



Washington State Department of
Early Learning

Including IFSPs and IEPs in
Web-Based Data Systems – Key Considerations
and Lessons Learned

2014 Improving Data,
Improving Outcomes Conference

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WA State Part C Data Manager
September 9, 2014



Brief Description of WA's Data System

- ◆ Went Live in October, 2011 (Thank you, ARRA)
- ◆ Web-based, cross platform supported
- ◆ Parent Portal
- ◆ Supports multiple, simultaneous users working on same child record
- ◆ Secure messaging system
- ◆ Document storage, upload capability
- ◆ Extensive reporting capabilities

Brief Description of WA's Data System (continued)

- ◆ Workflows and business rules collected from stakeholders
 - Wishes and desires presented
 - Focus on compliance/timeliness rules
 - Forms and desired reports outlined
 - Case management system features
 - (This process created 300 pages of documentation)
 - IFSP form creation was done in a separate effort

New IFSP Created

◆ Separate and Simultaneous Workgroup

- Group created the new IFSP
- Their focus was creating the actual form with all possible elements
- Group regularly shared their progress with Main Project team
- Final IFSP product delivered to Project after several months of work (less than one month remained before go-live of system)

New IFSP Created (continued)

- ◆ New IFSP data fields mapped/required?
 - Does each IFSP field have a corresponding location in the data system?
 - Is the data element required every type of IFSP or optional?
 - Is the data element required/optional for only specific type of IFSP?
 - Is the data element required/optional due to child's age?
 - Is there a corresponding data entry rule to ensure quality?



Individualized Family Service Plan

Under Part C of IDEA, the IFSP is required to enhance the capacity of families to meet the needs of children birth to age three who have developmental delays or disabilities.

Type and Date of IFSP:

System-populated

☐ Initial IFSP _____

☐ Annual IFSP _____

☐ Interim IFSP _____

☐ IFSP Review _____

I. Child and Family Information

Child's Name:	Entered on referral; edited via Edit Child Information link on child's Home, Child File, Child Info & Assessments tabs	
Date of Birth:	Entered on referral; Edited via Edit Child Information link	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female Referral; Edit Child Information link
Parent's/Guardian's Name(s):	Child Info: Child Contacts tab (primary contact)	Surrogate Parent: <input type="checkbox"/> Yes <input type="checkbox"/> No Child Info: Child Contacts tab
Address(es):	Child Info: Child Contacts tab	
City/State/Zip:	Child Info: Child Contacts tab	
Phone Number(s):	() - Work <input type="checkbox"/> Home <input type="checkbox"/> Cell <input type="checkbox"/> () - Work <input type="checkbox"/> Home <input type="checkbox"/> Cell <input type="checkbox"/> () - Work <input type="checkbox"/> Home <input type="checkbox"/> Cell <input type="checkbox"/>	() - Work <input type="checkbox"/> Home <input type="checkbox"/> Cell <input type="checkbox"/> () - Work <input type="checkbox"/> Home <input type="checkbox"/> Cell <input type="checkbox"/> () - Work <input type="checkbox"/> Home <input type="checkbox"/> Cell <input type="checkbox"/>
Email Address(es):	Child Info: Child Contacts tab	
Ethnicity:	Child Info: Child and Family Info tab	
Family's Primary Language:	Child Info: Child and Family Info tab	Is an Interpreter Needed? <input type="checkbox"/> Yes <input type="checkbox"/> No Child Info: Child Contacts tab
Resident School District:	Child Info: Child and Family Info tab	
Service Area:	System-populated based on child's Service Area	
Alternate contact:	Child Info: Child Contacts tab (non-primary contact)	

Edit Primary Contact



First Name

Last Name

Relation to Child ☒ Child Lives With

Physical Address ☐ Contact is homeless

Mailing Address ☐ Same as physical address

Line 1

Line 1

Line 2

Line 2

City

City

State

State

Phone

Ext.: ☒ Primary ☐ No Phone

[Add Another Phone](#)

E-mail

Primary Language ☐ Needs Interpreter: ☐ Yes ☒ No

☐ Needs Transportation ☐ Surrogate Parent ☐ Make Confidential

▼ Contact Notes

Home has no address posted on house. After intersection of Any Street and My Street, the house is the second on the right, heading west. Big dog in yard, but is friendly.

Creating the IFSP

◆ Workflow differences

- Large programs vs small
- Dedicated data entry folks or not?
- How/where services are delivered (providers)
- * There is no pleasing everybody *
- We decided to build a case management system that works well with small & medium sized programs
- Large programs were given some other options to get their data into the system
- IFSP must still be issued out of our system

Creating the IFSP (Continued)

◆ Integrated into Case Management System

My Dashboard
Baby Boy x

Home
Child File
Child Info
Assessments
IFSP
Transition

Child ID: 74785

Gender: Male
Primary Phone: (111) 111-1111
Referral Date: 6/18/2014

Date of Birth: 1/1/2014 (7 months)
Language: English
Status: IFSP Review

Primary Contact: First Last
Interpreter Needed: No
IFSP Due: 2/28/2015 (183 Days)
[Child Info History](#)
[Edit Child Information](#)

Tasks, Deadlines and Significant Events
Create New Task

Type	Due Date	Completed Date	Task/Deadline/Event	Status
🕒		06/18/2014	Initial Contact	
🕒		06/18/2014	Referral	
🕒		06/19/2014	Eligibility Determination Completed	
🕒		08/28/2014	Entry COS Completed	
🕒	08/02/2014	08/29/2014	Initial IFSP Issued	📌 Completed Late
🕒	09/28/2014		ESIT Service Start : Hearing Services	
🕒	02/28/2015		Review IFSP	
🕒	08/29/2015		Annual IFSP	
🕒	10/01/2016		Notification to LEA	
🕒	10/03/2016		Transition Conference	
🕒	01/01/2017		Transition	

New Notifications

Initial IFSP has been issued for Baby Boy .

Provider2 Provider2 (Service Provider) has been added to the team of Baby Boy .

Provider1 Provider1 (Service Provider) has been added to the team of Baby Boy .

Creating the IFSP (Continued)

◆ Integrated into Case Management System



The screenshot displays a web-based case management system interface. At the top, there is a navigation bar with a 'My Dashboard' button and a user profile for 'Baby Boy'. Below this is a tabbed interface with 'Home', 'Child File', 'Child Info', 'Assessments', 'IFSP', and 'Transition'. The 'Child File' tab is active, showing a summary of the child's information in a table-like format. This includes gender (Male), date of birth (1/1/2014, 7 months), primary contact (First Last), primary phone ((111) 111-1111), referral date (6/18/2014), language (English), status (IFSP Review), interpreter needed (No), and IFSP due date (2/28/2015, 183 Days). Links for 'Child Info History' and 'Edit Child Information' are provided. Below the summary, there is a 'Progress Notes' section with a sidebar for 'Messages', 'Documents', and 'All Notes'. The main area of the 'Progress Notes' section is currently empty, with an 'Add Progress Note' button on the right.

Gender	Date of Birth	Primary Contact
Male	1/1/2014 (7 months)	First Last

Primary Phone	Language	Interpreter Needed
(111) 111-1111	English	No

Referral Date	Status	IFSP Due
6/18/2014	IFSP Review	2/28/2015 (183 Days)

[Child Info History](#) [Edit Child Information](#)

Progress Notes

Messages | Documents | All Notes

Progress Notes

[Add Progress Note](#)

Creating the IFSP (Continued)

◆ Integrated into Case Management System

My Dashboard **Baby Boy** x Bob-FRC Morris

Home Child File **Child Info** Assessments IFSP Transition

Gender: Male Primary Phone: (111) 111-1111 Referral Date: 6/18/2014	Date of Birth: 1/1/2014 (7 months) Language: English Status: IFSP Review	Primary Contact: First Last Interpreter Needed: No IFSP Due: 2/28/2015 (183 Days) Child Info History Edit Child Information
---	--	--

Referral

Child Contacts
Service Area and Providers
Child and Family Info
Medical Information
Child Activities
Family Concerns

Referral Creation [View Referral History](#)

Initial Contact Date: 6/18/2014
Agency: Test FRC Agency #2
Referral Source: Hospital
Reason for Referral: Child Concerns

Taken By: Bob-FRC Morris
Service Area: Adams
Contact Method: Fax

Referrer

First Name: John
Last Name: Smith
Phone Cell: (123) 123-4567 (Primary)
E-mail:

Primary Contact Relation to Child: Father

This was the primary contact when the referral was taken. [View Current Child Contacts.](#)

First Name: First
Last Name: Last

Referral Notes

Creating the IFSP (Continued)

◆ Integrated into Case Management System

My Dashboard

Baby Boy x

Bob-FRC Morris

Home

Child File

Child Info

Assessments

IFSP

Transition

Gender Male

Primary Phone (111) 111-1111

Referral Date 6/18/2014

Date of Birth 1/1/2014 (7 months)

Language English

Status IFSP Review

Primary Contact First Last

Interpreter Needed No

IFSP Due 2/28/2015 (183 Days)

[Child Info History](#)
[Edit Child Information](#)

Medical Diagnosis

Testing

Evaluation and Assessment

Eligibility Determination

Entry COS

Exit COS

Medical Diagnosis

▶ Autism (active)

Date Diagnosed 6/10/2014

▶ No Diagnosis (inactive)

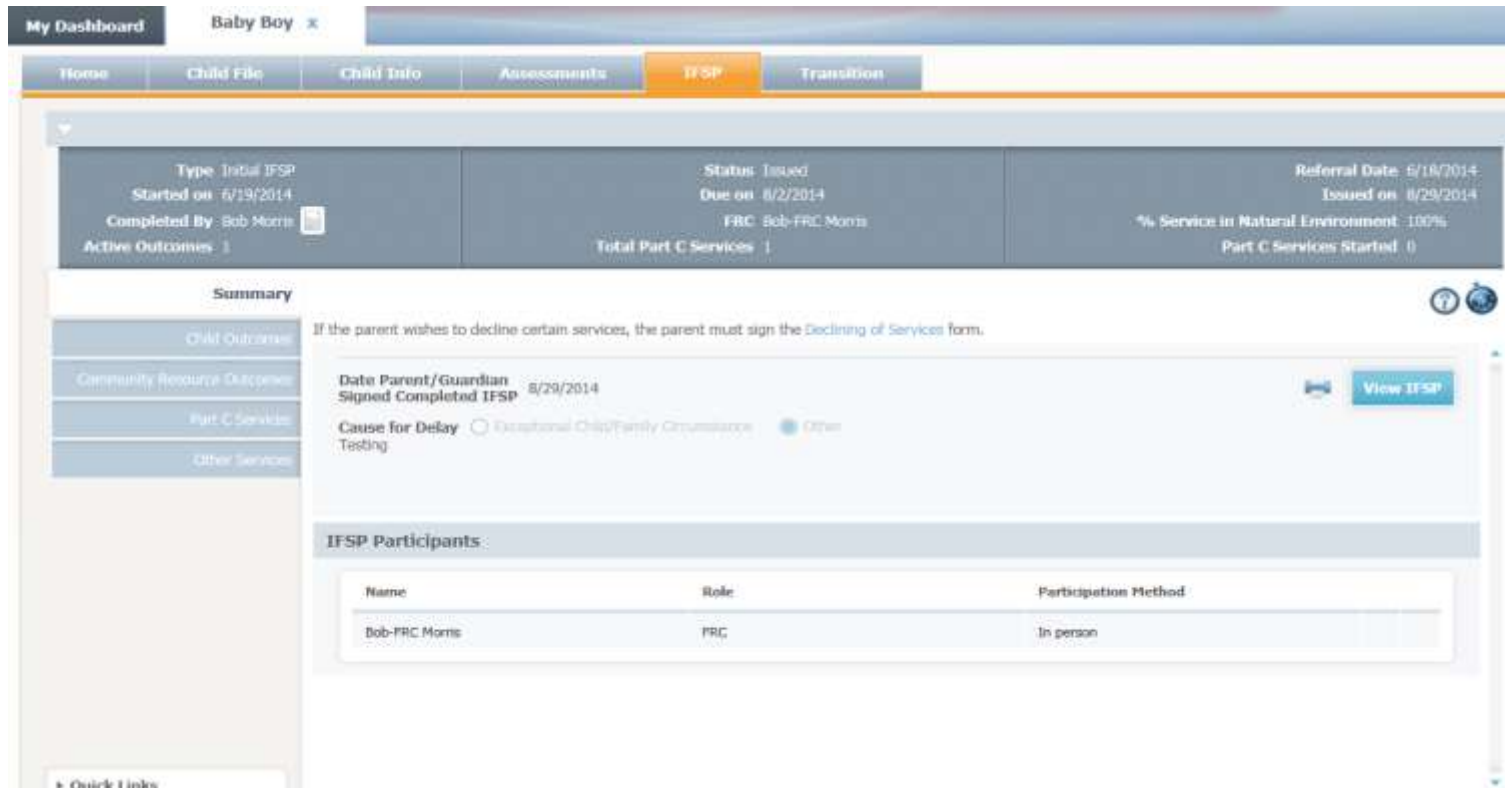
Date Diagnosed 1/1/0001

Add Diagnosis

Kids' Potential, Our Purpose

Creating the IFSP (Continued)

◆ Integrated into Case Management System



My Dashboard **Baby Boy** x

Home Child File Child Info Assessments **IFSP** Transition

Type: Initial IFSP
Status: Issued
Referral Date: 6/18/2014
Started on: 6/19/2014
Due on: 8/2/2014
Issued on: 8/29/2014
Completed By: Bob Morris
FRC: Bob-FRC Morris
% Service in Natural Environment: 100%
Active Outcomes: 1
Total Part C Services: 1
Part C Services Started: 0

Summary

Child Outcomes
Community Resource Outcomes
Part C Services
Other Services

If the parent wishes to decline certain services, the parent must sign the [Declining of Services](#) form.

Date Parent/Guardian Signed Completed IFSP: 8/29/2014 [View IFSP](#)

Cause for Delay: ☐ Exceptional Child/Family Circumstance ☒ Other
Testing

IFSP Participants:

Name	Role	Participation Method
Bob-FRC Morris	FRC	In person

Quick Links

Creating the IFSP (Continued)

◆ Integrated into Case Management System

My Dashboard

Baby Boy x

Home

Child File

Child Info

Assessments

IFSP

Transition

Transition Type

Pending

Transition Planning

0 of 9 Steps complete

Transition Planning Started On

08/28/2014

Transition Conference Date

Pending

Conference Due By

10/03/2016

Child's 3rd Birthday

01/01/2017

Referral Date

06/18/2014

Transition Date

Pending

FRC/Intake During Transition

Pending

Transition Planning

Transition Conference

Child Transition

Transition Planning

Priorities and Goals

Enter the Priorities and Goals for the child's transition.

Enter Priorities and Goals

Early Childhood Special Education Contact Information

Enter the name and contact information for the child's Early Childhood Special Education Contact.

Enter Contact Information

Eligibility for Part B Services

Checking this box will cause the system to send LEA and SEA notification that the child is potentially eligible for Part B services (including child's name, address, phone number and date of birth). The system generates notifications on the 16th day of each month for any child identified as potentially eligible.

☐ Child is potentially eligible for Part B services. (Disabled following notification)

Planning Steps (0 of 9 complete)

Some steps and services may not need to be completed. To indicate that all appropriate steps and services are complete, check the box below. Be sure to fill out every applicable step before checking the box.

☐ All appropriate transition steps and services have been completed (some steps not applicable)

Discuss with parents what "transition" from early intervention means, including eligibility and age guidelines for early intervention services and what can be done to

Quick Links

Printing the IFSP

◆ IFSP Printing Pain

- Page breaks/section breaks?
- What to show/what to hide?
- PDF/Word/What else decisions?
- Signature page considerations
- Accept there is no control of equipment types
- On-going maintenance considerations...
- Non-English versions, how and how many?
- Printing of Draft vs. Final? Draft same, with extra spacing?

New IFSP Practice Supports

- ◆ Regular Policy and Data System Webinars and Conference Calls (typically LLAs)
- ◆ GovDelivery broadcasts for all system users
- ◆ Data Manager attends/presents at LLA Meetings and SICC
- ◆ Extensive On-line Help System
 - Both policy and system help available
 - Website with numerous practice guides, forms
 - User Manuals, Video and in-person trainings*
- ◆ Responsive Help Desk assistance

New IFSP Practice Supports

My Dashboard BOD-FRC MORRIS

Home Calendar Children Notifications Referrals

My Weekly Calendar

Tasks and Deadlines Show next 24 days [Create New Task](#)

Type	Date	Child Last	Child First	Task/Deadline Name
	07/26/2013	3	1	Initial IFSP
	09/14/2013	ss	ss	ESIT Service Start : Hearing Services
	09/29/2013	Smith	Charly	Initial IFSP
	10/12/2013	Child-Last	Child-First	Initial IFSP
	02/15/2014	ss	ss	Review IFSP
	04/26/2014	Child-Last	Child-First	ESIT Service Start : Hearing Services
	04/27/2014	BabyLast	Baby1st	Initial IFSP
	05/04/2014	Child-Last	Child-First	Initial IFSP

Children

Status	Total	Needs Attention
Referral	0	0
Initial IFSP Development	8	0
IFSP Review	3	2

New Notifications

Initial IFSP has been issued for Baby Boy .

Provider1 Provider1 (Service Provider) has been added to the team of ChildFirst ChildLast .

Provider2 Provider2 (Service Provider) has been added to the team of

WASHINGTON STATE DEPARTMENT OF EARLY LEARNING
ESIT-DMS

[Reports](#) | [Help](#) | [Program Guidance](#)

New IFSP Practice Supports

TOC

- IFSP Process & Resource Guide
 - Section_I
 - Completing Section I
 - Section I Child and Family Information
 - Section I has been completed correct
 - Section I Guide to the IFSP Process
 - Section I Relevant Federal Part C Reg
 - Section_II
 - 1 Child Family Routines and Activities
 - 2 Family Concerns Priorities and Res
 - Completing Section II
 - Section II Child Family Routines and
 - Section II has been completed correc
 - Section II A Guide to the IFSP Process
 - Section II Relevant Federal Part C Re
 - Section_III
 - Section_IV
 - Section_IX
 - Section_V
 - Section_VI
 - Section_VII
 - Section_VIII
 - Appendix A Flow Charts
 - Appendix B Related Resources
 - Washington Early Support for Infants and
 - How to Use this Guide

TOC

Index


Search

Glossary

Favorites

You are here: [Program Guidance](#) > IFSP Process & Resource Guide > Section_I > Completing Section I

Completing Section I



Most of the information in this section can be completed prior to the IFSP meeting, based on information received in the referral. If the information is completed in advance, it should be verified with the family.

- Type of IFSP**
 - Initial IFSP.** The initial IFSP is the first IFSP developed by the team, including the family, upon referral and eligibility determination.
 - Interim IFSP.** An interim IFSP is used ONLY when there is an immediate need for a service(s) prior to the completion of the evaluation. The use of an Interim IFSP does not waive the requirement for the evaluation and assessment and the meeting to develop the Initial IFSP to be completed within 45 days from the date of referral.
 - IFSP Review.** The IFSP is a fluid, flexible document that can be updated as the child's and family's needs change. The IFSP must be reviewed at least once every six months if not more frequently. It must be reviewed at the request of a team member, including the family. If Section IX, IFSP Review, has been modified, a new IFSP date should be entered and this box should be marked. This section is also used to record the transition conference date (if not completed at an annual IFSP), as the summary is included in Section IX.
 - Annual IFSP.** Each year, the IFSP must be re-written to reflect the child's current levels of development and functional child and family IFSP outcomes. It is the responsibility of the IFSP Team to meet to determine if progress is being made as expected on the functional IFSP outcomes, if the services are appropriate, and if revisions to the functional IFSP outcomes or services are needed.
- IFSP Date** is the actual date the IFSP meeting is held and the plan is completed.
- Child and Family Information** includes contact information for each parent if they live separately. Alternate contact information may be included, and will be useful if a parent does not have a telephone at his or her home or if the child is living with a foster family and the biological parent is still involved. If the family does not have a telephone and is not able to provide an alternate telephone contact, "no phone" is written rather than leaving this space blank. If the family has separate physical and mailing addresses, both are recorded.
- Family Resources Coordinator Contact Information** is recorded to ensure that contact information is available for the family and other IFSP Team members. Federal regulations require that the name of the FRC (i.e., service coordinator) be included in the IFSP.
- Referral and Medical/Health Information**

What has changed since implementation?

- ◆ Altered some of the original “required/ not-required” decisions
- ◆ Removed some “optional” items not needed for reporting/compliance
- ◆ Reformatted IFSP document and aggressively implemented new show/hide decisions
- ◆ On-going maintenance due to policy changes

Lessons Learned

- ◆ Conduct formal lessons learned activity at project close (next slides)
- ◆ Recognize most complex IT projects don't finish on time (or finish at all)(Time, \$\$, Resources*)
- ◆ Be ready for compromises, scope reduction (need to pay later, phase 1, 2 etc.)
- ◆ Be clear about on-going costs just to maintain (FTEs, \$\$, contracts, etc.) (Not new stuff)
- ◆ Stakeholder sign-off on rules/requirements (literally)
- ◆ There will be maintenance due to new practices/policies

LESSONS LEARNED

Briskin Consulting facilitated a lessons learned session with the Executive Steering Committee and project leaders. The team initially developed a broad list of project successes and disappointments. Then, the team used the DIS Project Success Factors (adapted from the Standish Group) as a framework to evaluate the project successes and disappointments.

	Project Successes	Project Disappointments
<p>What project results do you consider successful (exceeding or meeting expectations – high value); and what outcomes do you consider disappointing (less than expected – value not justified by cost or difficulty)?</p> <p><i>Bolded items in this table reflect the top successes and disappointments.</i></p>	<ul style="list-style-type: none"> • Commitment by both the stakeholders and the project team • Bob Morris' (Project Director) leadership Cayzen's willingness and ability to respond to business needs and changes. Especially their ability to adjust to changes driven from the System Improvement Project which was running concurrent with the development phase. • User enthusiasm and support for the system heavily influenced by Bob Morris's leadership • ESIT's move to DEL helped expedite decisions using a faster timeframe. • DEL technical team was very responsive to the project. • Got a lot of functionality for the time, money and effort invested. • Cayzen's physical location close by DEL was a benefit. • The system itself – brings a lot of components together (rich user experience, interface, correspondence, doc generation, rich text stored in database) • Help generation system provides context related help on the application and policy. • Successful implementation in a very short timeframe • Training materials and # of people trained • The application delivered should improve service delivery and compliance with regulations and effective practices. 	<ul style="list-style-type: none"> • Requirements were not done on time. • Initial requirements work didn't meet expectations, and caused a lot of stress and pressure on development vendor. • Would have been easier if the System Improvement Project (SIP) was done first, rather than concurrently. • Offline application was taken off the table • Some users had to adjust their business processes to accommodate system requirements and SIP changes. • Wish we had more time for knowledge transfer • Wish internal team had more time to review system builds before field saw the work.

	Project Successes	Project Disappointments
	<ul style="list-style-type: none"> • Cayzen was able to deliver, even without background in early intervention environment. • The project was able to set priorities effectively and work within the realities of the EI system –action oriented, immediate, dynamic, and ever-changing. • The project implemented technology that helps with business improvements, e.g. gross motor evaluation. • The project team learned a lot about different ways users do their work in the field. Business rules did not always fit everyone and every user organization based on their size and program. The program was able to improve their understanding of how things worked in the field, and then apply that to the system and to business rules. • System will help enforce compliance efforts and necessary operational/policy changes. Enables effective reporting to federal govt. • System provides lots of support and functionality for end users. Incentive to use the system. • The system was delivered in a narrow time window and overcame external challenges like the move to DEL. • Cayzen did a good job taking responsibility for an incomplete set of requirements and finishing them in a timely manner with Bob Morris' help. • The project team worked very hard but is in a fairly good state of health and well-being at this point. 	<ul style="list-style-type: none"> • Forced to have many concurrent activities, due to schedule. • Would like to have environment and components integrated sooner. • Unfinished documentation. • Delays in readiness of the environments contributed to some delays.



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