



**Federal Fiscal Year 2010
Annual Performance Report**

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Part C State Annual Performance Report (APR) for FFY 2010**Overview of the Annual Performance Report Development:****Introduction:**

The State of Arkansas Annual Performance Report (APR) covers the federal fiscal year 2010. The period covered in this APR includes information collected from July 2010-June 2011. The Arkansas Department of Human Services (DHS) is the lead agency for the Part C program. Arkansas First Connections Infant and Toddler Program is a department within the Division of Developmental Disabilities (DDS). The department contracts with service providers to evaluate and provide direct services to infants and toddlers birth to three. The lead agency employs staff to perform different functions within the Early Intervention system.

Overview of the Annual Performance Report Development:

Arkansas' 2010 Annual Performance Report was developed through a detailed process involving the following persons: the Part C administrators, training personnel, data personnel, and quality assurance personnel. Arkansas' State Interagency Coordinating Council advised and assisted the Part C program throughout the reporting period. The quarterly meeting held with the state Interagency Coordinating Council aided in the development of the 2010 APR.

During the 2010-2011 reporting period, the Part C program conducted and attended meetings with the following stakeholders: Arkansas Department of Health, Arkansas Head Start Association, Arkansas Medicaid, Arkansas Department of Education, Arkansas School for the Deaf, Division of Child Care and Early Childhood Education, Division of Children and Family Services, Division of Developmental Disabilities Services Administrative Staff, State Service Coordinators, Quality Assurance Monitoring Team and Early Intervention Providers.

The Arkansas Part C program is working closely with all our partners within the state to increase the quality of services delivered to infants and toddlers birth to three. The Part C program continues to take advantage of the resources and assistance that is made available through The National Early Childhood Technical Assistance Center (NECTAC) and Southeast Regional Resource Center (SERRC). The agency also utilizes the materials and information made available through other national early intervention resource centers. Part C administrative personnel have attended: conferences, webinars and conference calls provided by OSEP and the National Technical Assistance agencies.

The Arkansas Part C program launched the Comprehensive Data System (CDS) on August 8, 2011. The Comprehensive Data System contains: built-in reports, edit checks and alerts. The system captures: referrals, evaluations, IFSP's, prior authorizations, transitions and exit data. In capturing this data, the system will allow for the reporting and analysis of data across: counties, regions, state, Service Providers, Service Coordinators and clients. The CDS will provide reports for Service Providers, Part C Program Staff and DHS Administrative Staff. The new data system has replaced the multiple data systems and we expect that this will enhance the state's capacity to use this information for system improvements.

However, the data for this APR will come from the data systems in place prior to August 2011.

Public Reporting: Arkansas's State Performance Plan (SPP) and APR are available on the First Connection website at www.arkansas.gov/dhs/ddds/FirstConn. The Service Provider report cards are also available for public viewing on the First Connection website.

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
2010	<i>100% of infants and toddlers with IFSP's will receive the early intervention services on their IFSP in a timely manner.</i>

Actual Target Data for FFY2010:

Indicator 1 FFY 2010	Total # of children with IFSP	Total # and % of children who received services in a timely manner including family delay.	Total # and % of children for who services were untimely.	State Total (%)	State Target
State Totals	842	759	83	90%	100%

In order to report the timeliness of services for infants and toddlers in Arkansas, the data is collected from all provider types. This includes data from Independent service providers, state service coordinators and Licensed Community Programs.

Data for Indicator 1 comes from multiple systems. The Data Unit uses the inquiry process to validate the Electronic Data System (EDS), Developmental Disabilities Services (DDS) Mainframe and the Special Education Automation System (SEAS) . The system currently does not fully support the reporting requirements of OSEP; such as reasons for delay and actual start date of services. Therefore, these items were added to the inquiry to be addressed by the providers. This was the initial basis for building an inquiry for providers to verify, change, if inaccurate, or provide more information as to the delay and reasons for the delay in starting services. This inquiry was compiled from two different systems; our DDS database, which captures the name, DOB, IFSP Dates and the EDS System captures the Start Date of Service. A report is then compiled for providers to verify and/or complete any missing information that is needed, and returned to me in an allotted timeframe. As a result of the inquiry, there were 842 children who had an IFSP of which 759 children (90%) with IFSP's received their services in a timely manner. For the 10% of children who had delayed services, the primary reason for delay was delay in receiving prescriptions from the physicians, with a fraction of delays being due to lack of service provider.

Progress:

The Arkansas Part C program demonstrated 90 % compliance during the 2010 reporting period, this is decrease from 95% in the 2009 reporting period. Part C is aware that this is a slight decrease in this area and will continue to work with providers and state staff to increase percentages in the area of timely services.

During the 2010-2011 reporting period the Arkansas Early Intervention Program had a total of 842 children with IFSP's. 759 children received all services listed on their IFSP's within a timely manner. This includes 75 with documentation of exceptional family delay. The Part C program considers "timely manner" to be no more than thirty (30) calendar days from the date of parental consent for the initial IFSP and no more than thirty (30) days from the date the parent consents to additional services. In order for services to be considered timely, they must start within 30 days of parental consent. The data indicated that 83 children did not receive their services in a timely manner.

Reasons for delays:

The Lead Agency staff has been in discussion with providers to determine the cause of their noncompliance. Once again, Agency staff discovered that providers are having difficulty in obtaining prescriptions from physicians. Arkansas Part C routinely provides technical assistance and outreach activities to, physicians, clinics, hospitals and other medical facilities in order to assist in the process of increasing the staffs knowledge base related to early intervention services. The Part C program also continues to collaborate with the Division of Child Care and Early Childhood Education in the ABCD III initiative that will assist early intervention in reaching physicians throughout the state of Arkansas.

Findings of Noncompliance:

The Part C program sent notification to providers informing them of their non-compliance. The letter informed the provider of their score related to timely services, cited the federal regulation and informed them that they must correct the noncompliance as soon as possible. Arkansas asks providers to correct within 90 days, however all noncompliance must be corrected no later than one year from the date of notification of the noncompliance. Part C placed several providers under a directed plan of correction. Arkansas Part C staff determined during desk reviews, that all services, although late **have been initiated** for the 83 children who did not receive their services in a timely manner.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for (FFY2010):

Arkansas Performance Plan Activities	Arkansas Improvement Activities Completed in 2010
1. Develop a new monitoring manual, that will assist the EI monitoring staff in determining the root cause of providers noncompliance related to timely provision of services.	The Lead Agency is in the process of developing the new EI Monitoring Manual. The development of the new manual continues to be a lengthy process due to the development of the new data system and the Part C regulations.
2. Re-design the EI Monitoring Tools to aid in assisting the state in reporting data related to timely services.	Activity completed during the reporting period.
3. Provide training to all providers and state staff on how to properly enter data in the new Comprehensive Data System.	Training was completed during the month of June and July 2011. TA continues to be provided on a daily bases to providers and staff.
4. The Part C program will use data to determine providers improvement	This is an on-going process for the Lead Agency.

<p>strategies.</p> <p>5 Training will continue to be provided to staff and providers on the provision of timely services.</p> <p>Provide Targeted Technical Assistance to providers and state staff to assist with improving the delivery of timely services.</p>	<p>The Lead Agency providers training on quarterly bases.</p> <p>This is an on-going process for providers and state staff that require assistance.</p>
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Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010:

Not Applicable

Correction of FFY 2009 Findings of Noncompliance (if State reported less than 100% compliance):

Level of compliance (actual target data) State reported for FFY 2009 for this indicator: 95 %

1. Number of findings of noncompliance the State made during FFY 2009 (the period from July 1, 2009, through June 30, 2010)	35
2. Number of FFY 2009 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)	35
3. Number of FFY 2009 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

Actions Taken if Noncompliance Not Corrected:

Not applicable

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

Arkansas’s Part C Administrative Staff conducted desk examinations of provider records to ensure that infants and toddlers with IFSP’s receive services in a timely manner. Part C considers a provider to be in compliance if services are started within 30 days of the IFSP meeting or if there is documentation of exceptional family delay. As specified in OSEP’s June 20, 2011, FFY 2009 SPP/APR Response Table,

when reporting the correction of noncompliance, the State must report, in its FFY 2010 APR, that it has verified that each EIS program with noncompliance reflected in the data the State reported for Timely Services : (1) is correctly implementing 34 CFR §§303.340(c), 303.342(e), and 303.344(f)(1) (i.e., achieved 100% compliance) based on updated data such as data subsequently collected through on-site monitoring or a State data system; and (2) has initiated services, although late, for any child whose services were not initiated in a timely manner, unless the child is no longer within the jurisdiction of the EIS program, consistent with OSEP.

As instructed in the guidance, the Part C Administrative Staff directed the providers to send in documentation that services were provided and Part C was able to confirm that services, although late, had been started for the 35 infants and toddlers who did not receive their services within 30 days. Also, to ensure that the providers understood and is properly implementing the requirements; the state staff required them to submit documentation on infants and toddlers with new or revised IFSPs. New updated data was reviewed and it was determined that the providers were correctly implementing the requirements and that all infants and toddlers with new or revised IFSPs received those services within a timely manner.

Describe the specific actions that the State took to verify the correction of findings of noncompliance identified in FFY 2009:

The Lead Agency staff completed a detailed review process. During the review process, agency staff looked at a percentage of records for each provider to verify that the program is correctly implementing the requirements for timely services for all infants and toddlers receiving each service listed on the IFSP within 30days of the IFSP meeting. The agency staff also looked at a percentage of records of updated data from each provider to determine if providers are initiating services of subsequent infants and toddlers in a timely manner. In conducting this process, consistent with OSEP Memorandum 09-02, dated October 17, 2008 (OSEP Memo 09-02), the state determined that each provider for whom data previously indicated noncompliance has corrected the noncompliance and is correctly implementing the regulatory requirement for infants and toddlers with IFSPs to receive services within the required timeframe.

APR Template – Part C (4)

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State

The agency completed subsequent review of each provider file that was reported to be out of compliance in FFY 2009. The results indicated that all providers corrected identified noncompliance and a review of updated data indicated that they are correctly implementing the regulatory requirement as instructed.

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

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
2010	<i>45.5 % of infants and toddlers with IFSP's who primarily receive early intervention services in the home and community-based settings.</i>

Actual Target Data for (2010):

Indicator 2 FFY 2010	# of children Served	# & % of children receiving services in the home or community based setting	State Target
State Totals	3222	1,219 -38%	45.5%

Arkansas Part C has not met its state target of 45.5% of infants and toddlers receiving services in the natural environment. During the 2010-2011 reporting period Part C served a total of 3,222 children. 1,219 (38 %) children were provided services in child care centers, baby sitters' homes, relatives' homes and their homes. 387 infants and toddlers were served in their home; 832 infants and toddlers were served in a typical daycare setting. This is consistent with the 618 Child Count data reported on December 1, 2010.

As previously indicated in 2006 Part C discovered that Developmental Day Treatment Clinic Services (DDTCS) were reporting as typically developing centers if they had any children that were not

developmentally delayed. The state provided clarification and direct assistance to the DDTCS's regarding this issue and since that time, Arkansas has not been able to meet the state targets. The state determined that previous data did not give an accurate picture of where children are receiving services. The stakeholder group and the Part C Administrative staff determined that it would be best for the state to revise the baseline and set new targets. The Lead Agency realizes that it may be several years before the data will show actual improvement related to Natural Environment.

Arkansas Part C Training Consultants continue to train agency staff and the provider's personnel in the area of natural environment. The Natural Environment Training Manual is used in training and the agency also provides on-site technical assistance. The Quality Assurance Team is actively involved in technical assistance process in order to aid providers in understanding the importance of children receiving services in the home or community –based settings. The state staff and providers may request training and technical assistance to ensure proper implementation of the policy regarding natural environment.

The Data Unit provides specialized training and technical assistance to state personnel and providers regarding reporting data as it relates to natural environment. While on-site, the Quality Assurance Team reviews Individual Family Service Plans (IFSP) to determine if services are being provided in the natural environment, and if not they make sure that the justification is appropriate.

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

The state of Arkansas continues to have children enrolled in Developmental Day Treatment Clinic Services (DDTCS). The Lead Agency is aware that the DDTCS's are not recognized as natural environment and thus the agency require the IFSP's of children that attend DDTCS's to have an appropriate individualized justification. However, majority of the DDTCS programs do mirror child care centers for typically developing children, and also serve children without disabilities through provision of daycare slots at their sites.

Part C has been in discussion with the DDTCS centers regarding improving their percentage of typical developing children at their sites. The agency realizes that this is an on-going process and will continue to be vigilant in their endeavors regard providers improving in this area. In certain rural areas of the state DDTCS centers may be the closest option available for infants and toddlers to receive early intervention services. The families report that the DDTCS centers provide their children with needed therapies and socialization. Parents have reported that the center staff also provides them with resources that assist them with improving their child's overall development. The state still has several DDTCS provides that have increased their numbers of typically developing children significantly, in spite of the financial barriers.

Arkansas was selected to participate in the Federal Expanding Opportunities Initiative in February 2011. The state sent an interagency team reflecting our early care and education partners to the FPG National Inclusion Institute in Chapel Hill, North Carolina. That team has begun to examine agency policies and practice regarding inclusion for young children and their families birth to five. The Arkansas Expanding Opportunities Team has agreed to assist Part C in looking at ways to address issues surrounding Natural Environment. The group is now being guided by a steering committee, which has convened two stakeholder meetings to discuss the challenges and identify strategies to increase the number of inclusive options for children birth through five. A work plan is being developed that focuses on early care and education (child care, family day care homes and private preschools) to enable them to have the supports

APR Template – Part C (4)

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needed to serve more children with disabilities in settings with typically developing children. The plan will have long-term and short term objectives. Initially, the team is interested in gathering data about the number of regular child programs that have children with disabilities as a way to measure progress.

The Part C program remains committed to working with other agencies in the state that provide staff development and child care subsidies in order to further support increasing efforts surrounding natural environment . Arkansas Early Intervention training staff has partnered with staff from Division of Child Care and Early Childhood Education and the Arkansas Department of Education to provide regional inclusion training for daycare providers in all areas of the state, with the goal of increasing understanding of the federal law and acceptance of early intervention recipients and providers in the regular daycare setting.

Arkansas Performance Plan Activities	Arkansas Improvement Activities Completed in 2010
<p>1 Arkansas will continue collaboration with the Division of Child Care and Early Childhood Education, the Department of Education and other entities to increase the number of inclusive options available for infants and toddler with disabilities.</p>	<p>The Lead Agency continues to provide training with the assistance of the Division of Child Care and Early Childhood Education and the Department of Education .</p>
<p>2 Part C training staff will continue to provide state staff and providers with information on how to increase the percentage of children who receive services in the natural environment.</p>	<p>The Lead Agency continues to training and provide technical assistance to provides and state staff regarding natural environment.</p>
<p>3 Re-design the EI monitoring training manual to aid the providers in increasing the percentage of children served in the natural environment.</p>	<p>This is an ongoing process for the Lead Agency.</p>

4 Part C will continue to monitor data that is reported on the IFSP regarding natural environment.	The Lead Agency is continue to review data to assist with training and technical assistance.
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Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for *FFY 2010*:

Not applicable

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

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:

Outcomes:

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

Progress categories for A, B and C:

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

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

Summary Statement 1: Of those infants and toddlers who entered or exited early intervention below age expectations in each Outcome, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program.

Measurement for Summary Statement 1:

Percent = # of infants and toddlers reported in progress category (c) plus # of infants and toddlers reported in category (d) divided by [# of infants and toddlers reported in progress category (a) plus # of infants and toddlers reported in progress category (b) plus # of infants and toddlers reported in progress category (c) plus # of infants and toddlers reported in progress category (d)] times 100.

Summary Statement 2: The percent of infants and toddlers who were functioning within age expectations in each Outcome by the time they turned 3 years of age or exited the program.

Measurement for Summary Statement 2: Percent = # of infants and toddlers reported in progress category (d) plus [# of infants and toddlers reported in progress category (e) divided by the total # of infants and toddlers reported

in progress categories (a) + (b) + (c) + (d) + (e)] times 100.

FFY	Measurable and Rigorous Target
<i>2010</i>	<p>A: 1-56.75% 2- 24.75%</p> <p>B: 1-52.75% 2- 20.75%</p> <p>C: 1-56.50% 2- 22.75%</p>

Actual Target Data for 2010

Entry and exit data were available for a total of 1438 children for Early Childhood Outcomes, who received services for more than six months and exited during FFY 10.

Outcome A. Positive social emotional skills (including social relationships)	Number of Children	% of children
a. Percent of infants and toddlers who did not improve functioning	73	5%
b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same aged peers	390	28%
c. Percent of infants and toddlers who improved functioning to a level nearer to same aged peers but did not reach it	618	43%
d. Percent of infants and toddlers who improved functioning to reach a level comparable to same aged peers	269	19%
e. Percent of infants and toddlers who maintained functioning at a level comparable to same aged peers	88	7%
Total	N = 1438	100%

B. Acquisition and Use of knowledge and skills (including early language/communication)	Number of Children	% of children
a. Percent of infants and toddlers who did not improve functioning	82	6%
b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same aged peers	426	30%
c. Percent of infants and toddlers who improved functioning to a level nearer to same aged peers but did not reach it	575	40%
d. Percent of infants and toddlers who improved functioning to reach a level comparable to same aged peers	261	19%
e. Percent of infants and toddlers who maintained functioning at a level comparable to same aged peers	94	7%
Total	N = 1438	100%

C. Use of appropriate behaviors to meet their needs)	Number of Children	% of children
a. Percent of infants and toddlers who did not improve functioning	89	7%
b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same aged peers	400	28%
c. Percent of infants and toddlers who improved functioning to a level nearer to same aged peers but did not reach it	582	41%
d. Percent of infants and toddlers who improved functioning to reach a level comparable to same aged peers	281	20%
e. % of children who maintained functioning at a level comparable to same aged peers.	86	6%
Total	N = 1438	100%

	Actual 2009	Target for 2010	Summary Statement 1 Actual 2010	Actual 2009	Target for 2010	Summary Statement 2 Actual
Outcome A: Positive social emotional skills (including social relationships)	67%	56.75%	66%	23%	24.75%	25%
Outcome B: Acquisition and Use of knowledge and skills (including early language/communication)	65%	52.75%	64%	23%	20.75%	25%
Outcome C: Use of appropriate behaviors to meet their needs)	65%	56.50%	64%	21%	22.75%	26%

2010/2011 Data for Indicator 3

A. Positive Social Emotional Skills

Summary Statement 1: **(66%)** {Of those children who entered the program below age expectation in the Outcomes Area, the percent who substantially increased their rate of growth by the time they exited the program.}. **The target of 56.75% was met and there was a small decrease from 2009 performance of 67%.**

$$\text{Calculation} = c + d/a + b + c = d =$$

$$618 + 269 = 887/1350 = 66\%$$

Summary Statement 2: **(25%)** {The percent of children who are functioning within expectations in the Outcome Area by the time they exited the program} **The target of 24.75% was met and the actual performance was slightly higher than 23% in 2009.**

$$\text{Calculation} = d + e/ a + b + c + d + e$$

$$269 + 88 + 357/1438 = 25\%$$

B. Acquisition and Use of Knowledge and Skills

Summary Statement 1: **(64%)** {Of those children who entered the program below age expectation in the Outcomes Area, the percent who substantially increased their rate of growth by the time they exited the program.} **The target of 52.75% was met and there was small slippage from performance of 65% from the previous year.**

$$\text{Calculation} = c + d/a + b + c = d =$$

$$582 + 281 = 863/1352 = 64\%$$

Summary Statement 2: **(25%)** {The percent of children who are functioning within age expectations in the Outcome Area by the time they exited the program} **The target of 20.75% was met and there was improvement over the 23% performance for FFY 2009.**

$$\text{Calculation} = d + e / a + b + c + d + e =$$

$$261 + 281 = 863 / 1352 = 64\%$$

C. Takes Appropriate Action to Meet Needs

Summary Statement 1: **(64%)** {Of those children who entered the program below age expectation in the Outcomes Area, the percent who substantially increased their rate of growth by the time they exited the program.} **The target of 56.5% was met and there was small slippage from 65 in FFY2009 .**

$$\text{Calculation} = c + d / a + b + c + d =$$

$$582 + 281 = 863 / 1352 = 64\%$$

Summary Statement 2: **(26%)** {The percent of children who are functioning within age expectations in the Outcome Area by the time they exited the program}. **The target of 22.75% was met and there was improvement over the 21% performance for FFY 2009.**

$$\text{Calculation} = d + e / a + b + c + d + e =$$

$$281 + 86 = 367 / 1438 = 26\%$$

Arkansas Performance Plan Activities	Arkansas Improvement Activities Completed in 2010
<ol style="list-style-type: none"> 1. Provide training and technical assistance to state staff and providers on how to properly complete the outcome summary form on the new Comprehensive Data System 2. Update the EI Monitoring Manual to assist the state in reporting outcome data. 	<p>This is an on-going process for the Lead Agency. Training was completed during the month of June and July 2011. TA continues to be provided on a daily bases to providers and staff.</p> <p>The Lead Agency is in the process of developing the new EI Monitoring Manual. The development of the new manual continues to be a lengthy process due to the development of the new data system and the Part C regulations.</p>

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

Not Applicable

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

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)

Measurement:

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

FFY	Measurable and Rigorous Target
<i>FFY 2010</i>	<ul style="list-style-type: none"> A. <i>Arkansas will achieve 80 %</i> B. <i>Arkansas will achieve 70 %</i> C. <i>Arkansas will achieve 87 %</i>

Actual Target Data for (FFY2010):

Arkansas Part C program mailed approximately 4000 surveys to families who had an active IFSP and who received early intervention services during FY 2010. The agency provided the families with two different options for responding to the survey , hard copy via mail and on-line at the First Connection website. The survey requested the respondents report county of residence, their child's service provider, and their child's race and ethnicity. Arkansas families completed and returned 515 (13%) surveys that revealed the following:

	Target	FY09	FY10
A. Know their rights	80%	64.5%	(350/515) 67.9%
B. Effectively communicate their children’s needs	70%	69.4%	(365/515) 71.3%
C. Help their children develop and learn	87%	73.2%	(391/515) 75.9%

Arkansas Early Intervention reported in the 618 Child Count for December 1, 2010 that a total of 3222 children were served in the Early Intervention Program. All 100% of our counties were represented by families’ response; covering all quadrants of the state, and showing representation by race throughout the state, with an increase in the responses for African –American families but a decrease in the number of surveys from Hispanic families.

The representation by race is reported below:

Race Categories	Percentage Child Count Population Represented by Race	Percentage of Returned Family Survey Represented by Race
American Indian or Alaska Native	.07%	1%
Asian or Pacific Islander	1%	1%
African-American	40%	28%
Hispanic	6%	0%
White	53%	60%

A: Know their rights -The data indicates an increase in the percentage from FFY 2009

B. Effectively communicate their children’s needs – Part C met and exceeded the state target.

C. Helping their children develop and learn- Arkansas did not meet the target; but the state is making improvements in this area each year.

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

Part C is pleased with the progress towards meeting the targets in this area. During the 2010 reporting period Arkansas has been in the process of training and providing technical assistance to new service coordinators. This is an on-going process that the agency is conducting to strengthen the coordination efforts of the new service coordinators. Also, the providers updating of the records regarding changes of address for families that have moved within the reporting period has been delayed, thus hindering the quantity of returned surveys. The implementation of the Comprehensive Data System should assist in improving the recording of families' addresses.

Additionally, the language barrier of the Hispanic population another factor may have caused a reduction in the amount of surveys could have been. We worked with our providers to make private space available to families to complete the surveys; however, we believe this did not significantly change the result. We are currently planning to translate the cover letter in Spanish and include a statement offering the survey in Spanish to better assess how well the program meets the needs of our Hispanic families.

Part C is identifying family support initiatives that specialize in outreach to Spanish speaking families to evaluate our efforts in reaching families for whom English is a second language. We will look for alternate methods of measuring this indicator across all families.

Arkansas Performance Plan Activities	Arkansas Improvement Activities Completed in 2010
1. Explore the development of an ICC Subcommittee that would study and advise on methods to increase the number of parents completing and returning the survey.	The State ICC has made recommendations in this area and are continuing to review activities that may assist the Lead Agency.
2. Update the EI Monitoring Manual to include the use of family survey data to assist with providing technical assistance and improving the quality of services.	This is an on-going process for the Lead Agency.
3. Explore the development of a survey	The Lead Agency continues to review different options

<p>that is more family-friendly for Arkansas' unique population.</p> <p>4 Explore the options of re-directing the efforts of the PTI in regards to the birth to three programs</p> <p>5 Arkansas will look at different ways of sending and receiving the family survey</p>	<p>regarding the development of a new survey.</p> <p>This is an on-going process for the Lead Agency.</p> <p>Arkansas continues to discuss different ideals related this process.</p>
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Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for *FFY 2010*:

Not Applicable

Part C State Annual Performance Report (APR) for 2010

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 toddler 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
<i>2010</i>	<i>Arkansas will improve in the area to .55%</i>

Actual Target Data for FFY 2010:

Table 5 FFY 2010	# of Infants Birth to 1 Served in Part C	Total # of Infants Birth To 1	Percent of Infants Birth to 1 Served in Part C	State Target
Infants Birth to One	367	38,402	.96	.55%

National Average: 44,341 / 4,314,824 (1.03%)

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for (FFY2010):

The state of Arkansas is pleased to report that we exceeded the states target of .55% of infants' birth to 1 year of age during the 2010 reporting period by 41%. Arkansas reviewed national data and found that we are very close to the national average of 1.03%.

The Lead Agency implemented the Comprehensive Data System in August 2011. The new system will allow early intervention program to track the referral of infants entering the Part C program. Arkansas attributes the increase in the percentage of infants served to the following reasons:

- Arkansas Early Intervention and the Arkansas School for the Deaf continue to work in partnership to increase the percentage of infant's that are deaf/hearing impaired.
- The Early Intervention providers and state staff continue to conduct series of public awareness activities in their regions to increase the percentage of infants identified and served.
- The Lead Agency Staff continue to remain a part of the Assuring Better Health Development (ABCD) Initiative, which is responsible for 9 month, 18 month and 24 month screening for children who are Medicaid eligible. The ABCD III council continues to work on the following goals: compose/clarify models of service delivery and financing that will promote high quality care supporting children's healthy development for Medicaid eligible children birth to three years of age, provide pediatric providers and parents with knowledge and skills needed to furnish health care in a manner that supports a child's healthy growth and development.
- Arkansas state and local Interagency Coordinating Council staff and members work to provide information to parents', physicians, hospitals, clinics, libraries, childcare and other family settings. They also conduct public awareness activities throughout the state to improve the early identification of infant's birth to one years of age.
- The Part C Administrative staff remains a part of the Court Teams for Maltreated Infants and Toddlers Project. The Project is a systems change initiative focused on improving how the courts, child welfare agencies and related child-serving organizations work together, share information and expedite services for young children. The project is also looking at ways to assist in the area of Fetal Alcohol Spectrum Disorder.
- The Lead Agency continues its involvement with the Division of Children and Family Services (DCFS) Fetal Alcohol Spectrum Disorder Task Force (FASD). The Arkansas FASD Task Force has several objectives that require key partners to assist in implementation. The following are objectives listed by the FASD Task Force: Develop committee groups to focus on the areas of intervention and diagnosis, provide education, support and intervention planning services to families.

- Arkansas Part C staff continues to be a part of the Arkansas Association for Infant Mental Health (AAIMH) project. The purpose of AAIMH is to build public awareness of the importance of prenatal care, promote best practices and education to support healthy development of infants and toddlers, promote professional development and best practices to enhance the relationship between infants/toddlers and their care givers and promote collaboration and communication among persons involved.

Arkansas Performance Plan Activities	Arkansas Improvement Activities Completed in 2010
<p>1. Arkansas will develop strategies that will provide information on the benefits of early intervention to parents of premature infants.</p>	<p>This is an on-going activity for the Lead Agency.</p>
<p>2. Continue to collaborate with the Fetal Alcohol Syndrome Task Force to increase awareness of the EI program.</p>	<p>The Lead Agency continues its involvement as a part of the Fetal Alcohol Syndrome Task Force.</p>
<p>3. Arkansas will continue to advertise in the Family Magazine</p>	<p>The Lead Agency continues to promote the Arkansas Early Intervention Program in the Family Magazine.</p>
<p>4. Continue collaboration with Division of Child Care and Early Childhood Education and Arkansas Department of Education to provide inclusion training to daycare providers in all regions of the state.</p>	<p>The Agency continues to provide Inclusion Training to daycares providers with the assistance of the Division of Child Care and Early Childhood Education and Arkansas Department of Education.</p>

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010
Not applicable

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

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 toddler 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
<i>2010</i>	<i>Arkansas will improve to 2.37%</i>

Actual Target Data for 2010:

Table 6 FFY 2010	# Birth to Three Served in Part C	# Total Birth To Three	Percent Birth to Three Served in Part C	2010 SPP State Target
Infants and Toddlers Birth To Three	3,227	117,194	2.75%	2.37%

National Average: 348,604 / 13,055,982 = 2.67%

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

In the 2010 reporting period Arkansas met and exceeded its target of 2.37%. In reviewing the data it indicated that Arkansas Part C served 3,227 infants and toddlers birth to 3 years of age. Arkansas served fewer children in the previous two years, 2,721 in 2009 and 2, 878 infants and toddlers in the 2008

reporting year. This is a significant increase in the percent served, while the overall birth rate for the state decreased. Arkansas is very pleased that we are seeing the results of our extensive child find efforts.

The Lead Agency has continued to increase child find activities that should enable the state to maintain an excellent record of identifying infants and toddler's birth to 3 years of age. Arkansas will continue all public awareness activities, partnerships, collaborations, and related activities to increase the percentage of infants and toddlers served.

The following are activities that the Lead Agency take part in that has aided the Part C program in reaching 2.75%.

- The Early Intervention providers and state staff continue to conduct series of public awareness activities in their regions to increase the percentage of infants and toddlers identified and served.
- Arkansas Part C staff continues to be a part of the Arkansas Association for Infant Mental Health (AAIMH) project. The purpose of AAIMH is to build public awareness of the importance of prenatal care, promote best practices and education to support healthy development of infants and toddlers, promote professional development and best practices to enhance the relationship between infants/toddlers and their care givers and promote collaboration and communication among persons involved.
- The Lead Agency continues its involvement with the Division of Children and Family Services (DCFS) Fetal Alcohol Spectrum Disorder Task Force (FASD). The Arkansas FASD Task Force has several objectives that require key partners to assist in implementation. The following are objectives listed by the FASD Task Force: Develop committee groups to focus on the areas of intervention and diagnosis, provide education, support and intervention planning services to families.
- The Part C Administrative staff remains a part of the Court Teams for Maltreated Infants and Toddlers Project. The Project is a systems change initiative focused on improving how the courts, child welfare agencies and related child-serving organizations work together, share information

and expedite services for young children. The project is also looking at ways to assist in the area of Fetal Alcohol Spectrum Disorder.

- Arkansas state and local Interagency Coordinating Council staff and members work to provide information to parents', physicians, hospitals, clinics, libraries, childcare and other family settings. They also conduct public awareness activities throughout the state to improve the early identification of infant's birth to one years of age.
- The Lead Agency Staff continue to remain a part of the Assuring Better Health Development (ABCD) Initiative, which is responsible for 9 month, 18 month and 24 month screening for children who are Medicaid eligible. The ABCD III council continues to work on the following goals: compose/clarify models of service delivery and financing that will promote high quality care supporting children's healthy development for Medicaid eligible children birth to three years of age, provide pediatric providers and parents with knowledge and skills needed to furnish health care in a manner that supports a child's healthy growth and development.
- Arkansas Early Intervention and the Arkansas School for the Deaf continue to work in partnership to increase the percentage of infants and toddlers that are deaf/hearing impaired.

Arkansas Performance Plan Activities	Arkansas Improvement Activities Completed in 2010
<p>1. Arkansas First Connections Public Awareness Committee will coordinate with other agencies, departments and associations in order to increase the awareness of the early intervention program.</p>	<p>The Lead Agency has continued to work with agencies, departments and associations to increase awareness of the Part C program.</p>
<p>2. In order to increase the percentage of children served from birth to three, Arkansas will seek new areas in which to concentrate their child find efforts.</p>	<p>The Lead Agency works with other entities to determine where the agency may concentrate their identification efforts.</p>
<p>3. Arkansas will analyze the data and determine the areas of the state that the child find committee must target.</p>	<p>This is an on-going activity for the Lead Agency.</p>

<p>4. Continue to advertise in the Family Magazine.</p> <p>5. Continue collaboration with Division of Child Care and Early Childhood Education and Arkansas Department of Education to provide inclusion training to daycare providers in all regions of the state.</p>	<p>The Lead Agency continues to promote the Arkansas Early Intervention Program in the Family Magazine.</p> <p>The Agency continues to provide Inclusion Training to daycares providers with the assistance of the Division of Child Care and Early Childhood Education and Arkansas Department of Education.</p>
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Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2010
Not Applicable

Part C State Annual Performance Report (APR) for 2010

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 evaluation and assessment and an initial IFSP meeting was conducted within Part C’s 45-day timeline) divided by the (# of eligible infants and toddlers evaluated and assessed)] times 100.

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

FFY	Measurable and Rigorous Target
2010	Arkansas will have 100%

Actual Target Data for 2010:

Indicator 7 FY 2010	Total # of children with IFSP’s	Total # of children who received evaluation and initial IFSP within 45 day.	Total % of children for whom evaluation and IFSP were untimely.	State Total (# and %)	State Target
State Totals	612	570	42	570/612= 94%	100%

Arkansas Part C demonstrated 94% compliance for Indicator 7 during the 2010 reporting period. This represents slight slippage from the 99% of 2009, but maintains progress over 83% level of compliance in the 2008 reporting period. Arkansas continues to be pleased with the progress that providers have made in the area of infants and toddlers receiving evaluations, assessments and IFSP meetings within a timely manner.

Eighty (80) infants and toddlers did not receive their evaluation, assessment and IFSP meeting in a timely manner due to exceptional family circumstances. Forty-two (42) children did not have a timely Evaluation/Assessment and IFSP meetings due to program reasons. Even though they were late, all 42 children did have an IFSP developed and implemented. The program experienced some staff turnover during this reporting period resulting in delays. Three new state service coordinators were hired in this time period. These issues combined with difficulty with prior authorizations led to delays in holding the initial IFSP meeting in a timely manner.

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

Part C staff is closely examining the information that providers are reporting in regards to their process of evaluating, assessing and holding timely IFSP meeting of infants and toddlers. Administrative staff provides targeted technical assistance to providers that may need further clarification about the 45 day timeline for conducting evaluations, assessments and holding timely IFSP meetings. Providers are asked to review their processes and determine if changes are needed based on their level of compliance. Part C staffs assist providers in determining what changes are needed in order to see immediate progress.

Part C determined that providers are having difficulty obtaining a prescription from the primary care physician in a timely manner. Reports indicate that Arkansas experiences a shortage of primary care physicians in the rural areas of the state. Arkansas Part C continues to provide outreach activities to hospitals, physicians, clinics and other medical facilities to increase their knowledge of the benefits of infants and toddlers receiving early intervention services. The Part C program also collaborates with the Division of Child Care and Early Childhood Education in the ABCD III initiative that will assist early intervention in reaching physicians throughout the state of Arkansas. Arkansas will provide training and technical assistance to providers and state staff on an ongoing basis.

Arkansas Performance Plan Activities	Arkansas Improvement Activities Completed in 2010
<p>1. Develop a new monitoring manual that would assist the EI Monitoring staff in determining the root cause of provider’s non-compliance as it relates to meeting the 45 day</p>	<p>The Lead Agency is in the process of developing the new EI Monitoring Manual. The development of the new manual continues to be a lengthy process due to the development of the new data system and the Part C regulations.</p>

<p>timeline.</p> <p>2. Re-design the EI monitoring tools to aid them in assisting the state in reporting data related to 45 day timeline.</p> <p>3. Provide training and technical assistance to state staff and providers on how to properly input data related to 45 day timeline into the Comprehensive Data System.</p> <p>4. Continue to provide training and technical assistance to providers on evaluations, assessments and meeting the 45 day timeline.</p> <p>5. Provide Targeted Technical Assistance to providers and state staff whose data indicated noncompliance.</p> <p>6. The Part C program will continue to monitor the effectiveness of evaluations, assessments and the IFSP process to implement needed changes.</p> <p>7. Part C will continue to monitor to ensure compliance.</p>	<p>The Lead Agency has completed this process and will continue to review the tool for need updates.</p> <p>This is an on-going process for the Lead Agency. Training was completed during the month of June and July 2011. TA continues to be provided on a daily bases to providers and staff.</p> <p>The Lead Agency provides training on quarterly bases. TA is provided daily to providers and state staff.</p> <p>The Lead Agency provides Targeted Technical Assistance to providers and state staff whose data indicates noncompliance.</p> <p>Arkansas will continue to monitor for the effectiveness of evaluations, assessments and the IFSP process.</p> <p>The Part C program will continue monitor to ensure that providers are in compliance.</p>
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Correction of FFY 2009 Findings of Noncompliance (if State reported less than 100% compliance):

Level of compliance (actual target data) State reported for FFY 2009 for this indicator: 99%

<p>1. Number of findings of noncompliance the State made during FFY 2009 (the period from July 1, 2009, through June 30, 2010)</p>	<p>5</p>
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APR Template – Part C (4)

ARKANSAS
State

2. Number of FFY 2009 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	5
3. Number of FFY 2009 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

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

Part C Staff reviewed the provider's files to verify that each child who did not have an evaluation and IFSP meeting within 45 days had completed evaluations and that the initial IFSP meeting had been conducted, although late.

The administrative staff also looked at a number of new referrals from each provider that was out of compliance to determine if these children had their evaluations, assessments and IFSP meetings in a timely manner. In conducting this process, consistent with OSEP Memo 09-02, the state determined that each provider had completed an evaluation and held the initial IFSP meeting for subsequent children who had been referred. The state is confident that these programs are now correctly implementing the regulatory requirement of providing an evaluation and assessment and holding the initial IFSP meeting within the 45 day timeline.

Actions Taken if Noncompliance Not Corrected:

Not applicable

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

Not applicable

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C / Effective Transition

Indicator 8: Percentage of toddlers exiting Part C who received timely transition planning support the child’s transition to preschool and other appropriate community services by their third birthday including:

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

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

Measurement:

- A. Percent = [(# of children exiting Part C who have an IFSP with transition steps and services) divided by the (# of children exiting Part C)] times 100.
- B. Percent = [(# of children exiting Part C and potentially eligible for Part B where notification to the LEA occurred) divided by the (# of children exiting Part C who were potentially eligible for Part B)] times 100.
- C. Percent = [(# of toddlers with disabilities exiting Part C where the transition conference occurred at least 90 days, and at the discretion of all parties, at least nine months prior to the toddler’s third birthday for toddlers potentially eligible for Part B) divided by the (# of toddlers with disabilities exiting Part C who were potentially eligible for Part B)] times 100.

Account for untimely transition conferences, including reasons for delays.

FFY	Measurable and Rigorous Target
2010	100%

Actual Target Data for 2010

A. IFSPs with transition steps and services:

a. Number of children exiting Part C who have an IFSP with transition steps and services	1199
b. Number of children exiting Part C	1314
Percent of all children exiting Part C who received timely transition planning to support the child’s transition to preschool and other appropriate community services by their third birthday (Percent = [(a) divided by (b)] times 100)	91%

B. Notification to LEA:

a. Number of children exiting Part C and potentially eligible for Part B where the notification to the LEA occurred	1267
b. Number of children exiting Part C who were potentially eligible for Part B	1314
Percent of all children exiting Part C who received timely transition planning to support the child’s transition to preschool and other appropriate community services by their third birthday (Notification to LEA) (Percent = [(a) divided by (b)] times 100)	96%

C. Timely Transition Conference:

a. Number of children exiting Part C and potentially eligible for Part B where the transition conference occurred	1148
b. Number of children exiting Part C who were potentially eligible for Part B	1314
Percent of all children exiting Part C who received timely transition planning to support the child’s transition to preschool and other appropriate community services by their third birthday (Transition Conference) (Percent = [(a) divided by (b)] times 100)	87%

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

A. There were a total of 1314 children exiting Part C

1199 had steps in place (91%) Calculation: $1199/1314 \times 100 = 91\%$ (this reflects slippage for this indicator - down from 96%)

115 children did not have transition steps and services on the IFSP

B. There were a total of 1314 children who were potentially eligible for Part B services We had improvement over the previous year’s performance on the LEA notification.

1267 had the notification sent to LEA Calculation: $1267/1314 \times 100 = (96\%)$ (*increased from 95%*). The programs failed to send LEA notification for 47 children.

C. **1148** had timely transition conferences Calculation: $1148/1314 \times 100 = (87\%)$ (*Increased from 86%*) including **198** family delays.

166 children had untimely conferences due to reasons caused by provider delays; such as late scheduling and providers being closed in the summer months (affecting approximately 36 providers)

The number of children reaching transition age continues to increase for the state. This heavier load for the providers has added stress on the system trying to keep up with the growing needs for transitioning more and more children. That the state was still able to maintain an over 90% adherence for steps and LEA notices and near 90 percent for timely transition conferences reflects great effort by providers and service coordinators in following procedures and in delivering accurate and timely data. The Lead Agency continues to strive to improve the transition process. The state has updated the transition training manual to include a more detail procedures for late referrals and individualizing transition plans. Transition Booklets are made available by service coordinators and provider staff to aid parents in the transition process. To improve the transition process in Arkansas, more information has been provided in required training classes related to timelines for notification of the local education agency about children who are exiting Part C and are potentially eligible for Part B services. The state believes that the improvement is also due to extensive analysis of the data by lead agency staff and emphasis on technical assistance to providers who demonstrated noncompliance.

Providers and service coordinators continue their focus on following procedures for children exiting Part C and transitioning to Part B services. Being aided by the new comprehensive data system, there have been increased efforts by providers and service coordinators in delivering accurate and timely data.

The collaborative efforts of the Lead Agency and the Arkansas Department of Education in 2009 & 2010 assisted in providing training and the development of a Transition Booklet. The providers and state staff provide the Transition Booklets to parents to assist in the seamless process.

The Lead Agency and the Arkansas Department of Education revised the Interagency Agreement in 2011. The agency will continue to work with the Department of Education to strengthen the transition process.

Preceding the actual collection of the transition data for reporting purposes, the data manager conducted a training exercise with all providers and service coordinators to ensure that inquiries would be completed properly. Arkansas Part C training consultants added to the Transition class for service coordinators to address the requirements for transition plans for late referrals to Early Intervention. The training team will

speak to this matter during the quarterly trainings. In reviewing the results of the training exercise, it was discovered that many service coordinators were entering the date of the Early Childhood Programming Conference instead of the transition conference date. The data manager and the training consultant provided technical assistance through phone calls, emails, and site visits to each provider who was providing inaccurate information. Information was added to the Transition and Data Requirements classes provided for new service coordinators. This information will also be addressed during quarterly Service Coordination Updates to be required since the adoption of increased service coordination certification and recertification requirements.

Part C Quality Assurance staff verified through onsite review that transition plans contained steps and were individualized to meet the needs of each child & family, that programs send LEA notices in a timely manner and that the transition conferences are scheduled and held not less than 90 days before the child’s third birthday.

Arkansas Performance Plan Activities	Arkansas Improvement Activities Completed in 2010
1. Continued training and technical assistance will be provided on the new computer data system.	This is an on-going process for the Lead Agency. Training was completed during the month of June and July 2011. TA continues to be provided on a daily bases to providers and staff.
2. Providers will continue to provide the Transition Booklet to parents.	Providers and state staff will continue to provide Transition Booklets to parents.
3. Collaboration with Arkansas Part B will continue.	The Lead Agency will continue collaborations with Arkansas Part B program.
4. Training staff and monitoring staff will continue to provide technical assistance for this Indicator as needed.	The Lead Agency’s training and monitoring staff will continue to provide technical assistance as needed.

Additional Information Required by the OSEP APR Response Table for this Indicator (if applicable):

C8-A – IFSPs with Transition steps

Correction of FFY 2009 Findings of Noncompliance (if State reported less than 100% compliance):

Level of compliance (actual target data) State reported for FFY 2009 for this indicator: 96____%

1. Number of findings of noncompliance the State made during FFY 2009 (the period from July 1, 2009, through June 30, 2010)	5
2. Number of FFY 2009 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	5
3. Number of FFY 2009 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

C8-B – LEA Notification

Correction of FFY 2009 Findings of Noncompliance (if State reported less than 100% compliance):

Level of compliance (actual target data) State reported for FFY 2009 for this indicator: 95____%

1. Number of findings of noncompliance the State made during FFY 2009 (the period from July 1, 2009, through June 30, 2010)	4
2. Number of FFY 2009 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	4
3. Number of FFY 2009 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

C8-Timely Transition Conferences

Correction of FFY 2009 Findings of Noncompliance (if State reported less than 100% compliance):

Level of compliance (actual target data) State reported for FFY 2009 for this indicator: _86____%

1. Number of findings of noncompliance the State made during FFY 2009 (the period from July 1, 2009, through June 30, 2010)	6
2. Number of FFY 2009 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 2009 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

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

Arkansas state staff worked with providers to determine the cause of their noncompliance with timely transition planning. During the process Part C determined that providers are not properly reporting their data related to transition. The Part C Training Staff has provided direct training to providers regarding how to report the required information and provides training and technical assistance to providers and state staff on an ongoing basis. Also, the state has informed the providers of appropriate enforcement actions, if non-compliance is not corrected.

In verifying correction of noncompliance, Arkansas Part C Administrative Staff conducted reviews of provider records to ensure that infants and toddlers with IFSP's receive timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday. As specified in OSEP's June 1, 2011, FFY 2009 SPP/APR Response table, when reporting the correction of noncompliance, the state must report in its FFY 2010 APR, that it has verified that each EIS program with noncompliance reflected in the data the State reported for Transition Services : (1)

- i.* is correctly implementing the IFSP transition content requirements (i.e., achieved 100% compliance) in 34 CFR §303.148(b)(4) and 303.344(h) and 20U.S.C 1436(a)(3),
- ii.* the LEA notification requirements in §303.148(b)(1) ,and
- iii.* the timely transition conference requirements in §303.148(b)(2)(i) as modified in IDEA section 637 (a)(9)(ii)(II). and based on a review of updated data such as data subsequently collected through on-site monitoring or a State data system;

and (2)

- i.* has developed an IFSP with transition steps and services for each child,
- ii.* has provided notification to the LEA for each child,
- iii.* has conducted a transition conference,

although late, unless the child is no longer within the jurisdiction of the EIS program, consistent with OSEP Memo 09-02.

In accordance with this guidance, the Part C administrative Staff reviewed the updated data and determined that the providers were correctly implementing the requirements and that all children are

receiving appropriate transition planning, unless the child is no longer in the jurisdiction of the program.

Describe the specific actions that the State took to verify the correction of findings of noncompliance identified in FFY 2009:

A notification was sent to providers informing them of their non-compliance. The letter informed the provider of their score on transition steps, LEA notifications and timely transition conferences, cited the federal regulations and informed them that they have to ensure that all children receive timely transition planning and that they must correct all noncompliance. Our procedures give the providers 90 days to correct identified noncompliance, however, correction must be made no later than one year from the date of notification.

In verifying correction of noncompliance, the Part C quality assurance staff looked at records for the children who did not receive timely transition planning and were not in compliance with requirements to verify that the children received transition services (steps and services, LEA notification and transition conference although late, unless that child is no longer within the jurisdiction of the program. All noncompliance was corrected.

Staff also looked at a percentage of records of updated data (new child records) from each provider to determine if providers are adhering to the requirements for transition, including steps and services on the child's IFSP, LEA notification for potentially eligible children and transition conferences at least 90 days prior to the child's third birthday. In conducting this process, consistent with OSEP Memorandum 09-02, dated October 17, 2008 (OSEP Memo 09-02) the state determined that each provider for whom data previously indicated noncompliance is correctly implementing the regulatory requirement for children receiving transition services.

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

None

Part C State Annual Performance Report (APR) for 2010

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 9 Worksheet” to report data for this indicator (see Attachment A).

FFY	Measurable and Rigorous Target
2010	<i>Arkansas will have 100%</i>

Actual Target Data for FFY 2010:

The percentage of noncompliance corrected within one year 100%.

The state lead agency issued 55 findings of noncompliance during the fiscal year. Using the reporting and tracking processes for onsite monitoring described below, the lead agency has verified correction for all 55 findings, using both prongs according to the 09-02 Memo.

Identification and Correction of Individual Instances of Noncompliance

Data for reporting identification and correction of noncompliance is from on-site visits made by Arkansas quality assurance/ monitoring staff. Every program was visited during the fiscal year for the purpose of conducting a review of individual child records using a tool designed to determine whether the program is in compliance with state and federal requirements. When any child record indicates less than 100% for a compliance indicator, the program is issued a finding and required to correct the noncompliance for each individual child record, as long as that child is still in the program. For example, for a child whose IFSP

was not developed within the 45 day time line, the program must show that the team has completed an evaluation and developed an IFSP for that particular child.

Verification of Correction of Systemic Noncompliance

In addition to correcting individual child noncompliance, Arkansas requires each program who has received a finding of noncompliance to submit additional updated data for subsequent children to ensure that they are correctly implementing the specific regulatory requirements. Providers are notified in writing when they have findings of noncompliance and are required to correct them as soon as possible. Monitoring reports identifying noncompliance require correction be completed within 90 days of the report, for current as well as subsequent children. In no case is correction later than one year of notification.

Onsite visits also provide an opportunity to answer questions and provide clarification about specific requirements. Quality assurance staff have been able to help programs examine the reasons for noncompliance and avoid similar issues in the future.

Arkansas Part C administrative staff has a process to ensure that noncompliance is properly identified and corrected. The Administrative staff is regularly involved in technical assistance calls provided by OSEP, NECTAC and SERRC. The information provides guidance, clarification and direction to our staff and aids the program in assisting providers in improving services to infants and toddlers.

INDICATOR C-9 WORKSHEET

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2009 (7/1/09 through 6/30/10)	(a) # of Findings of noncompliance identified in FFY 2009 (7/1/09 through 6/30/10)	(b) # of Findings of noncompliance from (a) for which correction was verified no later than one year from identification
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APR Template – Part C (4)

**ARKANSAS
State**

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	35	35	35
	Dispute Resolution: Complaints, Hearings			
2. Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings			
3. Percent of infants and toddlers with IFSPs who demonstrate improved outcomes	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings			
4. Percent of families participating in Part C who report that early intervention services have helped the family	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings			
5. Percent of infants and toddlers birth to 1 with IFSPs	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
6. Percent of infants and toddlers birth to 3 with IFSPs	Dispute Resolution: Complaints, Hearings	0	0	0

APR Template – Part C (4)

ARKANSAS State

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.	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	5	5	5
	Dispute Resolution: Complaints, Hearings	0	0	0
8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including: A. IFSPs with transition steps and services;	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	5	5	5
	Dispute Resolution: Complaints, Hearings	0	0	0
8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including: B. Notification to LEA, if child potentially eligible for Part B; and	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	4	4	4
	Dispute Resolution: Complaints, Hearings	0	0	0
8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including: C. Transition conference, if child potentially eligible for Part B.	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	6	6	6
	Dispute Resolution: Complaints, Hearings	0	0	0

APR Template – Part C (4)

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State

OTHER AREAS OF NONCOMPLIANCE: Complaint: 303.23(a)(1)(2)(i)(3)(i)(7)	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: <u>Complaints</u> , Hearings	0	0	0
OTHER AREAS OF NONCOMPLIANCE:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0
OTHER AREAS OF NONCOMPLIANCE:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0
Sum the numbers down Column a and Column b			55	55
Percent of noncompliance corrected within one year of identification = (column (b) sum divided by column (a) sum) times 100.			(b) / (a) X 100 =	100

Note: To add more rows for Other areas of noncompliance, highlight row 25, right click and choose Insert. Repeat - there are now two new rows. Highlight rows 26 and 27. Copy these rows. Highlight rows 25 and 26. Paste. Following these steps will allow the calculation to work correctly.

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

The Developmental Disabilities Services (DDS) Certification Standards for Early Intervention Services were promulgated in 2007. Part C monitors use the standards to enforce non-compliance for all licensed Developmental Day Treatment Centers, non-center based programs and Part C voucher providers. In November 2010, EI quality assurance staffs were transferred from the licensure unit to the Part C unit so that there would be direct oversight for identifying and correcting noncompliance. We have developed a

workplan for streamlining all general supervision activities and making adjustments as needed as the online data system is fully implemented. The plan includes training, refining monitoring tools and processes and developing a monitoring manual with new procedures and tools. Periodic meetings and calls allow staff to continually refine tools and processes.

Arkansas Performance Plan Activities	Arkansas Improvement Activities Completed in 2010
1. Part C will re-design the General Supervision process with assistance from NECTAC and SERRC	The Part C program is continuing to redesign the General Supervision process.
2. Part C will redesign the monitoring tools.	The Lead Agency has completed the process. The tool will be updated as needed.
3. Arkansas will continue to analyze data with the EI monitoring staff, to target providers who are noncompliant or need technical assistance.	This is an ongoing process for the Part C program.
4. Part C will continue to participate in conference calls, webinars and attend conferences related to the General Supervision process.	Part C staff continues to participate in webinars, conference calls and attend conferences to increase the staff knowledge bases regarding EI services.
5. Part C will provide training and technical assistance to state staff and providers on the use of the Comprehensive Data System.	This is an ongoing activity for the Lead Agency.

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

None

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

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
FFY 2010	Arkansas will have 100%

Actual Target Data for FFY 2010:

Arkansas Target Data	100%
Total # of filed written signed complaints	1
Complaints with reports issued	1
Reports with finding of noncompliance	0
Reports within timeline	1
Reports within extended timelines	0
Complaints pending	0
Complaints pending a due process hearing	0
Complaints withdrawn or dismissed	0

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY2010:

<p>Arkansas Performance Plan Activities</p> <p>1. Ensure that state staff and providers are aware of the EI compliance process, by providing written communication and quarterly in-service.</p>	<p>Arkansas Improvement Activities Completed in 2010</p> <p>The Part C staff provides compliance related information to providers and state staff.</p>
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<p>2 Continue to track all filed complaints.</p> <p>3 Ensure that staff is properly trained on how to input compliance information into the new Comprehensive Data System.</p> <p>4 Arkansas will continue to disseminate parent rights information.</p>	<p>This is an on-going process for the Lead Agency.</p> <p>The Data Unit provides training and technical assistance to providers and state staff on how to properly input data into the Comprehensive Data System.</p> <p>The Part C program continues to circulate all parent rights information as needed.</p>
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Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for *FFY 2010*

None

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

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
FFY 2010	Arkansas will have 100%

Actual Target Data for FFY 2010:

The Part C program did not receive any new request for due process hearing during the 2010 reporting period.

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

Currently, Arkansas is in the process of reviewing the Departments policies related to contracts and due process hearings.

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

Arkansas Performance Plan Activities	Arkansas Improvement Activities Completed in 2010
1. Arkansas will continue to follow all policies and procedures related to due process hearings.	Arkansas Part C continues to follow policies and procedures regarding due process hearings.
2. Arkansas will continue to disseminate information regarding parents' rights.	The Part C program continues to circulate all parent rights information as needed.

<p>3 Arkansas will clarify formal hearing procedures</p>	<p>The activity has been completed.</p>
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Part C State Annual Performance Report (APR) for FFY 2010

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
<i>FFY 2010</i>	<i>NOT APPLICABLE</i>

Part C State Annual Performance Report (APR) for 2010

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 = $[(2.1(a)(i) + 2.1(b)(i)) \text{ divided by } 2.1] \text{ times } 100.$

FFY	Measurable and Rigorous Target
2010	Arkansas will have 100%

Actual Target Data for FFY 2010:

During the 2010 reporting period Arkansas received no request for mediations.

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

Mediation Training continues to be provided by the Part C Training Staff on a quarterly basis. Arkansas Administrative Staff have discussed ways to increase awareness regarding the availability of mediation services. The Lead Agency staff will continue collaborations with the Bowen School of Law regarding the mediation process.

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

<p>Arkansas Performance Plan Activities</p> <p>1. Arkansas will continue to train providers and state staff on the mediation process.</p> <p>2. Providers and state staff will continue to provide parents with pamphlets and brochures on mediation.</p>	<p>Arkansas Improvement Activities Completed in 2010</p> <p>Part C training staff continues to provide training regarding the mediation process.</p> <p>The Lead Agency continues to provide pamphlets and brochures on mediation.</p>
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Part C State Annual Performance Report (APR) for 2010

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:

- a. Submitted on or before due dates (February 1 for child count and settings and November 1 for exiting and dispute resolution); and
- b. 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 (see Attachment B).

FFY	Measurable and Rigorous Target
2010	<i>Arkansas will have 100%</i>

Actual Target Data for FFY 2010:

SPP/APR Data - Indicator 14			
APR Indicator	Valid and Reliable	Correct Calculation	Total
1	1	1	2
2	1	1	2
3	1	1	2
4	1	1	2
5	1	1	2
6	1	1	2
7	1	1	2
8a	1	1	2
8b	1	1	2
8c	1	1	2
9	1	1	2
10	1	1	2

APR Template – Part C (4)

**ARKANSAS
State**

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

618 Data - Indicator 14

Table	Timely	Complete Data	Passed Edit Check	Responded to Data Note Requests	Total
Table 1 - Child Count Due Date: 2/1/10	1	1	1	1	4
Table 2 - Program Settings Due Date: 2/1/10	1	1	1	1	4
Table 3 - Exiting Due Date: 11/1/10	1	1	1	N/A	3
Table 4 - Dispute Resolution Due Date: 11/1/10	1	1	1	N/A	3
				Subtotal	14
618 Score Calculation			Grand Total (Subtotal X 2.5) =		35

Indicator #14 Calculation

A. APR Grand Total	35.00
B. 618 Grand Total	35.00
C. APR Grand Total (A) + 618 Grand Total (B) =	70.00
Total N/A in APR	0.00
Total N/A in 618	0.00
Base	70.00

D. Subtotal (C divided by Base*) = 1.000

E. Indicator Score (Subtotal D x 100) =	100.0
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Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for *FFY 2010*:

The Part C program continues to use the DDS Certification Standards for Early Intervention Services to enforce non-compliance for all Part C voucher providers, DDS licensed Developmental Day Treatment Centers and non-center based programs. Arkansas is in the process of completing the EI Monitors Manual that will also address enforcement of non-compliance. The Quality Assure staff works closely with the Data Unit to ensure that providers are reporting data timely and accurately. The Part C Data Unit monitors data that providers submit for reporting.

Arkansas Part C implemented the new Comprehensive Data System (CDS) On August 8, 2011. The CDS will aid providers in reporting data timely and accurately. The system will capture, analyze and report data that is entered directly into the data system.

<p>Arkansas Performance Plan Activities</p> <p>1. Arkansas will continue to train providers and state staff on reporting data timely and accurately.</p> <p>2. Training will be provided to assist state staff and provides in the use of the new Comprehensive Data System.</p> <p>3. The Data Manager will continue to ensure the timeliness and accuracy of the data.</p>	<p>Arkansas Improvement Activities Completed in 2010</p> <p>Part C provides training to providers and state staff on timely and accurate data.</p> <p>The Data Unit provides training and technical assistance to providers and state staff on the Comprehensive Data System.</p> <p>The Data Manager continues to review information to ensure the timeliness and accuracy of the data.</p>
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Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for *FFY 2010*:

Not Applicable