliance in all programs is expected to be demonstrated within one year of notification that noncompliance has been identified.

The Lead Agency monitoring team verified exceptional family circumstances and IFSP team decision-making for initiation of services based on the state’s definition of timely services that was approved in the OSEP APR/SPP response letter dated June 15, 2007. Exceptional family circumstances included but were not limited to: child, family, or staff illness, vacations, family or staff unavailability due to ice storms and power outages.

Number of Eligible Children	Number of Children with Services Within Timelines	Number of Exceptional Family (or program issues beyond program control) Circumstances Leading to Delays	Number/Percent of Children with Timely Delivery of Services
270	241	29	270 (241+29) /270 = 100%

Of the 270 records reviewed, 241 were found to have received timely services and another 29 had exceptional family circumstances that contributed to the delay of timely receipt of services. The monitoring team verified family related reasons through review of case notes. Therefore, 100% (270/270) of children were considered to have received timely services.

The 29 children whose services were delayed due to exceptional family circumstances received services from 11 different programs. Specific reasons for delay include child hospitalization, family illness, ice storms; families not returning phone calls, family vacations or relocations. Services were provided to all children and families as soon as the family was available: 21 families received services 1-10 days after the projected date; 5 received services within 10-15 days; 2 received services 15-30 days; 1 received services more than 30 days later due to the family moving to another town within the region or because the family did not respond to phone calls.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 (7/1/2010–6/30/2011):

<u>Improvement Strategy</u>	<u>Activity Completed</u>	<u>Progress or Slippage</u>
Record reviews were conducted during the 2010-2011 reporting period.	Record reviews were conducted by BDS to confirm that timelines were being measured correctly and to verify the accuracy of the self-review data previously submitted.	The data showing 100% compliance for FFY2010 represents progress from the FFY 2009 data of 100%. <u>FFY2010 compliance status:</u> Record reviews confirmed that timeliness of services is being measured correctly and that self-review data is accurate. Record reviews and the high rate of compliance and quickness in which the service was provided shows the program’s commitment to providing timely services and that they are implementing the regulatory requirements for this indicator.

Revisions, with Justification, to Proposed Targets / Improvement Activities/ Timelines / Resources for FFY 2010:

The following changes are proposed to update the State Performance Plan:

No changes are proposed.

Resources:

NH ICC
NH Training Institute

Plymouth State University
University of NH
Granite State College
National early Childhood Technical Assistance Center
North East Regional Resource Center

Indicator 2: 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)

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.	
FFY	Measurable and Rigorous Target
2010 (2010 -2011) (99%)	99% of infants and toddlers with IFSPs primarily receive early intervention services in the home or programs for typically developing children.

Actual Target Data for FFY 2010: 99% = 1801/1817

Of the 1817 children with IFSPs, 1801 (99%) were served in either their home or a program for typically developing children. The remaining 16 children were served in other settings.

Statewide monitoring through record reviews ensures that individual setting decisions are made in accordance with Part C of the IDEA natural environmental requirements. Also monitored is the determination of settings, in which infants and toddlers with disabilities receive early intervention services and that they are individualized on the IFSP.

The data used to establish target data is collected through the same statewide data system used to develop the 12/1/2010 Child Count 618 reports.

Number of Children with IFSPs	Number Of Children Served In The Home Or Programs For Typically Developing Children	Percent Of Children Served In The Home Or Programs For Typically Developing Children
1817	1801	99 %

The state reviewed the justification for not serving children in the home or programs for typically developing children. The number and percent of children served in settings other than their homes is likely due to a number of factors including an increase in the number of homeless families due to the economy, and an increased number of programs offering specialty clinics focusing on children with autism. Families sometimes choose to take advantage of these specialty clinics for specific courses of treatment rather than receiving services at home. Review of child records (10% of the children served in each ESS program or a minimum of 10 records) showed that settings are chosen in accordance with 34 CFR 303.12, 303.18, and 303.344. The use of "other" settings for serving children and families will continue to be monitored to ensure that children temporarily receiving services in other than natural settings receive services in natural settings as soon as possible.

Discussion of Improvement Activities Completed and Explanation of Progress or

Improvement Strategy	Activity Completed	Progress or Slippage
Monitoring through statewide data system and record reviews.	Statewide data reports for regions and programs were reviewed to monitor the use of natural environments and to determine if other settings are used in accordance with the IDEA. The accuracy of the statewide data report is verified through record reviews.	Data show that the vast majority of children receive services in natural environments. Review of child records (10% of the children served in each ESS program or a minimum of 10 records) showed that settings are chosen in accordance with 34 CFR §§303.12, 303.18, and 303.344. Settings used for service delivery other than home or 'natural settings' are done so in accordance with Part C natural environment requirements.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010:

No changes are proposed.

Monitoring Priority: Early Intervention Services In Natural Environments

Indicator C3: 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 = [(# of infants and toddlers who did not improve functioning) divided by (# 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 = [(# of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers) divided by (# 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 = [(# of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it) divided by (# 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 = [(# of infants and toddlers who improved functioning to reach a level comparable to same-aged peers) divided by (# 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 = [(# of infants and toddlers who maintained functioning at a level comparable to same-aged peers) divided by (# 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 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.

Target Data and Actual Target Data for FFY 2010:

Targets and Actual Data for Part C Children Exiting in FFY 2010 (July 1, 2010-June 30, 2011)
(Including Children "At Risk")

Summary Statements	Targets FFY 2010 (% of children)	Actual FFY 2010 (% of children)
Outcome A: Positive social-emotional skills (including social relationships)		
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	83%	80.8%
2. The percent of children who were functioning within age expectations in Outcome A by the time they exited the program	79%	77.7%
Outcome B: Acquisition and use of knowledge and skills (including early language/communication and early literacy)		
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	88%	84.5%
2. The percent of children who were functioning within age expectations in Outcome B by the time they exited the program	75%	71.6%
Outcome C: Use of appropriate behaviors to meet their needs		
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	87%	86.3%
2. The percent of children who were functioning within age expectations in Outcome C by the time they exited the program	80%	77.4%

Progress Data for Part C Children FFY 2010
(Excluding Children "At Risk")

A. Positive social-emotional skills (including social relationships):	Number of children	% of children
a. Percent of children who did not improve functioning	3	0.3%
b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers	98	10.8%
c. Percent of children who improved functioning to a level nearer to same-aged peers but did not reach	101	11.2%
d. Percent of children who improved functioning to reach a level comparable to same-aged peers	321	35.5%
e. Percent of children who maintained functioning at a level comparable to same-aged peers	381	42.2%
Total	904	100%
B. 1045Acquisition and use of knowledge and skills (including early language/communication):	Number of children	% of children
a. Percent of children who did not improve functioning	2	0.2%
b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers	105	11.6%
c. Percent of children who improved functioning to a level nearer to same-aged peers but did not reach	150	16.6%
d. Percent of children who improved functioning to reach a level comparable to same-aged peers	428	47.4%
e. Percent of children who maintained functioning at a level comparable to same-aged peers	219	24.2%
Total	904	100%
C. Use of appropriate behaviors to meet their needs:	Number of children	% of children
a. Percent of children who did not improve functioning	3	0.3%
b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers	82	9.1%
c. Percent of children who improved functioning to a level nearer to same-aged peers but did not reach	120	13.3%
d. Percent of children who improved functioning to reach a level comparable to same-aged peers	412	45.6%
e. Percent of children who maintained functioning at a level comparable to same-aged peers	287	31.7%
Total	904	100%

Progress Data for Part C Children FFY2010 with at-risk eligibility are not included due to the small number (7) to protect their confidentiality.

Progress Data for Part C Children FFY 2010
(For all children, including children at-risk)

A. Positive social-emotional skills (including social relationships):	Number of children	% of children
a. Percent of children who did not improve functioning	3	0.3%
b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers	98	10.8%

c. Percent of children who improved functioning to a level nearer to same-aged peers but did not reach	102	11.2%
d. Percent of children who improved functioning to reach a level comparable to same-aged peers	324	35.6%
e. Percent of children who maintained functioning at a level comparable to same-aged peers	384	42.1%
Total	N=911	100 %
B. Acquisition and use of knowledge and skills (including early language/communication):	Number of children	% of children
a. Percent of children who did not improve functioning	2	0.2%
b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers	105	11.5%
c. Percent of children who improved functioning to a level nearer to same-aged peers but did not reach	152	16.7%
d. Percent of children who improved functioning to reach a level comparable to same-aged peers	431	47.3%
e. Percent of children who maintained functioning at a level comparable to same-aged peers	221	24.3%
Total	N=911	100%
C. Use of appropriate behaviors to meet their needs:	Number of children	% of children
a. Percent of children who did not improve functioning	3	0.3%
b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers	82	9%
c. Percent of children who improved functioning to a level nearer to same-aged peers but did not reach	121	13.3%
d. Percent of children who improved functioning to reach a level comparable to same-aged peers	415	45.6%
e. Percent of children who maintained functioning at a level comparable to same-aged peers	290	31.8%
Total	N=911	100%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 (7/1/2010 to 6/30/2011):

Improvement Strategy	Activity Completed	Progress or Slippage																					
Monitor collection of child outcome data	During annual record reviews, COSF forms were reviewed. Program data entry was also monitored through random spot checks to monitor entry of the data. Screen shots were made of the data in the data system and then compared to COSF forms in the charts to ensure reliability of the data.	<p>The number of individual child data (911) is less than in FFY2009 (1051).</p> <p>Actual data show that progress was demonstrated for every outcome:</p> <table border="1" data-bbox="967 457 1328 688"> <thead> <tr> <th></th> <th>FFY2009</th> <th>FFY2010</th> </tr> </thead> <tbody> <tr> <td>A SS1</td> <td>80%</td> <td>80.8%</td> </tr> <tr> <td>A SS2</td> <td>75%</td> <td>77.7%</td> </tr> <tr> <td>B SS1</td> <td>84%</td> <td>84.5%</td> </tr> <tr> <td>B SS2</td> <td>69%</td> <td>71.6%</td> </tr> <tr> <td>CSS1</td> <td>83%</td> <td>86.3%</td> </tr> <tr> <td>CSS2</td> <td>76%</td> <td>77.4%</td> </tr> </tbody> </table> <p>Actual data, however, does not meet the targets projected for FFY2010. The reason is most likely a combination of an overly optimistic target and improved training that resulted in child outcomes being more accurately identified than in previous years.</p> <p>Proposed targets were developed for this indicator for FFY 2011 and FFY 2012 based on this data and are listed below.</p>		FFY2009	FFY2010	A SS1	80%	80.8%	A SS2	75%	77.7%	B SS1	84%	84.5%	B SS2	69%	71.6%	CSS1	83%	86.3%	CSS2	76%	77.4%
	FFY2009	FFY2010																					
A SS1	80%	80.8%																					
A SS2	75%	77.7%																					
B SS1	84%	84.5%																					
B SS2	69%	71.6%																					
CSS1	83%	86.3%																					
CSS2	76%	77.4%																					
Analysis of COSF data for local programs	Child outcome data was made available to local programs (through regional agencies for vendor agencies) for analysis using techniques introduced in 2010	Programs are able to obtain child outcome data at will.																					
Convene work group to identify and adopt a standard for age expectations	This topic was brought to the attention of ESS program directors at one of the Quarterly meetings. It was suggested that the NH Early Learning Guidelines be considered or perhaps another published guideline such as the age expectation resources on the ECO website.	No decision was made and this topic needs to receive further attention.																					
Request proposals for developing an on-line training module for providers who complete the COSF	A training proposal was accepted and funded. The resulting training module was developed with guidance from the Early Childhood Outcomes Program and is currently available both on-line and as a hard copy training module for individual program in-service training (September 2011).	The training module was disseminated September 2011 in both formats. All ESS programs are required to ensure that all direct service providers receive the training. Completion of the training module by staff members will be monitored during the annual program record review visit.																					

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2011

The following Targets for FFY 2011 and 2012 are proposed based on FFY2009 and FFY 2010 data presented above in progress chart:

Summary Statements	Targets for FFY 2011 (% of children)	Targets for FFY 2012 (% of children)
Outcome A: Positive social-emotional skills (including social relationships)		
3. 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 turned 3 years of age or exited the program	81.6%	82.4 %
4. The percent of children who were functioning within age expectations in Outcome A by the time they turned 3 years of age or exited the program	78%	78.5%
Outcome B: Acquisition and use of knowledge and skills (including early language/communication and early literacy)		
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 turned 3 years of age or exited the program	85%	85.5%
2. The percent of children who were functioning within age expectations in Outcome B by the time they turned 3 years of age or exited the program	73%	74%
Outcome C: Use of appropriate behaviors to meet their needs		
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 turned 3 years of age or exited the program	87%	87.5%
2. The percent of children who were functioning within age expectations in Outcome C by the time they turned 3 years of age or exited the program	78.4%	79%

Resources:

Granite State College
National Early Childhood Technical Assistance Center

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.

(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.

FFY 2010	Measurable and Rigorous Targets
7/1/10 – 6/30/11 a) 85 % b) 90% c) 90%	a) 85 % b) 90% c)90 %

Sub-Indicator	FFY 2010 Target	FFY 2010 Actual
4a) Know their rights	85%	86% (414/481)
4b) Communicate their children's needs	90%	87% (418/481)
4c) Help their children develop and learn	90%	85% (407/481)

Actual Target Data for FFY 2010

Fall of 2010 the Lead Agency, based upon State Interagency Coordination Council and other Stakeholder input made the decision to begin using the 2010 Early Childhood Outcomes Center (ECO) recommended Family Outcomes Survey tool. The reason for changing to this tool was to increase the reliability and validity of survey data collection. The Lead Agency also decided to use only the side pertaining to Family Outcomes, not the side referencing community assessment information. Data was analyzed using the ECO recommendations as follows:

“The Family Outcomes Survey-Revised (FOS-R) uses a simplified format for both the family outcome items and the helpfulness indicators. Section A uses a 5-point rating scale which assess the extent to which families have achieved each outcome item, ranging from 1 = Not at all, 2 = A little, 3 = Somewhat, 4 = Almost, and 5 = Completely. Section B also uses a 5-point scale and assesses the helpfulness of early intervention, ranging from 1 = Not at all helpful, 2 = A little helpful, 3 = somewhat helpful, 4 = Very helpful, and 5 = Extremely helpful. The revised survey is two pages, with the family outcome items on one page and the helpfulness items on the other page. Items are grouped into each of the five outcomes and the three helpfulness indicators.

First, count the number of families who meet the criteria for each indicator (i.e., mean value > 4.0 on associated items). Then, divide the number of families who meet the criteria for each indicator by the total number of families who completed the survey and multiply the result by 100 to get the percentage of families to report to OSEP. For example, If 90 families meet the criteria for Indicator 1 and 100 families completed the survey, the percentage reported to OSEP would be 90% (or 90/100 = .90 x 100) for Indicator 1.” (2010 ECO Frequently Asked Questions Document)

Please note that although 484 surveys were returned, 3 parents chose to not respond to many items, which resulted in a difference in the denominator for much of the survey sample. For this reason, the denominator used for analysis is 481.

Description of Family Outcome Data Collection Process:

Family Outcome surveys are disseminated to all families whose children have received six months or more of services.

Table #1 FFY 2010 Family Outcomes Data Return Rates:

The statewide total rate of return was 44% ranging from 31% in one region to 67% in another. Regionally the distribution of responses showed that all regions were represented including rural and urban populations.

Region	Number Returned	Number Requested	Return Rate
1	50	76	66%
2	18	57	32%
3	32	57	56%
4	54	150	36%
5	54	121	45%
6	74	151	49%
7	57	186	31%
8	68	127	54%
9	27	68	40%
10	50	110	45%
Statewide Totals:	484	1109	44%

Comparison of the return rate with baseline data shows a significant increase in the number of surveys being returned statewide from 28% in FFY2007 to 44% in FFY2010 and a 4% increase since FFY2009.

Table #2 FFY 2010 Length of time children were served in program:

These data indicate that the majority of survey respondents, 81% (390 of 484) had been receiving Early Supports and Services for one year or longer when they completed the survey.

Region	6 months	1 year	1 1/2 years	2 years	2 1/2 years	3 years	Missing	Grand Total
1	8	19	8	9	4	2	0	50
2	6	7	4	0	0	0	1	18
3	3	10	11	4	3	0	1	32
4	14	14	18	4	3	1	0	54
5	10	19	8	9	5	0	3	54
6	16	28	12	10	6	1	1	74
7	8	23	13	6	4	2	1	57
8	15	24	16	10	2	1	0	68
9	4	13	4	4	2	0	0	27
10	10	20	11	3	3	0	3	50
Statewide Total:	94	177	105	59	32	7	10	484
Percentage	19%	37%	22%	12%	7%	1%	2%	100%

Table #3 FFY 2010 Age of children at time of survey:

Table 3 Age at Time of survey in FFY 2010						
Region	Birth to 1	1 yr	2 yrs	3 yrs	Not Answered	Total
1	5	10	35	0	0	50
2	0	5	13	0	0	18
3	0	9	22	0	1	32
4	3	18	32	1	0	54
5	1	11	41	0	1	54
6	2	19	47	6	0	74
7	1	25	29	2	0	57
8	3	21	39	5	0	68
9	3	7	17	0	0	27
10	3	14	32	1	0	50
State Total	21	139	307	15	2	484

Data from table #3 indicate that the greatest number of NH families responding to the surveys had children 1 and 2 years of age. These data are consistent with NH's 12/1/2010 618 data, which show that the highest percentage of children receiving ESS are between 1 to 3 years of age. The 15 children represented as being 3 years of age in the chart above turned 3 years within a month of the dissemination of the surveys.

618 data: Total number of infants and toddlers receiving early intervention services by age December 1, 2010, point in time data.

AGE AS OF DECEMBER 1, 2010			
Total	Birth to 1 (12 months)	1 to 2 (> 12 and 24 months)	2 to 3 (> 24 and 36 months)
1817	164	516	1137

Table #4 FFY 2010 Race/Ethnicity:

Comparison of survey data with 618 data indicates that the Family Outcomes data survey respondents are representative of families receiving services through ESS.

The majority of children for both sets of data show that the majority of infants and toddlers receiving early intervention services are white (not Hispanic).

Survey response data shows good representation of race/ethnicity as compared to NH's ESS population. For example, NH served 2% of children who are of Black or African American (not Hispanic) heritage, and 2% of survey responses were from this group. Although there are small differences between the 12/1/10 count in terms of race/ethnicity, the respondents are generally representative of the population served the NH Family Centered Early Supports and Services program.

Region	Native Hawaiian or other Pacific Islander	American Indian or Alaska Native	Asian	Black or African American (not Hispanic)	Hispanic/Latino	White (not Hispanic)	Two or More Races	Unknown	Grand Total
1	1	1	0	0	0	44	3	1	50
2	0	0	2	0	0	15	0	1	18
3	0	0	0	1	0	28	2	1	32
4	0	0	0	2	0	48	4	0	54
5	0	0	0	1	0	53	0	0	54
6	0	0	3	1	2	61	5	2	74
7	0	0	1	1	1	49	4	1	57
8	0	1	1	2	1	61	2	0	68
9	0	0	0	0	1	25	1	0	27
10	0	0	1	0	1	46	1	1	50
Statewide Total:	1	2	8	8	6	430	22	7	484
Percentage	0%	0%	2%	2%	1%	89%	5%	1%	100%

618 data: Race/Ethnicity December 1, 2010, point in time data.

Total Number Of Infants And Toddlers Receiving Early Intervention Services					
	Age As Of December 1 2009				100.1 %
	Total	Birth to 1 (12 months)	1 to 2 (> 12 and 24 months)	2 to 3 (> 24 and 36 months)	
Total (Rows 1-7)	1817	164	516	1137	
1. American Indian or Alaska Native	1				0%
2. Asian	56				3%
3. Black (Not Hispanic)	35				2%
4. Hispanic	65				4%
5. Native Hawaiian or other Pacific Islander	0				0%
6. White (Not Hispanic)	1592				88%
7. Multi-Racial	68				4%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 7/1/2010 – 6/30/2011:

Improvement Strategy	Activity Completed	Progress or Slippage
<p>Bring together an Advisory Group to review Family Outcome data and provide recommendations for improving family outcomes.</p>	<p>1. The Family Outcome advisory group consists of the NH ICC and the participants of the Quarterly ESS Director and AA administrators. Family Outcome data collection is placed on the agenda at least one time per year for the purpose of analyzing data and identifying improvement strategies.</p> <p>2. At the March ESS Community Meeting Family Outcome Surveys are distributed. At this time program directors are asked to identify how surveys would be distributed and monitored.</p> <p>3. BDS advertised that \$50.00 gas cards would be raffled off to families returning the survey by the deadline.</p> <p>4. Individual program data was sent out during the summer months to assist programs in developing strategies to improve family outcomes in their program.</p>	<p>The practice of raffling gas cards continues to be very successful in encouraging families to participate in the survey. FFY 2010 data show an increase in the response rate.</p> <p>Switching to the 2010 ECO survey was explored in the fall of 2010 at the ICC Retreat and the December ESS Quarterly meetings. The use of this new survey was agreed upon at this time and implemented in March 2011.</p> <p>Replacing the Family Outcomes Survey previously used with the 2010 ECO survey (different survey items, different method of computing compliance), outcome data appear to show a decrease in the performance rate of all three outcomes. Outcome A, however, exceeds the target for FFY2010.</p> <p>The Lead Agency would like to use this year's data as the new baseline for this indicator and establish new targets for FFY 2011 and FFY 2012 as described below.</p> <p>The successful improvement strategies implemented this past year will continue to be implemented and evaluated for effectiveness.</p>

Revisions, with Justification, to Proposed Targets / Improvement Activities/ Timelines / Resources for FFY 2010:

Because the Family Outcomes Survey adopted in March 2011 uses different survey items and a different method of computing compliance, the Lead Agency is requesting that the baseline for this indicator be set as follows:

Sub-Indicator	FFY 2010 Actual
4a) Know their rights	86% (414/481)
4b) Communicate their children's needs	87% (418/481)
4c) Help their children develop and learn	85% (407/481)

Based on these data, requested targets for FFY 2011 and FFY 2012 are:

Sub-Indicator	FFY 2010 Baseline	FFY 2011 Target	FFY 2012 Target
4a) Know their rights	86%	86.4	86.8
4b) Communicate their children's needs	87%	87.4	87.6
4c) Help their children develop and learn	85%	85.4	85.6

Requested revision of improvement strategies for FFY 2011 and 2012 for improving all family outcome areas:

March 14, 2012 – June 30, 2012

- Introduce concept of integrating family outcomes into the IFSP using materials available on the ECO web site and establish a workgroup of Stakeholders to determine how this might be accomplished; adapt State's Model IFSP form to facilitate this process.

July 1, 2012 – June 30, 2013

- Implement integrating family outcomes into the IFSP. Specific implementation plans will be based on recommendations by the workgroup; monitoring and technical assistance will be provided at program level during routine program visits to facilitate the change process.

Resources

National Early Childhood Outcomes Center
National Early Childhood Technical Assistance Center
North East Regional Resource Center

Indicator 5:

Percent of infants and toddlers birth to 1 with IFSPs compared to national data.

Measurement:

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

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

FFY	Measurable and Rigorous Target
2010 (2010-2011) 1.50%	1.50 % of children birth to 1 with IFSPs.

Actual Target Data for FFY 2010: 1.26 % 164/ 12,994

Number of Children with IFSPs Ages Birth to 1 Year.	Number of Children in NH Ages Birth to 1 Year based on Table C-13	Percent of Children in NH Served by the Family Centered Early Supports and Services Program
164	12,994	1.26%

Data used to determine the number of children served is taken from the statewide data system. This data is verified by Regional Area Agencies and local programs to ensure accuracy by comparing the data report from the statewide data system with local records. The verified data is used for Federal reporting in December 1-child count data reports.

Information used in the National Tables are considered 'point in time' data and reflect the number of children with active IFSPs as of 12/1 of any given year. Active IFSPs are considered any IFSP with parent consent.

The NH Part C program served 1.26% (164/12,994) of all infants (birth to 1 year of age) residing in NH during the 2010-2011 monitoring period, which is .23% less than last year (1.49% 212/14,214). The state has not reached its target of 1.50 % for FFY 10.

OSEP Table C13 “Percent of infants and toddlers receiving early intervention services under IDEA, Part C, by age and state: 2010” (see Appendix) provides information for all states. This table shows that NH is 16th in the nation regarding the number of children aged birth to one served.

The state continues to build its outreach efforts to infants and children birth –1 through initiatives begun in FFY05-06 as well as through the revision of brochures, flyers and outreach materials to families and the medical community across the state.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 (July 1, 2010-June 30, 2011):

Improvement Strategy	Activity Completed	Progress or Slippage
Assess the effectiveness of the Part C Child Find program.	1. The review of child count data indicates lower than expected numbers of infants birth –1 served.	Further outreach activities to children and families through initiatives supported with ARRA funding will be monitored for improvement in outreach activities.
	2. Review of statewide data system reports compared to local and other statewide reports are done to ensure accuracy of data reports.	

Continued development and enhancement of a statewide system of developmental screening, information and referral.	3. Continued support of a developmental screening system in partnership with child protective services begun in spring of 2007 called "Watch Me Grow". The purpose of this system is to ensure that families receive developmental information about their children and referrals to ESS and other community services when appropriate.	12 Family Resource Centers that are under contract the Division Children, Youth and Families implement the developmental screening and referral initiative called "NH Watch Me Grow". ARRA funds were used to implement the program statewide by providing start up funds, developmental screening materials, and to develop a statewide data collection system. Data from the statewide developmental screening data system is used for evaluation and to monitor the effectiveness of the screening system. Decreased state funding to support the Family Resource Centers along with development issues with the report function of the new system have slowed the collection of data, but these issues are being addressed at this time and it is anticipated that evaluation data will be available by the end of FFY 2011. The data will assist the Lead Agency in determining the impact of this activity on the identification of children aged birth to one.
	3. Development of updated brochures in hard copy and web-based format for outreach to NH Neonatal Intensive Care Units and birthing facilities to increase the number of referrals of children aged birth to one year.	ARRA funds were used to update and disseminate child find materials, which include state produced information and materials available through the Center for Disease Control (CDC): "Learn the Signs, Act Early" handouts and posters. These materials were disseminated summer and fall of 2011 to all early childhood partners.
	4. Collaborate with other early childhood partners through the Head Start mandated Early Childhood Advisory committee which is called "Spark NH" to increase referral of children with established conditions.	Fall of 2011 Part C Coordinator was appointed to Spark NH and became the chair of the Quality committee. This committee is tasked with the Goal of "fostering Public awareness, promote access to, and build commitment for quality EC programs and services. It is anticipated that this work will increase referrals of children aged birth to one year to the Part C program. Also, BDS will collaborate directly with Hospitals with NICUs.
	5. Referral information placed on website.	Referral information is available at: http://www.dhhs.nh.gov/dcbcs/bds/earlysupport/refer.htm
	6. Support to the Parent Training and Information Center (PTI), known locally as the Parent Information Center, for development of materials (written and web based) designed to increase awareness of ESS services in NH.	Funded by ARRA funds, the NH Parent Information Center developed and printed a guide for families called "Family Centered Early Supports and Services "(Part C), a family guide. This program will continue to print and disseminate this guide to families through referral sources

**Revisions, with Justification, to Proposed Targets / Improvement Activities /
Timelines / Resources for FFY 2010:**

None requested

Resources

National Early Childhood Technical Assistance Center
North East Regional Resource Center
Center for Disease Control

Indicator 6: Percent of infants and toddlers birth to 3 with IFSPs compared to national data.

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

Measurement: Percent=[(# of infants and toddler birth to 3 with IFSPs) divided by the (population of infants and toddlers birth to 3)] times 100 compared to national data.
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FFY	Measurable and Rigorous Target
2010 (2010-2011) 3.42 %	3.42 % of children birth to 3 with IFSPs.

Actual Target Data for FFY 2010: 4.49% 1,817/40,474

Data used to determine the number of children served is taken from the statewide data system. This data is verified by Regional Area Agencies and local programs to ensure accuracy by comparing the data report from the statewide data system with local records. The verified data is used for Federal reporting in December 1 - child count data reports.

Information used in the National Tables referenced below are considered ‘point in time’ data and reflect the number of children with active IFSPs as of 12/1 of any given year. Active IFSPs are considered to be any IFSP with parent consent.

Number of Children with IFSPs Ages Birth to 3 Years	Number of Children in NH Ages Birth to 3 Years based on Table C-13	Percent of Children in NH Served by the Family Centered Early Supports and Services Program
1,817	40,474	4.49%

The Part C program served 4.49% of all infants and toddlers (birth to 3 years of age) residing in NH for the 2009-2010 monitoring period. The target of children served was 3.42%. New Hampshire exceeded its target by 1.07%. Although 43 more children were served, the population of children the same age in NH decreased (2009 43,201 to 2010 40,474).

OSEP Table C -13 “Percent of infants and toddlers receiving early intervention services under IDEA, Part C, by age and state: 2010” (see Appendix) provides information for all states. This table shows that the National average is 2.82%. NH serves more children than most states in this age range and ranks 5th of all states in terms of the % of children served ages birth to three.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 (July 1, 2010-June 30,2011):

Improvement Strategy	Activity Completed	Progress or Slippage
Assess the effectiveness of the Part C Child Find program.	Review of statewide data system reports compared to local and other statewide reports are done to ensure accuracy of data reports.	Review of data shows that the data is accurate. The State continues to exceed its target. The number of children served by the Part C Program maintains targeted growth.

Improvement Activities/Timelines / Resources for FFY 2010:

None are requested.

Resources

National Early Childhood Technical Assistance Center
North East Regional Resource Center
Center for Disease Control

Revised 4/17/2012

Indicator 7: Percent of eligible infants and toddlers with IFSPs for whom an evaluation and 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)

<p>Measurement:</p> <p>Percent = [(# of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting was conducted within Part C’s 45-day timeline) divided by the (# of eligible infants and toddlers evaluated and assessed)] times 100.</p> <p>Account for untimely evaluations, assessments, and initial IFSP meetings, including the reasons for delays.</p>
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FFY	Measurable and Rigorous Target
2010 (2010-2011) 100%	100% of children referred to ESS will have an IFSP developed and approved 45 days or earlier from the date of referral.

Actual Target Data for FFY 2010: 100% = 244 (193 + 51) / 244

Identification of noncompliance:

Actual target data is based on valid and reliable data gathered through the state data system and on-site visits of all 10 regions and 17 programs. At the time of the on-site visits, records of 10% of the children served or a minimum of 10 records were reviewed. **Data from the on-site visits are used to calculate compliance for this indicator.** 100% compliance in all programs is expected to be demonstrated within one year of notification that noncompliance has been identified.

The Lead Agency monitoring team verified exceptional family circumstances and IFSP team decision-making for initiation of services based on the state’s definition of timely services that was approved in the OSEP APR/SPP response letter dated June 15, 2007. Exceptional family circumstances included but were not limited to: child, family, or staff illness, vacations, family or staff unavailability due to ice storms and power outages.

Number of Eligible Children	Number of Eligible Children with signed IFSPs 45 days from Referral.	# Of Exceptional Family Circumstances or issues beyond program control	% Of Eligible Children with signed IFSPs 45 days from Referral
244	193	51	244 (193 + 51)/244= 100%

Target data reported for this indicator includes statewide data (10 regions and 17 programs) based on record reviews of 10% of the children served or a minimum of 10 records. DHHS FCESS verified 51 instances when exceptional family circumstances prevented IFSPs from being developed and receiving parent consent within 45 days of referral.

The state included in its calculation the number of children for whom the state has identified the cause for the delay as exceptional family circumstances documented in the child’s record. The state has identified the number and causes for exceptional family circumstances or issues beyond program control such as weather related delays such as ice storms or staff illness.

Of the 244 records reviewed, 193 were found to have received timely services and another 51 had exceptional family reasons that contributed to the delay of timely development of IFSPs. The monitoring team verified family related reasons through review of case notes. Therefore, 100% (259 /259) of children were considered to have received timely services.

The 51 children whose services were delayed due to exceptional family circumstances received services from 14 different programs. Specific reasons for delay included child hospitalization, family illness, staff illness, ice and snowstorms, families not returning phone calls, family vacations or relocations.

As soon as the family was available, IFSPs were completed and family consent to services obtained. Of the 51 families whose IFSPs were delayed, IFSPs were developed and consent obtained as follows: 13 were 1-5 days late, 13 were 6-10 days late, 15 were 11-20 days late, 4 were 21-30 days late, and 6 were 31 days or more late.

The State reviewed the records for each of the individual children to confirm that the IFSPs not completed within 45 days were completed with parent consent, although late, as documented on the IFSP. In addition, the State reviewed subsequent records for each ESS program and determined that IFSPs for children who were referred after non-compliance was identified had an IFSP completed in a timely manner as documented in the IFSP, and fully demonstrated and documented that the ESS programs are currently implementing the statutory/regulatory requirements consistent with the timely development of IFSPs.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 (July 1, 2010-June 30,2011):

Improvement Strategy	Activity Completed	Progress or Slippage
On-site visits were conducted to provide technical assistance.	ESS Program Directors were asked to self-review records prior to on-site visits and to record their observations. Program review teams conducted record reviews to verify the program directors observations. State office staff revised self forms to account for issues within and those beyond program control. Revised forms also accounted for how long the	The data show 100% compliance for FFY2010. Record reviews confirmed that timeliness of IFSPs is being measured correctly and that self-review data is accurate. The State Part C staff continued to use the state data collection system to monitor programs from the desktop.

	delays were before IFSP was completed.	Ongoing-targeted technical assistance was provided as needed.
Assign BDS Part C staff as Liaisons to each Area Agency to more closely monitor timely correction of noncompliance and provide technical assistance.	A BDS Part C staff member is assigned as a liaison to each Area Agency.	The State Part C staff continues to use the state data collection system to monitor programs from the desktop.

Revisions, with Justification, to Proposed Targets / Improvement Activities/ Timelines / Resources for FFY 2010:

None requested.

Resources:

North East Regional Resource Center
Bureau of Developmental Services Staff

Revised 4/17/2012

Indicator 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. IFSPs with transition steps and services;
- B. Notification to LEA, if a child potentially is eligible for Part B;
- C. Transition conference, if a child potentially is eligible for Part B.

Measurement:

- A. Percent = [(# of children existing Part C who have an IFSP with transition steps and services) divided by the (# of children exiting Part C)] times 100.
- B. Percent = [(# of children existing Part C and potentially eligible for Part B where notification to the LEA occurred) divided by the (# of children exiting Part C who were potentially eligible for Part B)] times 100.
- C. Percent = [(# of children existing Part C and potentially eligible for Part B where the transition conference occurred) divided by the (# of children exiting Part C who were potentially eligible for Part B)] times 100.

Account for untimely transition conferences. including reasons for delays.

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

For all indicator 8 sub indicators, in the 2010/2011 monitoring period, all ESS Programs received a site visit during which record reviews were conducted for all of the children who had exited each program with the exit reason: “eligible for Part B” between 10/1/2010 and 1/31/11. This time frame is used because additional data is accepted on timeline indicators until 9/30, and scheduling of monitoring visits begins in March of any year. Using 10/1 as the beginning of the monitoring year ensures that there will not be overlap record reviews during which some child records could be counted twice. Since local programs are given 1 month to enter all data for a child exiting the system, it is reasonable to assume that all data on exiting children should be available in child records and in the data system when monitoring visits begin in the month of March.

8A. IFSPs with transition steps and services

FFY	Measurable and Rigorous Target
2010 (2010-2011) 100%	100% of children an IFSP with transition steps and services.

Actual Target Data for FFY 2010: 96% 266/255

Number of Children In the transition process	Number of Children with transition steps and services	Number/Percent of Children
266	255	96%

In the FFY 2010 monitoring period, all ESS programs received a site visit during which record reviews were conducted for 10% or a minimum of 10 records for children in the transition process. Data from the on-site visits are used to calculate compliance for this indicator. Statewide, 266 child records were reviewed to identify if a transition plan containing transition steps and services had been developed for each child. 255 records contained transition steps and services necessary to exit Part C.

Discussion of Improvement Activities Completed and Explanation of Progress Slippage that occurred for FFY 2010:

Improvement Strategy	Activity Completed	Progress or Slippage
On-site visits were conducted to provide technical assistance and to monitor progress with the implementation of the transition planning requirement.	ESS Program Directors were asked to self-review records prior to on-site visits and to record their observations. Program review teams conducted record reviews to verify the program directors' observations.	100% of the records contained the steps and services necessary to exit Part C (ESS). Reviewed records and data system information showed that transition plans are being completed with the family as a part of the IFSP. Plans are up-dated as needed and copies maintained in the child's record. The State Part C staff continues to use the state data collection system to monitor programs from the desktop. One program was placed on a corrective action plan because 11 records did not include transition plans. They successfully submitted additional data showing 100% compliance within 30 days.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010:

None requested.

B. Notification to LEA, if child is potentially eligible for Part B

FFY	Measurable and Rigorous Target
2010 (2010-2011) 100%	100% of children potentially eligible for Part B at age 3 yrs are referred to the local education agency (LEA).

Actual Target Data for FFY 2010: 100%, (254/254)

Number of Children in Transition	Number of Children for whom Notification was Provided	Number/Percent of Children referred to LEA by Age 3
254	215 (39 opt-out)	254/ (215+39)=100%

Statewide, 254 child records were reviewed to identify if the LEA had been notified about children who may be eligible for services at age 3. **Data from the on-site visits are used to calculate compliance for this indicator.** 100% (254/254) of the records contained evidence that the Local Education Agency (LEA) had been notified that the child was potentially eligible for Part B. It is expected that the programs will continue to provide the consistent adherence to notification that they currently demonstrate.

Target data reflects the number of children who exited with the exit reason “eligible for special education” for whom notification was sent to the LEA. Notification took place in the form of written notification sent to the LEA for all children who had IFSPs, for those children whose families did not “opt out”. Of the 254 children whose records were reviewed, 39 families chose to “opt out” of notification.

Children who are determined to be “potentially eligible” for special education are referred to special education with the family’s written consent at which time relevant information and reports are provided to the LEA. A child who is “potentially eligible” for special education is identified through the following process:

1. The IFSP Team makes the decision during the Transition Conference. The representative of the LEA must be invited to the Transition Conference, however the decision can be made even if the representative of the LEA is not present.
2. If the IFSP Team determines a child is “potentially eligible”, and with informed, written consent by the parent, a referral will be made to the LEA at or immediately following the Transition Conference.

In making the determination that a child is “potentially eligible”, the IFSP Team should consider the following factors including, but not limited to:

- o Does the child have a perceived delay/concern/issue in any of the 5 domains?
- o Does the delay/concern/issue impact education and functional performance?
- o Does the child require specialized instruction?
- o Does the child’s delay/concern/issue impact their ability to access the curriculum?
- o Is the child not meeting developmental milestones?
- o Are current gains in performance a result of services?
- o Is the child at risk without continued services?
- o Are there emergent skills?
- o What is the current amount of services the child is receiving?

However, if the IFSP Team is unsure, the IFSP Team should determine the child is “potentially eligible”.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010:

Improvement Strategy	Activity Completed	Progress or Slippage
On-site visits were conducted to provide technical assistance and to monitor progress with the implementation of the opt-out policy.	ESS Program Directors were asked to self-review records prior to on-site visits and to record their observations. Program review teams conducted record reviews to verify the program directors' observations.	Reviewed records and data system information showed that the notification process including the opt-out policy is being implemented and that schools continue to be notified of children who were potentially eligible for services. The State Part C staff continues to use the state data collection system to monitor programs from the desktop.

Revisions, with justification, to proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010:

None requested.

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

FFY	Measurable and Rigorous Target
2010 (2010-2011) 100%	100% of children potentially eligible for Part B will have a transition conference 90 days or more prior to the 3 rd birthday.

Actual Target Data for FFY 2010:100% (198 + 29) /227

In the 2010/2011 monitoring period, all ESS programs received a site visit during which record reviews were conducted for 10% or a minimum of 10 records for the children served by the program to determine if a transition conference had occurred. **Data from the on-site visits are used to calculate compliance for this indicator.** Statewide, 227 child records were reviewed for children who were in the transition process. 100% of the records contained evidence that transition conferences had been held for children potentially eligible.

Number of Children In the transition process	Number of Children With Timely Transition Conferences	# Of Exceptional Family Circumstances	Number/Percent of Children
227	198	29	(198+29) /227=100%

The state included in its calculation the number of children for whom the state has identified the cause for the delay as exceptional family circumstances documented in the child's record. The state has identified the number and causes for exceptional family circumstances.

Of the 227 records reviewed, 198 were found to have transition conferences 90 days or more prior to the child's 3rd birthday. Reasons why the remaining 29 children did not receive a timely transition conference include late referrals to ESS, and parent's indecision regarding whether to refer their child to preschool special education. All children were referred prior to their 3rd birthday.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY2009:

Improvement Strategy	Activity Completed	Progress or Slippage
On-site visits were conducted to provide technical assistance.	ESS Program Directors were asked to self-review records prior to on-site visits and to record their observations. BDS program review teams conducted record reviews to verify the program directors observations.	<p>FFY 2010 compliance status: Statewide compliance rate is 100%. New Hampshire has achieved its target.</p> <p>The State Part C staff continues to use the state data collection system to monitor programs from the desktop.</p> <p>Additional technical assistance is available from an online transition learning module available on the Parent Information Center (developed with Part C ARRA funding).</p> <p>The recently updated Transition Guide for Families and Staff provides guidance regarding State Rules and Federal Law related to transition.</p>
Quarterly meetings with program directors were held.	The IDEA requirement for conducting a 90-day transition meeting was reviewed and discussed with ESS Program Directors.	ESS Program Directors are kept up to date on statewide compliance and have an opportunity to share successful strategies used to sustain compliance on this indicator.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY2010:

Monitoring Priority: Effective General Supervision Part C / General Supervision / Identification of Noncompliance

None requested.

Transition Indicators Resources:
 Parent Information Center (NH PTI)
 NH DOE (Preschool Special Education)
 National Early Childhood Technical Advisory Center
 North East Regional Resource Center
 Bureau of Developmental Services Staff

Revised 4/17/2012

Indicator 9: General supervision system (including monitoring, complaints, hearings, etc.) identifies and corrects noncompliance as soon as possible but in no case later than one year from identification.

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

Measurement:
 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.
 Percent = [(b) divided by (a)] times 100.
 States are required to use the "Indicator C 9 Worksheet" to report data for this indicator.

FFY	Measurable and Rigorous Target
2010 (2010-2011) 100%	100% of findings of noncompliance are corrected as soon as possible but in no case later than one year from identification.

Actual Target Data for FFY 2010: 100% (2/2) Findings

INDICATOR C-9 WORKSHEET

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2009 (7/1/09 through 6/30/10)	(a) # of Findings of noncompliance identified in FFY 2009 (7/1/09 through 6/30/10)	(b) # of Findings of noncompliance from (a) for which correction was verified no later than one year from identification
1. Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0
2. Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0
3. Percent of infants and toddlers with IFSPs who demonstrate improved outcomes	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0
4. Percent of families participating in Part C who report that early intervention services have helped the family	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0
5. Percent of infants and toddlers birth to 1 with IFSPs	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0

6. Percent of infants and toddlers birth to 3 with IFSPs	Dispute Resolution: Complaints, Hearings	0	0	0
7. 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.	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0
8. 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;	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0
8. The percentage of toddlers with disabilities exiting Part C with timely transition planning for whom the Lead Agency has: 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	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0
8. The percentage of toddlers with disabilities exiting Part C with timely transition planning for whom the Lead Agency has: 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.	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0
Evaluation of the child and assessment of the child and family. Use of informed clinical opinion in evaluations. 303.321 (B (3)(ii))	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	1	1	1
	Dispute Resolution: Complaints, Hearings	0	0	0
Content of an IFSP 303.344 (c) the IFSP must include Results or Outcomes.	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	1	1	1
	Dispute Resolution: Complaints, Hearings	0	0	0

		2	2
Sum the numbers down Column a and Column b			
Percent of noncompliance corrected within one year of identification = (column (b) sum divided by column (a) sum) times 100.	(b) / (a) X 100 =		100%

Process for selecting ESS/EIS programs for Monitoring:

NH identifies noncompliance through on-site monitoring visits of every program every year, which include conducting record reviews for 10% of the children served, or a minimum of 10 records, and also by reviewing data collected through the statewide data system. **Data from the on-site visits are used to calculate compliance for indicators 1, 7, and 8.** Through the BDS Redesignation of Area Agency's review process, programs are monitored every five years in the context of the larger agency. BDS Part C staff is assigned as a Liaison to a regional Area Agency and the local programs providing direct service within the region, to monitor compliance, provide technical assistance, and assure the timely correction of noncompliance. On-going technical assistance is provided on-site, via telephone, via e-mail correspondence, and through regularly scheduled quarterly meetings throughout the year.

When discovery of less than 100% performance on any indicator is made during on-site visits, or following review of data from the data system, it is discussed immediately with the local program and Area Agency. This discussion is followed with a communication to both the Area Agency and the local program director by email. If the program is unable to demonstrate within 3 months that they understand the indicator requirement and they have demonstrated 100% compliance with the Federal law, a written Notice of the Finding is sent to the program and Area Agency and a Corrective Action Plan is developed. The corrective action plan must include a timeline, submission of data to demonstrate improvement and 100% correction of noncompliance, root cause analysis, and/or the provision of technical assistance and follow-up record reviews to document correction of noncompliance. Any Corrective Action Plan (CAP) must be approved by BDS prior to implementation. In addition, the statewide data system is used by BDS to complete periodic desktop audits to monitor on-going compliance.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009 (7/1/09 - 6/30/10):

Improvement Strategy	Activity Completed	Progress or Slippage
Monitor to identify noncompliance at the local program level through program visits and record reviews.	Annual program visits with record reviews and review of data from the statewide data system are used to identify noncompliance by local programs.	16 programs were reviewed in FFY2009, and all showed 100% compliance on compliance indicators. 2 additional requirements were identified by the Lead Agency as being out of compliance. Both programs provided additional data showing 100% compliance within 1 year of identification of the noncompliance with these two requirements.
Require Corrective Action Plan	When the state makes a finding of systemic noncompliance, programs are required to develop corrective action plans. The process is based on a root cause	All programs demonstrating systemic noncompliance are required to develop a Corrective Action Plan. Programs that demonstrate less than 100%

	analysis of the reason for the noncompliance. Area Agencies are asked to review the plans prior to submission to BDS for approval. Corrective action plans include: activities to be conducted and results of the activity; timelines; and a plan for the program to demonstrate compliance.	compliance but do not demonstrate systemic noncompliance are required to provide additional data to show that they have achieved 100% compliance within 90 days of the initial program review.
“Early Intervention Specialist” Credential available to enable qualified personnel to conduct evaluations.	June 2008 Developed “Early Interventionist” Certification to assist those with a bachelor’s degree in a related field, experience and working in ESS, but without requisite licensing to perform evaluations. This certification is granted by the Lead Agency after prerequisites including demonstration of competency is provided.	The certification process increased the workforce by seven personnel who are now able to conduct evaluations and provide services without formal supervision.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2009:

None requested.

Summary of correction of findings for FFY 2009 (2009-2010) as shown in the Indicator C-9 worksheet above:

Timely Correction of FFY 2009 Findings of Noncompliance (corrected within one year from identification of the noncompliance):

Number of findings of noncompliance the State made during FFY 2008 (the period from July 1, 2009, through June 30, 2010) (Sum of Column a on the Indicator C 9 Worksheet)	2
Number of findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS programs of the finding) (Sum of Column b on the Indicator C 9 Worksheet)	2
Number of findings not verified as corrected within one year [(1) minus (2)]	0

Correction of FFY 2009 Findings of Noncompliance Not Timely Corrected (corrected more than one year from identification of the noncompliance) and/or Not Corrected:

• Number of FFY 2009 findings not timely corrected (same as the number from (3) above)	0
• Number of FFY 2009 findings the State has verified as corrected beyond the one-year timeline (“subsequent correction”)	0
• Number of FFY 2009 findings not yet verified as corrected [(4) minus (5)]	0

Actions Taken if Noncompliance Not Corrected

All noncompliance was corrected in less that one year from identification of the noncompliance.

Verification of Correction of FFY 2009 findings (either timely or subsequent)

State's process for verification of correction:

Correction of noncompliance is identified using existing monitoring structures and ongoing general supervisory activities. Monitoring structures include:

- Monthly Program Reports
- Data review (statewide data system)
- Annual program visits and record reviews
- Area Agency Redesignation review process
- Part C staff liaisons assigned to each Area Agency
- Area Agency/ESS program self-review of records

Specific information regarding the 2 findings identified in FFY 2009:

Content of an IFSP 303.344 (c) the IFSP must include Results or Outcomes.

One program demonstrated less than 100% compliance during the FFY 2009 monitoring period. This program demonstrated 100% compliance as a result of training and technical assistance less than one year from the identification of noncompliance. (Issue identified 4/29/10, correction 5/10/10)

This program (08R) showed non-compliance with this requirement in two different child IFSPs. It was determined that the same newly employed service provider had responsibility for both children and their IFSPs. Training was provided at the program level to this new service provider. Documentation of the training was provided to the Lead Agency within 1 month. Copies of these IFSPs with outcomes subsequently completed by this provider were sent to the Lead Agency to demonstrate compliance.

The children's IFSPs were completed the following week with the parent. A scanned copy of the IFSPs was provided to verify correction.

Evaluation of the child and assessment of the child and family. Use of informed clinical opinion in evaluations. 303.321 (B (3)(ii))

One program demonstrated less than 100% compliance during the FFY 2009 monitoring period. This program demonstrated 100% compliance as a result of training and technical assistance less than one year from the identification of noncompliance. (Issue identified 4/29/10, correction 5/10/10)

This program (03L) showed weak compliance with the requirement to include the informed clinical opinion in the evaluation process to determine the child's eligibility for Part C services, and in one evaluation did not show any use of informed clinical opinion. As a result of technical assistance and training, this program was able to demonstrate correction. The program submitted 2 scanned evaluations containing examples of how informed clinical opinion was used in the evaluation process to determine the child's eligibility. (Issue identified 5/4/2010, correction 6/9/2010)

The child whose evaluation lacked evidence of informed clinical opinion was determined to be eligible and received timely services as identified in the IFSP.

Indicator 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.

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

FFY	Measurable and Rigorous Target
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2010 (2010-2011) 100%	100% of signed written complaints with reports issued are resolved within 60-day timeline extended for exceptional circumstances.
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Actual Target Data for FFY 2010: 100% 0/0

No written complaints were received during the report period.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:

Improvement Strategy	Activity Completed	Progress or Slippage
Maintain tracking system for reports related to complaints.	Calls from families regarding complaints are entered into a log. A file is developed for the complaint with timelines and detail sufficient to track progress.	No complaints were made in the monitoring period 7/1/10 – 6/30/11.
Training	<p>Training regarding family rights and the dispute resolution process is held annually for ESS Program Directors, and Area Agency Managers.</p> <p>Following this training, ESS programs and Area Agencies provide trainings for their staff using the materials provided by the lead agency. Programs are allowed to determine the exact date of the training, but are expected to provide the training within the first 6 months of the new fiscal year. Completion of the training is documented by ESS program directors; this documentation is reviewed during the annual record review.</p>	Documentation including staff sign-in sheets was received from ESS Program Directors indicating that the training was provided.
Notification of parent rights	Notification to parents regarding their rights continues to be monitored through record reviews. The degree to which parents understand their rights is monitored through review of parent outcome survey responses. Any instances of noncompliance are addressed immediately.	<p>Review of records is conducted to evaluate compliance with parent rights notification during annual monitoring visits of all programs.</p> <p>Compliance determination is based on the presence of documentation in the record that the family was given a copy of the 'Know your Rights' parent right notification document and that their rights were explained to them.</p>

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2009:

None requested.

Indicator 11: Percent of fully adjudicated due process hearing requests that were fully adjudicated within the applicable timeline.

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

Measurement: Percent = [(3.2(a) + 3.2(b)) divided by 3.2] times 100.

FFY	Measurable and Rigorous Target
2010 (2010-2011) 100%	100% of fully adjudicated due process hearing requests is fully adjudicated within the applicable timeline.

Actual Target Data for FFY 2010: 100% 0/0

No due process hearing requests were received.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:

Improvement Strategy	Activity Completed	Progress or Slippage
Training	<p>Training regarding family rights and the dispute resolution process is held annually for ESS Program Directors, and Area Agency Managers.</p> <p>Following this training, ESS programs and Area Agencies provide trainings for their staff using the materials provided by the lead agency. Programs are allowed to determine the exact date of the training, but are expected to provide the training within the first 6 months of the new fiscal year. Completion of the training is documented by ESS program directors; this documentation is reviewed during the annual record review.</p> <p>Mediators and Hearing Officers receive training on an individual basis prior to being asked to mediate or hear a complaint.</p>	<p>Documentation including staff sign-in sheets maintained by ESS Program Directors indicating that the training was reviewed.</p>
Notification of parent rights	<p>Notification to parents regarding their rights continues to be monitored through record reviews. The degree to which parents understand their rights is monitored through review of family outcome survey responses. Any instances of noncompliance are addressed immediately.</p>	<p>Review of records is conducted to evaluate compliance with parent rights notification during annual monitoring visits of all programs. Compliance determination is based on the presence of documentation in the record that the family was given a copy of the 'Know your Rights' parent right notification</p>

		document and that their rights were explained to them.
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Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010:

None requested.

Indicator 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).

Part B due process procedures has not been adopted for the NH Part C Program.
(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement: Percent = (3.1(a) divided by 3.1) times 100.
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FFY	Measurable and Rigorous Target
2010	N/A

Actual Target Data for FFY 2010

N/A

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010

Improvement Strategy	Activity Completed	Progress or Slippage
N/A		

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010

N/A

Indicator 13: Percent of mediations held that resulted in mediation agreements.

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

Measurement: Percent = [(2.1(a)(i) + 2.1(b)(i)) divided by 2.1] times 100.
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FFY	Measurable and Rigorous Target
2010 (2010-2011) 100%	A target has not been established in accordance with OSEP guidance because less than 10 mediations were held.

Actual Target Data for FFY 2010: 100% 0/0

No mediations were requested for this report period.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010:

Improvement Strategy	Activity Completed	Progress or Slippage
Training	<p>Training regarding the complaint resolution process is provided annually onsite at ESS programs and Area Agencies using materials provided by the lead agency. Programs are allowed to determine the exact date of the training within the first 6 months of the new fiscal year. Completion of the training is documented by ESS program directors sending completed sign-in sheets to the Part C office.</p> <p>Mediators and Hearing Officers receive training on an individual basis prior to being asked to mediate or hear a complaint.</p>	Documentation including staff sign-in sheets was received from ESS Program Directors indicating that the training was provided.
Notification of parent rights	Notification to parents regarding their rights continues to be monitored through record reviews. The degree to which parents understand their rights is monitored through review of parent outcome survey responses. Any instances of noncompliance are addressed immediately.	Review of records is conducted to evaluate compliance with parent rights notification during annual monitoring visits of all programs. Compliance determination is based on the presence of documentation in the record that the family was given a copy of the 'Know your Rights' parent right notification document and that their rights were explained to them.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010:

None requested.

Indicator 14: State reported data (618 and State Performance Plan and Annual Performance Report) are timely and accurate.

<p>Measurement: State reported data, including 618 data, State performance plan, and annual performance reports, are:</p> <ul style="list-style-type: none"> a. Submitted on or before due dates (February 1 for child count, including race and ethnicity, settings and November 1 for exiting, personnel, dispute resolution); and b. Accurate (describe mechanisms for ensuring error free, consistent, valid and reliable data and evidence that these standards are met).
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(20 U.S.C. 1416(a)(3)(B) and 1442)

FFY	Measurable and Rigorous Target
<p>2010 (2010-2011) 100%</p>	<p>100% of the time accurate State reported data will be submitted on or before the due date.</p>

Actual Target Data for FFY 2010: 100% 68/68

Below is a description of how the State ensures that valid and reliable data is reported both in 618 data reports as well as in the Annual Performance Report.

Data for Annual Performance Reports and Federal 618 reports comes from two basic sources: BDS record review teams, and a web based statewide data system. The processes used for collecting child and family outcome data are described below.

Web based statewide data system:

618 report data is collected using a web based statewide data system.

In order to reduce the level of error during the information collection process, a direct connection was established between the BDS referral information collection system and the statewide data system. The BDS Area Agency Intake Coordinator enters identifying information for referrals into the BDS NH Leads and a unique identification code is assigned to the child by NH Leads. Within 24 hours of entry into NH Leads, the child's_data is downloaded into the statewide data system at which point local programs assume responsibility for entering the individual child data related to eligibility determination, IFSP development, and provision of services.

BDS record review teams verify the accuracy of the information collected through the statewide data system during annual record reviews. Printing screen shots of key data elements and comparing the entered data with information in the individual child's record are techniques used to verify the data.

Technical assistance and trainings are used to address issues regarding the accurate entry of data. Trainings were provided statewide when the statewide data system was introduced, and technical assistance is provided on an "as needed" basis. The Bureau of Developmental Services maintains a formal agreement with a consultant who is knowledgeable about the data system to provide technical assistance regarding use of the system

Validity and reliability of the information reported is addressed in a number of ways:

- Assigning responsibility for the information to local administrators
- BDS reviews data to monitor compliance
- Triangulating the data entered into the statewide data system, child record data, and program self-review data
- Comparing previous years data to identify any inconsistencies that can not be easily explained
- Report "filters" are examined prior to a report being generated to assure that the data reported meets the Federal requirements.

BDS Program Review Teams

BDS program review teams use a variety of techniques to monitor compliance. On a continuing basis, BDS staff use the web based data system to monitor program and regional data to determine timely entry of data, compliance with Federal timelines and the completeness of the data that has been entered. Ultimately, BDS record review teams verify the accuracy of the data entered into the statewide data system for all indicators during annual record reviews.

During the annual record reviews, randomly selected records (10% or 10 minimum) are reviewed by BDS program review teams that are comprised of Part C staff and the BDS Regional Liaison assigned to the region being reviewed. Additional reviewers are assigned as needed. Teams use checklists to collect information in a uniform, systematic manner. Program Directors are asked to self-review the selected charts and to discuss their findings. The purpose of the program self-review is to verify understanding of requirements and to provide an opportunity for the program to ask questions. The BDS program review team uses the program's review protocol to verify the accuracy of the self-review and to assist the team in identifying any issues that may not have been identified by the program.

Additional information is sometimes requested from local programs to demonstrate progress toward compliance through the submission of additional data. Data collected through the statewide data system and the annual BDS program review team record reviews are used to verify that the program has achieved and sustained 100% compliance. Although BDS program team reviews records annually, additional record reviews by BDS staff are used to verify progress and identify any need for technical assistance if a program appears to be struggling to make progress.

State Performance Plan/Annual Performance Report

Data for the Annual Performance Report are collected through record reviews, web-based statewide data system, and surveys. Below are descriptions of each of these data collection methods. Descriptions of how data for each indicator is collected follow.

Indicators 2, 5 & 6

Data for these indicators is based on federally reported data and is collected using the statewide data system (see above). Record reviews are used to verify the presence of a plan for returning services for a family to a natural setting when applicable. Please see the description of “record reviews” in the section above titled “ BDS record review teams” for details regarding this process.

Indicators 1, 7, 8a, b, c, and 9

Information provided for these indicators is based on data gathered by BDS program review teams. Please see description of this process above in section labeled “BDS program review teams”.

The BDS program monitoring team verifies exceptional family circumstances or circumstance within program control or beyond program control and IFSP team initiation of services based on the state’s definition of timely services.

Indicator 3

Child outcome data is collected using the model developed by the Early Childhood Outcome (ECO) project. In this model direct service providers use the Child Outcomes Summary Form (COSF) to determine the status of a child regarding the three OSEP identified outcomes. People familiar with the child complete the Child Outcomes Summary Form, and may include members of the evaluation team, IFSP team members, the service coordinator, the family, and others as requested by the family. The summarized information is used to address the three outcomes using a 7 point scale. This scale is used to determine the level of a child's functioning on each outcome and whether that child made progress toward age appropriate behavior.

The same assessment tools used for eligibility determination are used to learn about the child’s development for child outcome measurement. These tools are the Hawaii Early Learning Profile (HELP) and the Infant-toddler Developmental Assessment (IDA). The reason for using the same tools is that the providers are familiar with the tools, had the necessary equipment and instruction books, and that standards had already been set for how the tools should be used. Multiple sources of child development information such as medical reports and interviews with families, child care providers, and others familiar with the child are also used to determine the child’s level of functioning. Much of the information used in this process is derived from the evaluation and assessment process which is based upon family participation and information as well as the informed clinical judgment of the evaluation team . Child outcome data is collected for all children at entry into the program and at the point of exit. For children exiting at age 3 yrs, it is collected preferably within the 90 day period prior to the child’s 3rd birthday. COSF entry scores are decided upon within 6 weeks of eligibility determination for all children who are referred as long as they are 6 months of age or older and expected to be in the program for 6 months or longer. If it is anticipated that a child may leave prior to the third birthday, service coordinators are responsible for collecting exit data prior to the child’s departure from the program.

Accuracy of the data is addressed by ensuring that service providers are trained on data collection and reporting. The child's IFSP team determines decisions regarding placement of children on the COSF scale. Child outcome data is entered into the statewide data system at the program level. Program directors are asked to verify the accuracy of the data before it is entered. For OSEP reporting purposes, a rating of 6 or 7 on the COSF is considered to be comparable to same-aged peers.

Indicator 4

Family Outcomes data is collected using the 2010 version of the Early Childhood Outcomes Center survey. Based on feedback from the NH ICC, ESS Program Directors, and Developmental Services Area Agency representatives in late fall 2010, the state decided to begin using a modified version of the 2010 revised Early Childhood Outcomes Center (ECO) Family Outcomes Survey. The new survey will be disseminated beginning March 2011. The process for dissemination and analysis of the data was not changed.

Surveys do not contain identifiable child or family information so that families will feel comfortable providing ratings and comments. BDS Area Agencies and ESS programs only receive aggregate data with typed comments. Family Outcome survey data is entered into a database at the state level for this reason.

Surveys are hand delivered to all families who have been in the program at least 6 months by their ESS providers at regularly scheduled home visits.

ESS providers have been given "Provider Tip Sheets" to guide them in explaining the Family Outcomes Survey process and why it is important. Fact sheets that include the purpose of the surveys and step-by-step instructions of how the surveys will be conducted are provided to the provider and family

A cover letter to introduce the FOS to families is included in the survey packet for the parent. The letter includes contact information for the Area Agency representative who can respond to questions. A self-addressed, stamped return envelope is provided so the survey can be returned to BDS with anonymity.

In order to assure that the surveys are representative of the general population, survey return rates are monitored. When necessary, actions are taken to address any decline in survey return rates. Details concerning currently proposed actions can be found in Indicator 4 of this report.

To ensure that all families receive the same information, packets containing relevant information and materials are disseminated to Area Agency Management and to all ESS Directors containing surveys, tip sheets, fact sheets, and instructions.

Survey data is analyzed using the ECO recommended format. Also analyzed is the return rate of surveys and characteristics of the respondents to determine how well survey data represent the population of children and families served in NH's Part C program.

Beginning in 2009 families selected to complete a Family Outcome Survey were offered an incentive to return the survey. Families returning a completed ticket were placed in a raffle for a gas card. This incentive was very effective in increasing the number of surveys returned and completed.

2010 SPP/APR Data - Indicator 14			
APR Indicator	Valid and Reliable	Correct Calculation	Total
1	1	1	2
2	1	1	2

3	1	1	2
4	1	1	2
5	1	1	2
6	1	1	2
7	1	1	2
8a	1	1	2
8b	1	1	2
8c	1	1	2
9	1	1	2
10	1	1	2
11	1	1	2
12	1	1	2
13	1	1	2
		Subtotal	30
APR Score Calculation	Timely Submission Points - If the FFY 2010 APR was submitted on-time, place the number 5 in the cell on the right.		5
	Grand Total - (Sum of subtotal and Timely Submission Points) =		35

618 Data - Indicator 14					
Table	Timely	Complete Data	Passed Edit Check	Responded to Data Note Requests	Total
Table 1 - Child Count Due Date: 2/2/11	1	1	1	1	4
Table 2 - Program Settings Due Date: 2/2/11	1	1	1	1	4
Table 3 - Exiting Due Date: 11/2/11	1	1	1	N/A	3
Table 4 - Dispute Resolution Due Date: 11/2/11	1	1	1	N/A	3
				Subtotal	14
618 Score Calculation			Grand Total (Subtotal X 2.5) =		35

Indicator #14 Calculation

A. APR Grand Total	35.00
B. 618 Grand Total	35.00
C. APR Grand Total (A) + 618 Grand Total (B) =	70.00
Total NA in APR	0.00
Total NA in 618	0.00
Base	70.00
D. Subtotal (C divided by Base*) =	1.000
E. Indicator Score (Subtotal D x 100) =	100.0

*Note any cell marked as N/A will decrease the denominator by 1 for APR and 2.5 for 618

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:

Improvement Strategy	Activity Completed	Progress or Slippage
Cross training Part C Staff	Cross training between all members of the Part C office to ensure that timely reporting is not dependent on just one person.	618 Tables 1, 2, 3, and 4 were submitted on time.
Verification of data accuracy	Compare data in data system with child records as a part of monitoring activities.	Verification of data accuracy is accomplished by comparing data reports with records maintained at the program and regional levels. Any identified discrepancies result in correction of data records in the statewide data system.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2009:

None requested

SECTION A: Written, Signed Complaints	
(1) Total number of written, signed complaints filed	0
(1.1) Complaints with reports issued	0
(a) Reports with findings of noncompliance	0
(b) Reports within timeline	0
(c) Reports within extended timeline	0
(1.2) Complaints pending	0
(a) Complaints pending a due process hearing	0
(1.3) Complaints withdrawn or dismissed	0
SECTION B: Mediation Requests	
(2) Total number of mediation requests received	0
(2.1) Mediations held	0
(a) Mediations held related to due process complaints	0
(i) Mediation agreements related to due process complaints	0
(b) Mediations held not related to due process complaints	0
(i) Mediation agreements not related to due process complaints	0
(2.2) Mediations pending	0
(2.3) Mediations not held	0
SECTION C: Due Process Complaints	
(3) Total number of due process complaints filed (for all States)	0
(3.1) Resolution meetings (applicable ONLY for States using Part B due process hearing procedures)	-9
(a) Written settlement agreements reached through resolution meetings	-9
(3.2) Hearings fully adjudicated (for all States) -	0
(a) Complete EITHER item (1) OR item(2), below, as applicable.	
(1) Decisions within timeline - <u>Part C</u> Procedures	0
(2) Decisions within timeline - <u>Part B</u> Procedures	-9
(b) Decisions within extended timeline (applicable ONLY if using Part B due process hearing procedures)	-9
(3.3) Hearing pending (for all States)	0
(3.4) Due process complaints withdrawn or dismissed (including resolved without a hearing) (for all States)	0

Created 10/14/2011

Updated
Revised

Table C-13. Percent of infants and toddlers receiving early intervention services under IDEA, Part C, by age and state: 2010

State	Number served Birth to 1 yr.	Number Birth to 1 yr. Population	Percentage Birth to 1 yr. Population	Number served 1 yr. to 2 yrs.	Number 1 yr. to 2 yrs. Population	Percentage 1 yr. to 2 yrs. Population	Number served 2 yrs. to 3 yrs.	Number 2 yrs. to 3 yrs. Population	Percentage 2 yrs. to 3 yrs. Population	Number served Birth to 3 yrs.	Number Birth to 3 yrs. Population	Percentage Birth to 3 yrs. Population
New Mexico	768	28,179	2.73	1,693	28,683	5.90	2,285	29,630	7.71	4,746	86,492	5.49
Massachusetts	1,882	71,434	2.63	4,647	71,942	6.46	8,633	74,315	11.62	15,162	217,691	6.96
Rhode Island	269	10,959	2.45	562	11,124	5.05	1,018	11,705	8.70	1,849	33,788	5.47
North Dakota	191	8,931	2.14	294	9,116	3.23	443	8,938	4.96	928	26,985	3.44
West Virginia	409	20,221	2.02	759	20,418	3.72	1,281	21,344	6.00	2,449	61,983	3.95
Ohio	2,639	139,042	1.90	5,042	142,120	3.55	7,187	144,818	4.96	14,868	425,980	3.49
Wyoming	140	7,786	1.80	371	8,048	4.61	638	8,200	7.78	1,149	24,034	4.78
Louisiana	1,015	61,882	1.64	2,029	62,055	3.27	1,659	64,256	2.58	4,703	188,193	2.50
Pennsylvania	2,311	141,550	1.63	5,437	143,641	3.79	9,603	147,390	6.52	17,351	432,581	4.01
Iowa	639	39,155	1.63	1,255	39,745	3.16	1,713	41,032	4.17	3,607	119,932	3.01
Maryland	1,134	71,523	1.59	2,442	72,035	3.39	4,121	74,002	5.57	7,697	217,560	3.54
Alaska	160	10,828	1.48	252	11,006	2.29	294	10,897	2.70	706	32,731	2.16
Kansas	598	40,786	1.47	1,207	40,691	2.97	2,137	41,622	5.13	3,942	123,099	3.20
Indiana	1,163	84,277	1.38	3,238	85,108	3.80	5,673	87,817	6.46	10,074	257,202	3.92
Michigan	1,468	114,751	1.28	3,349	116,389	2.88	5,567	119,844	4.65	10,384	350,984	2.96
New Hampshire	164	12,994	1.26	516	13,521	3.82	1,137	13,959	8.15	1,817	40,474	4.49
Idaho	289	23,610	1.22	531	24,143	2.20	912	24,722	3.69	1,732	72,475	2.39
South Dakota	141	11,650	1.21	343	11,833	2.90	622	12,188	5.10	1,106	35,671	3.10
Delaware	130	10,858	1.20	259	10,967	2.36	500	11,329	4.41	889	33,154	2.68
Illinois	1,926	162,506	1.19	5,399	164,088	3.29	10,887	169,116	6.44	18,212	495,710	3.67
Connecticut	451	38,012	1.19	1,397	38,999	3.58	2,651	40,677	6.52	4,499	117,688	3.82
New York	2,692	231,872	1.16	9,145	228,324	4.01	19,145	233,072	8.21	30,982	693,268	4.47
Texas	3,899	379,846	1.03	8,973	381,345	2.35	16,023	390,119	4.11	28,895	1,151,310	2.51
Nevada	372	36,505	1.02	705	36,851	1.91	1,267	38,549	3.29	2,344	111,905	2.09
Vermont	60	5,968	1.01	223	6,203	3.60	507	6,505	7.79	790	18,676	4.23
North Carolina	1,249	123,336	1.01	3,087	125,072	2.47	5,506	127,755	4.31	9,842	376,163	2.62
Hawaii	170	17,764	0.96	587	17,767	3.30	1,169	17,688	6.61	1,926	53,219	3.62
Colorado	641	66,594	0.96	1,748	67,712	2.58	3,005	69,353	4.33	5,394	203,659	2.65
Arkansas	367	38,402	0.96	1,085	38,742	2.80	1,770	40,050	4.42	3,222	117,194	2.75
Wisconsin	655	69,446	0.94	1,774	70,153	2.53	3,702	72,420	5.11	6,131	122,019	2.89
Virginia	931	100,078	0.93	2,428	99,746	2.43	4,019	103,615	3.88	7,378	303,439	2.43
Missouri	703	76,119	0.92	1,565	76,778	2.04	2,271	79,085	2.87	4,539	231,982	1.96
Minnesota	629	69,009	0.91	1,513	69,762	2.17	2,871	72,316	3.97	5,013	211,087	2.37
District of Columbia	64	7,156	0.89	119	6,728	1.77	216	6,667	3.24	399	20,551	1.94
Oklahoma	454	51,949	0.87	909	52,676	1.73	1,407	53,328	2.64	2,770	157,953	1.75
Mississippi	345	40,260	0.86	782	41,658	1.88	1,231	43,339	2.84	2,358	125,257	1.88
Montana	103	12,157	0.85	241	12,450	1.94	379	12,515	3.03	723	37,122	1.95
Nebraska	185	26,082	0.71	480	26,275	1.83	872	26,674	3.27	1,537	79,031	1.94
Florida	1,440	208,724	0.69	3,794	210,343	1.80	7,924	218,748	3.62	13,158	637,815	2.06
Arizona	587	87,557	0.67	1,570	89,746	1.75	3,144	93,216	3.37	5,301	270,519	1.96
Oregon	305	46,042	0.66	886	47,019	1.88	1,749	48,344	3.62	2,940	141,405	2.08
Utah	344	52,675	0.65	970	53,077	1.83	2,070	53,276	3.89	3,384	159,028	2.13
Tennessee	510	79,016	0.65	1,394	80,172	1.74	2,150	83,289	2.58	4,054	242,477	1.67
Kentucky	357	55,189	0.65	1,392	55,495	2.51	2,892	57,390	5.04	4,641	168,074	2.76
California	3,192	494,058	0.65	9,792	497,754	1.97	17,770	516,002	3.44	30,754	1,507,814	2.04
New Jersey	673	104,986	0.64	3,090	105,450	2.93	6,817	109,277	6.24	10,580	319,713	3.31
Puerto Rico	265	45,231	0.59	1,368	43,448	3.15	3,571	44,172	8.08	5,204	132,851	3.92
Washington	503	87,016	0.58	1,691	87,607	1.93	3,398	89,399	3.80	5,592	264,022	2.12
South Carolina	334	58,999	0.57	1,273	60,151	2.12	3,018	61,157	4.93	4,625	180,307	2.57
Maine	71	13,180	0.54	270	13,445	2.01	589	13,971	4.22	930	40,596	2.29
Alabama	310	60,056	0.52	1,015	59,832	1.70	1,773	62,283	2.85	3,098	182,171	1.70
Georgia	665	133,178	0.50	1,884	134,065	1.41	3,466	139,726	2.48	6,015	406,969	1.48
50 States, D.C.	40,962	3,989,384	1.03	106,775	4,021,518	2.66	194,652	4,141,101	4.70	342,389	12,152,003	2.82
American Samoa	10	-	.	18	-	.	30	-	.	58	-	.
Guam	63	-	.	41	-	.	67	-	.	171	-	.
Northern Mariana Islands	16	-	.	21	-	.	19	-	.	56	-	.
Virgin Islands	18	-	.	58	-	.	71	-	.	147	-	.