Verification Requirements: Service Delivery

Indicator: Service Delivery

Indicator Type: Program Management

Item SD-1: Does the infant toddler or preschool Early Intervention program have a system in place to monitor the effective and efficient provision of services on the IFSP/IEP?

Infant Toddler and Preschool EI Criteria
There is evidence, related to the provision of IFSP/IEP services, that the infant toddler or preschool Early Intervention program is effective through: • Strategies for oversight and monitoring of the delivery of services as designated on the IFSP/IEP, • Strategies for ensuring regular communication with families about their child's participation in Early Intervention, i.e., communication logs go home daily/weekly, documentation logs of contact with families; notes/reports that document the conversation with families, etc., • Procedures for informing the family of community activities, resources, advocacy services, local support groups and family networks, • Processes for reviewing documentation of service delivery (i.e., session notes, service documentation) to ensure that documentation meets all requirements, • Processes for reviewing service coordination notes to ensure that documentation meets all requirements **(Infant/Toddler Only),** • The use of PELICAN EI and other local data to review, evaluate and revise strategies and processes on an ongoing basis, and • Strategies to ensure that activities focused on the provision of services on the IFSP/IEP occur in a fiscally responsible manner.

Regulatory Source

Infant Toddler	Preschool
IDEA 34 CFR §303.13; §303.340-345 IDEA 34 CFR §303.700-702 Title 55 Pa. Code §4226.27 Title 55 Pa. Code §4226.71 EI Announcement: 12-#02	IDEA 34 CFR §300.112; §300.320-324 IDEA 34 CFR §300.600-602 Title 22 Pa. Code §14.154 Title 22 Pa. Code §14.156

Directions for Finding Evidence
1. Interview the program supervisor or program coordinator according to the ***Supervisor's Interview Protocol***. 2. Review other documents, if identified by the program supervisor or coordinator, which provide evidence of the ongoing review of procedures related to the provision of Early Intervention services, communication with families and service coordination and service delivery documentation. 3. Interview family members during or following the observation according to the ***Family Interview Protocol***.

Standards for Performance Rating

Meets Requirements	Does Not Meet Requirements
• There is a process in place to manage local implementation. • The local program reviews data and process on an ongoing basis. • Process is updated as needed based on review of data. • The process ensures that IFSP/IEP services occur in a timely and fiscally responsible manner.	One or more of the conditions under Meets Requirements are not met.

Indicator: Service Delivery

Indicator Type: Compliance

Item SD-2: Does the infant toddler or preschool Early Intervention program have procedures in place for service delivery that meet state and federal requirements?

Infant Toddler EI Criteria	Preschool EI Criteria

There is evidence procedures include the following:
• Timelines for service delivery,
• Obtaining parental consent,
• Monitoring service delivery to ensure that evidence-based practices are used,
• Providing services in natural environments,
• Ensuring the requirements of the OCDEL announcements related to inclusion and the reduction of suspensions and expulsions are being met,
• Supports and services are provided in a manner that recognize and support the family's cultural preferences,
• Referrals to provider who will be providing IFSP services, including how to address scheduled and unscheduled breaks in service;
  ○ no-shows/cancellations,
  ○ breaks in service delivery,
• Communication among the IFSP team members
• Monitoring progress,
• Referral process with providers to ensure that families are provided with a choice of providers,
• Coordination, delivery, and documentation of service coordination activities, and
• Collection and reporting of early childhood outcomes (ECO).
	There is evidence procedures include the following:
	• Timelines for service delivery,
	• Obtaining parental consent,
	• Monitoring service delivery to ensure that evidence-based practices are used,
	• Providing services in least restrictive environments,
	• Ensuring the requirements of the OCDEL announcements related to inclusion and the reduction of suspensions and expulsions are being met,
	• Supports and services are provided in a manner that recognize and support the family's cultural preferences
	• Referrals to Early Intervention staff who will be providing IEP services, including how to address scheduled and unscheduled breaks in service
	  ○ no-shows/cancellations,
	  ○ breaks in service delivery,
	• Communication among IEP team members
	• Monitoring progress,
	• Providing transportation services,
	• Routine checking of hearing aids and external components of surgically implanted medical devices,
	• Collection and reporting of early childhood outcomes (ECO),
	• Services during scheduled breaks.

Regulatory Source

Infant Toddler	Preschool
IDEA 34 CFR §303.13; §303.340-345 Title 55 Pa. Code §4226.71 EI Announcements: 12-#02; 12-#07; 17-#02, 18-#01, DS-03, 20-#03, 23-#01 Medical Assistance 837 Handbook	IDEA 34 CFR §300.101; §300.113; §300.114; §300.116; §300.112; §300.300; §300.320-324 Title 22 Pa. Code §14.154 EI Announcements: 12-#07, 17-#02, DS-03, 20-#03

Directions for Finding Evidence
Prior to the Verification, use the ***Service Delivery Procedure Checklist*** to determine what criteria are present or absent. Interview the program supervisor or program coordinator according to the ***Supervisor's Interview Protocol*** *to confirm implementation of their local procedures*.

Standards for Performance Rating

Meets Requirements	Does Not Meet Requirements
95-100% of criteria from the Service Delivery Procedure Checklist are met. • The local program uses an authentic assessment tool identified in their procedures for ECO reporting. • The local program monitors the implementation of their ECO procedures.	94% or below of criteria from the Service Delivery Procedure Checklist are met. • The local program does not identify or use an authentic assessment tool for ECO. • The local program does not monitor the implementation for their ECO procedures.

Indicator: Service Delivery

Indicator Type: Compliance

Item SD-3: Does the infant toddler or preschool Early Intervention program ensure that individualized Early Intervention supports, and services are being provided within naturally occurring everyday activities, routines and settings to actively engage the family members and/or early education programs as they help the child develop, learn and grow?

Infant Toddler and Preschool EI Criteria	Infant Toddler and Preschool EI Criteria
There is evidence of the following: • Supports and services are being delivered within the context of the family and child's routines/activities, as identified on the IFSP/IEP. • Supports and services positively impact the • caregiver's ability to successfully support their child's participation in daily activities. For more information refer to the regulatory sources below and the publication: Principles of Early Intervention in Pennsylvania.	There is evidence of the following: • Supports and services are being delivered in a functional context for the child and in the environments identified on the IFSP/IEP. For more information refer to the regulatory sources and the publication: Principles of Early Intervention in Pennsylvania.

Regulatory Source

Infant Toddler	Preschool
IDEA 34 CFR §303.13; §303. 344 Title 55 Pa. Code §4226.74-75 Announcement: EI-20 #03	IDEA 34 CFR §300.114 Title 22 Pa. Code §14.154 Announcement: EI-20 #03

Directions for Finding Evidence
1. Review the records of 5% of children who are enrolled in the Early Intervention program using a ***standard record sample***. At least 10 records should be reviewed at minimum but no more than 30 records. Look for evidence in service delivery documentation (e.g., session notes, service logs, etc.) that the services were embedded in child's typical routines as specified in the IFSP/IEP, such as in the home with family present or within typical activities and routines in the early childhood setting and, in the environments, identified on the IFSP/IEP. AND 2. Conduct observation(s) of a service delivery session according to the ***Verification Observation Tool***. AND 3. Interview family members during or following the observation according to the ***Family Interview Protocol***.

Standards for Performance Rating

Evidence #1 - Record Review

Meet Requirements	Does Not Meet Requirements
95-100% of the criteria from the child record review are met.	94% or below of the criteria from the child record review are met.

Evidence #2 – Observation #1

Meet Requirements	Does Not Meet Requirements

Evidence #2 – Observation #2

Meet Requirements	Does Not Meet Requirements

Evidence #3 – Family Interview #1

Meet Requirements	Does Not Meet Requirements

Evidence #3 – Family Interview #2

Meet Requirements	Does Not Meet Requirements

Indicator: Service Delivery

Indicator Type: Compliance

Item SD-4: Does the infant toddler or preschool Early Intervention program ensure children receive all of the supports and services specified on their IFSP/IEP?

Infant Toddler and Preschool EI Criteria
There is evidence of the following: • The number of hours of services and the type of service delivered, matches the services identified on the IFSP/IEP, including any gaps in services without any documented reason. • Appropriate adaptations have been made to the environment or materials to support the child and family, as identified on the IFSP/IEP, • Outcomes and goals on the IFSP/IEP are being addressed by services provided.

Regulatory Source

Infant Toddler	Preschool
IDEA 34 CFR §303. 344 Title 55 Pa. Code §4226. 75	IDEA 34 CFR §300.323 Title 22 Pa. Code §14.154

Directions for Finding Evidence

Infant Toddler	
Review the records of 5% of children who are enrolled in the Early Intervention program using a ***standard record sample.*** At least 10 records should be reviewed at minimum but no more than 30 records. Look for documentation of: a. Hours of services and type of service delivered, match services identified on the IFSP, including any gaps in service, without any documented reason. Review the most current IFSP and the most current 6 months of service notes (if available) from that IFSP. If additional information is needed, look at progress monitoring information (quarterly review notes) or additional session notes, b. Adaptations being made to the environment or to materials to support the child and family, c. Outcomes as written are being addressed.	Review the records of 5% of children who are enrolled in the Early Intervention program using a ***standard record sample***. At least 10 records should be reviewed at minimum but no more than 30 records. Look for documentation of: a. Hours of service and types of service delivered match services identified on the IEP, including any gaps in service, without any documented reason. Review the most current IEP and the most current 6 months of service delivery documentation (as identified by the supervisor such as attendance records, lesson plans, daily schedules, service logs, etc.) from that IEP, and b. Adaptations being made to the environment or to materials to support the child, c. Outcomes as written are being addressed.

Standards for Performance Rating

Meet Requirements	Does Not Meet Requirements
95-100% of the criteria from the child record review are met.	94% or below of the criteria from the child record review are met.

Indicator: Service Delivery

Indicator Type: Compliance

Item SD-5: Does the infant toddler Early Intervention program meet requirements for the coordination, delivery, and documentation of service coordination activities?

Infant Toddler EI Criteria

There is evidence service coordination activities meet the following criteria:
• individualized service coordination activities are documented on the IFSP in one of the following ways:
  ○ a strategy for an existing child/family outcome,
  ○ a separate outcome specific to the service coordination service,
  ○ in the child/family information section of the IFSP and/or
  ○ in the progress monitoring section of the outcome
• a service coordination note has been completed after any meeting or other contact with, or on behalf of, an infant/toddler and their family/caregiver.
  ○ service coordination note documentation is:
  ○ written in a professional, accurate, unbiased, and objective manner and written so that others can understand what is being documented, aligned with the units claimed.

Regulatory Source

Infant Toddler
EI Announcement: EI-18 #01

Directions for Finding Evidence
Review the records of 5% of children using a ***standard record sample***. At least 10 records should be reviewed at minimum but no more than 30 records. Look for documentation of the coordination, delivery, and documentation of service coordination activities

Standards for Performance Rating

Meet Requirements	Does Not Meet Requirements
95-100% of the criteria from the child record review are met.	94% or below of the criteria from the child record review are met.

Indicator: Service Delivery

Indicator Type: Compliance

Item SD-6: Does the infant toddler or preschool Early Intervention program meet requirements for documenting the delivery of Early Intervention services?

Infant Toddler EI Criteria	Preschool EI Criteria
There is evidence that documentation of service delivery meets the following criteria: • Completed by an Early Intervention professional, when services are delivered to a child in a professional, accurate and unbiased manner without acronyms or jargon, • Provided to the family/caregiver at the end of the session if a home-based session or provided to the family/caregiver within a reasonable timeframe if a family member is not immediately available at the end of the session, • Offers suggestions for the family or professionals to complete between sessions, • Written legibly so that the family and other team members can understand what is being documented, and • Indicates when the next visit is scheduled.	There is evidence that documentation of service delivery meets the following criteria: • Completed by an EI professional when services are delivered, in a professional, accurate and unbiased manner with no acronyms or jargon, • Offers suggestions for the family or professionals to complete between sessions. • For classroom teachers o documentation is provided of the delivery of service (i.e., attendance sheets) in specialized settings • For Itinerant staff supporting ECE, home, Head Start o Documentation is provided of the individual session of the child, (i.e., service log),

Regulatory Source

Infant Toddler	Preschool
Medical Assistance 837 Handbook EI Announcement: 23-#01	**IDEA 34 CFR § 300.323 (c)(2)** School Based Access Program Manual SBAP Service Log Guidance

Directions for Finding Evidence
Review the records of 5% of children using a ***standard record sample***. At least 10 records should be reviewed at minimum but no more than 30 records. Look for documentation that the documentation of service delivery met criteria or documentation can be found in sample materials, communication logs that are sent home to families (may not be in the child record). Review information for the last full quarter regardless of the date of the IFSP/IEP.

Standards for Performance Rating

Meets Requirements	Does Not Meet Requirements
95-100% of the criteria from the child record review are met	94% or below of the criteria from the child record review are met

Indicator: Service Delivery

Indicator Type: Compliance

Item SD-7: Does the infant toddler or preschool Early Intervention program analyze child progress data and adjust the IFSP/IEP goals/outcomes and/or strategies as necessary?

Infant Toddler and Preschool EI Criteria

There is evidence of the following:
• Progress monitoring information was used to determine:
  ○ Any lack of expected progress toward the outcomes/goals, and
  ○ Whether it was necessary to modify or revise the expected results, outcomes/goals, instruction/teaching strategies or Early Intervention services as identified on the IFSP/IEP as needed to maintain or increase rate of attainment or skill level.
• the status of the child's progress on each outcome/goal using the following criteria:
  ○ We still need to work toward this outcome/goal. Let's continue with what we have been doing,
  ○ We still need to work toward this outcome/goal. Let's discuss new ways to get there,
  ○ Our situation has changed; we no longer need to work on this outcome/goal,
  ○ We are satisfied that we have finished this outcome/goal and have dated when the outcome/goal was met,
  ○ Other.
• Data was presented to the family in a written report in a manner that is understandable to the family/caregivers and describes progress in specific, functional terms.

Regulatory Source

Infant Toddler	Preschool
IDEA 34 CFR §303.342; §303.344 Title 55 Pa. Code §4226.72	IDEA 34 CFR §300.324 Title 22 Pa. Code §14.154

Directions for Finding Evidence
1. Review the records of 5% of children who are enrolled in the Early Intervention program using a ***standard record sample***. At least 10 records should be reviewed at minimum but no more than 30 records. Look for documentation that the progress monitoring information meets criteria. AND 2. Conduct observation(s) of a service delivery session according to the ***Verification Observation Tool***.

Standards for Performance Rating

Evidence #1

Meet Requirements	Does Not Meet Requirements
95-100% of the criteria from the child record review are met	94% or below of the criteria from the child record review are met

Evidence #2 – Observation #1

Meet Requirements	Does Not Meet Requirements

Evidence #3 – Observation #2

Meet Requirements	Does Not Meet Requirements

Indicator: Service Delivery

Indicator Type: Compliance

Item SD-8: Does the preschool Early Intervention program staff follow restraint procedures and meet required timelines?

Preschool EI Criteria (Not Applicable to Infant Toddler)
There is evidence of the following: • A staff debriefing was held immediately following the restraint to discuss strategies to avoid a restraint in the future • The program submitted the Restraint Report form to the Bureau of Early Intervention Services and Family Supports (BEISFS), within 5 program days following the IEP meeting or once the determination is made to waive the IEP meeting, • EI staff or contractor who performed the restraint has current restraint training, • The restraint was performed to prevent injury to the child or others, • The parent was contacted within 24 hours of the restraint, • The IEP meeting was held within 10 program days or waived in writing appropriately.

Regulatory Source

Preschool
Title 22 Pa. Code §14.133 Announcement: EI 26-05

Directions for Finding Evidence
1. Prior to the Verification, review the ***Restraint Database*** to determine if any restraints have been reported over the last full fiscal year prior to the Verification. Use the Restraint Database to identify if procedures outlined in Announcement EI 26-05 were followed and timelines were met. And 2. Prior to the Verification, use the ***Service Delivery Procedure Checklist*** to determine what criteria, specific to Restraints, are present or absent.

Standards for Performance Rating

Meet Requirements	Does Not Meet Requirements
• Local procedures for restraints are in place. • All procedures and timelines related to restraints were followed **OR** no restraints were reported.	• Local procedures are not in place. • Procedures and timelines related to restraints were not followed.