



Part C
Annual Performance Report
July 1, 2012 to June 30, 2013

Submitted by

Louisiana
Department of Health & Hospitals
Office for Citizens with Developmental Disabilities

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Louisiana Part C Annual Performance Report

FFY 2012

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Part C State Annual Performance Report (APR) for FFY 2012-13**Program Update and Contributions to Reporting and Data Results for 2012-13**

EarlySteps, Louisiana's Individuals with Disabilities Education Improvement Act (IDEA)-Part C program, is administered by the Department of Health and Hospitals (DHH), Office for Citizens with Developmental Disabilities (OCDD). As part of the administrative transition of the program to OCDD in 2007, a program evaluation was conducted. The results of which have been reported in previous Annual Performance Reports (APRs) and as part of the improvement strategies for the program. An implementation plan was developed which formed the basis for additional improvement activities conducted from 2007 through 2011. The lead agency and the State Interagency Coordinating Council (SICC) then worked with the Southeast Regional Resource Center (SERRC) to develop a new 3-year Strategic Plan during 2010-11. The process included:

- Forming an ICC ad hoc workgroup that included the ICC executive director, lead agency staff, the EarlySteps State Parent Liaison, and Grace Kelley with SERRC. The workgroup developed the process by which the plan would be developed and reported its activities monthly to the ICC Executive Committee.
- Conducting focus groups with stakeholders. A standard process for conducting focus group discussion was developed by the workgroup. Regional Coordinators and Community Outreach Specialists (COSs) participated in training to implement the process and nine regional focus groups were conducted. The information from the focus groups was used to frame the strategic planning meeting.
- Holding a Strategic Plan retreat in May 2011. The workgroup assembled stakeholders representing families, ICC members, lead agency staff, and others to develop the plan.
- Presenting the Plan to the SICC. The Strategic Directions for 2011 through 2014 were presented to and approved by the ICC at its July 2011 meeting. The plan included the implementation activities planned for the ICC, the lead agency, and the ICC committees for the 3-year period. The plan not only directed the program activities planned for the period, but also guided improvement strategies which the lead agency incorporated into its activities.

In 2011, the SICC Executive Committee agreed to conduct a planning meeting to revisit and update the Strategic Plan. In May 2012, Grace Kelley with SERRC facilitated a one-day SICC/Stakeholder retreat to accomplish this. The strategic plan was updated, then presented to and approved by the SICC at its July 2012 meeting. This strategic plan, the future year results of the APR performance and other state data are used to inform improvement planning for EarlySteps each year. The plan will be re-visited in 2013-14 to update it as well as to consider its action steps as part of the preparation for the proposed new indicator C-11: Statewide System Improvement Plan (SSIP).

Technical Assistance and Resulting Actions Summary

Following the 2007 transition to OCDD, the general supervision activities for EarlySteps were redesigned through technical assistance provided by SERRC and the Data Accountability Center (DAC) to include: focused monitoring for APR data, focused monitoring when triggered by data reports and in response to complaints, and chart review for provider and agency monitoring.

With the participation of central and regional office staff, COSs, SICC, and other stakeholder input, Louisiana also drafted additional quality performance indicators, designed a measurement system to monitor these indicators, and developed an annual calendar to include all general supervision activities. The system was designed to measure compliance with required components, as well as the quality of services. To date, the task force has drafted fourteen supplemental performance indicators, the measures for each indicator, and the source for collection.

Louisiana

As previously reported in prior year APRs, Louisiana participated in a technical assistance (TA) project regarding transition, jointly with the Louisiana Department of Education (LDOE), SERRC, and National Early Childhood Technical Assistance (NECTAC). The purpose of the project was to improve results for Part C Transition Indicator 8 and Part B Indicator 12. In addition to data-sharing for Indicator 8b, EarlySteps central office and regional office staff began meeting with LDOE central and regional office preschool staff and local education agencies in their bi-annual meetings in 2007. Using these meetings, SERRC and NECTAC facilitated regional needs assessments and a process for regions to develop plans to address their needs. Activities of the regional workgroups continue to date following the first project meeting in May 2009. Continuing activities addressed by the groups and the project included:

- Identifying and updating contact persons and referral processes for agencies in the region including Local Education Agencies (LEAs), Head Start and Early Head Start, child care, and preschools. This has resulted in the development of regional *Transition Resource Manuals* in some regions. Regional workgroups continue to keep this information up to date and to develop LEA-specific parent information sheets for Family Support Coordination (FSC) agencies to use in discussing transition with families and to handout with the LDOE transition booklet at Transition Conferences when LEA staff is unable to participate.
- Updating regional processes to address the December 2009 Office of Special Education Programs (OSEP) Transition Frequently Asked Questions (FAQ) and the 2011 Part C Regulations.
- Revising the State's Individualized Family Support Plan (IFSP) process to improve the identification of IFSP transition steps and services and documentation of transition activities.

More information about the project and its results are included in the discussion section in Indicator 8 section.

For Fiscal Year 2012-13, Louisiana is reporting performance toward targets for Child Outcomes for Indicator 3 using the APR template. Louisiana has continued its participation with the Early Childhood Outcomes (ECO) center and NECTAC in the national group of states who also use the Battelle Developmental Inventory, second edition (BDI-2). Louisiana is reporting assessment data for 795 children who were assessed with the BDI-2 at entry and exit who had been in the program for at least six months. As part of the Strategic Plan and in conjunction with an early childhood state system redesign called Act 3—Louisiana's Early Care and Education Network, the lead agency staff have been working with the Louisiana Department of Education (LDOE) to develop procedures for follow up from child assessments being conducted in publicly funded early childhood programs using the Teaching Strategies GOLD. Other discussions include aligning the child outcome reporting process with the LDOE.

In addition, EarlySteps central office and regional staff participated in technical assistance telephone conference calls provided by the U. S. Department of Education/ OSEP and by SERRC and the Early Childhood Technical Assistance Center (ECTA). The Part C Coordinator and other program staff attended the December 2007-2012 OSEP conferences. Lead Agency staff participated in regional meetings hosted by SERRC in 2012 and 2013 and the 2013 Data Managers meeting. Budget limitations have prevented travel to some recent conferences, but staff has participated through online streaming when available and accessed handouts and presentation materials when posted following the conferences.

Overview of the Annual Performance Report Development

The Louisiana State Performance Plan and Annual Performance Report were developed with broad stakeholder input. Since the passage of the legislation for the early intervention system (EIS), the development of the Part C program components has been conducted through stakeholder input and the SICC committee recommendations [Public Relations (PR), Program Components, and Comprehensive System of Personnel Development (CSPD)]. Committees meet at least quarterly prior to SICC meetings. These family members, stakeholders, lead agency staff and SICC members were also involved in the development and update of the State Performance Plan (SPP) in 2005 and 2010 and the Annual Performance reports for Federal Fiscal Years (FFYs) 2005 through 2012. Committees were formed

which included these members, providers, EarlySteps central office staff, regional coordinators, regional quality assurance specialists, and regional COSs for the development of the SPP and APR. EarlySteps regional staff also solicits input and provides reports to the nine regional ICCs which meet at least quarterly.

In addition, data results are reported monthly to the SICC Executive Committee and/or at SICC meetings as soon as performance results are available. The monthly report is disseminated at these meetings and through the SICC listserv. The regional coordinators also distribute the report at their quarterly regional ICC meetings. Once the APR results are complete, an Executive Summary is shared with the SICC at its January meeting and distributed via the listserv and Regional Interagency Coordinating Council (RICC) meetings. The APR, revised SPP, and local performance reports are posted on the state's website in February each year. OSEP's response to the APR and the annual determination are shared in the same fashion.

Data collection for reporting performance for this APR varies across each indicator; and the following procedures were used:

- Desk audits of central data system reports (Early Intervention Data System-EIDS).
- Monitoring conducted by Regional Coordinators, Quality Assurance Specialists (QASs) and central office staff which included onsite visits and records review. The monitoring teams' review for the related requirements as well as for five performance areas under the category of the General Administration Indicator:
 - Qualifications of Family Support Coordinators (FSCs) meet State requirements.
 - FSCs complete required training within timelines.
 - FSCs keep their web pages up to date each month.
 - Required supervision is up to date and documented.
 - Written documentation which supports billing is in the chart and matches agency billing.

Presence or absence of the results is totaled and the agency receives a performance score in the area of General Administration. The target is 100%. Performance results and findings issued for the State's General Administration indicator in FFY 2012 are given in the Indicator 9 section when appropriate.

- Self-assessments and reporting conducted by System Point of Entry (SPOE) agencies.
- Technical Assistance and on-site follow-up monitoring by Regional Coordinators.
- Family surveys collected by Community Outreach Specialists (Parent Liaisons), through the OCDD contractor/staff and through an online survey available on the EarlySteps website's Parent Page.

The requested information from the OSEP analysis of the FFY 2011 APR outlined in the APR Response Table from June 2013 is included within the discussion section of each indicator which follows as appropriate. Louisiana has added only 2 Improvement Strategies for this reporting period, and the State Performance Plan is updated with these additions. Timelines for ongoing strategies and updates on the State's activities are included in the APR but were not updated in the SPP since these were not revised.

Part C State Annual Performance Report (APR) for FFY 2012-13

Overview of the Annual Performance Report Development – Indicator 1:

Activities for development included:

- Stakeholders of the SICC service delivery (now called Program Components) committee provided recommendations for the definition of timely services as: any Early Intervention Services identified on the initial and subsequent Individualized Family Support Plans (IFSPs) which are initiated within 30 days of obtaining parent consent.
- An Early Intervention Data System (EIDS) report was developed to identify a list of children for whom timely services could be analyzed by chart review according to the following definition: identification of timely services provided within 30 days of the development of an IFSP for all children with initial, revised, or annual IFSPs between July 1 and September 30, 2012. This timeline is representative of all quarters of the reporting period and represents census data. The report was disaggregated by region and sent to the appropriate regional coordinator. The regional coordinator compared the data from list (i.e., child name, IFSP date, service dates, etc.) with service billing data and/or provider service contact notes.

Monitoring Priority: Early Intervention Services In Natural Environments

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
2009-10	100% of infants and toddlers with IFSPs will receive the early intervention services on their IFSPs in a timely manner.
2010-11	100% of infants and toddlers with IFSPs will receive the early intervention services on their IFSPs in a timely manner.
2011-12	100% of infants and toddlers with IFSPs will receive the early intervention services on their IFSPs in a timely manner.
2012-13	100% of infants and toddlers with IFSPs will receive the early intervention services on their IFSPs in a timely manner.

Data Source and Measurement Considerations

Timely services are defined by Louisiana as delivery of any early intervention services identified on the initial IFSP and any additional early intervention services identified on subsequent IFSPs that are provided within 30 days from parent consent for IFSP services.

Target and Actual Data for FFY 2012: Percentage of infants and toddlers with IFSPs received the early intervention on their IFSPs in a timely manner

	2004-05 Baseline	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%
Actual	75.55%	50%	85%	86%	87.6%	90.7%	93.8%	91.2**	91%**
Raw Data		<u>116 meet timeline</u> 234 reviewed	<u>195 meet timeline</u> 229 reviewed	<u>144 meet timeline</u> 167 reviewed	<u>355 meet timeline</u> 405 reviewed	<u>361 meet timeline</u> 398 reviewed	<u>530 meet timeline</u> 565 reviewed	588 645 reviewed **calculation with delays for family reasons 550 645=85.3%	230 253 Reviewed **calculation with delays for family reasons 210 253=83%

** For FFY 2012, Louisiana is including the calculation for exceptional family circumstances which contributed to the delay of services beyond 30 days. Using this data, the State’s performance for this indicator is 91%. The calculation is as follows:

$$\text{Calculation} = \frac{210 \text{ services in 30 days}}{233 \text{ total}} + \frac{20 \text{ family delays}}{20} = \frac{230}{253} = 91\%$$

Total Children Number (N) = 253	Services with 30 days of IFSP	Exceptional family circumstances	Delayed beyond 30 days: systemic reasons
Total N	210	20	23
Percent	83%	8%	9%

Discussion of Improvement Activities Completed and Explanation of Progress that occurred for 2012-13

Data Collection Discussion:

Louisiana did not meet its target of 100% for this indicator. The State had very slight slippage in performance from 91.2% in 2011-12 to 91% in 2012-13, a decrease of .2%. Data collected for this indicator is accurate and valid as it was collected from all regions of the State in 27 family support coordination (FSC) agencies and 2 SPOEs for all children for whom IFSPs were written in the first quarter of 2012-13. The decline in the number of IFSPs written compared to last year, is a result of the narrowing of the eligibility criteria in the immediately prior quarter. The process for data collection was an EIDS report comparing IFSP dates for the July-September 2012 date range with service start dates within 30 days. The report queried IFSP dates within the date range to identify IFSPs written by child and by FSC/SPOE agency and included service authorization dates and service date ranges from July 1, 2012 through December 31, 2012. Analysis of the report and the instances of untimely services revealed that 23 children did not receive services within the 30 days due to system reasons resulting in 8 findings for the FSC/SPOE agencies. One of the report fields provided with the EIDS report gives the service date following the IFSP date. Therefore, the start date of the service, although late, can be verified for each child to establish that services have been initiated for each child reviewed. For every child, the service that was not provided timely due to system reasons had a service date no later than December 31, 2012. Late service start dates for 20 children were due to

family circumstances, some of which resulted in closure of cases when families chose not to access early intervention services following the development of the IFSP. Reasons for untimely receipt of services are given in the Improvement Activities Discussion section below. Prior to determining noncompliance, regional staff conducted child-specific review of charts and billing data to verify that the EIDS report produced valid data for reporting for this indicator. Eight findings were issued to FSC/SPOE agencies as a result of 23 instances of late service start dates for system reasons. In addition, three complaints were received regarding services not provided according to the IFSP. One finding was issued, one complaint was not validated, and one was withdrawn. The one validated complaint finding was corrected timely. In 2012-13, onsite FSC agency monitoring was conducted in 4 FSC agencies. Fifteen related requirements' findings were attributed to Indicator 1. As of submission of this APR, 12 findings were corrected timely and 3 remain under corrective action.

Improvement Activities Discussion:

EarlySteps regional coordinators are responsible for providing technical assistance to the SPOEs, family support coordination agencies, and providers regarding this indicator. In conducting child-specific chart review following identification that services did not start within 30 days, staff identified that delays occurred for services resulting from the following family and system reasons:

- shortages for particular disciplines, e.g., physical therapy;
- provider shortages in more rural areas of the State;
- exceptional family circumstances, e.g., families moving, children in the hospital, families not contacting providers after messages left, and families deciding to close their child's case; and
- shortages of FSC agency support coordinators, resulting in SPOEs carrying very large caseloads.

Improvement activities include periodic data reviews from the data system and chart reviews which trigger technical assistance and training. In addition, the Lead Agency and SICC have continued addressing, at the state level, the primary causes for ongoing noncompliance for timely services, i.e., reimbursement rates, provider availability throughout the State, and shortages of FSCs in two regions. The regional coordinators have also been providing technical assistance regarding timely services through chart reviews at FSC and SPOE agencies. An average of 25 charts per month was reviewed during the reporting period. As a means of addressing performance in this indicator, Louisiana, as in many other states, will continue its efforts in provider recruitment and training to address timely services. One of the state's strategic plan goals addresses geographic equity of service availability which includes a data review of provider availability by region as part of planning to address this area in the upcoming year. In addition, EarlySteps is emphasizing the use of team-based service delivery, so that multidisciplinary teams of providers can better support each other to address family and child needs. Training is planned on this topic in spring, 2014. A regional provider agency is also piloting a team coaching model in a rural area to evaluate the effectiveness of this model for Louisiana.

Status of FY 2012-13 Findings

As of the February 2014 submission of the FFY 2012 APR, the current status of the FFY 2012 findings is as follows:

Indicator 1	FFY 2012 Findings	February 2014 status remaining for correction
Findings	8 timely services 15 related requirements 8 complaints	8 timely services (CAP underway) 3 related requirements
Number Corrected	8 complaints 12 related requirements	

Correction of FFY 2011 Findings of Noncompliance:

Level of compliance (actual target data) State reported for FFY 2011 for this indicator: 91.2%

1. Number of findings of noncompliance the State made during FFY 2011 (the period from July 1, 2011, through June 30, 2012)	26
2. Number of FFY 2011 findings the State verified as timely corrected (verified as corrected within one year from the date of notification to the EIS program of the finding)	26
3. Number of FFY 2011 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

Verification of Correction of FFY 2011 noncompliance (either timely or subsequent):

As reported in the FFY 2011 APR, 8 findings for indicator 1 were the results of complaints. These 8 findings had been corrected as of the February, 2013 APR submission. There were 18 remaining findings resulting from FSC and SPOE agency monitoring and the process of verification of correction is discussed in the following section.

Describe the specific actions that the State took to verify the correction of findings of noncompliance identified in FFY 2011:

Verification of correction of the 18 timely services findings from monitoring: the EIDS report used to verify correction gives the service date billed, which is verified by the Regional Coordinator’s review of child charts and EIDS billing. The review verifies that the timeline requirements are being implemented in each agency. For follow up, an updated list of IFSP dates for subsequent quarters was generated and in regions where there were findings, chart review was conducted and service dates were identified as timely through billing records. Staff is then able to verify that:

1. The agencies are correctly implementing the timely services requirement at 100% from follow up monitoring and data reports, and
2. Although late, services were initiated for each child for whom all 18 findings for Indicator 1 were identified.

The eight findings from complaints attributed to this indicator were parent complaint against providers regarding service delivery. Following the complaint, the regional coordinator investigated the providers’ actions and placed the providers under a Corrective Action Plan (CAP) and the family may have selected a new provider. Follow up was conducted following the completion of the CAP by reviewing provider records to verify that services were provided according to the IFSP and all complaints were resolved timely.

All findings of noncompliance for Indicator 1 from prior fiscal years have been corrected.

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Louisiana

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2013-14. Unless otherwise indicated, most improvement activities approved for the State Performance Plan are ongoing.

Improvement Activities–Indicator 1	Timelines/Resources	Discussion/Progress/Slippage
<p>Provide ongoing training and technical assistance to provide supports for providers and service coordinators.</p>	<p>Fall 2005 and ongoing through 2014 QAS staff Regional Coordinators</p>	<p>Each eligible child and the child’s family are provided with a service coordinator who is responsible for coordinating all services and acting as a single point of contact in helping parents obtain services.</p> <p>The service coordinator is responsible for the implementation of the IFSP, which identifies all services in detail per the requirements of the law. Service coordinators are aware that one of their primary responsibilities is to ensure that the child receives services in a timely manner.</p> <p>As of 2011, QAS are in place in all regions and are conducting monitoring activities. Training and technical assistance are provided on an ongoing basis and in response to findings of noncompliance by the regional coordinators throughout the State.</p> <p>IFSP and Family Assessment training for FSC supervisors was conducted in 2012 with onsite follow up by the regional coordinators.</p> <p>Update: In addition to above ongoing activities, the regional coordinators conduct periodic reviews of agency charts as part of technical assistance. Averages of 25 per month were reviewed.</p>
<p>Initiate Data Quality TA project beginning February 2009 with DAC and SERRC.</p>	<p>February 2009 and ongoing QAS staff, Regional Coordinators, Central Office staff, statewide Parent Liaison, COSS</p>	<p>Update: As part of planning for the proposed Indicator C-11, the state is considering the supplemental quality indicators as possible areas of focus for the systems improvement process.</p>
<p>Develop guidance materials and technical assistance for service coordinators and early intervention providers on the importance of “timely” services.</p>	<p>Summer 2006 and ongoing EarlySteps training coordinator</p>	<p>Upon identification of non-compliance in this area, the regional coordinators provided intensive technical assistance on the requirements. The State will develop additional guidance materials to emphasize the importance of timely services.</p> <p>Update: These materials continue to be utilized for ongoing</p>

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Improvement Activities–Indicator 1	Timelines/Resources	Discussion/Progress/Slippage
		technical assistance by regional staff and COSs.
<p>Develop and disseminate training materials to address best practices of service delivery.</p> <p>The EarlySteps practice manual is being revised beginning Winter 2007 and will incorporate the best practices document.</p>	<p>Ongoing through 2014</p> <p>EarlySteps Training Coordinator</p>	<p>Update: The best practice document has been updated to include a decision-flow with prompting questions for teams to use in making service delivery decisions.</p>
<p>Continue to facilitate enrollment of new service providers to increase availability to access to services.</p>	<p>Ongoing through 2013</p>	<p>Update: The Regional Coordinator meets with each potential provider as part of the enrollment process to review service guidelines, practices, requirements, etc. An average of 8 contacts per month was held with potential providers in FFY 2012. An increase of 130 providers in 12 months resulted.</p>
<p>OCDD is pursuing re-establishment of reimbursement rates (cut 25% in 2006) to increase provider capacity across the State.</p> <p>Consider incentives such as travel, and/or increased rates to attract providers to rural and underserved areas.</p> <p>Review and consider rate structure proposal from SICC System Resources Committee.</p> <p>Continue to work with the Bureau of Health Services Financing (Medicaid) to refine the provider billing process.</p>	<p>September 1, 2008 and ongoing</p>	<p>Update: Shortages continue for some disciplines such as physical therapy throughout the State and for many disciplines in the rural areas of the State. An SICC workgroup addressing service “equity” will support this strategy as part of the 2011-14 (with updates in 2012-13) SICC Strategic Plan.</p> <p>Issues regarding FSC agency billing have been largely resolved.</p>
<p>Ensure monitoring of provider enrollment for qualified providers.</p>	<p>Ongoing through 2014</p>	<p>Update: Regional coordinators continue to recruit new providers. The EarlySteps Central Finance Office (CFO) is responsible for verifying provider qualifications. In addition, a new process for annual verification of provider licensing and/or certification has been implemented to more effectively track provider qualifications maintenance.</p>

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Improvement Activities–Indicator 1	Timelines/Resources	Discussion/Progress/Slippage
<p>Since transition of EarlySteps to OCDD, the Interagency Agreements with Medicaid and the SICC are completed and the agreement with the Louisiana Departments of Education and Social Services (Office of Community Support, Child Care, Head Start, and Early Head Start) will be finalized by June 2008.</p>	<p>July 2007 and ongoing</p>	<p>Update: Agreements with Medicaid, SICC, Head Start/Early Head Start and Early Hearing Detection and Intervention (EHDI), and the Department of Children and Family Services are in place. Changes to agreement with the Louisiana Department of Education are being reviewed to include new regulatory requirements. Other agreements will also be reviewed/updated as needed.</p>
<p>Develop Comprehensive System of Personnel Development (CSPD) University Consortium to embed EarlySteps practices into pre-service training and increase participation from additional university and colleges.</p>	<p>Spring 2008 and ongoing through 2014</p>	<p>Update: The EarlySteps training coordinator and other staff worked with the SICC CSPD committee in the development of the CSPD Plan component of the SICC Strategic Plan that was updated in May 2011. The plan includes activities for 2011-2014. Activities include reviewing availability of on-line modules available to providers/FSCs/SPOEs, etc. at no cost to minimize training costs.</p>
<p>In conjunction with the transition of EarlySteps to OCDD, the SICC committees, including CSPD have been reestablished. A training contract with the CSPD consortium ends December 2007. Opportunities for ongoing training and maintenance of current efforts will be developed beginning Spring 2008.</p>	<p>Spring 2008 and ongoing through 2014</p>	<p>Update: The training coordinator is working with OCDD IT staff to support online training modules “in-house” as opposed to the previous contractor to save resources.</p>
<p>Develop guidance materials and technical assistance for a system of cost participation (FCP) by families.</p>	<p>Spring 2007 - Current</p>	<p>Update: To generate resources for EarlySteps, the 2013 Legislature passed Act 417 which allows the state to implement Family Cost Participation (FCP) beginning in 2013-2014.</p>
<p>Develop additional guidance materials on the provision of timely services.</p>	<p>Spring 2007 and ongoing through 2014 State Office, Service Delivery Committee, Regional Coordinators</p>	<p>Update: See discussion above regarding IFSP training.</p>
<p>Improve data collection system to include tracking timely service delivery within 30 days, consider</p>	<p>June 2008 EIDS, Central Data</p>	<p>Update: An EIDS report was successfully generated as part of the data collection for this indicator. The State revised the report and continues to use “family circumstances” in the measurement</p>

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Improvement Activities–Indicator 1	Timelines/Resources	Discussion/Progress/Slippage
adding delays due to family circumstance.	System	for this indicator.
Beginning, January 2008, revise the service provider contact note to include addition of “1 st service date,” with justification if provided more than 30 days from IFSP date and require submission of the contact note to FSC agency to simplify data collection for timely services.	January 2008 and ongoing	This change was added to the provider contact notes and will be used to verify correction or as a means to trigger technical assistance following chart review. Status: Postponed
Explore, through pilot activities, models for teaming and/or transdisciplinary service delivery to enhance service provider ability to meet child/family needs.	September 2008 and ongoing	Use of transdisciplinary teams enhances provider skills across traditional disciplines. Update: The “Team Decision Process” is now required for making IFSP decisions at team meetings. Regional Coordinators review the documentation for compliance with the process. Additional training was conducted during the Spring 2012 for FSC supervisors to add infrastructure support to the FSC agencies in training new staff and supervising current staff. Regional coordinators have provided one-on-one follow up with the supervisors to support their oversight of supervisees’ compliance with this activity. In addition, as stated above, a decision flow and process document was developed to support the process. Regional coordinators have been providing training on these resources.
Consider adding question to Family Survey regarding timeliness of services.	January 2010-June 2014	Obtain feedback from families regarding issues/problems/successes in timely service delivery. Update: The timeline for this indicator is extended to develop survey question(s), obtain baseline results, and analyze results.
Train, enroll and offer ongoing support to service providers in the OCDD supports and services centers.	Spring 2009 and ongoing	Update: Due to budget cuts in OCDD and a focus on community-based services, supports and services centers (SSCs) have closed or privatized with staff being laid off or reassigned. Currently, there are 39 SSC staff providers in EarlySteps, an increase of about 9 since last year. Their availability for service delivery supports the State’s ability to meet the 30-day timeline requirement, especially in 3 rural areas of the state.

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Improvement Activities–Indicator 1	Timelines/Resources	Discussion/Progress/Slippage
Develop and implement communication strategies with SPOEs and FSC agencies to identify effective practices and challenges in meeting 30-day timeline.	Summer 2009 and ongoing	SPOEs and FSC agencies with effective strategies in achieving 100% compliance will be asked to share policies and procedures with those SPOEs and FSC agencies that have had ongoing findings.
Report quarterly performance on compliance indicators, including Indicator 1 at RICC meetings.	Fall 2009 and ongoing	Identify trends, for disciplines, providers, etc., where timeliness is successful or not. Status: Ongoing
Include, in staff monthly reporting requirements, reports of services by discipline provided in < 30 days and those > 30days.	Spring 2010 and ongoing	Provide stakeholders in the regions with a direct opportunity for “ownership” of the requirement.
Improve process to coordinate correction of noncompliance with issuing annual determinations consistently.	Spring 2010 and ongoing QAC Program Manager Data Quality TA Consultants	Status: Ongoing
Add timely services review to cyclical monitoring tool.	Spring 2011 and ongoing	Update: The state is piloting an outcome collection and documentation process to support this activity. Broader implementation is planned in 2013-14.
Require use of a “service tickler” and monthly self-assessment tool for FSC agencies to use to monitor timelines.	Spring 2011 and ongoing	Update: Ongoing
Develop local activities to support the collection of provider progress reports for use in the team-decision making process.	Spring 2011 and ongoing	Update: As stated above, the state is piloting an outcome collection and documentation process to support this activity. Broader implementation is planned in 2013-14.
Update the CSPD Plan with the SICC Strategic Plan.	July 2011 through June 2012	Update: The SICC approved its new Strategic Plan in July 2011. The CSPD plan was updated and incorporated into it. Training needs have been identified and means to address them are being

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Improvement Activities–Indicator 1	Timelines/Resources	Discussion/Progress/Slippage
		developed. Status: Complete
Develop a process to support team services decisions using the Team Services Decisions tool.	July 2011 through June 2014	Update: This tool was developed to support the State’s use of teaming by providers for the IFSP process. Use of the tool is reviewed by regional coordinators to ensure good team decision-making. As stated above, a decision flow with questions to prompt team discussion in making service decisions was developed and is being implemented by FSC agencies at team meetings.

Part C State Annual Performance Report (APR) for FFY 2012-13

Overview of the Annual Performance Report Development – Indicator 2:

Development of activities for Indicator 2 was accomplished through:

- Desk reviews of EIDS data reports.
- Technical assistance to family support coordinators and providers to address natural environment options when limitations in provider availability occur.

Monitoring Priority: Early Intervention Services In Natural Environments

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
2009-10	98% of Louisiana’s infants and toddlers with IFSPs primarily receive early intervention services in the home or community-based settings.
2010-11	98% of Louisiana’s infants and toddlers with IFSPs primarily receive early intervention services in the home or community-based settings.
2011-12	98% of Louisiana’s infants and toddlers with IFSPs primarily receive early intervention services in the home or community-based settings.
2012-13	98% of Louisiana’s infants and toddlers with IFSPs primarily receive early intervention services in the home or community-based settings.

Data Source and Measurement Considerations

The EIDS is used to collect data for this indicator. Service settings are determined as part of the IFSP process and entered by the system points of entry (SPOE) into the system following the completion of an IFSP with a family. Reports can be generated from EIDS for results and policy monitoring.

Actual Target Data for FFY 2012-13: 97.4% of Louisiana’s infants and toddlers with IFSPs primarily received early intervention services in the home or in community-based settings. Louisiana did not meet its target of 98% and had slight slippage from last year.

	2004-05 Baseline	2005-06	2006-07	2008-09	2008-09	2009-10	2010-11	2011-12	2012-13
Target	96.74%	97%	98%	98%	98%	98%	98%	98%	98%
Actual		98.6%	99%	99%	99%	99%	99%	99%	97.4%
Raw Data = Services in natural environment Total served	<u>4373</u> 4522	<u>3406</u> 3450	<u>2313</u> 2335	<u>3140</u> 3155	<u>3781</u> 3788	<u>4535</u> 4543	<u>4692</u> 4703	<u>5095</u> 5106	<u>3909</u> 4013

Discussion of Improvement Activities Completed and Explanation of Slippage that occurred for FFY 2012-13 and revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2013-14:

When the Department of Health and Hospitals became the lead agency for EarlySteps in 2003, a priority was established to improve service delivery in natural environments through the development of a new SPOE process, through the recruitment and enrollment of independent service providers to increase provider capacity, and through development of a tiered reimbursement rate with the highest level of reimbursement in the natural environment. These activities have contributed to Louisiana’s ongoing high performance in services provided in natural environments. For the first time since 2007, the state did not meet or exceed its target, and had slight slippage of 1.5 percentage points. During 2012-13, it was determined that 2 provider agencies in two regions of the state were providing physical therapy and occupational therapy in clinic-based settings to increase the availability of these services by eliminating their staff travel time to more rural areas of the region. Families were selecting these agencies for the availability of the services which are typically in short supply in the region. The regional coordinator has been working with the agencies closely to ensure that appropriate choices are being offered to families in provider selection and in supports offered in natural environments.

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Improvement Activities- Indicator 2	Timelines	Update of Improvement Activities for 2013-14
Develop Best Practices Guidelines on service delivery. The practice manual is currently being revised and will integrate these and other recommended guidelines throughout the document.	Fall 2005- Summer 2010	Update: Activities associated with development of guidelines related to natural environments are complete. The practice manual will be updated to reflect regulatory changes by June 2014.
Three training modules were developed and made available in Fall 2007. Three additional modules will be developed in 2009. These six modules will form the core program content for staff, agencies, providers, families, etc.	2007 and ongoing	Update: The completed modules are available for new, continuing providers. Face-to-face training on <i>Family Assessment</i> and the <i>IFSP</i> was conducted in 2011 and 2012 and includes natural environment and team-based service delivery requirements as part of its content.
Provide ongoing training and technical assistance to provide supports for providers and service coordinators on Best Practice regarding natural environments. Incorporate the three modules developed in Fall 2007, into the provider enrollment process to establish a core knowledge base with all new providers. A timeline for completion of the modules has been established by the lead agency.	Spring 2006 and ongoing through 2014	Update: Regional coordinators in the two affected regions mentioned above have been participating in IFSP team meetings and reviewing service options so that choices of home and community-based settings are available to families and that provider selection is not based on provider convenience.
Implement a rate increase for services provided in natural environments.	September 1, 2008 – June 30, 2010 and ongoing	Update: Problems with prompt payment have continued to improve. Status: Complete
Utilize the Family Assessment Process to support team decision-making and development of functional outcomes in daily routines.	January 2011 through June 2014	As part of the Quality Assurance Project with SERRC and DAC, EarlySteps added a quality indicator for improving the number of family assessments conducted and to use the concerns, priorities and resources of the family to develop functional outcomes with support families in the early intervention process. Update: Training was conducted beginning in January 2011 to support this activity. Additional activities, including a new face-to-face

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Improvement Activities- Indicator 2	Timelines	Update of Improvement Activities for 2013-14
		module were conducted in 2012. Training for FSC supervisors was also conducted in Spring 2012 to build FSC agency internal capacity in maintaining a trained workforce, due to the high turnover of FSCs statewide. The training includes a follow-up component with FSC supervisors by the regional coordinators. Regional coordinators review completion of family assessments as part of their on-site technical assistance with agencies. An average of 13 Family Assessments (CPRs) per month was reviewed last year. The completion and use of the CPR will be a focus for 2013-14.

Part C State Annual Performance Report (APR) for FFY 2012-13

Overview of the Annual Performance Plan Development – Indicator 3:

Outcomes Measurement Summary

The BDI-2 is the developmental assessment tool used statewide for eligibility determination and is also used to collect child outcomes data. The BDI-2 has been used for collecting and reporting outcomes data since 2007. Outcome data for this reporting period is presented for 795 children who exited EarlySteps in 2012-13, for whom entry and exit scores were available for the three outcome areas, and who received early intervention for a minimum of six months. The BDI-2, administered as part of the eligibility determination process, is also the tool used for the outcome reporting. Exit scores are taken from the BDI-2 exit assessment conducted prior to the child’s discharge from EarlySteps.

Outcomes data, actual target data, and summary statements are presented below for this reporting period.

Monitoring Priority: Early Intervention Services In Natural Environments

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

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

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

Measurement:

A. Positive social-emotional skills (including social relationships):

- 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.

If a + b + c + d + e does not sum to 100%, explain the difference.

- B. Acquisition and use of knowledge and skills (including early language/communication and early literacy):
- Percent of infants and toddlers who did not improve functioning = $[(\# \text{ of infants and toddlers who did not improve functioning}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$.
 - Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers = $[(\# \text{ of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$.
 - Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it = $[(\# \text{ of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$.
 - Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers = $[(\# \text{ of infants and toddlers who improved functioning to reach a level comparable to same-aged peers}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$.
 - Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers = $[(\# \text{ of infants and toddlers who maintained functioning at a level comparable to same-aged peers}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$.

If a + b + c + d + e does not sum to 100%, explain the difference.

- C. Use of appropriate behaviors to meet their needs:
- Percent of infants and toddlers who did not improve functioning = $[(\# \text{ of infants and toddlers who did not improve functioning}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$.
 - Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers = $[(\# \text{ of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$.
 - Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it = $[(\# \text{ of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$.
 - Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers = $[(\# \text{ of infants and toddlers who improved functioning to reach a level comparable to same-aged peers}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$.
 - Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers = $[(\# \text{ of infants and toddlers who maintained functioning at a level comparable to same-aged peers}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$.

If a + b + c + d + e does not sum to 100%, explain the difference.

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.

Measurable and Rigorous Target:

Targets and Performance for Infants and Toddlers Exiting in FFY 2012 (2012-13) and Targets for FFY 2011-2013:

Summary Statements	Targets for FFY 2009 (% of children)	Actual For FFY 2009 (% of children)	Targets for FFY 2010 (% of children)	Actual For FFY 2010 (% of children)	Targets for FFY 2011-13 (% of children)	Actual For FFY 2011 (% of children)	Actual for FFY 2012 (% of children)
Outcome A: Positive social-emotional skills (including social relationships) Louisiana exceeded its targets for summary statements 1 and 2 for FFY 2012 and had improvement in both.							
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 turned 3 years of age or exited the program	20.5%	23.1%	21.5%	17%	22%	20%	24.7%
2. 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	32.9%	46.5%	33.9%	36.2%	34%	44.4%	44.5%
Outcome B: Acquisition and use of knowledge and skills (including early language/communication and early literacy) Louisiana did not meet its target for Summary Statement 1 and had slight slippage, exceeded its target for Summary Statement 2 and had slight slippage.							
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	43.1%	33.9%	44.1%	30%	45%	30.2%	30.0%
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	29.4%	39.3%	30.4%	34.5%	33%	37.5%	34.7%
Outcome C: Use of appropriate behaviors to meet their needs Louisiana did not meet its targets for Summary Statements 1 or 2 and had improvement for 1 and slight slippage for 2.							
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	29.6%	19.0%	30.6%	22%	32%	21.5%	25.6%
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	46.2%	38.0%	47.2%	40.3%	48%	40.8%	39.5%

Progress Report for Measuring Child Outcomes – Activities of 2012-13 Reporting Period

As discussed in prior-year APRs, with the transition of EarlySteps to OCDD, the BDI-2 was selected as the sole tool for eligibility determination and outcome measurement. An EIDS system modification was made to accommodate entering of BDI-2 entry and exit outcome scores by the SPOEs.

The process for categorizing entry and exit scores to place children in OSEP's categories a. through e. is summarized as follows:

- Entry and exit data was collected for children exiting from July 1, 2012 through June 30, 2013 who had been in the system for a minimum of 6 months. Complete entry and exit scores were collected on 795 children, a 4% increase from last year.
- Children were considered to be functioning at a level *below same-age peers* if the standard score for the domain was below 78 or if the z-score was greater than -1.47 . These scores were chosen because they are commensurate with the eligibility criteria for Louisiana of 1.5 standard deviations below the mean. Scores at or below 80 or a z-score less than -1.47 and at or greater than -1.33 were considered to be a *level nearer to same-age peers*. Standard scores above 80 or a z-score less than -1.33 are considered to be *comparable to same age peers*. This distinction recognizes that children may not qualify for EarlySteps services but may still be functioning below typically developing peers. According to the *BDI-2 Examiner's Manual* (page 74), children with standard scores below 80 (but above the 78 cut off for EarlySteps) fall into a mild developmental delay category.
- Exit assessment is defined at the latest BDI-2 administered for annual eligibility determination or the "exit outcomes assessment" prior to the child's exit during 2012-13. The child must have been in the program for 6 months.
- The BDI-2 developmental domains were utilized for reporting as follows:
 1. The Personal-Social Domain was used to report "positive social-emotional skills, including social relationships."
 2. The Communication Domain was used to report "acquisition and use of knowledge and skills (including early language/communication)."
 3. The Motor Domain was used to report the "use of appropriate behavior to meet needs."

The process for determining progress and placing a child in one of the five OSEP reporting categories was taken from the ECO Center report referenced above and applied as follows:

- a. Children in this reporting category either acquired no new skills or behaviors, or their level of functioning regressed between entry and exit. Category a. includes children whose exit scores were at or below their entry score, regardless of whether they were functioning typically at entry or not.
- b. Children in this category improved functioning, but not sufficient to move nearer to functioning comparable to same-age peers. These children had improved exit scores and had a standard score between 78 and 80 and a z-score of -1.47 to -1.33 , placing them out of the eligibility score for EarlySteps but still within "mild developmental delay" category according to the BDI-2.
- c. Children in this category entered below typical peers; their exit scores were improved from their entry score but they exited below "typical" or with less than a standard score of 78 or z-score of -1.47 for that developmental domain. Scores in this category would generally indicate continuing eligibility for EarlySteps.
- d. Children in this category entered below typical peers; their exit scores were improved with a standard score at or greater than 80 at exit indicating improvement to a level comparable to same-age peers.

- e. Children in this category entered at or above their same-age peers, with standard scores of 80, who showed improvement at exit with standard scores above 80.

For the 2012-13 reporting period, the EIDS data report was used to report on child outcomes. Data was reviewed for all children for whom the BDI-2 entry and exit data was available, who exited the system between July 1, 2012 and June 30, 2013 who were in the system for a minimum of 6 months. The data analysis for 795 children who met the inclusion criteria are shown in the table which follows. The same methodology used to place children in progress categories a-e last year was applied for this reporting period.

2012-13 Data – BDI-2 at Entry and Exit: Table 1:

ECO Center Description	Early Steps Determination of Child Placement	Outcome area results*		
		1. PS	2. COM	3. Motor
a. Percentage who did not improve functioning - Children acquired no new skills or behaviors or their level regressed between entry and exit.	No improvement in exit scores or Regression (decrease) of scores. Includes children with scores in typical range and well as those below typical peers.	N=398	N=399	N=425
		50.1%	50.2%	53.5%
b. Percentage who improved, but not sufficient to move nearer to functioning comparable to same-aged peers - Children acquired new skills and behaviors but there has been no positive change in their developmental trajectories. At exit skills were at the same or lower rates than at entry.	Child showed improvement in exit scores. BDI-2 standard scores were improved, but remain between 78 and 80.	N= 20	N= 52	N=26
		2.5%	6.5%	3.3%
c. Percentage who improved functioning to a level nearer same age peers, but did not reach it - These children acquired skills at a faster rate, there was a positive change, but they had not attained functioning comparable to same-aged peers at exit.	Child showed improvement in exit scores. Entry score below 78, BDI-2 standard scores were improved, but remain below 78.	N=23	N=68	N=30
		2.9%	8.6%	3.8%
d. Percentage who improved functioning to reach a level comparable to same-aged peers - Children did not show functioning comparable to same-aged peers at entry, but did at exit.	Child showed improvement in exit scores. BDI-2 standard scores were below 78, improved at or above 80.	N= 114	N= 125	N=125
		14.3%	15.7%	15.7%
e. Percentage who maintained functioning at a level comparable to same-aged peers—Children showed functioning comparable to same-aged peers at entry and exit.	Child showed improvement in exit scores. BDI-2 entry score at 80 or above, with improvement, exit above 80.	N= 240	N=151	N=189
		30.2%	19.0%	23.8%

* See above table: Total = 100% N = 795 N = 795 N = 795

- Outcome 1=Positive social-emotional skills
- Outcome 2=Acquisition and use of knowledge and skills (including language and literacy)
- Outcome 3= Appropriate behaviors to meet their needs

FFY 2012 Exit Data Discussion: The same process as that used for FFY 2007 for analysis of the child outcome data was used for this reporting period.

Table 2: A comparison of results for the progress categories across all 5 years is shown:

ECO Center Description	Outcome 1-Personal Social						Outcome 2-Communication						Outcome 3--Motor					
	FFY 2007	FFY 2008	FFY 2009	FFY 2010	FFY 2011	FFY 2012	FFY 2007	FFY 2008	FFY 2009	FFY 2010	FFY 2011	FFY 2012	FFY 2007	FFY 2008	FFY 2009	FFY 2010	FFY 2011	FFY 2012
a. Percentage who did not improve functioning - Children acquired no new skills or behaviors or their level regressed between entry and exit.	53.1%	57.4%	48.5%	59%	51%	50.1%	50%	39.5%	48.2%	49%	47%	50.2%	49%	43.0%	54.6%	52.5%	54%	53.5%
b. Percentage who improved, but not sufficient to move nearer to functioning comparable to same-aged peers - Children acquired new skills and behaviors but there has been no positive change in their developmental trajectories. At exit skills were at the same or lower rates than at entry.	1%	6.3%	3.0%	2.8%	1.3%	2.5%	0%	12.1%	5.3%	8.6%	6.8%	6.5%	0%	5.5%	4.4%	2.8%	3%	3.3%

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ECO Center Description	Outcome 1-Personal Social						Outcome 2-Communication						Outcome 3--Motor					
c. Percentage who improved functioning to a level nearer same age peers, but did not reach it - These children acquired skills at a faster rate, there was a positive change, but they had not attained functioning comparable to same-aged peers at exit.	16.7%	3.9%	1.9%	2.8%	3%	2.9%	13.5%	19.5%	7.2%	7.6%	8.4%	2.9%	18.8%	5.9%	3.0%	4.3%	2%	3.8%
d. Percentage who improved functioning to reach a level comparable to same-aged peers - Children did not show functioning comparable to same-aged peers at entry, but did at exit.	4.2%	12.1%	13.6%	9.5%	10.1%	14.3%	4.2%	18.8%	20.2%	16.7%	15.1%	14.3%	4.2%	14.1%	10.8%	11.3%	13%	15.7%
e. Percentage who maintained functioning at a level comparable to same-aged peers - children showed functioning comparable to same-aged peers at entry and exit	25.0%	20.3%	33.0%	26.6	34%	30.2%	32.3%	10.2%	19.1%	17.7%	22.4%	30.2%	26%	31.6%	27.1%	29%	28%	23.8%

FFY 2012 Exit Data Discussion: Update

Children residing in all regions of the State are included in the cohort of 795 children. The average age at time of the entry assessment was 18 months. The average age at the time of the exit assessment was 33 months. Across the three outcome areas, 40% of the children exited with scores comparable to same-age peers (outcome area e.) and between 35.6% and 41.8% exited within age expectations using summary statement 2.

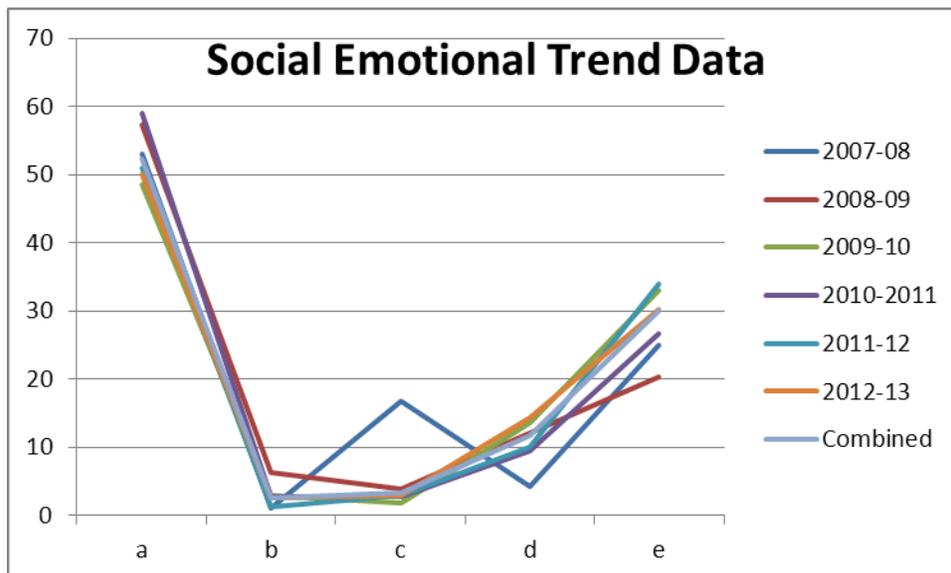
Analysis of child outcome results:

- The number of children in category a (i.e., those with no progress or with regression) continues to be high compared to the other categories and compared to other states results from prior reporting years. Between 50.1% and 53.5% of the children with scores reported showed no progress or had regression as indicated by BDI-2 scores. This trend has been consistent for the prior fiscal years reported.
- The percentage of children in category b (i.e., those who improved, but not sufficient to move nearer to same-age peers) remains small and results are slightly higher in Social-Emotional and compared to last year’s results but very similar in Use of Knowledge and Taking Action to Meet Needs. The decision rule to make this determination was based on a standard score between 78 and 80.
- The percentage of children in category c is similar this year compared to last year in Social Emotional and Use of Knowledge and increased from last year in Taking Action to Meet Needs.
- The percentage of children in category d is increased for Social Emotional and Knowledge compared to last year and increased in Taking Action.
- The percentage of children in category e. is decreased in all three areas compared to last year.
- Despite results for categories a, b, and c, results for category e are not unlike those reported by other states in FFY 2010 as reported in the *2012 Indicator Analyses* document:

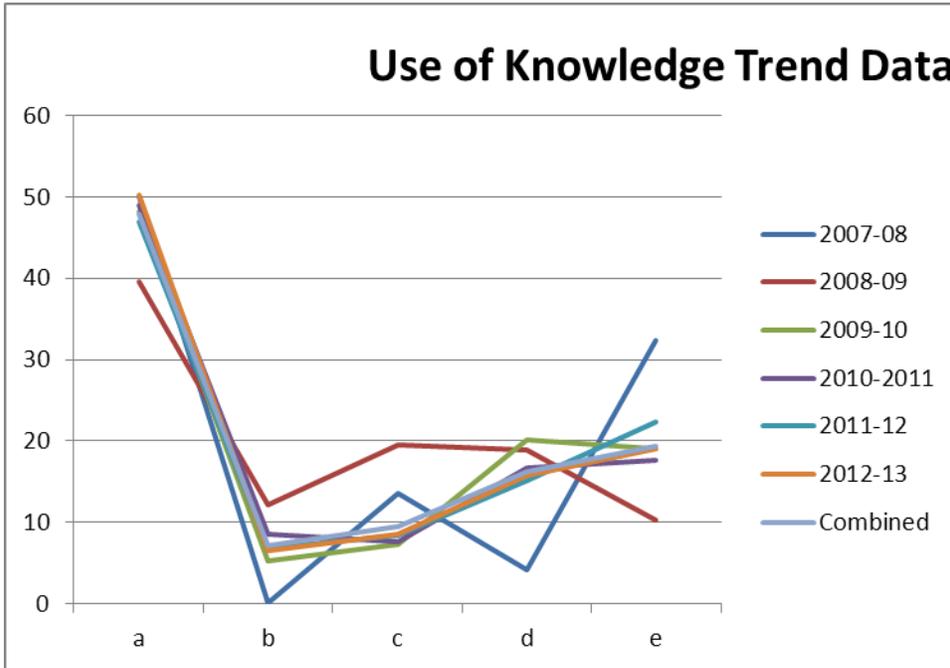
Category e: Other states = 32%, 19%, 25%
EarlySteps = 30.2%, 19%, 23.8%

The *2012 Indicator Analyses* was used since national results by categories was not reported in the FFY 2011 APR Indicator Analyses Document.

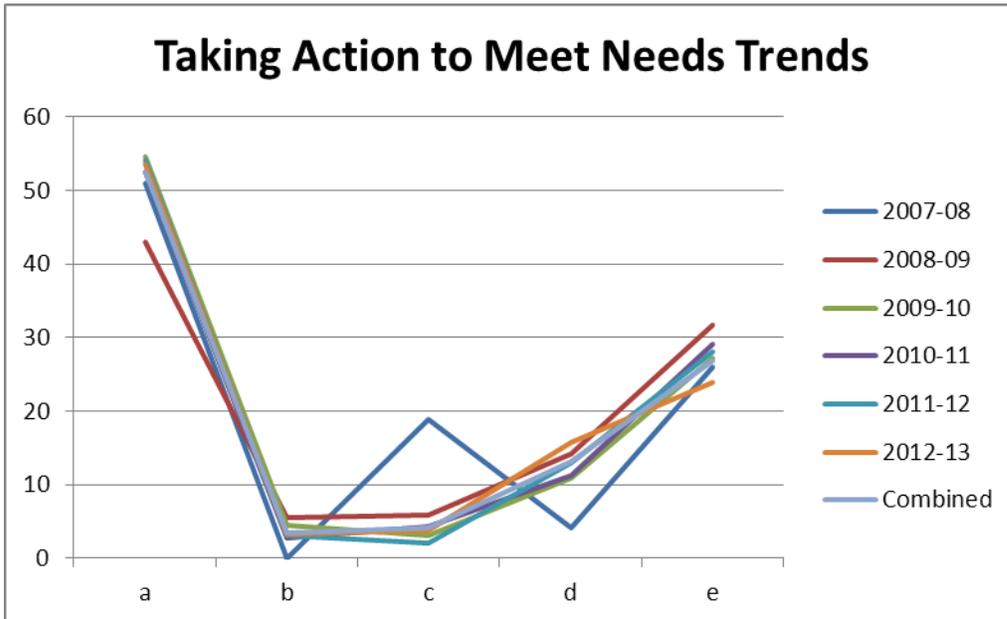
Trend data for the six fiscal years by outcome area is shown in the charts which follow. The line indicating “combined,” represents results for all years together.



Use of Knowledge Trend Data



Taking Action to Meet Needs Trend Data



FFY 2012 Summary Statements Results

Summary Statements	% 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 turned 3 years of age or exited the program	24.7%
2. 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	44.5%
Summary Statements	% of children
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	30.0%
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	34.7%
Summary Statements	% of children
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	25.6%
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	39.5%

FFY 2007-2012 Summary Statements Combined Results

Exit data from FFY 2007-2012 was aggregated into the summary statements charts to show all combined results for the five years for which data is available on a total of 2,688 children.

Summary Statements	% 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 turned 3 years of age or exited the program	21.6%
2. 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	41.8%
Summary Statements	% of children
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	31.8%
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	35.6%
Summary Statements	% of children
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	23.5%
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	40.0%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2012-13

Outcome A: Positive social-emotional skills (including social relationships):

Louisiana exceeded its targets for both summary statements 1 and 2 and had improvement in both.

Outcome B: Acquisition and use of knowledge and skills (including early language/ communication and early literacy):

Louisiana did not meet its target for Summary Statement 1 and had slight slippage compared to last year. The state exceeded its target for Summary Statement 2 and had slippage.

Outcome C: Use of appropriate behaviors to meet their needs:

Louisiana did not meet its targets for either Summary Statement and had improvement in Summary Statement 1 and slight slippage in Summary Statement 2 compared to last year.

Although Louisiana did not meet all of its targets, no changes in targets are proposed. Louisiana will continue to assess its processes for analyzing performance change before making changes to targets.

Discussion of Improvement Activities and SPP Timeline Extensions and additional improvement activities are included in the chart which follows.

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Improvement Activities-Indicator 3	Timelines/Resources	Discussion and Revisions with Justification 2013-14 Improvement Activities
<p>Conduct AEPS “Train the Trainer” Workshops. Trainers recommended through Brooks Publishing will be used for this training. Brooks is the publisher for AEPS.</p> <p>Continue BDI-2 training opportunities to expand number of trained providers available to administer test as well as reporting results to the Riverside web reporting system.</p>	<p>Summer 2007 through Summer 2011 and as necessary to maintain sufficient provider availability through 2014</p> <p>EarlySteps central office and CSPD Riverside Publishing</p>	<p>Status: Revised</p> <p>Update: One BDI-2 training activity was conducted in 2012-13. Currently, EarlySteps has 109 eligibility evaluators.</p>
<p>Provide 2 day mandatory statewide trainings for all EarlySteps providers on the full AEPS and entering of data correctly. Trainers recommended through Brooks Publishing will be used for this training. Brooks is the publisher for AEPS. A total of 8 trainings will be held statewide during Spring/Summer 2007.</p> <p>Continue BDI-2 training opportunities to expand number of trained providers available to administer test as well as reporting results to the Riverside web reporting system.</p>	<p>Spring/Summer 2007 and ongoing</p> <p>State Office Riverside Publishing</p>	<p>Status: Revised</p> <p>Update: As above and additional training will be conducted as needed.</p>
<p>Provide statewide trainings to all providers if a method other than AEPS is used for outcomes measurement.</p> <p>Collect and analyze entry and exit data using the BDI-2 and add to AEPS entry and exit data to develop process to determine comparability of scores for the two tools for the current cohorts as well as new entries with BDI-2. Exit data will be collected using the BDI-2 for some children for whom their entry data was collected using the AEPS-RV.</p>	<p>July 2007 through June 2013</p> <p>State/Regional Staff/CSPD</p>	<p>Status: Revised as above</p> <p>Exit data was collected using the BDI-2 after July 2007 with statewide use of this tool for all reporting as of the 2007-08 APR reporting period.</p> <p>Update: This process is ongoing.</p>

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Improvement Activities-Indicator 3	Timelines/Resources	Discussion and Revisions with Justification 2013-14 Improvement Activities
<p>Provide statewide training and technical assistance to all providers on OSEP child outcome requirements. This training will be initiated during the AEPS or other assessment method trainings and ongoing through technical assistance provided by Regional Coordinators.</p> <p>Analyze BDI-2 entry and exit data using above procedure for progress reporting and considerations in establishing targets in 2008-09. Consider including current AEPS-RV entry and exit data collected to date.</p>	<p>Spring 2007 and ongoing through June 2014 State/Regional Office CSPD</p>	<p>Update: Entry and exit data with the BDI-2 is being used for reporting purposes.</p>
<p>Develop quality assurance procedures to monitor outcome testing procedures and accuracy/ completeness of outcomes data entered into AEPSi or other method data system.</p> <p>Develop and implement QAS procedures to monitor outcome testing procedures for accuracy/completeness of outcomes data entered using the BDI-2.</p>	<p>Spring 2008 and ongoing through 2015 QAS Regional Staff</p>	<p>Update: EarlySteps has been participating in Louisiana’s Early Childhood system redesign resulting from legislation passed in Spring 2012. The resulting planning activities for Act 3 delayed the intended assessment of Louisiana’s current improvement activities and Indicator 3 analysis. Since EarlySteps is included in the system redesign which includes a statewide assessment component, Central Office staff begin meeting with LDOE staff and stakeholders in February, 2014 to consider this issue. This activity will be ongoing through 2015.</p>
<p>Utilize new CFO outcomes report to monitor score data entry to verify data entry accuracy.</p>	<p>Spring 2011 through 2014</p>	<p>The report is now readily available to review. Regional coordinators can also use the report to review local results, monitor SPOE data entry and observe child- specific improvements.</p> <p>Update: Ongoing</p>

Improvement Activities-Indicator 3	Timelines/Resources	Discussion and Revisions with Justification 2013-14 Improvement Activities
<p>Establish review schedule for Exit Evaluation Authorizations to increase exit BDI-2s, including a tickler system to alert FSC to request the authorization.</p>	<p>Summer 2011 through 2014</p>	<p>Update: Results from 795 children were obtained in 2012-13 resulting in an increase of 4.2% of exit evaluations available compared to last year. Implementation of this process has been shown to increase the number of exit evaluations available for progress reporting.</p> <p>In addition, the PR committee of the SICC completed the material which will be used with families and stakeholders about the importance of entry and exit data for outcome reporting and will be disseminated in 2014</p>

Part C State Annual Performance Report (APR) for FFY 2012-13

Overview of the Annual Performance Report Development – Indicator 4:

During 2005-06, the Louisiana Outcomes Task Force convened to review information and research provided by OSEP, the National Early Childhood Outcomes (ECO) Center, and the National Center for Special Education Accountability Monitoring (NCSEAM) to assist in defining methodology and data collection processes to report for Indicators 3 and 4. The SPP committee members established measurable and rigorous targets by which these indicators would be assessed and also recommended improvement activities, timelines and resources for each of the indicators. The NCSEAM survey was used for the 2005-2006 baseline data. Since FFY 2006, the Early Childhood Outcomes Center *Family Outcomes Survey* has been used.

Development of activities for Indicator 4 was accomplished through:

- Continued use of the Early Childhood Outcome Center, *Family Outcomes Survey (Part C version)* to complete data collection for this reporting period for all families whose children exited EarlySteps in April, May, and June 2013.
- Written survey conducted with families participating in a consumer survey conducted by a contractor for OCDD for all families in the Developmental Disability Services System and through follow-up telephone calls.
- Online survey posted to the EarlySteps website's *Parent Page*. The survey remains posted at all times and families are able to respond at will. The results were aggregated at the end of fiscal year 2012-13;
- Selection of criteria for determining that early intervention services helped a family according to the survey which is based on a scale of 1 to 7, as response of *5 or better*.

Monitoring Priority: Early Intervention Services In Natural Environments

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)

<p>Measurement:</p> <ol style="list-style-type: none"> 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	Measurable and Rigorous Target
2009-10	Families participating in Part C report that early intervention services have helped the family: A. Know their rights: 77% B. Effectively communicate their children’s needs: 75% C. Help their children develop and learn: 89%
2010-11	A. Know their rights: 78% B. Effectively communicate their children’s needs: 76% C. Help their children develop and learn: 90%
2011-12	A. Know their rights: 80% B. Effectively communicate their children’s needs: 80% C. Help their children develop and learn: 91%
2012-13	A. Know their rights: 80% B. Effectively communicate their children’s needs: 80% C. Help their children develop and learn: 91%

Data Source and Measurement Considerations

Methodology:

Data for Indicator 4 collected through three procedures in FFY 2012. Use of surveys to report for this indicators resulted in a low response rate in prior years. Therefore, additional procedures have been added over the reporting periods and discussed below.

For Methodology 1, *The Family Outcomes Survey, Part C* version was utilized to collect information for Indicator 4 for this reporting period. The survey was developed by Don Bailey, Kathy Hebbler and Mary Beth Bruder of the Early Childhood Outcomes (ECO) Center with support from the Office of Special Education Programs, US Department of Education. A copy of the tool was included as Attachment 1 in the FFY 2006 APR.

- Surveys were mailed to all families (436 families) whose children exited EarlySteps in the months of April, May, and June 2013. Completed surveys were received from 113 families or 2.7% of the total EarlySteps population or 26% of the surveyed families. The surveys were mailed and coded to identify the region of the respondent. Additional demographic information collected asked the families to identify their children’s gender, length of time in EarlySteps, and their eligibility for Medicaid as a general indicator of income. The regional distribution of the total EarlySteps population is compared with the regional distribution of the surveyed families. The distributions are similar with the exception of regions 3, 6, and 7 which were slightly over-represented and region 2 and 4 which were underrepresented:

Region	1	2	3	4	5	6	7	8	9	Total
EarlySteps Total	18%	13%	14%	10%	4.6%	3.8%	11%	12%	13.7%	100%
Survey Respond.	17%	6%	17%	5%	5%	11%	14%	14%	11%	100%

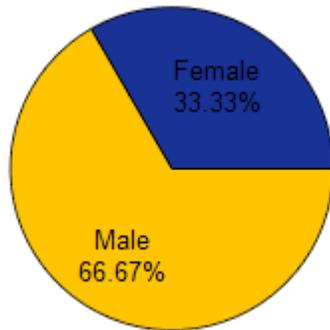
Surveyed families indicated that 58% of the children were male and 42% were female, compared to the distribution of all children who exited in 2013 as 64.3% male and 35.7% female. Thirty-seven percent of the responding families indicated that their child received Medicaid. The average Medicaid enrollment in EarlySteps is approximately 48%. Parents reported their child’s average time in EarlySteps as follows:

- o 7 respondent’s children had been in EarlySteps for less than 6 months
- o 30 children had been in EarlySteps for 6 months to 1 year
- o 46 children had been in EarlySteps for 1 to 2 years
- o 30 children had been in EarlySteps greater than 2 years

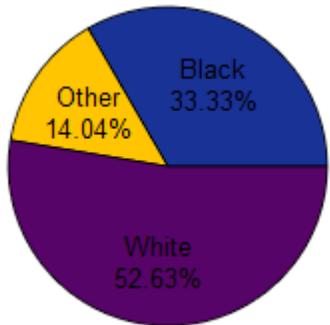
For Methodology 2, EarlySteps families also participated in consumer surveys conducted by OCDD for this reporting period in four aspects of the National Core Indicators (NCI) project for 2012. The Consumer Surveys (interviews) were conducted across the 10 Developmental Disabilities service areas within OCDD.

- Three mail-out surveys (Children/Family, Adult/Family and Family/Guardian) were mailed to OCDD services participants, of which 114 were EarlySteps families. This year, only 1 question from the *Family Outcomes Survey* was incorporated into the NCI survey for the EarlySteps families who were sampled. This was the question for Indicator 4c: families report that early intervention helps their child develop and learn. The sample drawn represents the distribution of race, ethnicity, and gender of the total EarlySteps population based on the EarlySteps population data from the OSEP Table 3 data as shown below:

Gender Distribution for NCI Sample



Race Distribution for NCI Sample



Responses were obtained for 108 EarlySteps families with this methodology or 2.6% of the EarlySteps population.

For Methodology 3, an electronic survey was posted on the EarlySteps website. The survey remains active all year and families may respond at will. On July 1, 2012 the survey results were aggregated. Since there were only 10 responses to the survey, the demographic data and the results were combined with the family survey data from Methodology 1 above.

Therefore, for FFY 2012, a sampling process (first strategy used) and a census process (second strategy used) were utilized for obtaining results for Indicator 4. The *Family Outcomes Survey* has a response category that ranges from 1 to 7. EarlySteps considers a response of 5 or better as the criteria for determining if early intervention services “helped their family.”

Targets, Actual Target Data and Revisions

Percent of Families participating in Part C who report that early intervention services have helped the family:

A. Know their rights

EarlySteps selected questions 6 and 16 from the survey to obtain results for this area. The items were:
 #6 Families of children with special needs have rights, including what to do if you are not satisfied. How is your family with your rights?
 #16 To what extent has early intervention helped your family know and understand your rights?

# Responding 5 or better	Total possible - both questions	Percent
192	250	77%

B. Effectively communicate their child’s needs

EarlySteps selected question 17 from the survey to address this area.
 #17 To what extent has early intervention helped your family effectively communicate your child’s needs?

# Responding 5 or better	Total Possible	Percent
115	123	93%

C. Help their child develop and learn

Early Steps selected questions 7 and 18 to address this area.
 #7 Families help their children develop and learn. How much does your family know about how to help your child develop and learn?
 #18 To what extent has early intervention helped your family be able to help your child develop and learn?

# Responding 5 or better	Total Possible	Percent
300	358	84%

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Actual Target Data for FFY 2012-13:

	Baseline 2005-06	Target 2006-07	Actual 2006-07	Target 2007-08	Actual 2007-08	Target 2008-09	Actual 2008-09	Target 2009-10	Actual 2009-10	Target 2010-11	Actual 2010-11	Target 2011-12	Actual 2011-12
A. Know their rights	73%	74%	78%	75%	64%	76%	78%	77%	81.5%	78%	72%	80%	74%
B. Communicate needs	71%	72%	84%	73%	80%	74%	89%	75%	91.4%	76%	83%	80%	88%
C. Help child develop and learn	85%	86%	81%	87%	85%	88%	91%	89%	88.4%	90%	87%	91%	91%
Raw Data = Number of surveys	<u>112 surveys returned</u> est. 600 possible		<u>83 responses</u> 346 possible= 23% return		<u>142 responses</u> 868 possible= 16% return		<u>231 responses</u> 1287 possible= 18% return		<u>235 responses</u> 1576 possible= 15% return		<u>262 responses</u> 1538 possible= 17% return		<u>236 responses</u> 785 possible= 30% return

	Target 2011-12	Actual 2011-12	Target 2012-13	Actual 2012-13
A. Know their rights	80%	74%	80%	77%
B. Communicate needs	80%	88%	80%	93%
C. Help child develop and learn	91%	91%	91%	84%
Raw Data = Number of surveys		<u>236 responses</u> 785 possible 30% return		<u>231 responses</u> 554 possible 42% return

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2012-13

Results of family surveys used to address this indicator show that EarlySteps exceeded its target for 4b, did not meet its target for Indicator 4a and 4c, had improvement for 4 a and 4b, and had slippage for 4 c. The Lead Agency will continue to address performance by providing education and training opportunities to providers and families through its training modules. Also, the Lead Agency will provide training opportunities to service providers, regarding their role with families to enhance the family's ability to help their child develop and learn. The table which follows updates the status of the improvement activities.

In 2011-12, 3 complaints were received which were related to Indicator 4 regarding parents' rights. Last year, in the 2011 APR, it was mistakenly reported that there were 8 complaints related to parent's rights, however, the correct number is 3 complaints. All complaints were corrected timely. There were no complaints related to Indicator 4 reported in 2012-13.

Discussion of FFY 2010 Findings of Noncompliance (if State reported less than 100% compliance):

In 2010-11, 8 complaints were received which were related to Indicator 4 regarding parents' rights. All complaints were corrected timely. Thirteen related requirements findings were issued in 2010-2011 and eleven were corrected timely. To verify correction, regional coordinators conducted follow up monitoring with the agencies with the ongoing noncorrection. Based on the follow up, the State can verify that the agencies were correctly implementing the related requirements regarding parent rights and written notice at 100% compliance and that notice and rights, although late, were provided to the families. As of November 2012, the two remaining findings were corrected past the one-year timeline. Correction of these findings was also detailed in the Indicator 9 section of the February, 2013 APR,

Discussion of FFY 2011 Findings of Noncompliance (if State reported less than 100% compliance):

In 2011-2012 there were 3 complaints by parents for Indicator 4 related to parents' rights. As reported in the FFY 2011 APR, the resulting findings from these complaints were corrected timely.

Discussion of FFY 2012 Findings of Noncompliance (if State reported less than 100% compliance):

In 2012-2013, 4 FSC agencies had on-site monitoring resulting in 22 related requirements issued findings related to Indicator 4. These findings included lack of written notice and lack of documentation that parent rights were provided. All findings have been corrected timely as of the submission of this APR.

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Improvement Activities – Indicator 4	Timelines	Resources	Discussion and Revisions with Justification 2013-14 Improvement Activities
Provide education and training to families on a variety of Early Intervention topics such as but not limited to Procedural Safeguards & Family Rights, Transition, & Best Practices Guidelines.	Spring 2007 and ongoing through 2013	COS, the PTI, DOE	Update: The COSs developed a training module for new parents in EarlySteps to serve as “orientation to the system.” Orientation activities are scheduled monthly in each region. Twenty-nine sessions were held last year. The module is also posted to the Parent Page of the EarlySteps website. In 2012-13, the training module for FSC and SPOE agencies on how to discuss rights with families was completed and all required agencies completed the module.
Conduct phone interviews and written surveys with families on the quality of their early intervention services through the monitoring process.	Fall 2006 and ongoing through 2013	Quality Assurance Specialist	Quality Assurance Specialists have been added to the EarlySteps regional offices/districts/authorities. Timelines have been adjusted due to State hiring freezes and delays in hiring staff. Update: Ongoing
Conduct phone interviews of families on the quality of their Early Intervention services utilizing the NCSEAM Family Survey to collect information on their satisfaction of early intervention services. This item was revised as below. Participation in the OCDD family/consumer survey process using revised procedures to sample and increase the number of survey respondents.	Fall 2006 and ongoing through 2013	COS, OCDD Consultant	The Family Outcomes survey is now being used and the process revised as below. The sampling plan submitted to and approved by OSEP in 2009. Update: Continued participation in the OCDD consumer survey; the sample for next year was drawn in December, 2013.
Develop family survey to be distributed at different phases of Early Steps Services.	Summer 2007 and ongoing through 2013	Statewide Parent Consultant, COS, Regional Coordinators, Lead Agency	Update: The survey remains posted to the parent page of the website for families to complete at will. The results will continue to be collected via Survey Monkey for use for 2013-14 reporting.

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Improvement Activities – Indicator 4	Timelines	Resources	Discussion and Revisions with Justification 2013-14 Improvement Activities
Provide technical assistance (TA) and training to FSCs, SPOEs and evaluation providers on family-directed assessments. The TA and training will include: interviewing skills, understanding and explaining the evaluation and assessment process, cultural sensitivity, procedural safeguards & family rights.	Fall 2007 and ongoing through 2013	CSPD, Regional Coordinators, Statewide Parent Consultant, COS, Lead Agency, training consultant	Update: See discussion below regarding new, completed training modules.
The 3 current training modules (Orientation to EarlySteps, Evaluation and Assessment, and Child Development) are now required for all providers. Development of 3 additional training modules will begin in 2009, due to lengthy delays in the contract approval process for their development. Modules will address IFSP, team process and family-centered services. Content of these modules includes activities that will assist in improving family outcomes.	Spring 2009 and ongoing through 2013	Contractor, Training coordinator, regional staff and COSs	Update: The 3 core modules: <i>IFSP, Teaming,</i> and <i>Family-Centered Service</i> remain accessible online to all new FSCs. Two modules on the <i>IFSP</i> and identifying <i>Family Concerns, Priorities and Resources</i> were developed and training conducted in the Spring 2011. The <i>Identification of Parent’s Rights</i> module was completed in 2012-13 and all FSC and SPOE agencies were trained.
Provide training opportunities to families by means of posted information on early Steps website on the following topics: child development, procedural safeguards & family rights, IFSP, transition, and the importance of family surveys.	Summer 2009 and ongoing through 2013	Statewide Parent Consultant, COS, State Office, CSPD	Update: Development of the parent page on the EarlySteps website is ongoing. The posting of all EarlySteps training modules to the website makes the modules available to anyone, including parents.

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Improvement Activities – Indicator 4	Timelines	Resources	Discussion and Revisions with Justification 2013-14 Improvement Activities
<p>With the move of EarlySteps to OCDD, the website was revised. A committee of COSs, the statewide parent consultant, and the central office training coordinator has activities underway to revise the website Parent page to incorporate this information in the form of a parent handbook. The handbook will also be contained in the revised practice manual.</p>	<p>2007 and ongoing through 2013</p>	<p>COS, OCDD central office, State Parent Consultant.</p>	<p><u>Update:</u> Complete</p>
<p>Produce Early Steps material and documents in the languages other than English. A committee will be formed to establish the resources needed.</p>	<p>Winter 2009 and ongoing</p>	<p>Stakeholders, Regional Coordinators, COS, Statewide Parent Consultant, State Office</p>	<p><u>Update:</u> A contract is in development to translate updated documents; it will be completed in 2013-14. Revisions to the documents and regulation changes postponed completion of this activity.</p>

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Improvement Activities – Indicator 4	Timelines	Resources	Discussion and Revisions with Justification 2013-14 Improvement Activities
<p>Incorporate family perspectives in all aspects of the EarlySteps system by providing “One Consistent Message” about EarlySteps. This will be accomplished through:</p> <ol style="list-style-type: none"> 1. Development of a new CSPD plan with the SICC. 2. Develop consistent training content and activities for the regional COS staff. 3. Work with the Families Helping Families agencies to incorporate advocacy and resource training in COS interactions with families. 4. Develop a video for each family who enters the system. 5. Develop “family contract” component to the Parents Right’s Document. 6. Develop three additional core-content training modules and award contract for web-hosting for all 9 modules. 7. Include family comments about its experiences in EarlySteps from the Family Outcome Survey on the EarlySteps website. 8. Include use of the Spanish version of the survey. 	<p>July 2008 through June 2014</p>	<p>Statewide Parent Consultant, COS, Training Coordinator, SICC CSPD committee</p>	<p>The COSs and state Parent Liaison participate with EarlySteps regional and central office staff in all activities planned for the fiscal year:</p> <p>Update:</p> <ol style="list-style-type: none"> 1. The 2009 CSPD plan was updated in May 2011 and approved by the SICC in July 2011 as part of the SICC-Lead Agency Strategic Plan. In June 2012 the Strategic Plan was re-visited and updated by all the committees including CSPD. 2. The updated Parent Orientation Presentation is posted online. The COSs conducted 29 orientation activities in 2012-3. 3. The Families Helping Families agencies have been coordinating COS training activities. 4. As above 5. The family contract has been drafted and is under review. 6. The modules are now available on the EarlySteps website; all EarlySteps providers and families can access. 7. Comments from the surveys are occasionally posted on “Friends of EarlySteps” Facebook page. 8. The Spanish version of the survey is available from the ECO center.

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Additional SPP Improvement Strategies for SPP Extension Period through 2013:	Timelines	Resources	Discussion
Continue training focus on Family-Centered Services and Family Assessment.	July 2011- June 2014	Regional Coordinators Central Office Staff	Update: The focus for the training is the Family Assessment process and writing outcomes which address family priorities. Training for FSC supervisors was conducted in 2012. IFSPs are reviewed by the regional coordinators using quality indicators. This activity will continue. Technical assistance provided to FSC and SPOE staff based on quality reviews. This activity will continue.
Increase survey participation rate by surveying every family exiting the system.	July 2011- June 2014	Training Coordinator, State Parent Liaison, COSs FSCs	Update: As of July 2011, the survey is posted to the Parent Page of the EarlySteps website using Survey Monkey and remains available to families all year.
Add demographic data to the surveys, including FSC agency identifying information to better track regional/agency trends in the results.	July 2011- June 2014	Training Coordinator, State Parent Liaison, COSs FSCs	Update: FSC agency identification information will be added to the 2013 surveys to assist in targeting those agencies for whom Parents' Rights training will assist in improvement in discussions with families.

Part C State Annual Performance Report (APR) for FFY 2013-14

Overview of the Annual Performance Report Development – Indicator 5:

Development of Activities for Indicator 5:

- Discussions during FFY 2005 with the eligibility workgroup of the SICC to revise the eligibility criteria again with July 1, 2007 implementation following approval of FFY 2007 Federal Part C application. Subsequently, the eligibility criteria were revised in 2012 to more narrow criteria.
- Change to a **Moderate** eligibility criteria beginning July 1, 2007 and changed to a **Narrow** criteria in 2012.
- Monthly EIDS review of numbers of eligible children.

Monitoring Priority: Effective General Supervision Part C / Child Find

Indicator 5: Percent of infants and toddlers birth to 1 with IFSPs compared to national data.

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

Measurement:

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

FFY	Measurable and Rigorous Target
2009-10	1.40% of infants and toddlers birth to one will have IFSPs
2010-11	1.45% of infants and toddlers birth to one will have IFSPs
2011-12	1.50% of infants and toddlers birth to one will have IFSPs
2012-13	1.50% of infants and toddlers birth to one will have IFSPs

Data Source and Measurement Considerations

OSEP Table C1-9: Number and Percent of infants and toddlers receiving early intervention services under IDEA, Part C by age and state: 2012 was used for analysis of this indicator. Discussion and charts which follow utilize the **Narrow** eligibility category ranking for comparisons based on the July 1, 2012 revised eligibility definitions of developmental delay. Data for reporting is derived from EIDS data and is valid and reliable.

Actual Target Data for FFY 2012-13:

Louisiana exceeded its target of 1.50% with identification of 1.82 % of the 0-1 year age population in the State. This represents slippage from last fiscal year with a decrease of 79 children, birth to one year of age from 2011-12.

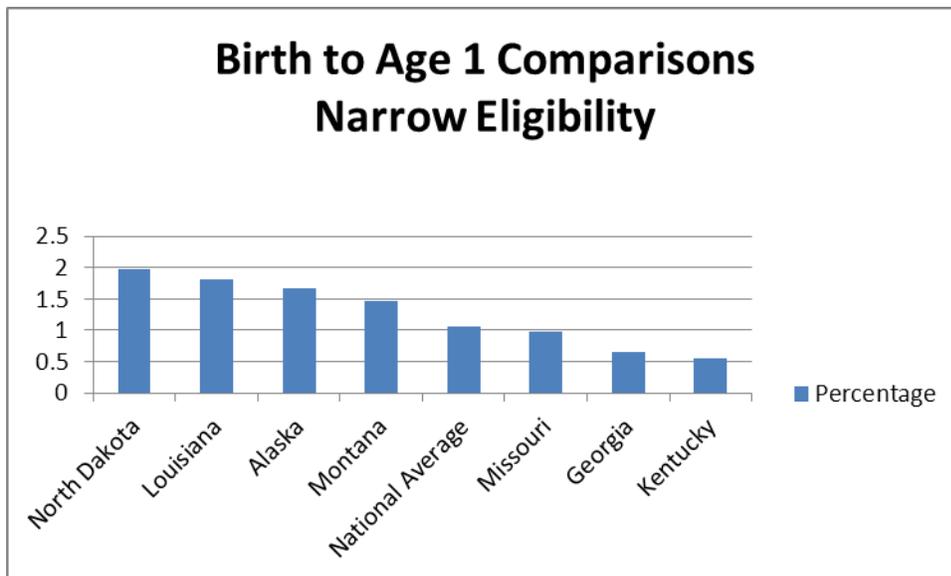
	2004-05 Baseline	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
Target	1.61%	1.61%	1.25%	1.30%	1.35%	1.40%	1.45%	1.50%	1.50%	
Actual	1.79%	1.76%	.85%	1.27%	1.46%	1.56%	1.64%	1.92%	1.82%	
Similar States	.49 to 6.86%	0.39% to 5.44%	.45 to 1.96%	0.62- 2.29%	0.55- 2.20%	.51-2.6%	.59-2.63%	.52-2.43%	.55-1.98%	
National Baseline	.95%	1.24%	1.06%	1.01%	1.04%	1.01%	1.03%	1.02%	1.06%	
Eligibility Category	Broad	Broad	Narrow	Moderate	Moderate	Moderate	Moderate	Moderate	Narrow	Narrow
Total Children: Birth – 1yr	1110 12/1/2004 child count	1208 12/1/2005 child count	517 12/1/2006 child count	780 12/1/2007 child count	935 12/1/2008 child count	997 12/1/2009 child count	1015 12/1/2010 child count	1214 12/1/2011 child count	1135 12/1/2012 child count	718 12/1/2013 child count

Explanation of Progress/Slippage:

Louisiana’s enrolled birth to one year old category has continued to decline. The December 1, 2013 child count of birth to 1 year olds is 718 children which represents a 36% decrease since last year’s December 1 point-in-time count. The decrease in the number of children is a result of the eligibility criteria change to more narrow criteria of 1.50 standard deviations below the mean in two areas of development.

2012 Child Count State Comparisons

Louisiana had the second highest percentage of birth to one year olds compared to states described as having Narrow eligibility and sixth compared to all states.



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Discussion of Improvement Activities Completed and Explanation of Progress that occurred for 2012-13 and Revisions, with Justification, to Proposed Targets/Improvement Activities/Timelines/Resources for 2013-14

<p>SPP 2005-2013 Improvement Activities Indicator 5</p>	<p>Timelines</p>	<p>Discussion/Progress/Slippage</p>
<p>Updating all PR materials to reflect the most current information. The revisions to the PR materials will begin in Spring 2009</p>	<p>1st update Winter 2006 and Ongoing through 2013-14</p>	<p>Update: The recommended changes to the PR materials have been incorporated into the materials. New materials will be printed during 2013-14.</p>
<p>Updating the website with current information.</p>	<p>Ongoing through 2013-14</p>	<p>The website is: http://www.earlysteps.dhh.louisiana.gov Update: Content is frequently updated to keep stakeholders up-to-date with program changes. In addition, a “Friends of EarlySteps” Facebook page is used as a way to provide information. RICC meetings and other items of interest are posted to the site.</p>
<p>Develop scripts for presentations targeting physicians/NICU units, families and general referral sources.</p>	<p>Summer 2006 and Ongoing through 2013-14</p>	<p>Update: Activity completed except for updates as needed, including updates to eligibility criteria changes.</p>
<p>Develop outreach packets targeting physicians/NICU units, families and general referral sources.</p>	<p>Summer 2006 and Ongoing through 2013-14</p>	<p>Update: Materials will be updated with revisions to other PR materials in 2013.</p>

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<p>SPP 2005-2013 Improvement Activities Indicator 5</p>	<p>Timelines</p>	<p>Discussion/Progress/Slippage</p>
<p>Beginning July 2007 implement new eligibility criteria to more moderate criteria.</p> <p>Changing the eligibility criteria to a more moderate definition of developmental delay will allow identification of more children referred to the program as seen by the increased number of children identified in the December 1, 2007 child count follow implementation of the moderate criteria in July 2007.</p> <p>Revision for 2012-13: Beginning in July 2012, outreach activities regarding the eligibility criteria change will begin.</p>	<p>May 1, 2012 and ongoing through 2014</p>	<p>Update: The new eligibility criteria went into effect in 2012-13, and processes to establish eligibility determination procedures were developed for SPOEs, FSC agencies and families. Training was provided for implementing the change and regional coordinators have provided follow up.</p>
<p>--Work with MedImmune, Inc. to distribute brochures regarding the impact of prematurity on development and health.</p> <p>--Update PR materials to include requirements for timely services, transition at age 3 and 45 day timelines.</p>	<p>Fall 2010 to Fall 2011</p>	<p>The brochures were distributed in Spring 2009.</p> <p>Update: Complete</p> <p>--EarlySteps and the LDOE have been coordinating activities through a TA project with DAC and SERRC to update the materials.</p> <p>Update: Regional transition groups continue to meet since to identify and resolve local issues. A joint Part C-LDOE meeting is planned in 2014 to address transition.</p>
<p>Conduct outreach to Substance Abuse Treatment Programs which provide services to Mother-Child units to identify and address services and service coordinator needs.</p>	<p>January 2011 through June 2013</p>	<p>Based on discussion from Louisiana stakeholder group at August 2010 Early Childhood Conference, services for the infants and toddlers of women undergoing substance abuse treatment were identified as a statewide need.</p> <p>Activities will include:</p> <p>--having a follow up meeting with substance abuse treatment providers,</p>

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SPP 2005-2013 Improvement Activities Indicator 5	Timelines	Discussion/Progress/Slippage
		<p>--assisting with establishing regional connections between EarlySteps regional staff and providers,</p> <p>--developing procedures for identifying and meeting family/child needs, and</p> <p>--identifying training needs and developing training for EarlySteps SPOE/FSC/providers.</p> <p>Update: Due to the re-design of the DHH Behavioral Health service system, this activity has been postponed.</p>
<p>Conduct outreach to Nurse-Family Partnership (NFP) sites to increase knowledge of EarlySteps resources for participating families.</p>	<p>July 2011 through June 2013</p>	<p>Update: The NFP coordinator and Part C coordinator meet regularly to coordinate DHH's role in the redesign of Louisiana's early childhood system.</p>
<p>New for 2013-14: Identify and/or develop materials for all agencies and providers to support conversion from ICD-9 to ICD-10 codes.</p> <ol style="list-style-type: none"> 1. Central Office staff participate in DHH-sponsored training with Medicaid staff 2. Resources are obtained and shared with providers and agencies on a regular schedule 3. ICD-9 codes which match to the state's eligibility diagnoses are cross-walked to ICD-10 codes 4. ICD-10 codes are added to all program documents 5. Staff assist providers and agencies with billing and other issues which may result following the implementation beginning in October, 2014 	<p>July 2013-December, 2014</p>	<p>Central Office staff participated in DHH-sponsored training for this change which goes into effect on October, 1, 2014. CMS's contractor provides weekly webinars which staff participate in as needed based on the topics. In addition, information will be shared with agencies and providers on a regular schedule to prepare and successfully make the change to the new codes.</p>

Part C State Annual Performance Report (APR) for FFY 2012-13

Overview of the Annual Performance Report Development – Indicator 6:

See Overview for Indicator 5 on page 48.

Monitoring Priority: Effective General Supervision Part C / Child Find

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 toddlers birth to 3 with IFSPs) divided by the (population of infants and toddlers birth to 3)] times 100 compared to national data.

FFY	Measurable and Rigorous Target and Targets for SPP Extension
2009-10	2.6% of infants and toddlers birth to three will have IFSPs.
2010-11	2.65% of infants and toddlers birth to three will have IFSPs.
2011-12	2.65% of infants and toddlers birth to three will have IFSPs.
2012-13	2.65% of infants and toddlers birth to three will have IFSPs.

Data Source and Measurement Considerations:

See Indicator 5 for source of discussion of the data source for this indicator.

Actual Target Data for FFY 2012-13: Louisiana did not meet its 2.65% target for FFY 2012

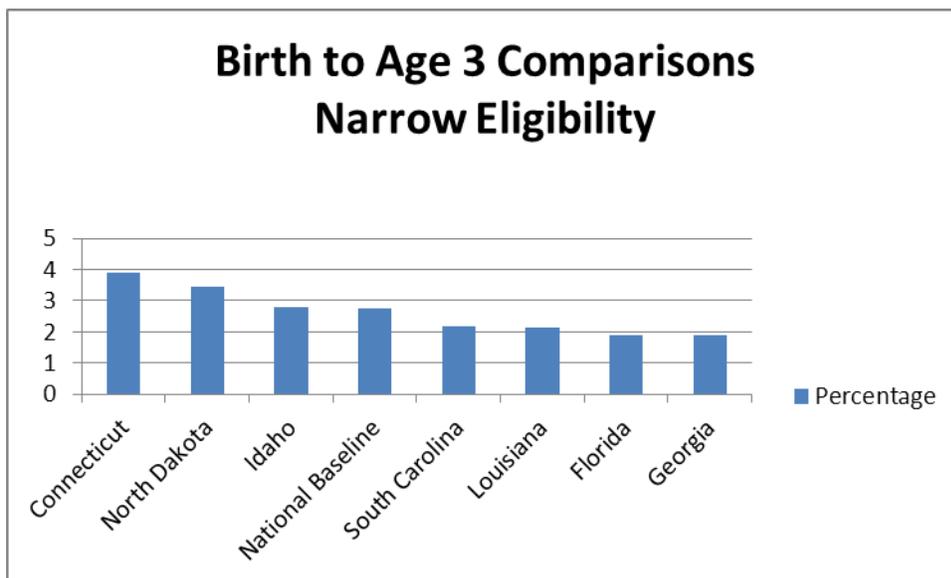
	2004-05 Baseline	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-2014
Target		2.4%	2.45%	2.5%	2.55%	2.6%	2.65%	2.65%	2.65%	
Actual	2.3%	1.76%	1.27%	1.78%	2.03%	2.27%	2.50%	2.72%	2.13%	
Similar States	1.28 to 7.09%	1.39% to 6.71%	1.26 to 3.41%	1.78-4.61%	1.79-4.79%	1.66-6.51%	1.67-6.9%	1.62-6.70%	1.86-3.90%	
National Average	2.2%	2.34%	2.43%	2.48%	2.66%	2.67%	2.82%	2.79%	2.77%	
Eligibility Category	Broad	Broad	Narrow	Moderate	Moderate	Moderate	Moderate	Moderate	Narrow	Narrow
Total Number of Children Served	4,522	3,405	2,325	3,155	3,788	4,548	4,703	5,106	4,013 12/1/2012	4,145 12/1/2013

Louisiana’s birth to age three child count as of December 1, 2013 was 4,145 children which represents a 3% increase from last year.

Discussion for 2012-13 reporting period

Louisiana did not meet its target of 2.65% and had slippage compared to the 2011-12 reporting period. As mentioned in the discussion for Indicator 5, the eligibility criteria changed from a narrow to a more moderate category on July 1, 2007, then back to a narrow eligibility criteria in 2012. The December, 2012 count showed a decrease of 1,093 children enrolled. For FY 2011, the cumulative count of children in EarlySteps was 9,819 children. For FY 2012 the cumulative count was 5,803 children. The chart below shows Louisiana’s percentage of children, age birth to three compared to other states with narrow eligibility criteria as well as the national average of 2.77%.

FFY 2012 Child Count State Comparisons



Timely Correction of FFY 2011 Findings of Noncompliance: In 2011-12, there was one complaint regarding the interpretation of a child's eligibility for EarlySteps. The complaint was investigated and the child received additional assessment and was found eligible for the program. This complaint was corrected timely. The state can verify that the eligibility determination process is being implemented according to required procedures and that the child, for whom the complaint was made, is receiving services.

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Discussion of Improvement Activities Completed and Explanation of Progress that occurred for FFY 2012-13 and revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2013-14

Improvement Activities- Indicator 6	Timelines	Discussion/Progress/Slippage
Updating all PR materials to reflect the most current information.	1 st update Winter 2006 and Ongoing through 2011	<p>A University of Louisiana at Lafayette marketing class made recommendations for revisions to the PR materials.</p> <p><u>Update:</u></p> <p>The recommendations were presented in December 2009 to the SICC PR committee. The lead agency has reviewed the changes and received approval. Materials will be printed in 2014.</p>
Updating the website with current information.	Ongoing through 2013	<p>The website has been updated; it is updated now on a regular basis by EarlySteps staff members.</p> <p>With the transition of EarlySteps to OCDD, the website was revised and relocated to:</p> <p>www.earlysteps.dhh.louisiana.gov</p>
Develop scripts for presentations targeting physicians/NICU units, families and general referral sources.	Summer 2006 and Ongoing through 2013	<p>Two scripts were developed. One script targeted healthcare professionals and the other script targeted general referral sources, such as parents and daycares. From these scripts, two presentations were developed in order to present this information visually to potential referral sources. Although this task was targeted to be completed in the summer of 2006, the scripts were completed and distributed in February of 2006 and updated with the move of the program to OCDD in 2007.</p> <p><u>Status:</u> Complete with revisions added as necessary to reflect policy changes and eligibility criteria changes.</p>

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Improvement Activities- Indicator 6	Timelines	Discussion/Progress/Slippage
<p>Implement new eligibility criteria with more moderate criteria.</p> <p>Revision for 2012-13</p>	<p>July 1, 2012 and ongoing through 2014</p>	<p>Update: The eligibility criteria were narrowed in 2012 and policy documents, practice activities, screening activities, and family information will be revised to reflect the changes.</p>
<p>Meetings with Department of Social Services, now Department of Children and Family Services (DCFS), Program Manager regarding referrals and follow up for CAPTA (Child Abuse Prevention and Treatment Act) referrals as well as a draft Interagency Agreement.</p>	<p>July 2008 and ongoing through 2011</p>	<p>A program Manager in DCFS approached EarlySteps to discuss both agencies’ responsibilities in meeting CAPTA requirements.</p> <p>Update: The agreement is approved.</p>
<p>Periodic data presentations on referrals at Bright Start, Louisiana’s Early Childhood Comprehensive System (ECCS-Title V) Initiative.</p>	<p>Ongoing through SPP period</p>	<p>Update: The state is revamping its Early Childhood Advisory Council, and the Part C Coordinator will continue to participate in the re-formed council which will be administered by the Governor’s Office of Community Programs.</p>
<p>Regional Coordinators participate in parish and regional meetings with Office of Community Services (child protection) staff and Early Childhood Supports and Services (ECSS) regarding referrals and follow up of CAPTA- and other-related referrals.</p>	<p>As above</p>	<p>Status: Ongoing</p>
<p>Coordination of referrals and follow up with Early Hearing Detection and Intervention (EHDI) program in Louisiana.</p>	<p>As above</p>	<p>Update: In 2012, the EarlySteps Assistant Program manager was appointed to Louisiana’s EHDI advisory committee and is participating in their meetings.</p>
<p>Implementation of periodic autism screening as part of the initial eligibility determination process and every 6 months thereafter for children 18 months and older. Present results of screening at autism/disability conferences, newsletters of professional organizations.</p>	<p>July 2008 and ongoing</p>	<p>Update: In January 2012, the process was revised to have eligibility evaluators conduct screening as part of the annual eligibility determination and at system exit. Compliance with screening has increased to 2,138 screenings conducted in 2012-13</p>
<p>Conduct outreach to new Coordinated Care Networks in Louisiana Medicaid Program to assure information availability for referrals.</p>	<p>Spring 2011 through Summer 2013</p>	<p>Status: Ongoing</p>

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Improvement Activities- Indicator 6	Timelines	Discussion/Progress/Slippage
<p>Develop referral sources for regional autism diagnostic evaluations following positive result from autism screening.</p>	<p>Spring 2011 and ongoing</p>	<p>Update: The OCDD Autism Initiatives coordinator has continued to update the diagnostic referral resources available to EarlySteps families whose children screen positive on the autism screening. Additional providers with specialty in the area have enrolled.</p>

Part C State Annual Performance Report (APR) for FFY 2012-13

Overview of the Annual Performance Report Development – Indicator 7:

Development of Activities for implementation of Indicator 7 was accomplished through:

- The EIDS data report, *Average Days from referral to IFSP*, for the fiscal year. A total of 2,950 IFSPs were counted for reporting.
- Ongoing review by regional staff regarding 45-day timeline requirements as part of the OCDD Quality Enhancement Process and reporting.

Monitoring Priority: Effective General Supervision Part C / Child Find

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)

Measurement:

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

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

FFY	Measurable and Rigorous Target
2009-10	100% of eligible infants and toddlers with IFSPs will have an evaluation and assessment and an initial IFSP meeting conducted within Part C's 45-day timeline.
2010-11	100% of eligible infants and toddlers with IFSPs will have an evaluation and assessment and an initial IFSP meeting conducted within Part C's 45-day timeline.
2011-12	100% of eligible infants and toddlers with IFSPs will have an evaluation and assessment and an initial IFSP meeting conducted within Part C's 45-day timeline.
2012-13	100% of eligible infants and toddlers with IFSPs will have an evaluation and assessment and an initial IFSP meeting conducted within Part C's 45-day timeline.

Data Source and Measurement Considerations:

The EIDS was used to collect and analyze data for Indicator 7. The 45-day timeline from referral to IFSP was analyzed for each system point of entry office in the State for the fiscal year and included all of the IFSPs written in the reporting period. A total of 3,003 IFSPs were written with 2,950 meeting the 45-day timeline and 49 late due to family reasons. The results represent all geographic areas of the State in all SPOE regions. The EIDS report also provided the reasons for IFSP delays. The system calculates the number of days from referral to IFSP based upon date entry by the SPOEs. Following referral, when the SPOE enters an IFSP date and the 45th day has past, the date triggers a window in which the SPOE must enter a reason for delay. Choices for entry include: none, child deceased, child illness/hospitalization, family requests delay, family response time, system delay. SPOEs are able to run reports to check referral to IFSP timelines, and they report this in the monthly self-assessment submitted to EarlySteps central office. Central office is able to run a report for all SPOEs and compare with what has been submitted. Reasons for delay can also be identified in the EIDS report. Analysis of the reasons for untimely evaluations, assessments, and initial IFSPs indicates that 49 IFSPs were late due to family reasons such as a child’s illness or hospitalization, response time by the family and family request. There were 4 remaining late IFSPs due to “system delays” for the following: illness of intake coordinator and scheduling conflict. In every case the meeting date occurred, although late.

Actual Target Data for FFY 2012-13: 98.2% of eligible infants and toddlers with IFSPs had an evaluation and assessment and an initial IFSP meeting conducted within Part C’s 45-day timeline. Louisiana did not meet its target of 100%, but with family reasons added to the calculation achieved 99.8% performance with very slight slippage from FFY 2011-12 of .1 percentage point.

	2004-05 Baseline	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%
Actual	90.58%	95.02%	91%	96%	97.5%	96%**	98%**	98.5%	98.2%**
Raw Data= IFSPs in timeline		<u>496</u>	<u>602</u>	<u>945</u>	<u>1149</u>	<u>4181</u>	<u>4477</u>	<u>4794</u>	<u>2950</u>
Total IFSPs		522	659	989	1178	4351 **Calculation with delays for family reasons	4567 **Calculation with delays for family reasons	4867 **Calculation with delays for family reasons	3003 **Calculation for delays for family reasons
						<u>4329</u> 4351 = 99.4% on time	<u>4557</u> 4567 = 99.7% on time	<u>4864</u> 4867 = 99.9% on time	<u>2999</u> 3003 = 99.8% on time

** Louisiana is able to calculate family reasons which contributed to 45-day timeline not being met. Using this data, the State’s performance for this indicator is 99.8%. The calculation is as follows:

$$\text{Calculation} = \frac{2950 \text{ on time IFSPs}}{2954} + \frac{49 \text{ family delayed IFSPs}}{49} = \frac{2999}{3003} = 99.8\%$$

Total IFSPs Number (N) = 3003	Within 45-day timeline, including family delays	Exceptional family circumstances	Delayed beyond 45 days: systemic reasons
Total N	2950	49	4
Percent	98.24%	1.63%	.13%

Discussion of Improvement Activities Completed and Explanation of Progress that occurred for 2012-13:

Louisiana’s performance for FFY 2012 represents very slight slippage (.1%) from the previous fiscal year including the family reasons calculation.

One SPOE was issued a finding for system delays which caused IFSPs to be delayed from 47-49 days during the first and fourth quarters of the reporting period. Correction occurred in the following quarter. The average number of days for IFSP completion for the ten SPOEs during the period analyzed was 34.8 days. The average minimum number of days was 20 days and the average maximum number of days was 45 days. In every case of a late IFSP written after referral, the meeting date occurred, although late, unless the family chose not to participate in the program. There were 2 findings issued for this indicator from complaints.

Correction of FFY 2011 Findings of Noncompliance (if State reported less than 100% compliance):

Level of compliance (actual target data) State reported for FFY 2011 for this indicator: 98.5% adjusted to 99.9% with family reasons for delays in the calculation.

1. Number of findings of noncompliance the State made during FFY 2011 (the period from July 1, 2011, through June 30, 2012)	3
2. Number of FFY 2011 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	3
3. Number of FFY 2011 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

Verification of Correction of FFY 2011 noncompliance:

As specified in OSEPs June 1, 2013, FFY 2011 SPP/APR Response table, the State must report, when reporting the correction of noncompliance in the FFY 2012 APR, due February 1, 2014, that it verified that each EIS program with noncompliance reflected in the data the State reported for this indicator: (1) is correctly implementing the 45-day timeline requirements (i.e., achieved 100% compliance) in 34 CFR §§303.321(e)(2), 303.322(e)(1), and 303.342(a) based on a review of updated data such as data subsequently collected through on-site monitoring or a State data system; and (2) has conducted the initial evaluation, assessment, and IFSP meeting, although late, for any child for whom the 45-day timeline was not met, unless the child is no longer within the jurisdiction of the EIS program, consistent with OSEP Memo 09-02.

As reported above, one SPOE had a finding for the first quarter of the FFY 2011-2012 reporting period for not meeting the 45-day timeline. There were two complaints reported by parents related to services not being provided according to the IFSP. These complaints were investigated and resolved as reported in last year’s APR.

Describe the specific actions that the State took to verify the correction of findings of noncompliance identified in FFY 2011:

The finding issued to the SPOE was verified as corrected through an EIDS report which provides the child’s name, IFSP delay reason and the IFSP start date. A report for the 12-month period following the identification of noncompliance revealed that the SPOE had completed 100% of the IFSPs within 45 days, excluding family reasons, and that the IFSP start date for the previous period had begun for every child, although late. The 2 complaints were resolved time.

APR Template – Part C (4)

**February 3, 2014-Draft
Louisiana**

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2013-14:

Improvement Activities-Indicator 7	Timelines	Discussion/Progress/Slippage
<p>Issue RFP to reduce SPOE regions from 19 to 9 to improve efficiencies.</p> <p>The contract award was completed in 2008. Ongoing communication, data review, and monitoring will continue throughout the 3 year contract period.</p> <p>Revision for 2011-2013</p> <p>To continue contracts with 10 agencies to operate the EarlySteps SPOEs.</p>	<p>October 2005 through 2014</p>	<p>Update: The current contracts for the ten SPOEs will end in June 2014. An RFP has been developed to solicit proposals for new 5-year (anticipated) contract awards effective July 1, 2014-June 30, 2019.</p>
<p>Conduct SPOE monitoring activities on the 45 day requirement including desk reviews, data verification conduct inquiries, issue findings if necessary and assure correction of noncompliance in accordance with federal requirements.</p>	<p>Ongoing through 2014</p>	<p>Update: Ongoing</p>
<p>Provide ongoing training and technical assistance on SPOE data verification and the IFSP 45 day process.</p>	<p>Ongoing through 2013</p>	<p>Update: As above--ongoing</p>
<p>Revise Practice Manual and forms to reflect changes to State Application including eligibility and family cost participation.</p> <p>Training will begin on the draft revisions to the practice manual for SPOEs and FSC agencies in January 2009. The revisions will be posted to the website in 2009 as well.</p> <p>Training and review of the draft practice manual was completed in Spring 2009. Final edits are</p>	<p>Spring 2006 through Summer 2011</p>	<p>Update: Completion of the family assessment for the IFSP has been a priority for 3 years. Regional coordinators continue to review IFSPs for compliance with this quality process.</p>

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**February 3, 2014-Draft
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Improvement Activities-Indicator 7	Timelines	Discussion/Progress/Slippage
underway and will be posted to the website in Spring 2010 with training on practice changes to follow.		
Provide technical assistance and training on revisions to the Practice Manual and forms.	Spring 2006- through Summer 2014	Update: The practice manual is undergoing revision in 2012 upon completion of the approval of Louisiana’s policy revisions resulting from the 2011 regulations; completion is anticipated by June 2014.
Recruit additional evaluation and assessment providers to assist with eligibility determination and IFSP development. Through a training contract to be developed and issued in 2009, additional BDI-2 training will be provided in Summer 200.9	Spring 2006 and ongoing through 2014 as needed	Update: Additional BDI-2 training was conducted in 2012-13. This training includes all IFSP and service timeline requirements and has increased the number of evaluators available to complete the eligibility determination process and improved the quality of the process.
Revise EIDS to capture new data elements for eligibility and family cost participation. The data system is being updated to capture and provide documentation for timelines which are exceeded due to exceptional family circumstances.	Spring 2006 and ongoing	Update: Beginning with the FFY 2009 APR, family circumstances continue to be used in reporting delays to the 45-day timeline. The data system will be updated in January 2014 to accommodate changes with the implementation of family cost participation. This upgrade will allow additional reporting.
Recruit and enroll additional agencies to provide Family Service Coordination and increase capacity of current agencies to meet the need for services for newly identified children and families in EarlySteps. A goal for FSC agency availability is a minimum of 2 per region.	July 2007 and ongoing	Update: FSC training to maintain a well-qualified workforce continues to be challenging for FSC agencies and regional EarlySteps staff due to the high turnover in FSCs. Two agencies which had ongoing compliance issues in FFY 2011 and 2012 have subsequently closed. EarlySteps staff has participated in improvement discussions for FSC performance as part of system transformation activities for the developmental disability service system.
Addition of question on Family Outcomes survey regarding their experience with the 45-day timeline.	July 2008 and ongoing	Update: Ongoing
Update PR materials to include requirement to increase public’s expectation for this result.	July 2008 and ongoing	The SICC PR committee is reviewing recommendations for presenting information to the public.

Part C State Annual Performance Report (APR) for FFY 2012-13

Overview of the Annual Performance Report Development – Indicator 8:

- Central Office/Regional Coordinators developed procedures for record review process: chart review of all children who exited EarlySteps in March, April, and May 2013 (census data).
- Monthly report sent to Louisiana Department of Education with notification of children potentially eligible for Part B who have active IFSPs the month that they reach 2 years, 2 months of age.

Monitoring Priority: Effective General Supervision Part C / Effective Transition

Indicator 8: Percentage of all children toddlers with disabilities exiting Part C ~~who received with~~ timely transition planning ~~to support the child's transition to preschool and other appropriate community services by their third birthday including for whom the Lead Agency has:~~

- Developed an IFSPs 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;
- Notification (consistent with any opt-out policy adopted by the State) to the SEA and to the LEA where the toddler resides at least 90 days prior to the toddler's third birthday for toddlers, if child potentially eligible for Part B preschool services; and
- 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 ~~Transition conference, if child~~ potentially eligible for Part B preschool services.

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

Measurement:

- Percent = [(# of children exiting Part C who have an IFSP with transition steps and services at least 90 days and at the discretion of all parties not more than nine months, prior to their third birthday) divided by the (# of children toddlers with disabilities exiting Part C)] times 100.
- Percent = [(# of children toddlers with disabilities exiting Part C where notification (consistent with any opt-out policy adopted by the State) to the SEA and LEA occurred at least 90 days prior to their third birthday for toddlers and potentially eligible for Part B preschool services ~~where notification to the LEA occurred~~) divided by the (# of children toddlers with disabilities exiting Part C who were potentially eligible for Part B)] times 100.
- Percent = [(# of children toddlers with disabilities exiting Part C where the transition conference occurred at least 90 days, and at the discretion of all parties not more than nine months prior to the toddlers third birthday for toddlers and potentially eligible for Part B) ~~where the transition conference occurred~~) divided by the (# of children toddlers with disabilities exiting Part C who were potentially eligible for Part B)] times 100.

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

FFY	Measurable and Rigorous Target
2012	<p>A. 100% of all children exiting EarlySteps will have an IFSP that includes transition steps and services (transition conference occurs timely).</p> <p>B. 100% of children exiting EarlySteps who were potentially eligible for Part B will have timely notification to the SEA and LEA</p> <p>C. 100% of children exiting EarlySteps identified as potentially eligible for Part B will have a timely transition conference</p>

Data Source and Measurement Considerations:

- The EIDS transition report generates the list of children exiting during the target months. Chart review is then conducted for data collection for 8a and 8c of this indicator [for transition conferences occurring timely as described above](#). EIDS was used for 8b. Reviews of Family Service Coordination agency charts were conducted for all children exiting the program in March, April, and May 2013, a total of 392 children (census data). This represents 5% of the children who exited EarlySteps in FFY 2012. Due to the change in eligibility criteria, a larger number of children exited than in the previous year (8,324 total children) with the largest number of exits occurring in the first two quarters after the change. The review tool used by the regional staff requires them to indicate the status of the child’s transition after contacting the LEA or the parent. So, even if performance is less than 100% for an agency, the child’s transition status is verified through the review.

Actual Target Data for FFY 2012-13:

The performance summary for Louisiana for Indicator 8:

- Improvement for 8a - from 97.2% to 99.2% of IFSPs with transition steps and services [occurring timely](#) - did not meet target.
- Maintained performance for 8b - 100% of potentially eligible children reported to the [SEA and LEA](#) - met target.
- Slight slippage for 8c - from 94.2% to 93% of exiting children with [timely](#) transition conferences - did not meet target and decreased performance by 1.2 percentage points.

	2004-05 Baseline	2005-06	2006-07		2007-08		2008-09		2009-10	
Targets	100%	100%	100%		100%		100%		100%	
8a. actual	73%	86%	<u>286</u> 307	93%	<u>363</u> 388	94%	<u>364</u> 385	94.5%	<u>584</u> 586	99.6%
8b. actual	76%	100%	LDOE report	100%	LDOE Report	100%	LDOE report	100%	LDOE report	100%
8c. actual	81%	96%	<u>261</u> 307	85%	<u>357</u> 388	92%	<u>352</u> 385	91.4%	<u>558</u> 586	95.2%

[Table continued next page](#)

	2009-10		2010-11		2011-12		2012-13	
Targets	100%		100%		100%		100%	
8a. actual	<u>584</u> 586	99.6%	<u>566</u> 566	100%	<u>601</u> 618	97.2%	<u>389</u> <u>392</u>	99.2%
8b. actual	LDOE report	100%	LDOE report	100%	LDOE report	100%	LDOE report	100%
8c. actual	<u>558</u> 586	95.2%	<u>556</u> 566	98.2%	<u>582</u> 618	94.2%	<u>363</u> 392	93%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2012-13 and revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2013-14:

Indicator 8A: Louisiana did not meet its target for the reporting period. Results of data collected for all children exiting during March, April, and May 2013 (focused monitoring) resulted in 100% of the IFSPs having steps and services. In addition, on-site monitoring of FSC agencies conducted in 2012-2013 resulted in 3 children not having IFSPs with steps and services documented. These 3 findings were subsequently corrected timely.

Indicator 8B: For notification to the [SEA and LEA](#), the data source was changed in 2006 from chart review of IFSPs to a central reporting process using EIDS. This process is described in Louisiana’s February 2007 APR. In this process, a monthly data report of all active children at least age 2 years, 2 months through 3 years is sent to the LDOE. The appropriate LDOE contact acknowledges receipt of the list. The performance for this indicator is reported as 100%, since 100% of the number of active children for the entire State for the given age is sent [to meet the timeline requirements](#). The numbers sent each month vary as the ages of the children change monthly. An average of 1,987 names per month was reported. Actual numbers are submitted below:

Transition List Totals per Month to LDOE

Month	Referrals 2012-13	Referrals 2011-12	Referrals 2010-11	Referrals 2009-10	Referrals 2008-09	Referrals 2008-09	Referrals 2006-07
July	2404	2603	2422	2241	1855	1353	1696
August	2191	2640	2283	2264	1924	1431	1471
September	2024	2624	2441	2280	1860	1415	1410
October	1953	2626	2443	2354	1922	1540	1368
November	1887	2585	2479	2363	1965	1580	1328
December	1850	2363	2582	2416	2018	1702	1398
January	1841	2561	2463	2423	1939	1721	1216
February	1908	2613	2553	2385	2010	1673	1304
March	1958	2633	2599	2411	2090	1790	1268
April	1955	2658	2597	2491	2162	1853	1362
May	1944	2624	2581	2461	2157	1874	1407
June	1931	2550	2632	2468	2210	1912	1430
Ave/Month	1987 names per month	2590 names per month	2506 names per month	2379 names per month	2009 names per month	1653 names per month	1388 per month

Upon receipt, the LDOE sends an acknowledgement back to EarlySteps that the report was received, then disaggregates and sends the list to the appropriate LEA. The receiving LEA staff reviews the list and contacts families to begin the eligibility determination process for Part B. Discrepancies are discussed with the FSC agency and/or Regional Coordinator. Examples of identified discrepancies include the reporting of a child of the appropriate age whose case was closed when the notification was sent or an incorrect address or contact phone number by which to reach the family. In addition, the LDOE staff compares the lists with its data system to monitor timely completion of IEPs by the third birthday. Discrepancies for timely IEPs are reported by memo from LDOE to the superintendent of each LEA with copies to the appropriate regional coordinator. The LDOE also holds biannual meetings of LEA staff, regional preschool coordinators, regional EarlySteps coordinators, and central office representatives to report on progress for timely transition activities for both Part C and Part B.

Indicator 8C: Louisiana had slight slippage from last fiscal year from 94.2% to 93%. Using the chart review process described above for 2012-13 APR data collection, 6 findings were issued to agencies who did not document transition conferences for children potentially eligible for Part B and all are currently under corrective action. Eight findings were also issued as a result of onsite FSC agency monitoring. Five of the transition conferences did not occur due to family reasons.

Total Children Number (N) = 392	IFSPs with Transition Conferences	Exceptional family circumstances	System Reasons
Total N	358	5	29
Percent	91.3%	1.3%	7.4%

Issues effecting performance by FSC agencies results from:

- **Provider capacity:** Service coordinators carry high caseloads (up to 50 children). SPOEs have continued to provide ongoing service coordination in the absence of openings in service coordination agencies, due to agency closure in 2 regions.
- **Funding issues:** Although the 2008 rate increase for service coordination was finally approved by Centers for Medicare & Medicaid Services (CMS), it has not been paid for the original increased amount, which resulted in a discrepancy in the reimbursement amount between Medicaid and Part C. As a cost savings measure, the Part C reimbursement will be lowered to match the Medicaid amount in 2013.
- Louisiana began implementing some of the requirements of the proposed CMS Targeted Case Management rule, including the fifteen minute unit billing rather than a flat, per month reimbursement. This presented a challenge for agencies to generate billable units to maintain revenue. In addition, the State started a prior authorization process between the EarlySteps Central Finance Office and the Medicaid Fiscal Intermediary. The data exchange had glitches and added to the time between the issuance of the service authorization and the time the FSC agency can bill and receive reimbursement. Agencies have been very dissatisfied with the changes and have had numerous meetings with State staff, including with the DHH Assistant Secretaries and Secretary. The unit billing and prior authorization process are still being utilized.
- **Training:** Four new agencies were enrolled in 2012-13. With the high turnover in FSCs statewide and the addition of new staff at new agencies, keeping FSCs up to date with program requirements is an ongoing challenge for EarlySteps regional staff. A training module was developed to use a standard content for all new enrolling agencies.
- One region of the state has had particularly poor performance regarding transition. One FSC agency had the largest number of missed transition conferences in the state: 35%. The agency has subsequently ceased being an EarlySteps FSC provider. The result of the agency's

performance impacted the State’s performance of transition conferences which also included LEA participation. In 2013-14, the lead agency and the LDOE will schedule meetings in the region to increase cooperation between the FSC agencies and the LEAs.

Once regional coordinators identified that a transition conference was not documented, follow-up phone calls to families and LEAs were conducted to verify that the child successfully transitioned to Part B services and/or other community services, as appropriate despite a transition conference not being held/not documented.

Verification of Correction of FFY 2011 noncompliance:

Indicator 8a: Level of compliance (actual target data) State reported for FFY 2011 for this indicator: 97.2%

1. Number of findings of noncompliance the State made during FFY 2011 (the period from July 1, 2011, through June 30, 2012)	3
2. Number of FFY 2011 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	3
3. Number of FFY 2011 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

In the February 1, 2013 APR, Louisiana reported 3 findings issued to 3 FSC agencies for Indicator 8a. All three agencies remained under corrective action at the time of submission. Regional coordinators then conducted follow up on-site agency monitoring. Subsequently, all 3 findings were corrected timely and the state verifies that each agency:

- (1) is correctly implementing the timely transition content requirements in 34 CFR §303.148(b)(4) and 303.344 (h) with 100% compliance based on follow up review from on-site monitoring; and
- (2) has developed an IFSP with transition steps and services for each child, unless the child is no longer within the jurisdiction of the agencies, consistent with OSEP Memo 09-02.

Indicator 8c: Level of compliance (actual target data) State reported for FFY 2011 for this indicator: 94.2%

1. Number of findings of noncompliance the State made during FFY 2011 (the period from July 1, 2011, through June 30, 2012)	6
2. Number of FFY 2011 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	6
3. Number of FFY 2011 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

As reported in the February, 2013, APR the state issued 6 findings for indicator 8c for FSC agencies which did not document transition conferences for children potentially eligible for Part B. Those agencies were under corrective action at the time of the APR submission. Subsequently, regional coordinators conducted on-site follow up monitoring and the state can verify that each agency:

- (1) is correctly implementing the timely transition conference requirements in 34 CFR §303.148(b)(2)(i) (as modified by IDEA section 637(a)(9)(A)(ii)(II)) with 100% compliance based on chart review; and

- (2) has conducted a transition conference, although late, for any child potentially eligible for Part B whose transition conference was not timely, unless the child is no longer within the jurisdiction of the EIS program, consistent with OSEP Memo 09-02. Regional coordinators verified that each child successfully transitioned to the LEA, if Part B-eligible.

Part of the goal of the QAS TA project with SERRC and DAC was to develop additional indicators of quality performance in EarlySteps. Indicators were proposed for successful transition experiences. To collect baseline information, families were surveyed to obtain information related to their experience regarding transition. Two key questions were asked as part of the survey to a total of 429 participants with 105 surveys returned, representing 24% of those targeted. Results for all subsequent years follow:

- (1) Did EarlySteps give you enough information to participate in transition activities?
Baseline: 86% responded with a 5 or higher
2009-10: 89%
2010-11: 85%
2011-12: 86%
2012-13: 83%

- (2) To what extent were you involved in planning for your child's transition from EarlySteps?
Baseline: 87% performance
2009-10: 87.6%
2010-11: 85%
2011-12: 83%
2012-13: 89%

There was slippage in parent responses to the first transition question from the prior year and improvement in the second question. EarlySteps will continue to use these questions, including regional presentation of the results to improve performance for this Indicator.

APR Template – Part C (4)

February 3, 2014-Draft
Louisiana

Improvement Activities/Timelines/Resource for 2012-13 and Revisions for 2013-14:

Improvement Activities-Indicator 8	Timelines	Discussion/Progress/Slippage	Revisions with Justification for 2013-14
<p>Conduct SPOE/FSC monitoring activities on the transition requirement through scheduled visits, focused monitoring, compliance reviews and issue findings if necessary and assure correction of noncompliance in accordance with federal requirements.</p>	<p>Ongoing through 2013-14</p>	<p>With the transition of EarlySteps to OCDD and the lack of QAS staff for routine onsite monitoring activities, regional coordinators conducted chart review activities through focused monitoring for data for this Indicator.</p>	<p>Update: In February 2009, the State Quality Assurance Coordinator was hired to coordinate the State’s general supervision system. He left the position in Fall 2011 and the position has not been filled due to hiring freezes/budget shortages. During 2012-13, all regional QAS positions were filled, although new persons were hired in some regions.</p>
<p>Revise the Transition Booklet in collaboration with DOE for families.</p>	<p>Fall 2006 and ongoing</p>	<p>The Department of Education revised this document. It was reviewed by EarlySteps and has been distributed by the Department of Education. The document is available to families for transition activities.</p> <p>Regional coordinators continue to participate in the bi-annual LDOE preschool meetings to address transition issues. These meetings will serve as part of the process for the transition TA project with EarlySteps and LDOE</p> <p>The COSs conduct/coordinate transition training activities in conjunction with other Families Helping Families program staff.</p>	<p>Update: The booklet has been updated.</p> <p>Update: The LDOE, DCFS, and DHH are re-designing the early childhood system in Louisiana, and these meetings were placed on hold for 2012-13. Another meeting is scheduled for 2013-14. A particular focus will be to improve performance in LEA participation in the transition conferences.</p>
<p>Provide monthly data reports for dissemination to DOE to assist in transition.</p>	<p>Spring 2006 and ongoing through 2013-14</p>	<p>The Lead Agency provides a monthly report to the Department of Education identifying children who are potentially eligible for Part B services</p>	<p>Update: During 2013, EarlySteps submitted the data report to the LDOE to meet the data requirements regarding LDOE indicator B-12a and 12 e reporting for those children referred to Part C less than 90 days before the 3rd birthday.</p>

APR Template – Part C (4)

**February 3, 2014-Draft
Louisiana**

Improvement Activities-Indicator 8	Timelines	Discussion/Progress/Slippage	Revisions with Justification for 2013-14
Provide technical assistance to SPOE/FSC on transition process.	Ongoing through 2013-14	<p>The Regional Coordinators provide ongoing technical assistance throughout the State. Service coordinators are aware that one of their primary responsibilities is to facilitate the Transition events required to support transition from Part C, ensuring families are aware of all steps and supports when the child exits from Part C.</p> <p>In addition, SPOE and FSC staffs are participating in the regional meetings for the transition TA project. The regional coordinators report progress to the central office.</p>	<p>Update: Regional Coordinators conduct regular TA activities with FSCs. An average of 55 charts per month was reviewed in 2012-13.</p>
Coordinate transition activities at the state, regional and local levels with the Louisiana Department of Education Preschool Program and Division of Special Populations.	Summer 2007 and ongoing	<p>The EarlySteps regional coordinators participate in La. Department of Education meetings with LEAs and regional LDOE preschool coordinators and are meeting with workgroups in their regions are replicating this process as part of the TA project which is ongoing.</p> <p>The LEA-SPOE pilot projects conducting joint eligibility determination for Parts C and B were piloted in 2 LEAs in 2008-09. One LEA is continuing, one required significant revisions to the pilot, but is continuing, and at least one new LEA is piloting the process. Additional LEAs are discussing implementation.</p>	<p>Update: As above</p>
Explore the possibility of a TA activity with the Louisiana Department of Education and NECTAC on transition.	Spring 2009-Spring 2010	<p>EarlySteps and the LDOE jointly began the TA project with NECTAC and SERRC. Two meetings in two separate areas of the State (four meetings) have been held as of November 2009. Regional teams are continuing to meet to implement</p>	<p>Update: The TA has ended, but resulting activities are ongoing.</p>

APR Template – Part C (4)

**February 3, 2014-Draft
Louisiana**

Improvement Activities-Indicator 8	Timelines	Discussion/Progress/Slippage	Revisions with Justification for 2013-14
		<p>action plans developed at the meeting. These target areas of need identified in the larger group meetings following an assessment.</p>	
<p>Consider adding questions to the Family Outcomes Survey regarding transition.</p>	<p>Spring 2009 and ongoing</p>	<p>As part of the Data Quality TA project with DAC and SERRC, the team proposed surveying families about the quality of their transition experience. Two questions were developed and piloted in 2009. The results are presented in the preceding Indicator 8 discussion section</p>	<p>Update: The results of the field test survey in the <i>Family Outcomes Survey</i> conducted in 2008-09 are reported in the discussion section as baseline data with the subsequent years' results reported to improve performance. Status: Ongoing</p>
<p>EarlySteps will work with the LDOE to review/revise transition activities to assure compliance with the areas addressed in OSEPs December 2009 FAQ.</p>	<p>Spring 2010 and ongoing</p>	<p>OSEP released the Early Childhood Transition FAQ in December 2009. Some of the responses to the questions have implications for policy and practice for EarlySteps and for coordination of data to Part B. EarlySteps will request assistance from the Program Components Committee of the SICC and the LDOE to address potential changes.</p>	<p>Update: A meeting is planned for 2013-14.</p>

APR Template – Part C (4)

**February 3, 2014-Draft
Louisiana**

Additional SPP Improvement Strategies for SPP Extension Period through 2013:	Timelines	Discussion/Progress/Slippage	Revisions with Justification for 2011-12
Provide training on the new IFSP format including “checklists” for transition steps and services on the IFSP.	July 2010 through June 2014	The transition section of the IFSP was updated to meet the December 2009 transition FAQ and to provide discussion items for FSCs and families in the development of steps and services to support transition needs.	<p>Update: FSC agency supervisors participated in training in Spring 2012 with follow up support provided by regional coordinators.</p> <p>An <u>IFSP Handbook</u> was made available to the agencies as a reference. These materials will be reviewed and revised to reflect any changes required due to the changes in the regulations by June 2014.</p>
Use the joint bi-annual meetings with the Louisiana Department of Education to increase participation of the LEAs at transition conferences.	July 2010 through June 2014	<p>Regional workgroups identified low participation at some conferences:</p> <ul style="list-style-type: none"> • Some areas in the State routinely have poor performance. • Summers have less participation. • FSC agencies send out notices too late to facilitate attendance. <p>The workplans will be used to improve this participation.</p>	<p>Update: Will continue to use regional performance on Indicator 8 to target specific FSC Agency-LEA teams for continued improvement, specifically in one region where most of the slippage occurred.</p>
Develop region-specific information for families regarding Part B for use at the transition conference if the LEA is unable to participate in the transition conference.	July 2010 through June 2014	The requirement for Part C to provide this information was detailed in the Transition FAQ, Part C agencies currently use the LDOE Transition Booklet and are developing materials specific to their regions which will provide additional LEA-specific information for the family.	<p>Update: Will review the LDOE transition handbook for compliance with new regulatory changes for completion by June 2014.</p>

APR Template – Part C (4)

**February 3, 2014-Draft
Louisiana**

<p>Develop standard training process for newly enrolling FSC agencies.</p>	<p>July 2011 through June 2012</p>	<p>Additional agencies are becoming licensed in several regions. EarlySteps will standardize its training process across the State.</p>	<p>Update: This activity was completed in January, 2013 and the module is used with all newly enrolled agencies. Two new agencies participated in 2013. Complete</p>
<p>New for 2012-13 EarlySteps will restructure its general supervision system to function effectively in the absence of a person dedicated for this purpose at the central office level.</p>	<p>July 2012- June 2014</p>	<p>The state Quality Assurance Coordinator position is vacant. EarlySteps is reviewing its procedures to re-design the general supervision system in the absence of the staff person to move more of the functions to the regional level. SERRC is hosting a meeting in Spring 2013 which will support this activity.</p>	<p>Update: Louisiana participated in SERRC meetings in 2012-13 in Tampa, San Antonio and New Orleans. This activity is ongoing.</p>

Part C State Annual Performance Report (APR) for FFY 2012-13

Overview of the Annual Performance Report Development – Indicator 9:

Development of activities for Indicator 9 was accomplished through:

- Focused and on-site cyclical monitoring conducted by the Quality Assurance Specialists and Regional Coordinators.
- Corrective Action Plans developed by agencies and providers and technical assistance provided by regional coordinators and central office.
- Timely correction of noncompliance monitored.
- Review of FFY 2011 findings for status of correction of noncompliance from the OSEP FFY 2011 SPP/APR Compliance Data Summary Table.
- Review of FFY 2012 findings.
- Use of the C-9 Self-Calculating Worksheet to report performance as required.

Monitoring Priority: Effective General Supervision Part C / General Supervision

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 (see Attachment 1).

FFY	Measurable and Rigorous Target
2009-10	100% of findings (including monitoring, complaints, hearings, etc.) will be corrected as soon as possible but in no case later than one year of identification.
2010-11	100% of findings (including monitoring, complaints, hearings, etc.) will be corrected as soon as possible but in no case later than one year of identification.
2011-12	100% of findings (including monitoring, complaints, hearings, etc.) will be corrected as soon as possible but in no case later than one year of identification.
2012-13	100% of findings (including monitoring, complaints, hearings, etc.) will be corrected as soon as possible but in no case later than one year of identification.

Data Source and Measurement Considerations:

Actual Target Data for FFY 2012-13 derived from percent shown in the last row of the Indicator C-9 Worksheet [column (b) sum divided by column (a) sum times 100]: Louisiana reached its target of 100% and had improvement from last fiscal year.

	2004-05 Baseline	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Target	100%	100%	100%	100%	100%	100%	100%	100%
Actual	95.3%	92%	81.6%	72%	82.5%	98.9%	96.15%	98.1%
Raw Data	<u>41 corrected</u> timely 43 findings	<u>23 corrected</u> timely 25 findings	<u>102 corrected</u> timely 125 findings	<u>31 corrected</u> timely 43 findings	<u>33 corrected</u> timely 40 findings	<u>96 corrected</u> timely 97 findings	<u>125 corrected</u> timely 130 findings	<u>103 corrected</u> timely 105 findings

	2011-12	2012-13
Target	100%	100%
Actual	98.1%	100%
Raw Data	<u>103 corrected</u> timely 105 findings	<u>42 corrected</u> timely 42 findings

The C-9 Worksheet Follows:

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2011 (7/1/11 through 6/30/12)	(a) # of Findings of noncompliance identified in FFY 2011 (7/1/11 through 6/30/12)	(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	18	18	18
	Dispute Resolution: Complaints, Hearings	8	8	8
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			
	Dispute Resolution: Complaints, Hearings			
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			
	Dispute Resolution: Complaints, Hearings			
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			
	Dispute Resolution: Complaints, Hearings	3	3	3

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2011 (7/1/11 through 6/30/12)	(a) # of Findings of noncompliance identified in FFY 2011 (7/1/11 through 6/30/12)	(b) # of Findings of noncompliance from (a) for which correction was verified no later than one year from identification
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			
6. Percent of infants and toddlers birth to 3 with IFSPs	Dispute Resolution: Complaints, Hearings	1	1	1
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	1	1	1
	Dispute Resolution: Complaints, Hearings	2	2	2
8. The percentage of toddlers with disabilities exiting Part C with timely transition planning for whom the Lead Agency has:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other			
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;	Dispute Resolution: Complaints, Hearings	3	3	3

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2011 (7/1/11 through 6/30/12)	(a) # of Findings of noncompliance identified in FFY 2011 (7/1/11 through 6/30/12)	(b) # of Findings of noncompliance from (a) for which correction was verified no later than one year from identification
<p>8. The percentage of toddlers with disabilities exiting Part C with timely transition planning for whom the Lead Agency has:</p> <p>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</p>	<p>Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other</p>			
	<p>Dispute Resolution: Complaints, Hearings</p>			
<p>8. The percentage of toddlers with disabilities exiting Part C with timely transition planning for whom the Lead Agency has:</p> <p>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.</p>	<p>Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other</p>	6	6	6
	<p>Dispute Resolution: Complaints, Hearings</p>			
<p>OTHER AREAS OF NONCOMPLIANCE:</p>	<p>Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other</p>			
	<p>Dispute Resolution: Complaints, Hearings</p>			

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2011 (7/1/11 through 6/30/12)	(a) # of Findings of noncompliance identified in FFY 2011 (7/1/11 through 6/30/12)	(b) # of Findings of noncompliance from (a) for which correction was verified no later than one year from identification
OTHER AREAS OF NONCOMPLIANCE:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other			
	Dispute Resolution: Complaints, Hearings			
OTHER AREAS OF NONCOMPLIANCE:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other			
	Dispute Resolution: Complaints, Hearings			
Sum the numbers down Column a and Column b			42	42
Percent of noncompliance corrected within one year of identification = (column (b) sum divided by column (a) sum) times 100.			(b) / (a) X 100 =	100.00%

Describe the process for selecting EIS programs for Monitoring:

Louisiana’s General Supervision System includes several components which constitute “monitoring.” For FFY 2012, selection of EIS programs for monitoring occurred as follows:

1. All FSC agencies and SPOE agencies participated in focused monitoring activities for data collection for APR indicator performance and reporting as described in the appropriate indicator sections.
2. One FSC agency per region was targeted for onsite cyclical monitoring, although not all agencies were completed due to the staff shortage in central office—four regional FSC agencies were monitored. Agencies selected were those who had not had on-site monitoring in the previous year.
3. All agencies and providers against whom complaints were verified participated in focused monitoring regarding the complaint.

Explanation of Progress for FFY 2012

Louisiana did not meet its target of 100% for Indicator 9 and had improvement in timely correction of findings as compared to FFY 2010 from 96.15% to 98.1%, an increase of 1.95 percentage points. Progress occurred with close tracking of correction by EarlySteps central office staff to ensure timely

correction. In the cases of noncorrection which occurred in FFY 2011, one agency is no longer an EarlySteps FSC agency and one agency did not take new referrals until correction improved.

Timely Correction of FFY 2011 Findings of Noncompliance (corrected within one year from identification of the noncompliance):

1. Number of findings of noncompliance the State identified in FFY 2011 (the period from July 1, 2011, through June 30, 2012) (Sum of Column a on the Indicator C9 Worksheet)	42
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 C9 Worksheet)	42
3. Number of findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

Procedures Used by Louisiana to Improve Agency Performance and Verify Correction for FFY 2011 findings:

Indicator 1 Timely Services:

The Explanation of Progress and Slippage section for Indicator 1 outlines the actions taken by EarlySteps to verify correction for FFY 2011. For those agencies with findings of noncompliance, these follow-up activities were used:

- Corrective Action Plans were developed and follow-up activities conducted by regional staff.
- Targeted technical assistance was provided to agencies in identifying available services through other means than Part C service delivery options to reduce the length of time to access service providers.
- A process was added to the Practice Manual for a required team meeting and notification to the regional coordinator if an FSC is having difficulty accessing a service for a child as the 30-day timeline approaches.
- Periodic reporting to regional staff was required by affected agencies of caseloads to assure effective management of timelines.
- Data review of IFSPs and billing for timeliness occurred.
- Problem agencies were prohibited from accepting new referrals.
- There were 18 findings from monitoring and 8 from complaints that were corrected timely as detailed in the Indicator 1 section.

Indicator 4 Families reporting early intervention services have helped the family:

In 2011-2012 there were 3 complaints by parents for Indicator 4 related to parents' rights. As reported in the FFY 2011 APR, the resulting findings from these complaints were corrected timely. The Indicator 4 section outlines how verification of correction occurred.

Indicator 6 Percent of Infants and Toddlers birth to 3 with IFSPs:

In 2011-12 there was 1 complaint by a parent regarding inaccurate eligibility determination. The Indicator 6 section provides a description of the verification of correction. The finding was corrected timely.

Indicator 7 IFSPs completed within 45-day timeline:

In FFY 2011, there were 3 complaints for this indicator. One finding was issued to a SPOE for not meeting the 45-day timeline, 2 findings resulted from parent complaints.

The Explanation of Progress and Slippage section for Indicator 7 outlines the analysis for correction of findings of noncompliance for this indicator.

Indicator 8a IFSPs with steps and services:

Focused monitoring conducted by regional coordinators for this indicator resulted in 3 findings in 2011-12. The Indicator 8 sections above provide summaries of the verification of correction for this sub-indicator.

Indicator 8c Transition Conference Held

There were 6 findings issued to FSC and SPOE agencies for this indicator. All findings were corrected timely as described in the indicator section for 8c.

The Explanation of Progress/Slippage section for Indicator 8 describes the reasons for noncompliance.

Procedures Used by Louisiana to Improve Agency Performance and Verify Correction for FFY 2010 findings:

In the FFY 2011 APR, Louisiana reported 103 timely-corrected findings out of 105 findings issued. There were two related requirements findings in Indicator 4 that were not corrected within 1 year. However, as of November 2012, the remaining 2 findings had been corrected. The Indicator 4 section details how correction of these 2 findings was verified.

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**February 3, 2014-Draft
Louisiana**

Indicator 9: Discussion of Improvement Activities Completed and Explanation of Slippage that occurred for FFY 2012-13 and revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2013-14

Improvement Activities-Indicator 9	Timelines	Discussion/Progress/Slippage	Revisions with Justification for 2013-14
<p>Maintain an electronic system to track formal written complaints, due process hearings, mediations, etc.</p>	<p>Ongoing through 2013-14</p>	<p>The lead agency implemented a complaint tracking system to monitor the number of complaints received and resolved within the required timeframe. When a written complaint is received, the Quality Assurance Complaint Leader immediately enters the complaint in the complaint database. The complaint database contains the nature of the complaint, the date the complaint was received by EarlySteps' central office, the date the complaint was closed, the name of provider that the complaint is filed against, the type of complaint, and the results of the investigation. A Complaint Status Report is compiled from the data stored in the database. This report is generated on a monthly basis and is distributed to the Program Manager and the Quality Assurance Specialists</p>	<p>Update: Ongoing</p>
<p>Beginning Spring 2008 EarlySteps will participate in the development and implementation of OCDD's quality enhancement system for monitoring procedures.</p> <p>EarlySteps staff will participate in a Data Quality Project regarding its General Supervision system with DAC and SERRC beginning in January 2009. One anticipated outcome for the project is a</p>	<p>Spring 2006 through 2014</p>	<p>OCDD finalized a provider quality enhancement guide for which training was provided statewide to SPOE and FSC agencies. This guide provides a structure for each agency to develop and implement its QA process.</p> <p>All SPOE and FSC agencies are now submitting plans for approval by OCDD and subsequent implementation. In addition, EarlySteps is updating its QA Process Manual as part of the TA project with DAC and SERRC.</p> <p>The TA project with DAC and SERRC began in January 2009. The QA Coordinator was hired and came on board at the onset of the project. He is responsible for coordinating the project. In the first six months, a process to improve timely correction on noncompliance was identified. In addition, a calendar for all general supervision activities is complete.</p>	<p>Update: Items are being reviewed for changes from the September 2011 regulations and will be completed in 2014.</p> <p>Update: Activities with SERRC are ongoing and Louisiana sent staff to</p>

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Louisiana**

Improvement Activities-Indicator 9	Timelines	Discussion/Progress/Slippage	Revisions with Justification for 2013-14
highly structured process for continuous management of compliance findings.			regional meetings in Spring 2013.
Conduct Desk Audits with SPOE data to identify potential non-compliance, conduct inquiry to obtain additional information as needed, issue findings of noncompliance if necessary, implementation of corrective action plans, provide of technical assistance, and assure correction of noncompliance in accordance with federal requirements.	Ongoing through 2014	SPOE agencies are required to run data reports on a regular basis to verify the accuracy of electronic data involving 618 data: IFSP 45-day timeline, primary settings, referrals, child count, transition, and exit reasons. If any of the data are found to be incorrect, corrections are made and new reports are generated from the corrected data. The data reports are instrumental in detecting potential areas of noncompliance. Based on the information in the data reports, responsive monitoring or technical assistance may be required to correct or prevent noncompliance. In addition, SPOE agencies submit monthly self-assessments as part of their contract requirements.	Update: SPOEs continue to be monitored through their monthly self-assessments and data reviews from EIDS.
Identify potential non-compliance issues through data analysis, conduct inquiry to obtain additional information as needed, issue findings of noncompliance if necessary, implement corrective action plans, provide technical assistance, and assure correction of noncompliance in accordance with federal requirements.	Ongoing through 2014	As above	Status: Ongoing
Conduct on-site monitoring visits based on complaint inquiries reports, procedural safeguards complaints, and concerns identified through on-going review of system point of entry (SPOE) database.	Ongoing through 2014	If an agency receives technical assistance following a complaint or other concern and still does not improve, the Quality Assurance Specialist or regional coordinator conducts an onsite or a responsive monitoring review. Based on the findings of the monitoring review a corrective action plan is developed to address any areas of noncompliance.	Update: Ongoing

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Improvement Activities-Indicator 9	Timelines	Discussion/Progress/Slippage	Revisions with Justification for 2013-14
<p>Identify areas for additional professional development using data from monitoring reports and implement professional development activities as needed to ensure compliance.</p>	<p>Ongoing through 2014</p>	<p>Areas that need improvement are identified in the monitoring report. Corrective action plans and technical assistance provided by the Regional Coordinators are used as professional development tools to correct noncompliance.</p>	<p>Update: FSC supervisors participated in training in 2012 to support the activities of their supervisees. Regional coordinators have continued regular meetings with the supervisors as follow up.</p>
<p>FSC and SPOE agencies participate in training on new OCDD provider quality assurance project, develop processes to meet requirement and have them reviewed and approved by regional QAS staff.</p>	<p>January 2009-June 2014</p>	<p>OCDD developed and provided training on agency-specific quality standards. Agencies will submit their standards for review and approval.</p>	<p>Update: Ongoing</p>
<p>Participate in Data Quality TA project with SERRC and DAC coordinated by the QAS coordinator to identify, track, report, and resolve noncompliance as well as other Quality Assurance components of the early intervention system.</p>	<p>January 2009-June 2014</p>	<p>The project was initiated beginning in January 2009. An initial meeting of central and regional office Coordinators and QAS, COSs, SICC Executive Director, and committee chairs was held in February 2009. A small workgroup has continued to meet to address the project work plan. The TA consultants have assisted the State in implementing its QA process calendar, correcting noncompliance, and preparing for the OSEP verification visit. Activities are ongoing in 2009-10.</p>	<p>Update: As stated above, the General Supervision system developed through this project is being re-evaluated with staff changes and will be completed in 2014.</p>
<p>Establish communication strategies for SPOEs and FSC agencies to highlight successes in meeting compliance indicators as assistance to those with ongoing noncompliance.</p>	<p>January 2009 and ongoing</p>	<p>SPOE and FSC agencies have had occasional meetings with regional and central office staff as needed only. Ongoing activities will allow for a more frequent, regular meeting schedule to allow for implementation.</p>	<p>Update: Meetings are scheduled as needed to address system changes.</p>

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Improvement Activities-Indicator 9	Timelines	Discussion/Progress/Slippage	Revisions with Justification for 2013-14
Develop consistent timeline and process for issuing determinations.	July 2009- June 2013	As part of the Data Quality TA project and the OSEP verification visit, the State has identified the need to improve its process for issuing annual determinations. To date, the process has varied from year to year. With the availability of QA Coordinator and regional QA Specialists, the State is prepared to develop and implement a standard process on an ongoing basis.	Update: Ongoing
Develop and implement process for coordinating and tracking individual agency findings when identified on varying timelines through focused, cyclical monitoring, and complaints.	January 2011 through June 2014	With the increased number of general supervision activities underway as a result of refinements to the State's system, it is difficult to track the status of noncompliance when identified a varying point throughout the year. The TA project workgroup will develop this process.	Update: Ongoing
Develop and conduct training to regional staff and provider agencies on developing and implementing effective corrective action plans.	January 2011 through June 2014	Following the FSC agency monitoring in 2009-10, it was observed that agencies' abilities to address findings varied throughout the State. Training will be developed and conducted to address these inconsistencies and utilize strengths observed in some regions.	Update: CAPs continue to be evaluated on a case-by-case basis.

Part C State Annual Performance Report (APR) for FFY 2012-13

Overview of the Annual Performance Report Development – Indicator 10:

- Process for monitoring of signed, written complaints developed by central office and quality assurance specialists.
- Written, signed complaints tracked by central office for timeline compliance.

Monitoring Priority: Effective General Supervision Part C / General Supervision

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)

Measurement: Percent = [(1.1(b) + 1.1(c)) divided by 1.1] times 100.

FFY	Measurable and Rigorous Target
2009-10	100% of signed, written complaints with reports issued will be resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint
2010-11	100% of signed, written complaints with reports issued will be resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint
2012-13	100% of signed, written complaints with reports issued will be resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint

Actual Target Data for FFY 2012-13

100% of signed, written complaints with reports were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint. Louisiana met its target of 100%.

	2004-05 Baseline	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%
Actual		69%	100%	100%	100%	100%	100%	100%	100%
Raw Data= Complaints resolved Complaints received		<u>11</u> resolved 16 received	<u>7</u> resolved 7 received	<u>6</u> resolved 6 received	<u>17</u> resolved 17received d	<u>27</u> resolved 27 received	<u>18</u> resolved 18 received	<u>14</u> resolved 14 received	<u>15</u> resolved 15 received

Data Source and Measurement Considerations:

As indicated on Table 4 – *2012 Report of Dispute Resolution under Part C*. The following is a summary of complaint activities:

- Louisiana received 16 written, signed complaints during FFY 2012.
- Fifteen reports were issued within timelines: 14 with findings, 1 complaint was withdrawn, and 1 complaint was not verified.
- All complaints have been resolved according to required timelines.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2012-13:

EarlySteps maintains procedures for receiving, investigating, and resolving complaints regarding alleged violations of Part C requirements. Procedures include complaint investigation, mediation and due process hearings. Families, providers, staff and other stakeholders may file a complaint. Complaints are reported at the regional level, and notification is provided to the EarlySteps central office staff for review. The complaint is then referred to the regional staff for assignment and investigation. OCDD Policy and the EarlySteps Practice Manual outline the process by which complaints are made and subsequently handled. Verification of correction of these complaints is discussed in the appropriate indicator section.

Families are informed of their rights and receive procedural safeguards beginning at referral to the system, when written notice is provided and at the annual IFSP. Staffs at the SPOEs, program staff, providers, and families participate in training regarding parent rights provided through training modules and in technical assistance.

A summary of the nature of the complaints received follows:

- Three complaints were filed for agencies not correctly following office procedures for offering families freedom of choice in agency or provider selection.
- Two complaints were filed for services not provided according to the IFSP. Families receive monthly Explanations of Benefits statements by which they can compare what has been billed with services their child received. This activity assists the State most frequently in identifying discrepancies in the provision of IFSP services. Findings issued from these complaints are identified as Indicator 1 findings in the General Supervision system. Complaints against providers involving discrepancies between service delivery and billing generally result in recoupment of funds and corrective action upon verification of the complaint.
- Seven complaints were filed regarding professional behavior or inappropriate practices of providers.
- One complaint was filed regarding a family's dissatisfaction with its choices of providers to provide therapy for its child.
- One complaint was filed regarding the interpretation of a child's eligibility.

OCDD uses a web-based complaint system which went live in January 2012. Regional staff has been trained to use the new system. This system will enhance access to complaint data to the designated staff for tracking, communicating with families and complaint targets, looking for trends, and monitoring timely resolution. It will generate automatic email notices and timeline ticklers to staff responsible for handling complaints. It also generates response letters to the complainant and resolution letters at completion.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2012-13

Improvement Activities-Indicator 10	Timelines	Discussion/Progress/Slippage	Revisions with Justification for 2012-13
Review EarlySteps policies and procedures for processing complaints.	Ongoing through 2014	<p>The policies and procedures for processing complaints are explained in the June 2010 revised EarlySteps Practice Manual.</p> <p>OCDD has revised its complaint policies and procedures to incorporate changes required with its new complaint data system, which is described below. The revisions will also be included in the revised EarlySteps Quality Assurance Manual.</p>	<p>Update: The complaint management system went live in 2012. It allows regional and central office staff to review the status of all complaints and print reports.</p>
Incorporate the EarlySteps complaint process into the process used by OCDD. OCDD uses a uniform reporting and tracking system throughout its regional offices/human services districts/authorities effective, July 2007.	June 2011	A web-based complaint system is being field-tested and should be operational by June 30, 2011.	<p>Update: Ongoing</p>
Maintain a formal dispute resolution database to track requests for alternative dispute resolution.	Ongoing through 2013-14	The lead agency continues to use a complaint tracking system to monitor the number of complaints received and resolved within the required timeframe. When a written complaint is received, the Quality Assurance Specialist or regional Complaint staff immediately enters the complaint in the complaint database. The complaint database contains the nature of the complaint, the date the complaint was received by EarlySteps' central office, the date the	<p>Update: As above</p>

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Improvement Activities-Indicator 10	Timelines	Discussion/Progress/Slippage	Revisions with Justification for 2012-13
		<p>complaint was closed, the name of provider that the complaint is filed against, the type of complaint, and the results of the investigation. Additionally, the complaint database will be used to track requests for alternative dispute resolutions.</p>	
<p>Conduct training to regional coordinators, COSs, and quality assurance specialists regarding the use of the OCDD complaint database.</p>	<p>By June 2011 and ongoing thru June 2013</p>	<p>The complaint database will be completed by June 2011; training on its implementation is being planned and will include transition from the previous process, updated OCDD policies and procedures, and reporting management.</p>	<p><u>Update:</u> Ongoing</p>

Part C State Annual Performance Report (APR) for FFY 2012-13

Overview of the Annual Performance Report Development – Indicator 11:

Activities for the reporting for this indicator include:

- Implementation of complaint procedures by central office/regional staff.
- Monitoring of complaints by central office (see Indicator 10).

Monitoring Priority: Effective General Supervision Part C / General Supervision

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
2009-10	100% of fully adjudicated due process hearing requests were fully adjudicated within the applicable timeline.
2010-11	100% of fully adjudicated due process hearing requests were fully adjudicated within the applicable timeline.
2011-12	100% of fully adjudicated due process hearing requests were fully adjudicated within the applicable timeline.
2012-13	100% of fully adjudicated due process hearing requests were fully adjudicated within the applicable timeline.

Actual Target Data for FFY 2012-13:

Louisiana is reporting on this indicator for the first time this year. The state received one due process hearing request regarding a service change on an IFSP. The family immediately requested an appeal to the decision which was interpreted as a request for a due process hearing and the request was submitted to the Division of Administrative Law (DAL) according to the State’s process for handling hearing requests. Upon notification of the family’s concerns, the lead agency reviewed the service change, identified that the IFSP change was made in error, and agreed to restore the services previously agreed to by the team. The family was satisfied with the lead agency review and the due process appeal was subsequently withdrawn by the family prior to review by DAL.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2012-13:

Improvement Activities-Indicator 11	Timelines	Discussion/Progress/Slippage	Revisions with Justification for 2013-14
<p>With the change in management of EarlySteps to OCDD, the complaint tracking and data system used by OCDD will be used for receiving, tracking and responding to complaints effective July 1, 2007.</p>	<p>Ongoing through 2014</p>	<p>The lead agency currently uses a complaint tracking system to monitor the number of complaints received and resolved within the required timeframe. This database will also be used to track requests for dispute resolution.</p> <p>The complaint process has been integrated into the OCDD system. A web-based application will be in place by June 30, 2011.</p>	<p>Update: The complaint data base has been completed and staff training conducted. It is live as of January 2012. See the Indicator 10 section for additional training and implementation activities.</p>
<p>EarlySteps utilizes the OCDD Appeals Bureau to handle any due process hearing requests. These are referred to in the process as “Fair Hearings.”</p>	<p>2006-2013</p>	<p>EarlySteps developed a training manual for the DHH Bureau of Appeals which would handle due process hearings, mediation requests, and/or appeals for EarlySteps. The manual provides copies of the relevant laws, policies, and OSEP policy letters to provide background information on the Part C system.</p>	<p>Update: Since Louisiana had its first due process hearing request in 2012-13, the state can verify that the system works as proposed with the change to the Division of Administrative Law.</p> <p>Status: Ongoing</p>
<p>Conduct periodic procedural safeguards trainings in each region for practitioners and families.</p>	<p>Ongoing through 2013</p>	<p>The Family Support Coordinators provide information to families on their rights. The State will develop a formal training that will be facilitated by the Community Outreach Specialists by 2011.</p>	<p>Update: A training module was completed to assist FSC and SPOE agencies in procedures to discuss rights with families. All agencies completed the module in 2012-2013.</p>
<p>Conduct recruitment of Hearing Officers to ensure adequate coverage for hearings requested.</p>	<p>Ongoing through 2011</p>	<p>EarlySteps would use the staff resources of the Bureau of Appeals for this purpose if requests were received.</p>	<p>As above</p>

Improvement Activities-Indicator 11	Timelines	Discussion/Progress/Slippage	Revisions with Justification for 2013-14
<p>Conduct training for administrative law judges as part of changes to the appeal process.</p>	<p>Summer 2011-Summer 2012 and ongoing.</p>	<p>The DHH Bureau of Appeals has been moved to the Louisiana Division of Administration. In addition, a new SharePoint site will be established for communicating the status of any appeals in process. Central office staff will conduct training to assure the smooth transition due to these changes.</p>	<p>Update: The SharePoint site is now being used for notification and communication of appeal requests and processes.</p> <p>Status: Ongoing</p>

Part C State Annual Performance Report (APR) for FFY 2012-13

Overview of the Annual Performance Report Development- Indicator 12:

Not applicable—Louisiana has not adopted Part B due process procedures.

Monitoring Priority: Effective General Supervision Part C / General Supervision

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).

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

Measurement: Percent = (3.1(a) divided by 3.1) times 100

FFY	Measurable and Rigorous Target
2009-10	Not Applicable: Louisiana has not adopted Part B due process procedures.
2010-11	Not Applicable: Louisiana has not adopted Part B due process procedures.
2011-12	Not Applicable: Louisiana has not adopted Part B due process procedures.
2012-13	Not Applicable: Louisiana has not adopted Part B due process procedures.

Actual Target Data for FFY 2011-12:

Not applicable in Louisiana as Part B due process procedures have not been adopted.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2011-12:

Not applicable

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2012-13:

Not applicable

Part C State Annual Performance Report (APR) for FFY 2012-13

Overview of the Annual Performance Report Development – Indicator 13:

Louisiana did not have any mediation requests in FFY 2012.

Monitoring Priority: Effective General Supervision Part C / General Supervision

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.

FFY	Measurable and Rigorous Target
2009-10	Based upon OSEP guidance, LA Part C has not set targets for Indicator 13 since the minimum threshold of 10 mediation requests has not been received.
2010-11	Based upon OSEP guidance, LA Part C has not set targets for Indicator 13 since the minimum threshold of 10 mediation requests has not been received.
2011-12	Based upon OSEP guidance, LA Part C has not set targets for Indicator 13 since the minimum threshold of 10 mediation requests has not been received.
2012-13	Based upon OSEP guidance, LA Part C has not set targets for Indicator 13 since the minimum threshold of 10 mediation requests has not been received.

Actual Target Data for FFY 2012-13

Louisiana did not receive any mediation requests for 2012-13.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2012-13:

Not applicable

Louisiana is not proposing any changes to Improvement Activities for this indicator for 2013-14.

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**February 3, 2014-Draft
Louisiana**

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2013-14.

Timeline updates for the extension of the SPP have been added and no new/revised improvement strategies are proposed.

Improvement Activities-Indicator 13	Timelines	Discussion/Progress/Slippage	Revisions with Justification for 2013-14
EarlySteps will utilize the OCDD Complaint data system to receive, respond to and track complaints and any requests for mediation as of July 2007	Ongoing through 2013-14	The lead agency currently uses a complaint tracking system to monitor the number of complaints received and resolved within the required timeframe. This database will also be used to track requests for dispute resolution. The dispute resolution process has been integrated into the OCDD process. The OCDD complaint data system is being field-tested and will go live by June 30, 2011	Update: EarlySteps will continue utilize the OCDD Complaint data system to receive, respond to and track complaints and any requests for mediation as of January 2012 and ongoing. Mediation activities would be conducted by the Division of Administration Appeals Process. Status: Ongoing
EarlySteps will utilize the OCDD appeals/hearing process for mediation requests as of July 2007	2006-2014	The State did not receive any mediation requests in FFY 2011.	
Conduct periodic procedural safeguards trainings in each region for practitioners and families.	Ongoing through 2013	The SPOE Intake Coordinators and Family Support Coordinators provide information to families on their rights. The State will develop a formal training that will be facilitated by the Community Outreach Specialists by 2011.	Update: Changes to the Dispute Resolution system which may be required as a result of regulatory changes will be incorporated into training activities by June 2014.
Conduct recruitment of Mediators to ensure adequate coverage for hearings requested.	Ongoing through 2013	The State has not received any mediation requests since FFY 2005; therefore, recruitment of Mediators was not needed.	Update: EarlySteps would use the resources of the Division of Administration Appeals Process to handle mediation. As above.

Part C State Annual Performance Report (APR) for FFY 2012-13

Overview of the Annual Performance Report Development – Indicator 14:

- Louisiana reviewed federal data reporting requirements and the FFY 2011 APR Response Table for timely submission of data.
- Data system reviews and onsite monitoring were used to assess accuracy of data reported.
- Use of the Indicator 14 Self-Calculating Data Rubric reporting in FFY 2011.

Monitoring Priority: Effective General Supervision Part C / General Supervision

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

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

Measurement: State reported data, including 618 data, State performance plan, and annual performance reports, are:

- Submitted on or before due dates (February 1 for child count, settings and November 1 for exiting and dispute resolution); and
- Accurate, including covering the correct year and following the correct measurement.

States are required to use the “Indicator 14 Data Rubric” for reporting data for this indicator and it is included in this Indicator section.

FFY	Measurable and Rigorous Target
2009-10	100% of state-reported 618, state performance plan and annual performance report data are timely and accurate
2010-11	100% of state-reported 618, state performance plan and annual performance report data are timely and accurate
2011-12	100% of state-reported 618, state performance plan and annual performance report data are timely and accurate
2012-13	100% of state-reported 618, state performance plan and annual performance report data are timely and accurate.

Data Source and Measurement Considerations:

Timely submission of OSEP data reports and use of the Indicator C-14 Data Rubric

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Louisiana

Actual Target Data for FFY 2012:

Louisiana met its target for Indicator 14

	2004-05 Baseline	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%
Actual	Data submitted late with extensions due to Gulf Coast Hurricanes	50%	97.8% (State report) 93.3% (OSEP calculation)	97% (State report) 93.1% (OSEP calculation)	88.9% (State report) 96% (OSEP calculation)	96.3%	100%	100%	100%

Part C Indicator 14 - SPP/APR Data			
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
12	1	1	2
13	1	1	2
		Subtotal	26
APR Score Calculation	Timely Submission Points - If the FFY 2012 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) =		31

618 Data - Indicator 14					
Table	Timely	Complete Data	Passed Edit Check	Responded to Data Note Requests	Total
Table 1 - Child Count Due Date: 2/6/13	1	1	1	1	4
Table 2 - Program Settings Due Date: 2/6/13	1	1	1	1	4
Table 3 - Exiting Due Date: 11/6/13	1	1	1	N/A	3
Table 4 - Dispute Resolution Due Date: 11/6/13	1	1	1	N/A	3
				Subtotal	14
618 Score Calculation			Grand Total (Subtotal X 2.2) =		31

Indicator #14 Calculation	
A. APR Grand Total	31.00
B. 618 Grand Total	30.80
C. APR Grand Total (A) + 618 Grand Total (B) =	61.80
Total NA in APR	0.00
Total NA in 618	0.00
Base	61.80
D. Subtotal (C divided by Base*) =	1.000
E. Indicator Score (Subtotal D x 100) =	100.0

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2012-2013 and Revisions, with Justification, to Proposed Targets/Improvement Activities/Timelines/Resources for 2013-14

Improvement Activities – Indicator 14	Timelines	Discussion/Progress/Slippage
<p>Conduct periodic data runs of SPOE database to identify and as needed correct missing and/or questionable data.</p> <p>EarlySteps will work with the DHH Information Technology department to coordinate data functions across the Covansys (CFO) system and other internal data systems.</p>	<p>Summer 2005 ongoing through 2014</p>	<p>SPOE agencies are required to run data reports on a regular basis to verify the accuracy of electronic data involving 618 data: IFSP 45-day timeline, primary settings, referrals, child count, transition, and exit reasons. If any of the data are found to be incorrect, corrections are made and new reports are generated from the corrected data. The data reports are instrumental in detecting potential areas of noncompliance. Based on the information in the data reports, responsive monitoring or technical assistance may be required to correct or prevent noncompliance.</p> <p>Update: The Central Finance Office contractor updated the reports feature of EIDS in 2012. Reports are now searchable and sortable making analysis and reporting easier.</p>
<p>Continue enhancements of SPOE Database as described throughout the SPP.</p>	<p>Summer 2005 ongoing through 2014</p>	<p>Update: As seen in the Indicators 1 and 7 summaries, family reasons were utilized for reporting again for this reporting period.</p>
<p>Hire full time Data Manager.</p> <p>The organizational structure for the EarlySteps program has resulted in positions of a Quality Assurance Specialist Coordinator (under the Children’s Services Program Manager) and a central office Quality Assurance Specialist who will assume some of the functions of a data manager in conjunction with staff from DHH-Information Technology and Health Economics staff. Regional quality assurance specialists for assistance in local/regional programs.</p>	<p>Spring 2007 and ongoing</p>	<p>OCDD hired a staff person in its Quality Unit who assists EarlySteps with accessing information beyond standard reports, from the data system.</p> <p>Update: The assistance of the data analyst is ongoing.</p>

Improvement Activities – Indicator 14	Timelines	Discussion/Progress/Slippage
Develop and implement QA processes to identify and report data entry errors in EIDS which contribute to data quality.	January 2011 through June 2014	Update: With the implementation of family cost participation in 2013, CFO/SPOE data will be carefully monitored for accuracy in billing families for services.
Incorporate supplemental quality indicator targets and performance in state and regional reporting.	January 2011 through June 2014	Update: Regional quality assurance staff are collecting data on their performance and reporting to OCDD. CAPs are developed when needed. In 2013-14, additional focus will be given to the completion of Family Assessments.