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January 31, 2014

U.S. Department of Education  
Melody Musgrove, Ed.D., Director  
Office of Special Education Programs  
Potomac Center Plaza  
Mail Stop 2600, Room 4166  
550 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20202

Dear Dr. Musgrove:

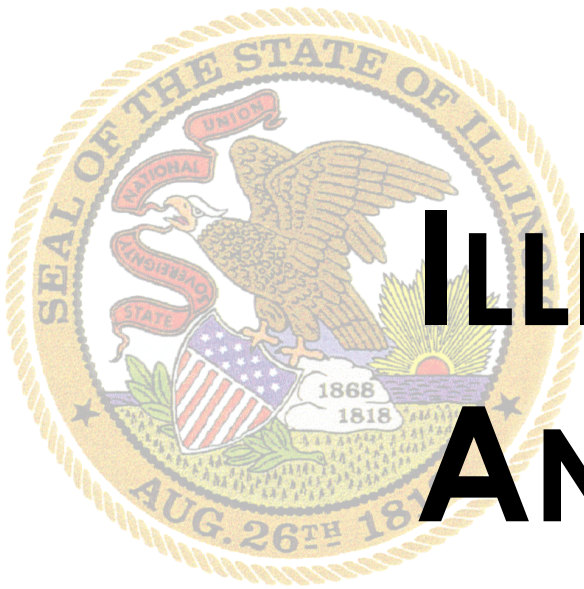
Attached is the Illinois Department of Human Services (IDHS) submission of the federal fiscal year (FFY) 2012 Early Intervention (Part C) Annual Performance Report (APR). No changes to the FFY2005-2012 State Performance Plan (SPP) have been made. Both the FFY2012 APR and the FFY2005-2012 SPP have been posted on the IDHS/Early Intervention web site, at <http://www.dhs.state.il.us/page.aspx?item=36192>. They will also be made available through links from the other Illinois Early Intervention web sites (i.e., Early Intervention Training Program, the Early Intervention Credentialing Office, and the Early Intervention Clearinghouse). In addition, the APR and SPP documents are available for review by the public at each of the 25 Child and Family Connections (CFC) offices.

The FFY2012 APR provides target data for the State and its 25 CFC offices for the time period of July 1, 2012 through June 30, 2013 and responsive APR information for all indicators. Information to address any deficiencies identified in the Office of Special Education response to the Illinois' February 2013 submission of its FFY2011 SPP/APR has been included. A copy of the Interagency Coordinating Certification of Annual Report is enclosed.

If you have any questions on the information presented in this document, please contact Amy Tarr, Chief, Bureau of Early Intervention, at 217/782-1981.

Sincerely,

Linda Saterfield, Director  
Division of Family and Community Services



# **ILLINOIS' ANNUAL PERFORMANCE REPORT**

**REPORT PERIOD:  
JULY 1, 2012 – JUNE 30, 2013**



**ILLINOIS DEPARTMENT OF HUMAN SERVICES  
DIVISION OF FAMILY & COMMUNITY SERVICES  
BUREAU OF EARLY INTERVENTION**

**ANNUAL REPORT CERTIFICATION OF THE  
INTERAGENCY COORDINATING COUNCIL  
UNDER PART C OF THE  
INDIVIDUALS WITH DISABILITIES EDUCATION ACT (IDEA)**

Under IDEA Section 641(e)(1)(D) and 34 CFR §303.604(c), the Interagency Coordinating Council (ICC) of each jurisdiction that receives funds under Part C of the IDEA must prepare and submit to the Secretary of the U.S. Department of Education (Department) and to the Governor of its jurisdiction an annual report on the status of the early intervention programs for infants and toddlers with disabilities and their families operated within the State. The ICC may either: (1) prepare and submit its own annual report to the Department and the Governor, or (2) provide this certification with the State lead agency's Annual Performance Report (APR)<sup>1</sup> under Part C of the IDEA. This certification (including the annual report or APR) is due no later than February 3, 2014.

On behalf of the ICC of the State/jurisdiction of, Illinois, I hereby certify that the ICC is: [please check one]

1. ☒ Submitting its own annual report for FFY 2012 (which is attached); or
2. ☐ Using the State's Part C APR for FFY 2012 in lieu of submitting the ICC's own annual report. By completing this certification, the ICC confirms that it has reviewed the State's Part C APR for accuracy and completeness.<sup>2</sup>

I hereby further confirm that a copy of this Annual Report Certification and the annual report or APR has been provided to our Governor.

B. Nichols  
Signature of ICC Chairperson

1-29-14  
Date

Beatrice Nichols

Chicago Dept. of Family & Support Services

1615 W. Chicago Ave., 2nd Fl.

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Address or e-mail

312/743-1635

Daytime telephone number

<sup>1</sup> Under IDEA Sections 616(b)(2)(C)(ii)(II) and 642 and under 34 CFR §80.40, the lead agency's APR must report on the State's performance under its State performance plan and contain information about the activities and accomplishments of the grant period for a particular Federal fiscal year (FFY).

<sup>2</sup> If the ICC is using the State's Part C APR and it disagrees with data or other information presented in the State's Part C APR, the ICC must attach to this certification an explanation of the ICC's disagreement and submit the certification and explanation no later than February 3, 2014.

**Part C State Annual Performance Report for FFY12/SFY13****Overview of the Annual Performance Report Development:**

The Illinois Annual Performance Report (APR) documents performance data on State targets for each Child and Family Connections (CFC) office as well as state performance toward measurable and rigorous targets. The Illinois Early Intervention (EI) Program makes the Illinois APR and State Performance Plan (SPP) available online at: [www.dhs.state.il.us](http://www.dhs.state.il.us) and through links from the other EI websites (the Illinois EI Training Program; Provider Connections, the EI Credentialing/Enrollment Office; and the EI Clearinghouse). The APR and SPP documents are also available to the public at each of the 25 CFC offices. No changes to the SPP have been made with this submission. The APR was presented to the Illinois Interagency Council on Early Intervention (IICEI) for review and comment prior to its submission. In addition, CFC Managers were given the opportunity to review the draft document and provide input.

To simplify charts throughout this document, rather than indicate the area where each CFC office is located, we have chosen to include two attachments at the end of this document (*Attachment 1 and 2*) to provide details, including a map of Illinois to visualize where each office site is located and a listing of CFC offices that includes counties/zip codes each office serve and where each office is housed throughout the state.

This document references many acronyms that may not be familiar to all audiences. *Attachment 4* lists acronyms and other terms used within this document for clarification.

The APR is part of an ongoing process of performance measurement and strategic planning for the Illinois EI Program. For a number of years, Illinois has been reporting performance data to key stakeholders including the IICEI, the CFC offices, and the general public through various reporting mechanisms. The IICEI receives a data report at each of its meetings. Reports are also provided to an IICEI Workgroup (Service Delivery Workgroup). Illinois utilizes a central client tracking system called the Cornerstone Data System (Cornerstone). No activity can take place without a case being active in Cornerstone. Both CFC office and department staff can pull reports to track client data. Currently, the program is looking into ways to improve the Cornerstone to better capture client data and provide better tracking of clients. Additionally, efforts are underway to make Cornerstone web accessible, which will further improve data access and reliability.

A new monthly service delay reporting system was piloted in FFY10/SFY11 and rolled out statewide in August 2011. This system has been further refined since implementation to provide better tracking capabilities, edit checks, and quality control checks to ensure the accuracy of reported data. These efforts led to improvements in Illinois compliance with timely delivery of services by ensuring greater data accuracy and an increased focus on timely delivery of services. In FFY12/SFY13, Illinois piloted the use of data from the monthly Service Delay Reporting System to post unmet service needs by geographic area in an attempt to recruit additional EI Service Providers (EI Providers).

Since January 2002, the program has also utilized a standardized monthly reporting system on a series of performance measures. Since the beginning of FFY02/SFY03, Illinois has operated a performance contracting system for CFC offices, based on important measures found in EI monthly statistical reports. These performance measures are also used to identify findings of noncompliance with specific indicators and, as part of the process, to designate local determinations. Local determinations are made when 12-month data from the previous fiscal year become available. Specific factors affecting Illinois' determination that a CFC office meets requirements, needs assistance, needs intervention, or needs substantial intervention include the reported correction of its findings of noncompliance and maintenance of high levels of performance. A spreadsheet is used to make CFC local determinations

and looks at CFC office rankings on incentive funding measures and contract performance floors, along with documentation of transition meetings and child outcomes, submission/implementation of CAP, and existence of longstanding noncompliance. Determination scores determine levels of technical assistance and training and frequency of reporting for CAP and focused monitoring visits.

Other reports to CFC offices include caseload summaries and the Service Delivery Worksheet. These reports allow CFC Managers to review service coordinator and child-specific data. Monthly, statewide data on the 32 performance measures are posted on the EI Program's website and include comparison data with the previous month, previous fiscal years' averages, and data from the same month in the two previous years.

Illinois has fully implemented a system of identification and correction of findings of noncompliance in accordance with *OSEP Timely Correction Memo 09-02*. Information from data systems, file reviews, monitoring, dispute resolution, complaints, hearings and "other" processes are used to identify noncompliance for both CFC offices and EI Providers. The CFC office/EI Provider is notified in writing of the finding and its correction. Correction of findings involves several steps. Development and implementation of CAP ensure that the policy, procedure, or practice that led to the noncompliance has been corrected. Child-specific/individual instance correction is documented through the use of data systems and file reviews. When required, implementation of the specific statutory/regulatory requirements by CFC offices is documented using data based on 100 percent compliance over three consecutive months or through a file review in which all files demonstrate compliance.

The Service Delivery Approaches (SDA) Workgroup of the IICEI began meeting in May 2011. The Workgroup includes EI stakeholders such as parents, EI Providers, advocates, statewide representation from each of the core disciplines, a regional technical assistance representative, and research support.

The charge of the Workgroup is to:

- examine/investigate approaches to EI service delivery that facilitate teaming and communication;
- develop and present recommendations for adopting a service delivery approach for EI services in Illinois; and
- design specific steps needed to implement the recommended service delivery approach for EI services in Illinois that includes a timeline for a phased in implementation.

The ultimate goal of this Workgroup is to implement an EI system in Illinois that is family-centered and integrated in its service delivery approach. Key considerations for the group include: embracing the EI Principles that are already developed; working within a fee for service system that must stay in place; and recommending an approach to service delivery that fits into the current OSEP guidelines. The group has discussed Illinois' current policies and procedures for system components (i.e., intake/referral, evaluation/assessment, IFSP development, service implementation, and transition), identifying challenges in each component and developing a vision for improvements/changes. The Workgroup is currently developing a set of system recommendations.

Due to concerns regarding long-standing noncompliance for Indicator 1 (timely services) intensive efforts have been implemented to improve the quality of service delay reporting and provide more complete information about the reasons for delays. In September 2012, CFC offices were instructed to report more complete information regarding the reasons for service delays for children who have waited for services over 90 days. In January 2013, those instructions were expanded to all children with delays over 30 days. In the fall of 2013, conference calls were held with CFC offices and Bureau staff to discuss documentation of service delays and strategies on how to address issues related to timely

services. These discussions clarified data entry instructions to support the correct documentation of reasons for delay. In addition, strategies on how to effectively minimize those delays were shared.

Another effort to help address barriers to timely services includes the work of an ad hoc group of the IICEI, which has completed research on the use of telehealth in EI. Research has focused on the use of telehealth in un-served and under-served populations.

The Bureau also formed a new Individualized Family Service Plan to Services (I2S) Workgroup to address long-standing noncompliance with timely services, involving six southern Illinois CFC offices. The Bureau Chief, Bureau staff and the EI Ombudsman met on a monthly basis (usually in person) with these CFC Managers to discuss strategies to recruit providers and to more effectively utilize existing providers. The I2S then shared recruitment strategies with other CFCs, including using an Internet-based recruitment site for methods to support new EI Providers to build caseloads, working with existing EI Provider agencies to expand services, streamlining the credentialing packet, instructional podcasts to assist providers in credentialing, and revising the no-show policy.

The Bureau continues to utilize a Child and Families Outcomes Workgroup to review outcome strategies and data for child and family outcomes (Indicators 3 and 4) and make recommendations regarding improvement activities, timelines and setting target values for child and family outcomes. Membership of the advisory group include several IICEI members, including parent representatives, CFC Managers, EI Providers, including representation across professional disciplines, and research and training staff.

The Bureau, Chicago Public Schools (CPS), and CFC Managers for offices located in Chicago (CFCs 8, 9, 10, & 11) began to meet monthly to identify and address issues related to transition between Part C and Part B. These meetings have provided a mechanism to identify and address barriers to compliance with timelines required for transition. The new plan for transition to Part B preschool services includes a team evaluation approach, pre-registration for parents, and quicker placement of children. Improvement has been seen in evaluation numbers. Work continues on communication of follow-up information and earlier contact of parents by CPS to schedule evaluations.

The Program Integrity Project was originally designed to accomplish statewide program equality; fidelity to program principles and state and federal laws; and long-term program stability. Based on the work of the Program Integrity Project, a new Focused Monitoring Process was created that will expand the Program Integrity process statewide. As part of this process, focused monitoring visits occurred in ten CFC offices in FFY12/SFY13. Each CFC office will receive a focused monitoring visit at least once every three years or more frequently, if needed, based on local determination scores.

In FFY12/SFY13, Illinois aggressively pursued correction of noncompliance through training, additional technical assistance, and continued focused monitoring efforts to address the State's long standing noncompliance identified in indicators 1, 8, and 9. A log of technical assistance sought by staff of the Bureau and the Illinois EI Training Program, on behalf of the Bureau, is provided as *Attachment 3* toward the end of this document and identifies the date, recipient, provider, type, use, and applicable indicator for an extensive list of technical assistance opportunities.

- Throughout this time period, extensive research and analysis of SDA and strategies have supported the work of the SDA Workgroup. Information was pulled from national websites and journals and through discussions with technical assistance staff and Part C programs from other states.

- In October 2012, Bureau staff attended the North Central Regional Resource Center (NCRRC) Conference in Wisconsin which included sessions on ensuring that the State's data matched the needs of children and OSEP reporting requirements. There were discussions of the *OSEP Timely Correction Memo 09-02* with NCRRC staff, providing support to states with specific questions regarding the memo and among states regarding actions they had taken to drive improvement activities.
- In November 2012 and October 2013, the EI Training Program attended Division of Early Childhood Conferences. These conferences included sessions on how other states are addressing noncompliance as well as training resources available to states.
- In December 2012, Bureau staff had a conference call with Larry Ringer and Barbara Thomas of OSEP regarding improvement strategies for long standing issues of noncompliance.
- Ann Bailey, NCRRC, provided onsite technical assistance in January 2013 to discuss issues of correction of noncompliance, as well as improvement activities.
- Additional support has been received from Sandy Schmitz, NCRRC, through both phone calls and an onsite visits.
- On October 24 & 25, 2013, six Bureau staff and the EI Ombudsman attended the NCRRC Part B and Part C regional meeting, including planning and skill building to support the development of the State Systemic Improvement Plan (SSIP).
- NCRRC staff are partnering with the Bureau on a pilot project that supports Illinois' data analysis, as part of Phase I of SSIP development.

## 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
FFY12/SFY13	100 percent of infants and toddlers with IFSPs will receive the early intervention services on their IFSP within 30 days.

**Actual Target Data for FFY12/SFY13:****INDICATOR 1**

Percent =  $[(\# \text{ of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner}) / (\text{total } \# \text{ of infants and toddlers with IFSPs})] \text{ times } 100.$

**FFY12/SFY13:**  $[(19,049)/(19,688)] \times 100 = 96.75\%$

**FFY12/SFY13 Target=** 100%

**Infants and Toddlers with IFSPs who receive Early Intervention Services in a Timely Manner:**

a. Number of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner	19,049
b. Total number of infants and toddlers with IFSPs	19,688
Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner (Percent = [(a) divided by (b)] times 100)	96.75%

Data from the month of April has been used from the Service Delay Reporting System. A delay is identified whenever a child waits more than 30 days to receive the EI services listed on his/her IFSP. A time series evaluation of the data indicates that service delays vary in a pattern according to seasonality. For the first seven to eight months of the federal/state fiscal year, service delays tend to be lower and then increase annually in the spring, which corresponds with an increase in the overall caseload. April has been selected as a representative data set.

The following table shows the statewide performance as well as each of the 25 CFC offices, as of April 2013. Statewide, 96.75% of children with IFSP have experienced no delays. Three CFC offices were at 100% and showed no delays. Fifteen CFC offices had 95% or more of their cases with no delays. Five CFC offices were between 90% and 95% of their active cases without delay and two CFC offices had fewer than 90% of their active cases with no delays.



## APRIL 2013

CFC #	Net IFSPs	No Delays	% No Delays
1	678	610	89.97%
**2	789	783	99.24%
3	316	298	94.30%
**4	991	975	98.39%
**5	1,221	1,209	99.02%
*6	1,794	1,761	98.16%
*7	1,115	1,099	98.57%
*8	909	852	93.73%
*9	1,122	1,033	92.07%
*10	909	822	90.43%
*11	2,515	2,457	97.69%
*12	1,210	1,193	98.60%
13	280	237	84.64%
14	573	551	96.16%
**15	1,322	1,288	97.43%
16	633	596	94.15%
17	212	212	100.00%
18	319	317	99.37%
19	428	427	99.77%
20	428	417	97.43%
21	691	691	100.00%
22	358	358	100.00%
23	206	205	99.51%
24	196	192	97.96%
**25	473	466	98.52%
<b>Statewide</b>	<b>19,688</b>	<b>19,049</b>	<b>96.75%</b>

*Cook County	9,574	9,217	96.27%
**Collar Counties (2, 4, 5, 15, & 25)	4,796	4,721	98.44%
Downstate (All Others)	5,318	5,111	96.11%
<b>*Cook County Offices:</b>			
• CFC 6 - North Suburban	• CFC 10 - Southeast Chicago		
• CFC 7 - West Suburban	• CFC 11 - North Chicago		
• CFC 8 - Southwest Chicago	• CFC 12 - South Suburban		
• CFC 9 - Central Chicago			

### Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY12/SFY13:

Overall, the percentage of children who receive EI services on their IFSPs in a timely manner increased this year from 95.76% in FFY11/SFY12 to 96.75% in FFY12/SFY13, demonstrating substantial compliance. This represents 19,688 children with an IFSP. Of those 19,688 children, 19,049 (excluding

210 children with documented exceptional family circumstances) experienced no delay of services, while 639 experienced a delay due to a system reason (CFC delay, no provider, etc.).

In FFY12/SFY13, three CFC offices reported 100% compliance, up from two CFC offices in the previous year. Regionally, Cook County (CFC offices 6 -12) improved this year from 95.05% in FFY11/SFY12 to 96.27% this year. Both Downstate and the Collar Counties (CFC offices 2, 4, 5, 15, and 25) improved again this year increasing from 95.58% and 98.11% respectively in FFY11/SFY12 to 96.11% and 98.44% in FFY12/SFY13.

Improvement Activity	Status/Timelines/Resources
Illinois will use a full 12 months of data for the identification of findings for Indicator 1.	<p>This was implemented for FFY10/ SFY11 data (i.e., 12 months ending June 30, 2011) as part of the finding notification process and will continue as an ongoing strategy.</p> <p>Resources include the Bureau of EI.</p>
The EI Monitoring Program will increase the number of service coordinators interviewed as part of the onsite monitoring process for CFC offices. The EI Monitoring Program will also enhance interview questions to capture additional information about the IFSP decision-making process.	<p>An expanded focused monitoring visit format has been developed for the CFC offices and includes a larger sampling of service coordinators for interviews (25% of service coordinators with a minimum of 2 interviews being conducted) and a more comprehensive list of questions. All 25 CFC offices will receive a focused monitoring visit one time over a 3-year period or more frequently, if needed. The first focused monitoring visit was held in October 2011.</p> <p>Resources include the EI Monitoring Program and the Bureau of EI.</p>
The Bureau and its contractors who provide training, credentialing, monitoring, resource materials and billing/claims services will coordinate their efforts to work with professional associations and others that support the EI Program.	<p>This was an ongoing effort through FFY13/SFY14. In FFY10/SFY11, initial work focused on coordinating provider recruitment and on education and information sharing regarding appropriate practices for services to infants and toddlers in the EI Program. Websites that support the EI system worked together to provide discipline-specific, nationally recognized best practice documents, recruitment materials, and information about the EI services system directed to both potential and current EI providers.</p> <p>In FFY11/SFY12, Provider Connections, the EI credentialing/enrollment office rolled out an updated website to enhance recruitment and retention efforts.</p> <p>In FFY12/SFY13, the program explored ways to utilize data from the Service Delay Reporting System to make information on provider needs available on the Provider Connections Website.</p>
	Beginning in FFY11/SFY12, a planning meeting was held monthly with the Bureau and its

Improvement Activity	Status/Timelines/Resources
	<p>contractors to identify, implement, and coordinate strategies. These meetings will continue in FFY13/SFY14.</p> <p>Resources include the Bureau of EI and its contractors.</p>
<p>Additional data will be provided to CFC offices so they can monitor service delays, address child-specific, and system issues in a timely way.</p>	<p>In FFY10/SFY11, quarterly reports were provided to CFC offices so that they could monitor performance on Indicators 1, 7, and 8C. However, it was felt these reports were duplicative of the existing monthly statistical report and are no longer done.</p> <p>Resources include the Bureau of EI.</p>
<p>The EI monitoring process will complete focused monitoring visits to a minimum of eight CFC offices as part of the expansion of Program Integrity pilot efforts. Each CFC office will received a focused monitoring visit every three years or more frequently if needed.</p>	<p>Ten CFC offices received a focused monitoring visit in FFY12/SFY13. A minimum of eight CFC offices receive focused monitoring each year, with each CFC office receiving monitoring at least once every three years or more frequently as needed.</p> <p>Resources include the Bureau of EI, the EI Ombudsman and the EI Monitoring Program.</p>
<p>In FFY11/SFY12, the Assistive Technology (AT) Workgroup will share its recommendations with the IICEI and the Bureau. Implementation will begin on efforts to streamline the AT process.</p>	<p>The AT Workgroup completed its work to examine and develop recommendations for AT equipment and AT evaluations. These recommendations were presented to the IICEI and DHS. DHS is finalizing new policies and procedures regarding AT and has been working with the Illinois EI Training Program to develop and roll out training of CFC offices and EI providers regarding these policies and procedures.</p> <p>Resources include the Bureau of EI, EI Training Program, Ombudsman, and EI Monitoring.</p>
<p>A new monthly service delay reporting system will be rolled out statewide.</p>	<p>The new system was launched August 2011. All CFC offices are now using the new monthly service delay reporting system. This system allows for more accurate tracking of service delays and identifying noncompliance and correction of noncompliance.</p> <p>Resources include the Bureau of EI.</p>
<p>A comprehensive review of EI service delivery will be conducted to help ensure that practice supports EI principles and policy/procedure while maximizing resources.</p>	<p>The SDA Workgroup is completing its review of EI service delivery components and is currently considering recommendations for system change.</p>

Improvement Activity	Status/Timelines/Resources
	<p>The charge of the Workgroup is to:</p> <ul style="list-style-type: none"> <li>• examine/investigate approaches to EI service delivery that facilitate teaming and communication;</li> <li>• develop and present recommendations for adopting a service delivery approach for EI services in Illinois; and</li> <li>• design specific steps needed to implement the recommended service delivery approach for EI services in Illinois that includes a timeline for a phased in implementation.</li> </ul> <p>Extensive research and analysis of service delivery approaches and strategies have supported the work of the SDA Workgroup. Information was pulled from national websites and journals and through discussions with technical assistant staff and Part C programs from other states.</p> <p>Resources include the Bureau of EI, the SDA Workgroup, the EI Ombudsman, and the IICEI.</p>
<p>The functionality of the central client tracking/billing system will be improved, including supports for teaming/communication among EI providers, enhanced monitoring functions, and better tracking of timely service.</p>	<p>Due to contract and procurement issues, this central client system could not be implemented. The proposed system could not be adapted to work solely as a billing system and therefore work was stopped on the development and implementation of this system. Currently, the program is looking into ways to adapt and modify the existing Cornerstone to better meet program data needs. In FFY12/SFY13, a CFC office pilot of Internet access capabilities was conducted; with statewide roll-out anticipate during FFY13/SFY14.</p> <p>Resources include the Bureau of EI, the EI CBO, and the CFC offices.</p>
<p>Provide targeted technical assistance to ensure correction of noncompliance and improve overall compliance.</p>	<p>During FFY12/SFY13, the Bureau and the EI Ombudsman partnered with six CFC offices to pilot a technical assistance approach that involved collaboration and coordination among a group of CFC offices that share common challenges to correction of noncompliance. The I2S Workgroup was formed to address long-standing noncompliance with timely services, involving five southern Illinois CFC offices. The Bureau Chief, Bureau staff and the EI Ombudsman met on a monthly basis (usually in person) with these CFC Managers to discuss strategies to recruit providers and to more effectively utilize existing providers. The I2S Workgroup then shared recruitment</p>

Improvement Activity	Status/Timelines/Resources
	<p>strategies with other CFCs, including using an Internet-based recruitment site for methods to support new EI Providers to build caseloads, working with existing EI Provider agencies to expand services, streamlining the credentialing packet, providing instructional podcasts to assist providers in credentialing, and revising the no-show policy. In addition, the Bureau polled other states on issues related to provider rates and credentialing requirements.</p> <p>Although data analysis shows some movement, none of the CFC offices were able to demonstrate three consecutive months without a service delay. The data demonstrates that four of the six CFC offices that participated in the I2S Workgroup reduced the number of service delays when comparing six month data periods of January through June 2013 and July-December 2013, with decreases ranging from 12% to 65%. The overall reduction between these two six-month periods for all the I2S CFC offices was 25%. Over the 12 month period, four of the six CFC offices had a monthly average of less than 4 delayed services and two CFC offices demonstrated 2 months with no delays. The Bureau will initiate and intensify the I2S Workgroup with other CFC offices, will analyze information received from other states and work with NCRRC to further explore different approaches to address this issue.</p> <p>Resources include the Bureau of EI and the EI Ombudsman.</p>
<p>The Service Delay Tracking System will be further enhanced to track delays and provide more accountability to local programs regarding long term delayed cases</p>	<p>Due to concerns regarding long-standing noncompliance for Indicator 1, timely service, several efforts have been done to improve the quality of service delay reporting and provide more complete information about the reasons for delays. In September 2012, CFC offices were instructed to report more complete information regarding the reasons for service delays for children who have waited for services over 90 days. In January 2013, those instructions were expanded to all children with delays over 30 days.</p> <p>In the fall of 2013, conference calls were held with CFC offices and Bureau staff to discuss documentation of service delays and strategies on how to address issues related to timely services. These discussions clarified data entry instructions</p>

Improvement Activity	Status/Timelines/Resources
	to support the correct documentation of reasons for delay. In addition, strategies on how to effectively minimize those delays were shared.  Resources include the Bureau of EI and the CFC Offices.
Data Cleanup of the Service Delay Tracking System	Data contained within the Service Delay Tracking system was tested against the Cornerstone Data system to check for accuracy. This was completed by October 2012. CFC Managers have responded to any inconsistencies found in the data and submitted corrected information. Data checks will be conducted at least twice a year to ensure the accuracy of the service delay tracking system.  Resources include the Bureau of EI and the CFC Offices.
The program will look into new methods of recruiting and retaining EI Providers.	In FFY12/SFY13 the Bureau piloted new recruitment and retention efforts based on where there are provider shortages within the State. Data from the monthly service delay reporting system were used to identify unmet service needs by geographic area. During FFY12/SFY13, this information was shared with IICEI members and CFC Managers. FFY12/SFY13 During FFY13/SFY14 efforts will be made to post these data on the Provider Connections website.  Resources include the Bureau of EI, CFC Offices, and EI Provider Connections.

**Correction of FFY11/SFY12 Findings of Noncompliance (if State reported less than 100% compliance):**

Level of compliance (actual target data) State reported for FFY11 for this indicator: 95.76%

1. Number of findings of noncompliance the State made during FFY11 (the period from July 1, 2011, through June 30, 2012)	4
2. Number of FFY11 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)	3
3. Number of FFY11 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	1
<b>Correction of FFY11/SFY12 Findings of Noncompliance Not Timely Corrected (corrected more than one year from identification of the noncompliance) and/or Not Corrected:</b>	
4. Number of FFY11 findings not timely corrected (same as the number from (3) above)	1
5. Number of FFY11 findings the State has verified as corrected beyond the one-year timeline ("subsequent correction")	1
6. Number of FFY11 findings <u>not</u> verified as corrected [(4) minus (5)]	0

**Actions Taken if Noncompliance Not Corrected: NA****Verification of Correction of FFY11/SFY12 noncompliance (either timely or subsequent):**

- A. Findings are based on data for all children enrolled in the program during a 12-month time period ending June 30. When CFC offices receive findings, corrective action plans (CAPs) are submitted and their implementation documented. The Bureau of EI completes review and approval of these plans. CFC offices report on implementation of the plan in six months, or more frequently if the CFC office determination is “Needs Intervention” or “Needs Substantial Intervention.”
- B. Child-specific/individual instance correction is documented through the use of the Cornerstone and file reviews. Instances of noncompliance are considered resolved when data errors have been corrected, the required action has been completed, or the child is no longer within the jurisdiction of the program.
- C. CFC office implementation of the specific statutory/regulatory requirement is documented when data demonstrate that a CFC office has 100 percent compliance during three consecutive months.

This process applies to all years of uncorrected noncompliance.

**Describe the specific actions that the State took to verify the correction of findings of noncompliance identified in FFY11/SFY12:**

Data are reported to each CFC office for all children exiting Part C who did not receive timely services, based upon 12-month data. When a finding of noncompliance is identified, a CAP to address noncompliant policies, procedures, and practices must be submitted and implemented. On an annual basis, if a finding is not verified as corrected, the CFC office must reassess policies, procedures and practices and submit and implement a new CAP.

A status report on each finding of noncompliance is sent to each CFC office and includes the following information: year of finding, CAP implementation, Prong 1 (child-specific correction) and Prong 2 (implementation of specific regulatory requirement). These reports are used to notify CFC offices when correction of noncompliance has been fully documented.

This process applies to all years of uncorrected noncompliance.

**Correction of Remaining FFY10/SFY11, FFY09/SFY10, and FFY08/SFY09 Findings of Noncompliance:**

Illinois has several statewide and targeted efforts to identify and correct the root causes of continuing noncompliance that include the following.

- Due to concerns regarding long-standing noncompliance for Indicator 1, timely service, several efforts have been done to improve the quality of service delay reporting and provide more complete information about the reasons for delays. In September 2012, CFC offices were instructed to report more complete information regarding the reasons for service delays for children who have waited for services over 90 days. In January 2013, those instructions were expanded to all children with delays over 30 days.
- In the fall of 2013, conference calls were held with CFC offices and Bureau staff to discuss documentation of service delays and strategies on how to address issues related to timely services. These discussions clarified data entry instructions to support the correct documentation of reasons for delay. In addition, strategies on how to effectively minimize those delays were shared.



- During FFY12/SFY13, the Bureau and the EI Ombudsman partnered with five CFC offices to pilot a technical assistance approach that involved collaboration and coordination among a group of CFC offices that share common challenges to correction of noncompliance. The I2S Workgroup was formed to address long-standing noncompliance with timely services, involving five southern Illinois CFC offices. The Bureau Chief, Bureau staff and the EI Ombudsman met on a monthly basis (usually in person) with these CFC Managers to discuss strategies to recruit providers and to more effectively utilize existing providers. The I2S then shared recruitment strategies with other CFCs, including using an Internet-based recruitment site for methods to support new EI Providers to build caseloads, working with existing EI Provider agencies to expand services, streamlining the credentialing packet, instructional podcasts to assist providers in credentialing, and revising the no-show policy. In addition, the Bureau polled other states on issues related to provider rates and credentialing requirements. Although data analysis shows some movement, none of the CFC offices were able to demonstrate three consecutive months without a service delay. The data demonstrates four of the six CFC offices that participated in the I2S Workgroup reduced the number of service delays when comparing six month data periods of January-June 2013 and July-December 2013, with decreases ranging from 12–65 percent. The overall reduction between these two six-month periods for all the I2S CFC offices was 25 percent. Over the 12 month period, four of the six CFC offices had a monthly average of less than 4 delayed services and two CFC offices demonstrated 2 months with no delays. The Bureau will initiate and intensify the I2S Workgroup with other CFC offices, will analyze information received from other states and work with NCRRC to further explore different approaches to address this issue.
- Extensive research and analysis of service delivery approaches and strategies have supported the work of the SDA Workgroup. Information was pulled from national websites and journals and through discussions with technical assistant staff and Part C programs from other states. The group has discussed Illinois' current policies and procedures for system components (i.e., intake/referral, evaluation/assessment, IFSP development, service implementation, and transition), identifying challenges in each component and developing a vision for improvements/changes. The Workgroup is currently developing a set of system recommendations.
- Another effort to help address barriers to timely services includes the work of an ad hoc group of the IICEI, which has completed research on the use of telehealth in EI. Research has focused on the use of telehealth in un-served and under-served populations.
- The Bureau of EI is partnering with the CFC Managers and other EI Partners on strategies to coordinate efforts for EI provider recruitment across disciplines (OT, PT, SLP, and targeted DT) at colleges and universities. The Bureau is supporting these efforts by providing a presentation and materials and establishing a spreadsheet that CFC Managers can update to track CFC office recruitment efforts at targeted colleges/universities. The EI Clearinghouse has offered to develop an information piece for colleges/universities to help further engage them in EI provider recruitment. The Bureau has also supported a federal grant application to prepare Master's students in EI/Early Childhood Special Education, with an emphasis on cultural and linguistic diversity.
- Service delays are considered in making local determination scores. The following items are taken into consideration: 1) if an agency fails to submit a credible CAP for addressing service delays, fails to make adequate progress, or fails to implement major features of the plan and 2) If the CFC office has more than one finding of noncompliance pending from FFY10/SFY11 or longer. CFC offices with determination scores of "Needs Intervention" or "Needs Substantial Intervention" have additional reporting obligations for CAPs. Those with a determination of "Needs Substantial Intervention" receive a focused verification monitoring visit.



<b>Correction of Remaining FFY10/SFY11 Findings of Noncompliance:</b>	
1. Number of remaining uncorrected FFY 2010 findings of noncompliance noted in OSEP's July 1, 2013, FFY 2011 APR response table for this indicator.	1
2. Number of remaining FFY 2010 findings the State has verified as corrected.	0
3. Number of remaining FFY 2010 findings the State has NOT verified as corrected [(1) minus (2)].	<b>1</b>

<b>Correction of Remaining FFY09/SFY10 Findings of Noncompliance:</b>	
1. Number of remaining uncorrected FFY08/SFY09 findings of noncompliance noted in OSEP's June 2011, FFY 2009 APR response table for this indicator.	2
2. Number of remaining FFY08/SFY09 findings the State has verified as corrected.	0
3. Number of remaining FFY08/SFY09 findings the State has NOT verified as corrected [(1) minus (2)].	<b>2</b>

<b>Correction of Remaining FFY08/SFY09 Findings of Noncompliance:</b>	
1. Number of remaining uncorrected FFY08/SFY09 findings of noncompliance noted in OSEP's June 2011, FFY 2009 APR response table for this indicator.	20
2. Number of remaining FFY08/SFY09 findings the State has verified as corrected.	0
3. Number of remaining FFY08/SFY09 findings the State has NOT verified as corrected [(1) minus (2)].	<b>20</b>

**Verification of Correction of Remaining FFY08-10/SFY09-11 findings:** See "Verification of Correction of FFY11/SFY12 noncompliance (either timely or subsequent)," above.

**Describe the specific actions that the State took to verify the correction of findings of noncompliance identified in FFY08-10/SFY09-11:** See "Describe the specific actions that the State took to verify the correction of findings of noncompliance identified in FFY11/SFY12" above.

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

Statement from the Response Table	State's Response
Because the State reported less than 100% compliance for FY11, the State must report on the status of correction of noncompliance identified in FFY11 for this indicator.	See status in "Correction of FFY11/SFY12 Findings of Noncompliance," above.
<p>OSEP is concerned about the State's failure to correct longstanding noncompliance from FFY08. The State must take the steps necessary to ensure that it can report, in the FFY11 APR that it has corrected the remaining 20 findings identified in FFY08. If the State cannot report in the FFY11 APR that this noncompliance has been corrected, the State must report in the FFY11 APR.</p> <p>In addition, the State must demonstrate, in the FFY12 APR, that the remaining one uncorrected noncompliance identified in FFY10, the remaining two uncorrected noncompliance findings identified in FFY09, and the remaining 20 uncorrected noncompliance finding identified in FFY08 were corrected. When reporting on the correction of noncompliance, the State must report, in its FFY12 APR, that it has verified that each EIS program or provider with finding of noncompliance identified in FFY11 and each EIS program or provider with remaining finding of noncompliance identified in FFY10, FFY09, and FFY08: (1) is correctly implementing the specific regulatory requirements (i.e., achieved 100% compliance) based upon a review of updated data such as data subsequently collected through on-site monitoring or a State data system; and (2) has corrected each individual case of noncompliance, unless the child is no longer within the jurisdiction of the EIS program or provider, consistent with <i>OSEP Timely Correction Memo 09-02</i>. If the FFY12 APR, the State must describe the specific actions that were taken to verify correction.</p>	<p>Under "<b>Correction of Remaining FFY10/SFY11, FFY09/SFY10, and FFY08/SFY09 Findings of Noncompliance</b>" above, strategies are described to address the long standing noncompliance (i.e., more detailed data reporting, a pilot project for a regional approach to address service delays, research on use of telehealth, longstanding noncompliance considered in setting determination scores, and coordinated recruitment efforts at colleges/universities).</p> <p>Improvements to the Service Delay Reporting System through the implementation of improved edit checks, and quality control has led to greater data accuracy and focus on timely delivery of services. More detailed data reporting and one-on-one discussions with CFC offices have identified and addressed data entry errors and provided an opportunity to share strategies for timely services.</p> <p>The Bureau of EI has sought guidance from OSEP in regarding the correction of noncompliance.</p> <p>Ann Bailey and Sandy Schmitz with NCRRC provided onsite TA meetings regarding correction of noncompliance.</p> <p>Bureau and Illinois EI Training Program staff accessed a wide variety of technical assistance and information sources on the national level and from other states. Specific examples are highlighted, above, under the "Overview of the Annual Performance Report Development," with a full list included as an attachment.</p> <p>The SDA Workgroup has been working on reviewing service delivery in the EI Program in order to reduce service delays and better utilize provider resources to meet service needs.</p>

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2012 (if applicable):** No revisions to improvement activities are proposed at this time, as the EI Program completes Phase I of the SSIP process.

**Overview of the Annual Performance Report Development:  
See Indicator 1.****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
FFY12/SFY13	At least 90.0% of all children with IFSPs active on October 31, 2012 will have their services provided predominately in the home or in community settings.

**Actual Target Data for FFY12/SFY13:****INDICATOR 2:**

(# of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings/total # of infants and toddlers with IFSPs) times 100

**FFY12/SFY13 Result: (18,501/19,246) x 100 = 96.13%****FFY12/SFY13 Target = 90.00%**

The October 31, 2012 data (96.13%) demonstrates an improvement from October 31, 2011 data (95.47%) in the proportion of children with IFSP services authorized predominately in natural settings and exceeds the target for FFY12/SFY13 of 90.0%. When a service, which is identified in a child's IFSP, is authorized in the Cornerstone, a place of service code is designated. When the provider submits a claim for that service, the EI Central Billing Office (EI CBO) ensures that the place of service code matches the authorization for that service. On a monthly basis, the EI CBO generates a report on services provided predominately in the home or in community settings, which reflects the settings for services that have been authorized. The percentage of children receiving services in natural setting is calculated based on the number of children receiving services in a month which can be less than the total number of active IFSPs in a month. The child's IFSP must include a justification when services are authorized in a non-natural setting, along with a plan to transition to a natural setting, when available.

Cases in Predominately in Natural Setting by CFC and Geographic Regions						
CFC #	October 2011			October 2012		
	Home	Day Care/ Comm.	Natural Settings	Home	Day Care/ Comm.	Natural Settings
1	75.30%	7.57%	82.87%	76.01%	8.12%	84.13%
**2	97.31%	2.54%	99.85%	96.58%	3.42%	100.00%
3	67.94%	10.10%	78.04%	72.12%	11.52%	83.64%
**4	94.80%	5.06%	99.86%	95.90%	3.57%	99.47%
**5	94.76%	4.69%	99.45%	94.94%	4.42%	99.36%
*6	90.73%	6.77%	97.50%	92.03%	7.30%	99.32%
*7	91.33%	4.02%	95.35%	93.52%	2.98%	96.50%
*8	95.80%	2.23%	98.03%	95.56%	2.09%	97.65%
*9	91.63%	5.58%	97.21%	92.72%	4.51%	97.23%
*10	90.26%	0.57%	90.83%	92.47%	1.21%	93.68%
*11	96.56%	2.56%	99.12%	95.97%	3.06%	99.03%
*12	97.59%	1.51%	99.10%	98.96%	0.83%	99.79%
13	80.62%	9.69%	90.31%	72.37%	13.16%	85.53%
14	36.17%	15.69%	51.86%	41.27%	14.41%	55.68%
**15	92.62%	5.31%	97.93%	92.64%	4.38%	97.02%
16	70.99%	21.60%	92.59%	68.57%	27.14%	95.71%
17	85.98%	8.41%	94.39%	91.44%	6.31%	97.75%
18	50.00%	42.53%	92.53%	42.72%	50.81%	93.53%
19	87.68%	7.00%	94.68%	84.10%	9.23%	93.33%
20	97.07%	2.39%	99.46%	97.94%	1.29%	99.23%
21	98.99%	0.17%	99.16%	99.68%	0.00%	99.68%
22	95.93%	3.49%	99.42%	96.94%	1.95%	98.89%
23	100.0%	0.00%	100.00%	100.00%	0.00%	100.00%
24	89.86%	9.46%	99.32%	91.43%	8.57%	100.00%
**25	96.57%	2.29%	98.86%	94.27%	5.25%	99.52%
<b>Statewide</b>	<b>89.79%</b>	<b>5.68%</b>	<b>95.47%</b>	<b>90.25%</b>	<b>5.88%</b>	<b>96.13%</b>
*Cook County	93.76%	3.54%	97.30%	94.55%	3.47%	98.03%
**Collar Counties (2, 4, 5, 15, & 25)	94.76%	4.35%	99.10%	94.70%	4.16%	98.86%
Downstate (All Others)	78.41%	10.62%	89.00%	78.85%	11.55%	90.40%

<b>*Cook County Offices:</b>	
• CFC 6 - North Suburban	• CFC 10 - Southeast Chicago
• CFC 7 - West Suburban	• CFC 11 - North Chicago
• CFC 8 - Southwest Chicago	• CFC 12 - South Suburban
• CFC 9 - Central Chicago	

Cook County and Downstate CFC offices demonstrate an increase in the proportion of children with IFSP services authorized predominately in natural settings, while Collar County CFC offices demonstrate a slight decrease. FFY12/SFY13 data from all three geographic areas exceed the target of 90.0%.

**Overview of the Annual Performance Report Development:  
See Indicator 1.**

**Monitoring Priority: Early Intervention Services in Natural Environments**

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

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

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

**Measurement:**

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

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

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

**B. Acquisition and use of knowledge and skills (including early language/communication):**

- a. Percent of infants and toddlers who did not improve functioning =  $[(\# \text{ of infants and toddlers who did not improve functioning}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$ .
- b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers =  $[(\# \text{ of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$ .
- c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it =  $[(\# \text{ of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$ .

level nearer to same-aged peers but did not reach it) divided by (# of infants and toddlers with IFSPs assessed)] times 100.

- d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers = [(# of infants and toddlers who improved functioning to reach a level comparable to same-aged peers) divided by (# of infants and toddlers with IFSPs assessed)] times 100.
- e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers = [(# of infants and toddlers who maintained functioning at a level comparable to same-aged peers) divided by (# of infants and toddlers with IFSPs assessed)] times 100.

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

C. Use of appropriate behaviors to meet their needs:

- 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 the (# 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 the (# 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 the (# 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 the (# of infants and toddlers with IFSPs assessed)] times 100.

**Summary Statements for Each of the Three Outcomes:**

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

**Measurement for Summary Statement 1:** Percent = # of infants and toddlers reported in progress category (c) plus # of infants and toddlers reported in category (d) divided by [# of infants and toddlers reported in progress category (a) plus # of infants and toddlers reported in progress category (b) plus # of infants and toddlers reported in progress category (c) plus # of infants and toddlers reported in progress category (d)] times 100.

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

**Measurement for Summary Statement 2:** Percent = # of infants and toddlers reported in progress category (d) plus [# of infants and toddlers reported in progress category (e) divided by the total # of infants and toddlers reported in progress categories (a) + (b) + (c) + (d) + (e)] times 100.

FFY	Measurable and Rigorous Targets	%
FFY12/SFY13	3A. Positive Relationships Summary Statement 1:	70.4
	3A. Positive Relationships Summary Statement 2:	64.4
	3B. Acquire Knowledge & Skills Summary Statement 1:	79.7
	3B. Acquire Knowledge & Skills Summary Statement 2:	51.6
	3C. Able to Meet Needs Summary Statement 1:	77.9
	3C. Able to Meet Needs Summary Statement 2:	57.9

**Actual Data FFY12/SFY13:**

Summary Statements	Actual FFY11/SFY12	Targets FFY12/SFY13	Actual FFY12/SFY13
<b>Outcome A: Positive social-emotional skills (including social relationships)</b>			
1. Of those children who entered or exited the program below age expectations in Outcome A, the percent who substantially increased their rate of growth by the time they exited the program $[(c+d)/(a+b+c+d)] \times 100 = 3924/5577 \times 100 = 70.4\%$	68.22%	66.5%	70.4%
2. The percent of children who were functioning within age expectations in Outcome A by the time they exited the program $[(d+e)/(a+b+c+d+e)] \times 100 = 5455/8468 \times 100 = 64.4\%$	62.42%	63.5%	64.4%
<b>Outcome B: Acquisition and use of knowledge and skills (including early language/ communication and early literacy)</b>			
1. Of those children who entered or exited the program below age expectations in Outcome B, the percent who substantially increased their rate of growth by the time they exited the program $[(c+d)/(a+b+c+d)] \times 100 = 6285/7882 \times 100 = 79.7\%$	78.47%	78.0%	79.7%
2. The percent of children who were functioning within age expectations in Outcome B by the time they exited the program $[(d+e)/(a+b+c+d+e)] \times 100 = 4370/8464 \times 100 = 51.6\%$	49.44%	49.8%	51.6%
<b>Outcome C: Use of appropriate behaviors to meet their needs</b>			
1. Of those children who entered or exited the program below age expectations in Outcome C, the percent who substantially increased their rate of growth by the time they exited the program $[(c+d)/(a+b+c+d)] \times 100 = 5571/7152 \times 100 = 77.9\%$	76.57%	75.7%	77.9%

# APR Template – Part C (1)

Illinois

State

2. The percent of children who were functioning within age expectations in Outcome C by the time they exited the program  [(d+e)/(a+b+c+d+e)] x 100 = 4905/8465 x 100=57.9%	56.03%	56.2%	57.9%
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## SUMMARY STATEMENT SCORED BY CFC

CFC #	Outcome 1		Outcome 2		Outcome 3	
	Summary Statement 1	Summary Statement 2	Summary Statement 1	Summary Statement 2	Summary Statement 1	Summary Statement 2
1	66.27%	68.35%	82.53%	55.38%	77.27%	64.24%
**2	62.86%	54.47%	73.08%	49.59%	74.51%	50.61%
3	74.63%	62.50%	72.22%	45.19%	73.33%	60.58%
**4	72.35%	76.82%	78.61%	60.09%	75.87%	69.96%
**5	52.83%	68.20%	71.97%	57.45%	65.77%	68.00%
*6	68.83%	71.73%	80.00%	48.40%	79.60%	60.59%
*7	79.55%	62.47%	89.23%	49.69%	86.65%	53.46%
*8	80.21%	61.30%	87.67%	47.60%	85.90%	52.61%
*9	79.95%	65.09%	86.70%	52.05%	84.30%	56.49%
*10	77.68%	53.79%	83.53%	46.21%	83.20%	43.56%
*11	78.99%	70.90%	88.52%	57.70%	82.86%	64.91%
*12	69.01%	58.81%	76.60%	46.77%	77.45%	49.25%
13	52.94%	64.19%	68.38%	55.78%	65.14%	62.84%
14	50.98%	74.80%	64.25%	63.39%	65.41%	69.69%
**15	63.24%	65.17%	77.14%	52.41%	71.66%	62.76%
16	68.12%	45.23%	75.76%	42.28%	75.32%	38.46%
17	77.42%	75.81%	76.92%	51.61%	74.00%	53.23%
18	65.22%	56.35%	75.61%	29.37%	77.78%	45.24%
19	87.31%	51.94%	87.50%	48.29%	87.19%	50.97%
20	60.90%	64.19%	74.76%	55.02%	79.90%	59.83%
21	67.81%	60.78%	81.29%	52.10%	75.00%	50.75%
22	83.52%	49.55%	83.18%	37.27%	82.00%	41.82%
23	65.82%	51.65%	82.22%	50.55%	79.76%	52.75%
24	79.59%	58.62%	82.76%	36.21%	81.13%	51.72%
**25	47.11%	66.38%	61.01%	45.69%	59.47%	54.74%
<b>State Summary Statement</b>	70.40%	64.40%	79.70%	51.63%	77.90%	57.94%
<i>Chicago - Cook County*</i>	79.19%	66.11%	81.88%	48.38%	83.64%	58.61%
<i>Suburban - Cook County*</i>	72.55%	65.83%	73.59%	54.03%	81.19%	55.71%
<b>**Collar Counties (2, 4, 5, 15, &amp; 25)</b>	60.80%	66.17%	77.97%	49.84%	70.43%	62.31%
Downstate (All Others)	69.28%	60.35%	79.73%	51.64%	76.96%	54.53%

### \*Cook County Offices:

• CFC 6 - North Suburban	• CFC 10 - Southeast Chicago
• CFC 7 - West Suburban	• CFC 11 - North Chicago
• CFC 8 - Southwest Chicago	• CFC 12 - South Suburban
• CFC 9 - Central Chicago	



## Progress Data for Part C Children FFY12/SFY13:

A. Positive social-emotional skills (including social relationships):	Number of Children	% of children
a. Percent of children who did not improve functioning	0	0.0%
b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers	1,653	19.5%
c. Percent of children who improved functioning to a level nearer to same-aged peers but did not reach	1,360	16.1%
d. Percent of children who improved functioning to reach a level comparable to same-aged peers	2,564	30.3%
e. Percent of children who maintained functioning at a level comparable to same-aged peers	2,891	34.1%
<b>Total</b>	N = 8,468	100%
B. Acquisition and use of knowledge and skills (including early language/communication):	Number of Children	% of children
a. Percent of children who did not improve functioning	21	0.2%
b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers	1,576	18.6%
c. Percent of children who improved functioning to a level nearer to same-aged peers but did not reach	2,497	29.5%
d. Percent of children who improved functioning to reach a level comparable to same-aged peers	3,788	44.8%
e. Percent of children who maintained functioning at a level comparable to same-aged peers	582	6.9%
<b>Total</b>	N = 8,464	100%
C. Use of appropriate behaviors to meet their needs:	Number of Children	% of children
a. Percent of children who did not improve functioning	10	0.1%
b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers	1,571	18.6%
c. Percent of children who improved functioning to a level nearer to same-aged peers but did not reach	1,979	23.4%
d. Percent of children who improved functioning to reach a level comparable to same-aged peers	3,592	42.4%
e. Percent of children who maintained functioning at a level comparable to same-aged peers	1,313	15.5%
<b>Total</b>	N = 8,465	100%

Illinois continues to work to understand the relationship between the Child Outcomes ratings and the quality of EI services and supports being provided. In FFY12/SFY13, the percentage of children who substantially improved their rate of growth increased for all three outcome areas. The percentage of children who were functioning within age expectations by the time they exited the EI program increased for all three outcomes. For all summary statements, targets were reached. Children continue to demonstrate greater than expected growth or achieve age expectations as a result of participating in the EI system.

**Overview of the Annual Performance Report Development:  
See Indicator 1.****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 USC 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.

Target Data and Actual Data	FFY12/SFY13 Target	FFY12/SFY13 Positive Family Responses	
A. Know their rights	79.0%	( 2,307.6/3,336) x 100	69.2%
B. Effectively communicate their children's needs	86.7%	(2,581.2/3,336) x 100	77.4%
C. Help their children develop and learn	90.4%	(2,469.4 /3,336) x 100	74.02%

Illinois utilized the revised version of the Family Outcomes Survey (FOS-R) again this year to collect the data for this indicator. The FOS-R uses a 5-point rating scale (versus a 7-point scale used in the original version) to assess the helpfulness of EI, ranging from 1 = 'Not at all' to 5 = 'Extremely helpful'. The FOS-R also has 17 helpfulness indicators (5 for "Know their rights"; 6 for "Effectively communicate their children's needs"; and 6 for "Help their children develop and learn"). These additional indicators have been added with the belief that the data collected will be more informative and valid than data collected from the previous version of the FOS.

Since the FOS-R contains more than one item for each of the OSEP helpfulness indicators, a mean score has been calculated for each indicator. Families who meet the criteria for each indicator (i.e., mean value  $\geq 4$  on associated items for each indicator) are divided by the total number of families who completed the survey and then that number is multiplied by 100 to get the percentage of families who meet the criteria for each indicator.

For the fifth consecutive year, Illinois used an all-mail survey in an effort to reach a more representative group of families. The net return rate of about 17.3% is higher than the 15.1% of last year. Weighting to

make the results better reflect the State's geographic caseload decreased the proportion of scores of 4 or over by 0.43% for "knowing rights" and increased the proportion by 0.06% for "effectively communicating" and 0.22% for "helping your child develop and learn." While it is generally agreed that the all mail approach is best for Illinois, the program will continue to work with the Outcomes Workgroup on ways to improve race, ethnic and geographical representativeness as well as overall return rates.

This year, more surveys were distributed and returned. All families who were in the system with an active IFSP on November 30, 2012 were mailed a survey. In total, 19,247 surveys were mailed and 3,336 surveys were returned, resulting in a return rate of 17.3%. In order to determine the representativeness of the responses, two areas were examined. The first area examined was representativeness based on race. The second area examined was geographic representativeness. As illustrated in the table below, the percent of surveys returned separated by race somewhat mirrors the percentages distributed. The largest discrepancy was observed between Black/African American, Hispanic, and White returns. In this regard, Black/African American families' and Hispanic families' responses are underrepresented compared to their representation in the system as a whole, and White families' responses are overrepresented compared to the whole. As the number of families surveyed continues to increase, it is hoped that the returns will more closely approximate the demographic makeup of the system.

Race	Sent	% Sent	Returned	Return Rate	% of Total Returns
American Indian/Alaska Native	12	.06%	3	25%	0.09%
Asian	617	3.2%	149	24.15%	4.47%
Black or African American	2,903	15.08 %	270	9.3%	8.09%
Hispanic	5,579	28.99 %	192	3.44%	5.75%
White	7,919	41.14 %	2,551	32.21%	76.47%
Other	2,217	11.51%	171	7.71%	5.12%
<b>Total</b>	<b>19,247</b>	<b>100.00%</b>	<b>3,336</b>	<b>17.3%</b>	<b>100.00%</b>

There continue to be disparities in the number of surveys returned by each CFC. This year, only one CFC had a return rate of less than 10% and two more were at 10%. These CFCs are all in Chicago and typically serve diverse populations. Poor return rates at these CFCs impacts both racial representativeness as well as geographic representativeness. As detailed in the adjusted response tables below, the responses for Chicago tend to be lower than other areas in the state. Survey results have been weighted to correct for geographic disparities in returns. Although, the resulting changes in the results were minor for all three measures.

Survey Results	Raw Percent 4 or Higher			Adjusted Percent 4 or Higher		
	10-11	11-12	12-13	10-11	11-12	12-13
To what extent has EI helped your family know and understand your rights?	68.5%	68.32%	69.63%	67.82%	67.6%	69.2%
To what extent has early intervention helped your family effectively communicate your child's needs?	77.17%	76.21%	77.31%	76.51%	75.7%	77.37%
To what extent has early intervention helped your family be able to help your child develop and learn?	74.64%	73.51%	73.80%	73.58%	74.31%	74.02%

To what extent has early intervention helped your family know and understand your rights?					
	Chicago	Suburban Cook	Collar Counties	Downstate	Illinois Total
<b>Raw Totals</b>					
Distributed	5,355	3,871	4,765	5,256	19,247
Total Returns/Responses	678	697	1,006	933	3,336
Mean Return Rate/Responses	12.66%	18.01%	21.11%	17.75%	17.33%
Mean Responses 4 or Higher	411	490	742	680	2,323
% 4 or Higher	60.62%	70.30%	73.76%	72.88%	69.63%
Mean Average Response	3.91	4.08	4.19	4.20	4.11
Statewide Return %	17.69%	21.09%	31.94%	29.72%	100%
<b>Totals Adjusted for Geography</b>					
Avg. IFSP in Period	5,355	3,871	4,765	5,256	19,247
Caseload %	27.8%	20.1%	24.8%	27.3%	100%
Adjusted Returns	927.41	670.54	827.33	910.73	3,336
Adjusted Responses 4 or Higher	562.2	471.39	610.24	663.74	2,307.6
% 4 or Higher	60.62%	70.30%	73.76%	72.88%	69.2%
Average Response	3.91	4.08	4.19	4.20	4.11

To what extent has early intervention helped your family effectively communicate your child's needs?					
	Chicago	Suburban Cook	Collar Counties	Downstate	Illinois Total
<b>Raw Totals</b>					
Distributed	5,355	3,871	4,765	5,256	19,247
Mean Returns/Responses	678	697	1,006	933	3,336
Mean Return Rate/Responses	12.66%	18.01%	21.11%	17.75%	17.33%
Mean Responses 4 or Higher	489	544	781	765	2,579
% 4 or Higher	72.12%	78.05%	77.63%	81.99%	77.31%
Average Response	4.15	4.23	4.29	4.40	4.28
Statewide Return %	18.96%	21.09%	30.28%	29.66%	100%
<b>Totals Adjusted for Geography</b>					
Avg. IFSP in Period	5,355	3,871	4,765	5,256	19,247
Caseload %	27.8%	20.1%	24.8%	27.3%	100%
Adjusted Returns	927.41	670.54	827.33	910.73	3,336
Responses 4 or Higher	668.85	523.36	642.26	746.71	2,581.18
% 4 or Higher	72.12%	78.05%	77.63%	81.99%	77.37%
Average Response	4.15	4.23	4.29	4.40	4.28

To what extent has early intervention helped your family be able to help your child develop and learn?					
	Chicago	Suburban Cook	Collar Counties	Downstate	Illinois Total
<b>Raw Totals</b>					
Distributed	5,355	3,871	4,765	5,256	19,247
Mean Returns/Responses	678	697	1006	933	3336
Mean Return Rate/Responses	12.66%	18.01%	21.11%	17.75%	17.33%
Mean Responses 4 or Higher	487	506	764	705	2,462
% 4 or Higher	71.83%	72.60%	75.94%	75.56%	73.80%
Average Response	4.10	4.14	4.23	4.27	4.20
Statewide Return %	19.78%	20.55%	31.03%	28.64%	100%
<b>Totals Adjusted for Geography</b>					
Avg. IFSP in Period	5,355	3,871	4,765	5,256	19,247
Caseload %	27.8%	20.1%	24.8%	27.3%	100%
Adjusted Returns	927.41	670.54	827.33	910.73	3,336
Responses 4 or Higher	666.16	486.81	628.27	688.15	2,469.4
% 4 or Higher	71.83%	72.60%	75.94%	75.56%	74.02%
Average Response	4.10	4.14	4.23	4.27	4.20

FFY 12/SFY 13 Family Outcome Survey Results Return Rates & Unweighted Results by CFC									
				Know Rights		Communicate Child Needs		Help Child Develop & Learn	
CFC #	Surveys	Returns	Return Rate	Scores 4 or >	Mean Score	Scores 4 or >	Mean Score	Scores 4 or >	Mean Score
1	671	114	16.99%	70.18%	4.08	78.95%	4.24	65.79%	4.05
**2	847	172	20.31%	76.16%	4.18	75.00%	4.20	72.09%	4.13
3	330	53	16.06%	60.38%	3.94	69.00%	4.05	67.92	3.91
**4	925	182	19.68%	68.13%	4.06	73.08%	4.18	73.62%	4.14
**5	1,211	284	23.45%	79.23%	4.29	80.99%	4.38	78.17%	4.30
*6	1,685	353	20.95%	70.54%	4.08	80.17%	4.26	75.64%	4.16
*7	1,066	169	15.85%	74.56%	4.16	84.02%	4.33	76.92%	4.23
*8	837	90	10.75%	76.67%	4.23	80.00%	4.30	85.56%	4.35
*9	1,096	116	10.58%	62.07%	4.01	72.41%	4.13	76.32%	4.14
*10	929	90	9.69%	56.67%	3.84	66.67%	4.08	62.22%	3.99
*11	2,493	382	15.32%	57.33%	3.83	71.47%	4.14	69.90%	4.06
*12	1,120	175	15.63%	65.71%	4.02	68.00%	4.08	62.29%	4.03
13	262	39	14.89%	76.92%	4.43	82.05%	4.59	84.62%	4.54
14	531	100	18.83%	70.00%	4.16	78.00%	4.32	70.00%	4.19
**15	1,300	267	20.54%	70.04%	4.18	78.65%	4.31	77.15%	4.29
16	619	111	17.93%	65.77%	4.08	78.38%	4.41	74.77%	4.31
17	234	59	25.21%	71.19%	4.01	76.27%	4.23	69.49%	4.06
18	328	50	13.97%	72.00%	4.28	84.00%	4.43	84.00%	4.23
19	415	74	17.83%	83.78%	4.46	89.19%	4.60	83.78%	4.52
20	417	74	17.75%	83.78%	4.35	85.14%	4.40	77.03%	4.27
21	691	141	20.41%	68.79%	4.13	83.69%	4.42	77.30%	4.30
22	366	58	15.85%	81.03%	4.41	84.48%	4.47	81.03%	4.51
23	211	38	18.01%	81.58%	4.43	94.74%	4.70	84.21%	4.56
24	181	22	12.15%	81.82%	4.55	90.91%	4.72	81.82%	4.56
**25	482	101	20.95%	74.25%	4.16	78.22%	4.33	77.23%	4.24
Statewide	19,247	3,336	17.33%	69.63%	4.11	77.31%	4.28	73.80%	4.20
*Chicago – Cook County*	5,355	678	12.66%	60.62%	3.91	72.12%	4.15	71.83%	4.10
*Suburban – Cook County	3,871	697	18.01%	70.32%	4.08	78.05%	4.23	72.60%	4.14
**Collar Counties (2, 4, 5, 15, & 25)	4,765	1,006	21.11%	73.76%	4.19	77.63%	4.28	75.94%	4.23
Downstate (All Others)	5,256	933	17.75%	72.88%	4.20	81.99%	4.40	75.56%	4.27

**\*Cook County Offices:**

- |                             |                              |
|-----------------------------|------------------------------|
| • CFC 6 - North Suburban    | • CFC 10 - Southeast Chicago |
| • CFC 7 - West Suburban     | • CFC 11 - North Chicago     |
| • CFC 8 - Southwest Chicago | • CFC 12 - South Suburban    |
| • CFC 9 - Central Chicago   |                              |

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY12/SFY13:**

**Progress or Slippage for Indicator 4:** The percentage of families that indicated a positive response increased from last year for all three of the indicators but target values were not met. This lack of achieving targets is, once again, believed to be due to the method now being used for calculating positive responses. The method was changed to be more in line with the recommendations of the Early Childhood Outcomes (ECO) Center.

Changing the format of the survey and, consequently, the method for calculating a positive response (mean versus single question) after targets had been determined is believed to be impacting whether or not targets are met. The information that was originally used as a baseline and that helped us determine our targets may no longer be directly applicable to the tool and process being utilized. The revised survey, with the additional items, is more reflective of a family's experience and provides more valid data than what could be collected from the previous version of the FOS which only contained one question about each area. Ultimately, this more informative data will help us better guide and train providers to make program improvements that will directly impact these indicators for families. It has, however, made reaching targets that were set using a different survey difficult.

The Illinois EI Program considered resetting its Indicator 4 baseline data and targets for FFY12/SFY13, based upon several years of data that reflect changes to the survey format, the method for calculating positive responses, and the survey distribution methodology, but decided to delay resetting the baseline data and identifying new targets. This delay will allow the Child and Family Outcomes Workgroup to provide thoughtful input to this process and will coincide with the task of setting target values for the other indicators, as will be required in the APR for FFY13/SFY14.

Local/CFC level data continue to illuminate the differential return rate problem. Weighting the four large regions helps adjust for this, but there are also disparities within those larger regions. This differential return rate causes concern beyond just geographic disparities as lower return rates in Chicago and its suburbs impacts the racial, ethnic, linguistic, and economic diversity represented in the returns.

As was the case last year, the program focused on taking steps that would improve outcomes for families. In many instances, a single item within one of the three areas (i.e., "giving you useful information about available options when your child leaves the program" within the knowing your rights area and "giving you useful information about how to help your child get along with others" within the helping your child learn area) that comprise the indicator pulled the overall mean for an area down. In examining reasons behind why we may not be achieving desired results with family outcomes a few concerns come to mind.

- Concerns over the approach to services have been discussed in a number of statewide Workgroups. It is felt that more of a focus on traditional, medical model service delivery may be negatively impacting families' abilities to achieve the identified family outcomes. As a result, training materials have been modified to incorporate more family-centered practices, training formats have been altered to support practice change, and a workgroup to examine service delivery approaches has been created.
- In an effort to ensure that family needs are being addressed during service delivery, Illinois has instituted the use of the Routines Based Interview during intake. It is hoped that as services are directed at family priorities and concerns and embedded in daily routines, families will receive more benefit from these services.
- The State of Illinois has also experienced budgetary difficulties for the last few years. Due to these constraints, a number of community-based programs have been reduced or eliminated, thereby



limiting transition options. In addition, many families returning surveys have been in the system less than a year and formalized transition planning may have yet to occur.

Improvement Activity	Status/Timelines/Resources
<p>The Illinois EI Training Program will imbed training on the FOS indicators in both their online training modules and as a part of face to-face training opportunities for providers. The intent of this training will be to highlight the importance of what is asked of families as a part of the FOS, and to highlight how data from the FOS can help states see how their families are doing, identify any areas in need of improvement, and then, after program adjustments, assess the impact of those changes—with the goal of moving to ever higher percentages of families reporting outcomes attained.</p>	<p>This was completed in FFY10/SFY11 and will continue as an ongoing activity. An online module about the family outcomes survey was developed and published by June 30, 2011. In addition, Training Program Resources were updated to include a link to ECO Child Outcomes Step-by-Step Video which supports understanding of child outcomes.</p> <p>Resources included EI Training Program and the Bureau of EI.</p>
<p>The IICEI will create a workgroup to study issues related to Hispanic families. This workgroup will recommend program changes that will have a positive impact on the way Hispanic families experience the program and thus their outcomes. The focus of this group will be expanded to include African-American families.</p>	<p>Family outcomes survey results were shared with the broader Council at their October 2011 meeting and potential strategies were identified to improve minority families' experiences with the EI system.</p> <p>Resources included the IICEI, the EI Training Program, and the Bureau of EI.</p>
<p>Illinois will discontinue the use of mailing to a sampling of families participating in the program. All families enrolled in the program at a given point in time will be sent a Family Outcomes Survey.</p>	<p>This year, 19,247 surveys were mailed to families. This included all families who were in the system with an active IFSP as of November 30, 2012.</p> <p>Resources included the EI Training Program and the Bureau of EI.</p>
<p>An online survey will be developed as an option for families to complete the Family Outcomes Survey. The online option will be available in both English and Spanish. The online option will not replace the paper version of the FOS. It is hoped that by offering an online option for FOS completion, Illinois will see an increase in the overall return rate.</p>	<p>The English and Spanish versions of the survey were available this year. 386 families completed Spanish surveys. There were 82 Spanish and 345 English surveys completed online.</p> <p>Resources included the EI Training Program and the Bureau of EI.</p>
<p>To increase the return rate for African American and Hispanic families surveyed statewide and for all families' surveyed living in the City of Chicago, targeted phone calls were be made to families who have not returned a completed survey two weeks following the distribution of the surveys. Phone calls were be made by the EI Training Program staff and were be done for both English and Spanish speaking families. Families were given the option to complete the survey over the phone at the time of the phone call.</p>	<p>This was completed in FFY12/SFY13. Over 11,000 Hispanic and African American families received automated phone calls reminding them to complete the survey. When families called the Training Program to request a new survey in response to the calls, a new survey was mailed to them. In FFY12/SFY13, three notices were sent directly to the CFCs notifying them when the survey was going out and asking them to request that service coordinators include a reminder about the survey during their monthly contacts with families. In addition, the Training Program,</p>

Improvement Activity	Status/Timelines/Resources
	<p>Provider Connections, and the Clearinghouse all included notices about the survey on their websites.</p> <p>Resources included the EI Training Program.</p>
<p>The EI Clearinghouse will develop materials for distribution to families and update information on its website to help ensure that families are well informed of their rights.</p>	<p>This work continues as an ongoing activity. The EI Clearinghouse has supported efforts to ensure that Illinois families participating in EI have access to up-to-date information and are well informed about how to resolve problems or complaints that involve their EI services. To that end, the EI Clearinghouse has provided additional online and library (i.e., books and videos) resources for Illinois families. In addition, it authored updates/revisions to the Illinois EI brochure for families and the family guide book. It also published newsletters/fact sheets on family rights, including procedural safeguards and transition, and added additional resource guides. Spanish translation of EI forms have been developed and posted on the EI Clearinghouse website for use by CFC offices and families.</p> <p>Resources included the EI Clearinghouse, the Bureau of EI, and CFC offices.</p>
<p>Incorporate information about practices that support child and family outcomes in all of the linked trainings offered by the Training Program.</p>	<p>This was completed by July 1, 2011, but the EI Training Program will continue to ensure that this information is included in all offered Institute trainings.</p> <p>Resources include the EI Training Program and the Bureau of EI.</p>
<p>Work with ECO staff and the Outcomes workgroup to develop a plan for data analysis and its use in identifying improvement activities. Including work with the Data Consultant.</p>	<p>The Outcomes Workgroup continued to work with a Data Consultant from the ECO Center to review data and develop further plans for data analysis.</p> <p>Resources include the EI Training Program and the Bureau of EI. Training Program Staff participates on National ECO Center Community of Practice Webinars.</p>
<p>Families and providers will be made aware of when the survey is going out so that completion can be encouraged for a more representative response group.</p>	<p>Notices were put in the EI Clearinghouse and the Training Program newsletters regarding the family outcomes survey. This will be an ongoing activity.</p>

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY13/SFY14:** The improvement activities described in the SPP are ongoing efforts.

**Overview of the Annual Performance Report Development:  
See Indicator 1.**

**Monitoring Priority: Effective General Supervision Part C / Child Find**

**INDICATOR 5:** Percent of infants and toddlers birth to 1 with IFSPs compared to national data.  
(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:**

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

FFY	Measurable and Rigorous Target
FFY12/SFY13	The percentage of all children in Illinois under age 1 served through an IFSP will be at least 1.10%.

**Actual Target Data for FFY12/SFY13:**

**INDICATOR 5:**

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

**FFY12/SFY13 Result: Based on October 31, 2012 data (2,024/160,697) x 100 = 1.26%**

**FFY12/SFY13 Target = 1.10%**

**FFY12/SFY13 National Percentage: 1.06%**

Based on data from the October 31, 2012 Illinois reported 2,024 children under 1 had active IFSPs, equal to a 1.26% participation rate. This represents a slight decrease of 0.06% from the data reported for October 31, 2011, and exceeds the FFY12/SFY13 target of 1.10%.

The following chart provides statewide, regional, and CFC office participation rate histories. The participation rates are based upon October 31, 2012 data, with the 2012 census estimates used for the population of infants and toddlers birth to 1. The website has changed how the 2012 census data can be downloaded and sorted. The current census data is only available by county. For the seven Cook County CFC offices, census data cannot be sorted by geographic area (zip code), therefore data for those entities are combined.

Participation Rate Under 1 History by CFC & Region			
CFC #	FFY10/SFY11	FFY11/SFY12	FFY12/SFY13
1	0.94%	1.71%	1.71%
**2	0.89%	0.79%	0.96%
3	1.19%	0.99%	1.49%
**4	0.94%	0.87%	1.08%
**5	0.93%	1.04%	1.04%
*6-12	1.18%	1.54%	1.38%
13	0.73%	0.85%	0.85%
14	0.70%	1.14%	1.15%
**15	0.77%	0.86%	0.79%
16	1.40%	1.18%	1.40%
17	1.24%	1.64%	1.02%
18	0.86%	0.89%	0.76%
19	1.28%	1.98%	1.63%
20	1.76%	1.82%	1.95%
21	0.88%	1.10%	1.17%
22	1.36%	1.61%	1.03%
23	1.97%	3.24%	3.04%
24	0.72%	1.12%	1.34%
**25	0.94%	1.21%	1.14%
<b>Statewide</b>	<b>1.09%</b>	<b>1.32%</b>	<b>1.26%</b>

*Cook County	1.23%	1.54%	1.38%
**Collar Counties (2, 4, 5, 15, & 25)	0.88%	0.92%	0.97%
Downstate (All Others)	78.41%	10.62%	1.34%
<b>*Cook County Offices:</b>			
• CFC 6 - North Suburban	• CFC 10 - Southeast Chicago		
• CFC 7 - West Suburban	• CFC 11 - North Chicago		
• CFC 8 - Southwest Chicago	• CFC 12 - South Suburban		
• CFC 9 - Central Chicago			

**Overview of the Annual Performance Report Development:  
See Indicator 1.**

**Monitoring Priority: Effective General Supervision Part C / Child Find**

**INDICATOR 6:** Percent of infants and toddlers birth to 3 with IFSPs compared to national data.  
(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:**

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

FFY	Measurable and Rigorous Target
FFY12/SFY13	The percentage of children in Illinois under age 3 served through an IFSP will be at least 3.37%.

**Actual Target Data for FFY12/SFY13:**

**INDICATOR 6:**

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

**FFY12/SFY13 Result (based on October 31, 2012 data):**  $(19,247/486,360) \times 100 = 3.96\%$

**FFY12/SFY13 Target = 3.37%**

**FFY12/SFY13 National Percentage: 2.77%**

Based on October 31, 2012, Illinois reported 19,247 children under 3 had active IFSPs, equal to a 3.96% participation rate. This represents an increase over the October 31, 2011 participation rate of 3.70%, as well as exceeds the FFY12/SFY13 target value of 3.37%.

The following chart provides statewide, regional, and CFC office participation rate histories. The participation rates are based upon October 31, 2012 data, with the census estimates used for the population of infants and toddlers birth to 3. For previous years, the participation rate was calculated using census data provided by zip code. Data is now used from 2012 census estimates. The website has changed how data can be downloaded and sorted. The census data are only available by county. For the seven Cook County CFC offices, census data cannot be sorted by demographic area (zip code), therefore data for those entities are combined.

Participation Rate Under 3 by CFC and Region			
CFC #	FFY10/SFY11	FFY11/SFY12	FFY12/SFY13
1	3.22%	3.65%	4.09%
**2	2.73%	2.70%	3.29%
3	2.42%	3.31%	3.51%
**4	2.67%	2.84%	3.37%
**5	3.48%	3.65%	3.75%
*6-12	3.72%	4.21%	4.39%
13	2.77%	2.55%	2.32%
14	3.01%	3.43%	3.36%
**15	3.32%	3.25%	3.60%
16	3.11%	3.24%	3.26%
17	4.23%	3.56%	3.77%
18	3.15%	3.58%	3.69%
19	3.62%	3.73%	4.05%
20	3.91%	4.68%	4.80%
21	2.68%	2.85%	3.12%
22	4.17%	4.22%	4.48%
23	6.19%	6.24%	6.81%
24	3.36%	2.99%	3.80%
**25	3.05%	3.22%	4.54%
<b>Statewide</b>	<b>3.41%</b>	<b>3.70%</b>	<b>3.96%</b>

*Cook County	3.72%	4.21%	4.39%
**Collar Counties (2, 4, 5, 15, & 25)	3.06%	3.15%	3.60%
Downstate (All Others)	3.40%	3.31%	3.65%
<b>*Cook County Offices:</b>			
• CFC 6 - North Suburban	• CFC 10 - Southeast Chicago		
• CFC 7 - West Suburban	• CFC 11 - North Chicago		
• CFC 8 - Southwest Chicago	• CFC 12 - South Suburban		
• CFC 9 - Central Chicago			

## Overview of the Annual Performance Report Development: See Indicator 1.

### 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 =  $\left[ \frac{\text{\# of eligible infants and toddlers with IFSPs for whom an initial evaluation and initial assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline}}{\text{\# of eligible infants and toddlers with IFSPs evaluated and assessed for whom an initial IFSP meeting was required to be conducted}} \right] \times 100$ .

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

FFY	Measurable and Rigorous Target
FFY12/SFY13	100% of new IFSPs will be initiated within 45 days of referral.

#### Actual Target Data for FFY12/SFY13:

#### INDICATOR 7:

[Number of 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/Number of infants and toddlers with IFSPs evaluated and assessed for whom an initial IFSP meeting was required to be conducted] times 100

**FFY12/SFY13 Result:**  $\left[ \frac{19,200}{19,216} \right] \times 100 = 99.92\%$

**FFY12/SFY13 Target=** 100%

#### Infants Evaluated and Assessed and provided an Initial IFSP meeting Within Part C's 45-day timeline:

a. Number of 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	19,200
b. Number of infants and toddlers with IFSPs evaluated and assessed for whom an initial IFSP meeting was required to be conducted	19,216
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 (Percent = $\left[ \frac{(a)}{(b)} \right] \times 100$ )	<b>99.92%</b>

Illinois utilized the Cornerstone to measure the time in intake for every child referred to EI during the time period July 1, 2012 through June 30, 2013. Data included children for whom the State has identified as "exceptional family circumstances." There were 48 cases that were delayed due to exceptional family circumstances and there were zero (0) families who did not provide consent for initial

evaluation/assessment. The remaining 16 cases were due to CFC or provider delay. These delay reasons are documented in Cornerstone. All three geographic groupings of the State (i.e., Cook County, Collar Counties and Downstate) have a minimum of 99.85% compliance.

FFY12/SFY13 IFSPs Initiated Within 45 Days				
CFC #	Total Initial IFSP	Family Delay/ No Consent	Timely IFSP	Percent On Time
1	681	0	681	100.00%
**2	761	1	760	100.00%
3	301	3	298	100.00%
**4	948	1	947	100.00%
**5	1,138	0	1,138	100.00%
*6	1,764	0	1,764	100.00%
*7	1,101	0	1,100	99.91%
*8	804	0	804	100.00%
*9	1,088	1	1,087	100.00%
*10	845	0	845	100.00%
*11	2,545	7	2,538	100.00%
*12	1,161	5	1,156	100.00%
13	282	7	275	100.00%
14	649	3	646	100.00%
**15	1,332	1	1,328	99.77%
16	655	8	643	99.39%
17	203	0	203	100.00%
18	299	2	296	99.67%
19	409	0	409	100.00%
20	388	4	384	100.00%
21	682	3	677	99.71%
22	345	2	342	99.71%
23	179	0	179	100.00%
24	192	0	192	100.00%
**25	464	0	460	99.14%
<b>Statewide</b>	<b>19,216</b>	<b>48</b>	<b>19,152</b>	<b>99.92%</b>
*Cook County	9,308	16	9,294	99.99%
**Collar Counties (2, 4, 5, 15, & 25)	4,643	3	4,633	99.85%
Downstate (All Others)	5,265	32	5,225	99.85%

**\*Cook County Offices:**

• CFC 6 - North Suburban	• CFC 10 - Southeast Chicago
• CFC 7 - West Suburban	• CFC 11 - North Chicago
• CFC 8 - Southwest Chicago	• CFC 12 - South Suburban
• CFC 9 - Central Chicago	



**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY11/SFY12:**

In FFY12/SFY13, the percentage of cases with IFSPs initiated within 45 days (99.91%) has increased from 99.80% in FFY11/SFY12. Regional data show no change for Cook County CFC offices, an improvement (from 99.41% to 99.85%) in Downstate CFC offices, and a decrease in Collar county CFC offices (from 99.91% to 99.85%) when compared to FFY11/SFY12 data. In FFY12/SFY13, 17 CFC offices were at 100.0% compliance. This is an improvement over FFY11/SFY12, which showed 14 CFC offices at 100%.

Improvement Activity	Status/Timelines/Resources
Policies and procedures will be reviewed and revised, as needed, to ensure that the integrity of the referral, intake, evaluation/assessment and IFSP processes are maintained.	<p>The Bureau of EI meets monthly with the CFC Managers to identify and address issues that impact service delivery, including compliance with the 45-day timeline. The EI Monitoring CFC offices monitoring process includes components to ensure that evaluation and assessment and an initial IFSP meeting was conducted within Part C's 45-day timeline and are appropriately documented in the child's file/Cornerstone.</p> <p>Resources include the Bureau of EI and EI Monitoring Program.</p>
The intake and evaluation/assessment processes will be reviewed by the SDA Workgroup and recommendations for improvement considered.	<p>The SDA Workgroup discussed the intake and evaluation/assessment processes.</p> <p>Recommendations for changes will be incorporated into the Workgroup's recommendations to the IICEI and the Department.</p> <p>Resources include the SDA Workgroup, the EI Ombudsman, and the Bureau of EI.</p>
Provide targeted technical assistance to ensure correction of noncompliance and improve overall compliance with the 45-day timeline.	<p>The EI Ombudsman has contacted all CFCs who had less than 99% compliance in FFY10/SFY11 to provide targeted technical assistance to address noncompliance. Based on these criteria, the EI Ombudsman met with three CFCs regarding compliance with the 45-day timeline. One of the biggest issues identified is closing cases in a timely manner where the child is found to be ineligible.</p> <p>Receiving evaluation reports in a timely manner has also been identified as an issue in meeting the required 45-day timeline.</p> <p>Resources provided to these CFCs included tools to track children in Intake and better monitor the timeline within each CFC. Further, building better relationships with EI providers and EI evaluators</p>

Improvement Activity	Status/Timelines/Resources
	has also been identified as an area of improvement.  Resources include the Bureau of EI and the EI Ombudsman.
Implementation of a new procedure manual for CFCs based on new Part C Regulations resulting in streamlined intake processes and forms.	The new CFC Procedure Manual was issued as guidance to the CFCs in July 2012 and January 2013.

**Correction of FFY11/SFY12 Findings of Noncompliance (if State reported less than 100% compliance):**

Level of compliance (actual target data) State reported for FFY 2010 for this indicator: **99.8%**

1. Number of findings of noncompliance the State made during FFY10/SFY11 (the period from July 1, 2010, through June 30, 2011)	12
2. Number of FFY10/SFY11 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	10
3. Number of FFY10/SFY11 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	<b>2</b>

**Correction of FFY11/SFY12 Findings of Noncompliance Not Timely Corrected (corrected more than one year from identification of the noncompliance) and/or Not Corrected:**

4. Number of FFY10/SFY11 findings not timely corrected (same as the number from (3) above)	2
5. Number of FFY10/SFY11 findings the State has verified as corrected beyond the one-year timeline ("subsequent correction")	1
6. Number of FFY10/SFY11 findings <u>not</u> verified as corrected [(4) minus (5)]	<b>1</b>

**Actions Taken if Noncompliance Not Corrected:**

Noncompliance with the 45-day requirement is considered in making local determination scores. The following items are taken into consideration: 1) if an agency fails to submit a credible CAP, fails to make adequate progress, or fails to implement major features of the plan and 2) If the CFC office has more than one finding of noncompliance pending from FFY10/SFY11 or longer. CFC offices with a determination of "Needs Substantial Intervention" receive a focused monitoring visit. As part of performance contracting, a CFC office receives a penalty adjustment (i.e., a 1 or 2 percent reduction in its quarterly base contract amount) based upon poor performance in meeting the 45-day timeline.

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

- A. A CAP is submitted and its implementation documented. The Bureau of EI completes review and approval of these plans. CFC offices report on implementation of the plan in six months, or more frequently if the CFC office determination is "Needs Intervention" or "Needs Substantial Intervention." Findings are based on data for all children enrolled in the program during a 12-month time period ending June 30.
- B. Child-specific/individual instance correction is documented through the use of the Cornerstone and file reviews. Instances of noncompliance are considered resolved when data errors have

been corrected, the required action has been completed, or the child is no longer within the jurisdiction of the program.

- C. CFC office implementation of the specific statutory/regulatory requirement is documented when data demonstrate that a CFC office has 100 percent compliance during three consecutive months.

**Describe the specific actions that the State took to verify the correction of findings of noncompliance identified in FFY2011:**

Data are reported to each CFC office for all children exiting Part C on meeting the 45-day timeline based upon 12-month data. When a finding of noncompliance is identified, a CAP to address noncompliance policies, procedures, and practices must be submitted and implemented. On an annual basis if a finding is not verified as corrected, the CFC office must reassess policies, procedures and practices and submit and implement a new CAP.

A status report on each finding of noncompliance is sent to each CFC office and includes the following information: year of finding, CAP implementation, Prong 1 (child-specific correction) and Prong 2 (implementation of specific regulatory requirement). These reports are used to notify CFC offices when correction of noncompliance has been fully documented.

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

Statement from the Response Table	State's Response
Because the State reported less than 100% compliance for FFY11, the State must report on the status of correction of noncompliance identified in FFY11 for this indicator. When reporting on the correction of noncompliance, the State must report, in its FFY12 APR, that it has verified that each EIS program or provider with finding of noncompliance identified in FFY11 for this indicator: (1) is correctly implementing the specific regulatory requirements (i.e., achieved 100% compliance) based upon a review of updated data such as data subsequently collected through on-site monitoring or a State data system; and (2) has corrected each individual case of noncompliance, unless the child is no longer within the jurisdiction of the EIS program or provider, consistent with <i>OSEP Timely Correction Memo 09-02</i> . If the FFY12 APR, the State must describe the specific actions that were taken to verify correction.	See status in "Correction of FFY11/SFY12 Findings of Noncompliance," above.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY12/SFY13 (if applicable):** No revisions to improvement activities are proposed at this time, as the EI Program completes Phase I of the SSIP process.

## Overview of the Annual Performance Report Development: See Indicator 1.

### Monitoring Priority: Effective General Supervision Part C / Effective Transition

**INDICATOR 8:** Percentage of toddlers with disabilities exiting Part C with timely transition planning for whom the Lead Agency has:

- A. Developed an IFSP with transition steps and services at least 90 days, and at the discretion of all parties, not more than nine months, prior to the toddler's third birthday;
- B. Notified (consistent with any opt-out policy adopted by the State) the SEA and the LEA where the toddler resides at least 90 days prior to the toddler's third birthday for toddlers potentially eligible for Part B preschool services; and
- C. Conducted the transition conference held with the approval of the family at least 90 days, and at the discretion of all parties, not more than nine months, prior to the toddler's third birthday for toddlers potentially eligible for Part B preschool services.  
(20 U.S.C. 1416(a)(3)(B) and 1442)

#### Measurement:

- A. Percent = [(# of toddlers with disabilities exiting Part C who have an IFSP with transition steps and services at least 90 days, and at the discretion of all parties not more than nine months, prior to their third birthday) divided by the (# of toddlers with disabilities exiting Part C)] times 100.
- B. Percent = [(# of toddlers with disabilities exiting Part C where notification (consistent with any opt-out policy adopted by the State) to the SEA and LEA occurred at least 90 days prior to their third birthday for toddlers potentially eligible for Part B preschool services) divided by the (# of toddlers with disabilities 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 not more than 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 planning under 8A, 8B, and 8C, including the reasons for delays.

FFY	Measurable and Rigorous Target
FFY12/SFY13	<ul style="list-style-type: none"> <li>A. 100 percent of toddlers with disabilities exiting Part C will have an IFSP with transition steps and services at least 90 days, and at the discretion of all parties not more than nine months, prior to their third birthday.</li> <li>B. The SEA and the LEAs have been notified of 100 percent of the toddlers potentially eligible for Part B preschool at least 90 days prior to their third birthday.</li> <li>C. 100 percent of toddlers with disabilities exiting Part C have a transition conference that occurred at least 90 days, and at the discretion of all parties not more than nine months prior to the toddler's third birthday.</li> </ul>

**Actual Target Data for FFY12/SFY13:**

**Indicator 8A: Transition Steps and Services**

(Number of files with transition steps in IFSP at least 90 days, and at the discretion of all parties not more than nine months, prior to their third birthday/Total number of files reviewed) times 100

**FFY12/SFY13 Result:  $(683/727) \times 100 = 93.9\%$**

**FFY12/SFY13 Target = 100%**

**Indicator 8B: Referrals Made to LEA = 100% Compliance through data sharing agreement**

(Referrals/Potentially eligible) times 100

**FFY12/SFY13 Result:  $(15,400/15,400) \times 100 = 100\%$**

**FFY12/SFY13 Target = 100%**

**Indicator 8C: Transition Conferences Held = (Transition conferences/ Potentially eligible excluding family delay) times 100**

**FFY12/SFY13 Result:  $(8,474/10,984) \times 100 = 77.15\%$**

**FFY12/SFY13 Target = 100%**

**8A IFSPs with Transition Steps and Services:**

File reviews completed as part of CFC office onsite monitoring visits held in the spring 2013 indicate that 93.9%  $[(683/727) \times 100]$  files included IFSPs with transition steps and services at least 90 days, and at the discretion of all parties not more than nine months, prior to the child's third birthday. As part of a contractual agreement with the lead agency, the Illinois EI Monitoring Program conducts annual onsite monitoring visits to all CFC offices. File selection included all children who transitioned during the month of November 2012, excluding those children who had been in the system less than 90 days prior to their third birthday. The EI Monitoring Program conducted file reviews utilizing a tool to confirm that the IFSP includes transition steps and services that were established within the required timeframe.

**8B Referrals Made to Local Education Agency:**

Illinois utilized the data sharing agreement with Illinois State Board of Education (ISBE) to assure that every child who reached 27 months of age or who started EI services after that age were made known to the local education agency (LEA).

**8C Transition Planning Conferences Held:**

To determine the denominator for the FFY12/FFY13 calculation of timely transition conferences held, Cornerstone data were used to determine all potentially eligible children who had an active IFSP at least 90 days that were termed on or after the child reached 33 months of age during July 1, 2012 - June 30, 2013. The following cases were not included when determining potentially eligible children: (1) cases closed due to no contact from parent; (2) cases closed due to child moving out of state; and (3) cases closed due to child being deceased. This identified 12,072 potentially eligible children. Illinois had 1,088 families who did not consent to transition. That number was subtracted from 12,072 to reach the denominator of 10,984. To determine the numerator, Illinois added the number of timely transition conferences (6,727) to the number of family exceptional circumstances (1,747), which equals 8,474 children. We then divided 8,474 by 10,984 times 100 to reach 77.15%, the % of timely transition conferences.

# APR Template – Part C (1)

Illinois  
State

CFC #	Potentially Eligible for Part B	Exceptional Family Circumstances	Timely Transition Conferences (Conducted at least 90 days before 3rd birthday)	% of Timely Transition Conferences
1	349	31	282	89.68%
**2	541	50	402	83.55%
3	180	35	91	70.00%
**4	548	123	342	84.85%
**5	808	117	593	87.87%
*6	934	137	569	75.59%
*7	606	168	332	82.51%
*8	502	111	146	51.20%
*9	563	43	285	58.26%
*10	469	91	304	84.22%
*11	1,178	314	619	79.20%
*12	699	224	221	63.66%
13	190	11	155	87.37%
14	333	47	168	64.56%
**15	885	96	550	72.99%
16	357	40	135	49.02%
17	116	2	112	98.28%
18	230	3	216	95.22%
19	245	19	221	97.96%
20	239	21	206	94.98%
21	377	6	339	91.51%
22	207	8	144	73.43%
23	75	4	57	81.33%
24	89	1	84	95.51%
**25	264	45	154	75.38%
<b>Statewide</b>	<b>10,984</b>	<b>1,747</b>	<b>6,727</b>	<b>77.15%</b>

*Cook County	4,951	1,088	2,476	71.99%
**Collar Counties (2, 4, 5, 15, & 25)	3,046	431	2,041	81.16%
Downstate (All Others)	2,987	228	2,210	81.62%
<b>*Cook County Office:</b>				
• CFC 6 - North Suburban		• CFC 10 - Southeast Chicago		
• CFC 7 - West Suburban		• CFC 11 - North Chicago		
• CFC 8 - Southwest Chicago		• CFC 12 - South Suburban		
• CFC 9 - Central Chicago				



**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY12/SFY13:**

**Progress/Slippage for 8A:** The Bureau of EI believes the slippage may be due to a change in how transition steps and services are documented in the IFSP, with FFY12/SFY13 representing the first year in which compliance was determined solely by the presence of a transition functional outcome, with appropriate steps and services, developed or updated during the required timeline.

**Progress/Slippage for 8B:** In FFY12/SFY13 and in FFY11/SFY12, Illinois demonstrated 100 percent compliance with 8B. With the full implementation of the data sharing agreement between the EI Program and the ISBE and subsequent data sharing reports, no areas of noncompliance have been identified and no previous findings of noncompliance remain uncorrected.

**Progress/Slippage for 8C:** During the FFY11/SFY12 APR, the State changed its methodology of reporting transition data resulting in a decrease from 99.1% from the prior year's APR to 86.07%. At that time, the CFCs were provided a better method of reporting the information into Cornerstone. For the FFY12/SFY13 APR, in addition to our data collection changes, we also determined that we needed additional changes to better define "potentially eligible." This resulted in a decrease from 86.07% to the current FFY12/SFY13 amount of 77.15%. While the percentage has decreased, the Bureau believes the changes made over the last two fiscal years better reflect Illinois' performance for Indicator 8C and allows the State to focus on target improvement strategies to ensure timely transition conferences. CFC offices in the Collar counties (81.16%) and Downstate counties (81.62%) performed better than those CFC offices in Cook county (71.99%). Data demonstrates that a significant reason for noncompliance is that transition conferences are being held, but not within the required timeline (i.e., prior to 90 days before the child's third birthday). The Cook county CFC Managers, the EI Bureau Chief and CPS meet monthly to address obstacles to holding timely transition conferences.

Improvement Activity	Status/Timelines/Resources
Additional data will be provided to CFC offices so they can monitor compliance with transition requirements and address child-specific and system issues in a timely manner.	In FFY10/SFY11, on a monthly basis, a report on 32 performance indicators were sent to CFC offices and includes data on timely service delivery, 45-day timeline and transition.  Resources include the Bureau of EI.
Continue to address CFC office, LEA, and EI provider training and parent information needs about the transition process.	The Bureau of EI and the EI Training Program continued their participation on the Illinois Birth to Five Transition Guidance Committee and coordination of training efforts with Part B.  During FFY12/SFY13, the EI Training Program collaborated with StarNet (Part B training entity) to provide 12 transition workshops throughout the State with 340 participants. An updated version of this face to face meeting has also been developed by the ISBE/DHS Transition Guidance Committee to reflect the changes in the Part C Regulations and the CFC Procedure manual.  The CFC Manager's meeting held in September 2010 was used to share and discuss transition requirements, including the OSEP Early Childhood Transition Frequently Asked Questions

Improvement Activity	Status/Timelines/Resources
	<p>(FAQ) document, which synthesized its key points.</p> <p>In FFY10/SFY11, a Program Integrity pilot targeting transition was initiated. The pilot project involved the use of available Cornerstone data and an in-depth onsite file review with analysis targeting transition activities and challenges. A plan of training and technical assistance was developed and implemented. Lessons learned through the pilot project were shared with all CFC Offices through monthly CFC Manager's meetings.</p> <p>On October 4, 2010, ISBE issued a memorandum to Directors of Special Education on the use of the IFSP to assist in determining eligibility and in writing the Individual Education Plan (IEP).</p> <p>On January 22, 2013, the ISBE issued an updated Early Intervention to Early Childhood Transition FAQ document to support a smooth transition of toddlers with disabilities under the age of three and their families from receiving EI services to Part B preschool services. This was shared and discussed with CFC offices at a Manager's</p> <p>Resources include Bureau of EI, ISBE, Illinois Birth to Five Transition Guidance Committee, EI Ombudsman, and EI Training Program staff.</p>
Complete Program Integrity Pilot Project activities related to transition and implement strategies to address issues.	Completed in FFY11/SFY12. The Bureau of EI, Cook County CFC offices, and CPS have monthly calls to discuss was to improve transition. New procedures and family information have been developed.
Recommendations from the IFSP Workgroup regarding documentation of transition will be implemented.	<p>The IFSP Workgroup has reviewed the format and content of the IFSP. Subsequently, recommendations related to transition were considered as part of a larger effort to review the State's data system. Currently options for modifying the Cornerstone are being explored.</p> <p>Resources include Bureau of EI and CFC offices.</p>
Ongoing transition issues with CPS will be identified and shared with ISBE.	The Bureau of EI notifies ISBE of transition issues in the Chicago area. Chicago CFC offices and the Bureau continue to meet with CPS to address transitions issues. The new plan for transition to Part B preschool services includes a team evaluation approach, pre-registration for parents, and quicker placement of children. Improvement



Improvement Activity	Status/Timelines/Resources
	<p>has been seen in evaluation numbers. Work continues on communication of follow-up information and earlier contact of parents by CPS to schedule evaluations.</p> <p>Resources include Bureau of EI and CFC offices.</p>
<p>Technical assistance and training will be provided to CFC offices with longstanding noncompliance.</p>	<p>The Program Integrity pilot project was completed and training and supports to the CFC office have been provided.</p> <p>Resources include Bureau of EI, the EI Monitoring Program, the EI Ombudsman, and the EI Training Program.</p>
<p>The transition process will be reviewed by the SDA Workgroup and recommendations for improvement considered.</p>	<p>The SDA Workgroup is completing its review of EI service delivery components and considering recommendations for system change.</p> <p>Resources include the Bureau of EI, the SDA Workgroup, the EI Ombudsman, and the IICEI.</p>
<p>The transition process will be reviewed to ensure compliance with Part C regulations.</p>	<p>The process has been outlined in the new CFC Procedure Manual that was released to CFCs as guidance on July 31, 2012.</p> <p>Further clarification will be posted in February 2014.</p> <p>Resources include ISBE, Bureau of EI and Program Support Services.</p>
<p>Provide targeted technical assistance to ensure correction of noncompliance and improve overall compliance with the requirement to hold a transition meeting if the child is potentially eligible for Part B.</p>	<p>Updates to the Transition chapter of the CFC Procedure Manual were implemented in FFY12/SFY13, and clarified in FFY13/SFY14. These updates resulted in discussions regarding compliance with transition requirements with all CFC Managers.</p> <p>Targeted efforts have focused on Chicago area, in which CFC offices and the Bureau continue to meet with CPS to address transitions issues</p> <p>The timeliness of transition planning conferences has been identified as a main issue regarding compliance in this area. State data have indicated a greater number of transition planning conferences are occurring, but those planning conferences are occurring outside of the required timeline. CFC offices are taking steps to ensure that service coordinators are properly documenting transition planning conferences in Cornerstone. One CFC office has also developed a script for service coordinators to use in transition planning conferences with families when the LEA representative is not present.</p>

Improvement Activity	Status/Timelines/Resources
	Resources include the Bureau of EI and the EI Ombudsman.
A new CFC Procedure Manual will be developed based on the new Part C Regulations and provided to the CFCs.	<p>The new CFC Procedure Manual was released as guidance to the CFCs in July 31, 2012 and January 2013.</p> <p>Further clarification will be posted in February 2014.</p> <p>Resources include the Bureau of EI and CFC Managers.</p>
New training on Transition	<p>Recent work of the ISBE/DHS Transition Guidance Committee includes making minor adjustments to the new joint transition workshop, working on a joint IFSP-IEP document as a reference for IEP teams to use when using an IFSP as an interim IEP and developing a transition module for families. The pre-requisite and follow up trainings to the transition workshop are currently on hold.</p> <p>Resources include the Bureau of EI, CFC Staff, EI Partners.</p>

**Correction of FFY11/SFY12 Findings of Noncompliance for 8A (if State reported less than 100% compliance):**

Level of compliance (actual target data) State reported for FFY 2011 for Indicator 8A: 95.95%

1. Number of findings of noncompliance the State made during FFY11/SFY12 (the period from July 1, 2011 through June 30, 2012)	1
2. Number of FFY11/SFY12 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	0
3. Number of FFY11/SFY12 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	1

**FFY11/SFY12 Findings of Noncompliance Not Timely Corrected (corrected more than one year from identification of the noncompliance) and/or Not Corrected for 8A:**

1. Number of FFY11/SFY12 findings not timely corrected (same as the number from (3) above)	1
2. Number of FFY11/SFY12 findings the State has verified as corrected beyond the one-year timeline ("subsequent correction")	0
3. Number of FFY11/SFY12 findings not verified as corrected [(4) minus (5)]	1

**Actions Taken if Noncompliance for 8A Not Corrected:**

- Noncompliance with transition steps in services in the IFSP (8A) requirement is considered in making local determination scores. The following items are taken into consideration: 1) if an agency fails to submit a credible CAP, fails to make adequate progress, or fails to implement major features of the plan and 2) If the CFC office has more than one finding of noncompliance pending from FFY10/SFY11 or longer. CFC offices with a determination of "Needs Substantial Intervention" receive a focused monitoring visit.

- Approximately six months after the CAP is approved, the EI Monitoring Program contacts the CFC office and requests the CFC office to submit verification of the ongoing implementation of the approved CAP.
- Identified causes of findings of noncompliance for 8A include compliance with new procedures to develop/update a transition outcome(s), including transition steps and services, within the required timeline and appropriate documentation in IFSPs. Some CFC offices encourage having transition in all IFSPs. Outcomes in place prior to 9 months before the toddler's third birthday need to be updated or new transition outcome(s) developed during the required time period.

**Verification of Correction of FFY 2011 noncompliance for 8A (either timely or subsequent):**

- The EI Monitoring Program notifies the CFC office of identified findings of noncompliance (i.e., transition steps and services are not included in 100% of children transitioning during a defined time period) within 30 days of the onsite monitoring visit. When a finding of noncompliance is identified, a CAP to address noncompliant policies, procedures, and practices must be submitted and implemented. On an annual basis, if a finding is not verified as corrected, the CFC office must reassess policies, procedures and practices and develop and implement a new CAP.
- Child specific/individual correction is documented, as the child is age 3 and is no longer within the jurisdiction of the program.
- CFC office implementation of specific statutory/regulatory requirement is document when the file review in the subsequent compliance monitoring visit demonstrates 100 percent compliance.

**Describe the specific actions that the State took to verify the correction of findings of noncompliance identified for 8A in FFY 2011:**

The CFC office is informed of the findings from the file review, including the identification of children without transition steps and services in their IFSPs at least 90 days, and at the discretion of all parties not more than nine months, prior to their third birthday. When a finding of noncompliance is identified, a CAP to address noncompliant policies, procedures, and practices must be submitted and implemented. On an annual basis, if a finding is not verified as corrected, the CFC office must reassess policies, procedures and practices and submit and implement a new CAP.

A status report on each finding of noncompliance is sent to each CFC office and includes the following information: year of finding, CAP implementation, Prong 1 (child-specific correction) and Prong 2 (implementation of specific regulatory requirement). These reports are used to notify CFC offices when correction of noncompliance has been fully documented.

**Correction of Remaining FFY10/SFY11 Findings of Noncompliance for Indicator 8A:**

See "Actions Taken if Noncompliance for 8A Not Corrected," above.

1. Number of remaining FFY10/SFY11 findings of noncompliance noted in OSEP's June 2013, FFY 2011 APR response table for this indicator	2
2. Number of remaining FFY10/SFY12 findings the State has verified as corrected	1
3. Number of remaining FFY10/SFY11 findings the State has NOT verified as corrected [(1) minus (2)]	1

**Correction of Remaining FFY09/SFY10 Findings of Noncompliance for Indicator 8A:**

1. Number of remaining FFY09/SFY10 findings of noncompliance noted in OSEP's June 2011, FFY2009 APR response table for this indicator	1
2. Number of remaining FFY09/SFY10 findings the State has verified as corrected	0
3. Number of remaining FFY09/SFY10 findings the State has NOT verified as corrected [(1) minus (2)]	1

**There are no finding of noncompliance for 8A for FFY08/SFY09 or earlier.**

**Verification of Correction Remaining for FFY09/SFY10 and FFY10/SFY11 for Indicator 8A:**

See "Verification of Correction of FFY 2011 noncompliance for 8A (either timely or subsequent)," above.

**Describe the specific actions that the State took to verify the correction of findings of noncompliance for 8A identified in FFY09/SFY10 and FFY10/SFY11:** See "Describe the specific actions that the State took to verify the correction of findings of noncompliance identified for 8A in FFY 2011," above.

**There are no findings of noncompliance for 8B for FFY11/SFY12 or earlier.**

**Correction of FFY11/SFY12 Findings of Noncompliance for 8C (if State reported less than 100% compliance):**

Level of compliance (actual target data) State reported for FFY 2011 for this indicator: 86.07%

1. Number of findings of noncompliance the State made during FFY11/SFY12 (the period from July 1, 2011 through June 30, 2012)	8
2. Number of FFY11/SFY12 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	7
3. Number of FFY11/SFY12 findings not verified as corrected within one year [(1) minus (2)]	1

**FFY2011 Findings of Noncompliance Not Timely Corrected (corrected more than one year from identification of the noncompliance) and/or Not Corrected:**

4. Number of FFY 2011 findings not timely corrected (same as the number from (3) above)	1
5. Number of FFY 2011 findings the State has verified as corrected beyond the one-year timeline ("subsequent correction")	0
6. Number of FFY 2011 findings not verified as corrected [(4) minus (5)]	1

**Actions Taken if Noncompliance for 8C Not Corrected:**

Noncompliance with holding a transition conference within the required timeframe for children potentially eligible for Part B services (8C) requirement is considered in making local determination scores. The following items are taken into consideration: 1) if an agency fails to submit a credible CAP, fails to make adequate progress, or fails to implement major features of the plan and 2) If the CFC office has more than one finding of noncompliance pending from FFY10/SFY11 or longer. CFC offices with a determination of "Needs Substantial Intervention" receive a focused monitoring visit.

**Verification of Correction of FFY 2011 noncompliance for 8C (either timely or subsequent):**

A. When CFC offices receive findings, CAPs are submitted and their implementation documented. The Bureau of EI completes review and approval of these plans. CFC offices report on

implementation of the plan in six months, or more frequently if the CFC office determination is “Needs Intervention” or “Needs Substantial Intervention.” Findings are based on data for all children enrolled in the program during a 12-month time period ending June 30.

- B. Child-specific/individual instance correction is documented through the use of Cornerstone and file reviews. Instances of noncompliance are considered resolved when data errors have been corrected, the required action has been completed, or the child is no longer within the jurisdiction of the program.
- C. CFC office implementation of the specific statutory/regulatory requirement is documented when data demonstrates that a CFC office has 100 percent compliance during three consecutive months.

**Describe the specific actions that the State took to verify the correction of findings of noncompliance for 8C identified in FFY 2011:**

Data are reported to each CFC office for the percent of children potentially eligible for Part B where the transition conference occurred, based upon 12-month data. When a finding of noncompliance is identified (i.e., a transition planning conference was not held for 100% of children potentially eligible for Part B), a CAP to address noncompliant policies, procedures, and practices must be submitted and implemented. On an annual basis if a finding is not verified as corrected, the CFC office must reassess policies, procedures and practices and develop and implement a new CAP.

A status report on each finding of noncompliance is sent to each CFC office and includes the following information: year of finding, CAP implementation, Prong 1 (child-specific correction) and Prong 2 (implementation of specific regulatory requirement). These reports are used to notify CFC offices when correction of noncompliance has been fully documented.

**Correction of Remaining FFY10/SFY11 and FFY08/SFY09 Findings of Noncompliance for 8C:**

- Both remaining findings from previous fiscal years involve CFC offices located in Chicago. These CFC offices, along with the remaining CFC offices that serve families residing in Chicago, continue to work closely with CPS to identify and address barriers to full compliance to both Part C and Part B requirements. This collaboration has resulted in the development of new processes on the local-level to facilitate transition. In addition, new statewide procedures have clarified requirements regarding transition planning conferences.
- The SDA Workgroup has discussed Illinois’ current policies and procedures for system components (i.e., intake/referral, evaluation/assessment, IFSP development, service implementation, and transition), identifying challenges in each component and developing a vision for improvements/changes. The Workgroup is currently developing a set of system recommendations.
- Noncompliance with holding transition planning conferences (8C) is considered in making local determination scores. The following items are taken into consideration: 1) if an agency fails to submit a credible CAP, fails to make adequate progress, or fails to implement major features of the plan and 2) If the CFC office has more than one finding of noncompliance pending from FFY10/SFY11 or longer. CFC offices with a determination of “Needs Substantial Intervention” receive a focused monitoring visit.

**Correction of Remaining FFY10/SFY11 Findings of Noncompliance for 8C:**

1. Number of remaining FFY10/SFY11 findings of noncompliance noted in OSEP's June 2013, FFY 2011 APR response table for this indicator	1
2. Number of remaining FFY10/SFY11 findings the State has verified as corrected	0
3. Number of remaining FFY10/SFY11 findings the State has NOT verified as corrected [(1) minus (2)]	1

**Correction of Remaining FFY08/SFY09 Findings of Noncompliance for 8C:**

1. Number of remaining FFY08/SFY09 findings of noncompliance noted in OSEP's June 2010, FFY 2008 APR response table for this indicator	1
2. Number of remaining FFY08/SFY09 findings the State has verified as corrected	0
3. Number of remaining FFY08/SFY09 findings the State has NOT verified as corrected [(1) minus (2)]	1

**Verification of Correction Remaining for FFY08/SFY09 and FFY10/SFY11 for Indicator 8A:**

See "Verification of Correction of FFY 2011 noncompliance for 8C (either timely or subsequent)," above.

**Describe the specific actions that the State took to verify the correction of findings of noncompliance for 8A identified in FFY08/SFY09 and FFY10/SFY11:** See "Describe the specific actions that the State took to verify the correction of findings of noncompliance identified for 8C in FFY 2011, above.

**Findings of Noncompliance Remain from FFY07/SFY08 or Earlier:**

One finding of noncompliance for 8C remains uncorrected from FFY07/SFY08. The remaining findings of noncompliance from FFY07/SFY08 and from FFY08/SFY09 were issued to the same CFC office, which has not been able to demonstrate 100 percent compliance during three consecutive months. This CFC office participated in a Program Integrity Project specifically targeted to transition. In addition this CFC office has participated with the other Chicago CFC offices and CPS in compliance efforts.

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

Statement from the Response Table	State's Response
<b>Indicator 8A:</b> Because the State reported less than 100% compliance for FFY11, the State must report on the status of correction of noncompliance identified in FFY11 for this indicator. In addition, the State must demonstrate in the FFY12 APR, that the remaining two uncorrected finding identified in FFY10, the remaining one uncorrected noncompliance finding identified in FFY09, and the remaining one uncorrected finding of noncompliance finding identified in FFY08 were corrected. When reporting on the correction of noncompliance, the State must report, in its	<b>For Indicator 8A:</b> One of the two remaining findings from FFY10 has been corrected. The one remaining finding from FFY09 remains uncorrected. The one remaining finding from FFY08 has been corrected.

Statement from the Response Table	State's Response
<p>FFY12 APR, that it has verified that each EIS program or provider with finding of noncompliance identified in FFY11 and each EIS program or provider with remaining findings of noncompliance identified in FFY10, FFY09, and FFY08: (1) is correctly implementing the specific regulatory requirements (i.e., achieved 100% compliance) based upon a review of updated data such as data subsequently collected through on-site monitoring or a State data system; and (2) has corrected each individual case of noncompliance, unless the child is no longer within the jurisdiction of the EIS program or provider, consistent with <i>OSEP Timely Correction Memo 09-02</i>. In the FFY12 APR, the State must describe the specific actions that were taken to verify correction.</p>	
<p><b>Indicator 8C:</b> Because the State reported less than 100% compliance for FFY11, the State must report on the status of correction of noncompliance identified in FFY11 for this indicator. In addition, the State must demonstrate in the FFY12 APR that the remaining one identified in FFY07 was corrected. When reporting on the correction of noncompliance, the State must report, in its FFY12 APR, that it has verified that each EIS program or provider with finding of noncompliance identified in FFY11 and each EIS program or provider with remaining finding of noncompliance identified in FFY10, FFY08, and FFY07: (1) is correctly implementing the specific regulatory requirements (i.e., achieved 100% compliance) based upon a review of updated data such as data subsequently collected through on-site monitoring or a State data system; and (2) has corrected each individual case of noncompliance, unless the child is no longer within the jurisdiction of the EIS program or provider, consistent with <i>OSEP Timely Correction Memo 09-02</i>.</p> <p>If the FFY12 APR, the State must describe the specific actions that were taken to verify correction.</p>	<p><b>For Indicator 8C:</b> The one remaining finding from FFY07 remains uncorrected.</p> <p>The Bureau of EI also sought guidance from OSEP in regarding the correction of noncompliance.</p> <p>NCRRC provided an onsite TA meetings regarding correction of noncompliance.</p> <p>The Bureau of EI and Illinois EI Training Program staff accessed a wide variety of technical assistance and information sources on the national level and from other states. Specific examples are highlighted in Indicator 1 under the "Overview of the Annual Performance Report Development," with a full list included as an attachment.</p> <p>The SDA Workgroup has been working on reviewing service delivery in the EI Program in order to reduce service delays and better utilize current provider resources to meet service needs.</p> <p>The Bureau of EI, CPS, and CFC Managers for offices located in Chicago have meet regularly to identify and address issues related to transition between Part C and Part B. These meeting have provided a mechanism to identify and address barriers to compliance with timelines required for transition.</p>

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2012 (if applicable):** No revisions to improvement activities are proposed at this time, as the EI Program completes Phase I of the SSIP process.

**Overview of the Annual Performance Report Development:  
See Indicator 1.****Monitoring Priority: Effective General Supervision Part C / General Supervision**

**INDICATOR 9:** General supervision system (including monitoring, complaints, hearings, etc.) identifies and corrects noncompliance as soon as possible but in no case later than one year from identification. (20 U.S.C. 1416 (a)(3)(B) and 1442)

**Measurement:**

Percent of noncompliance corrected within one year of identification:

- a. # of findings of noncompliance.
- b. # of corrections completed as soon as possible but in no case later than one year from identification.

Percent = [(b) divided by (a)] times 100.

**States are required to use the “Indicator C-9 Worksheet” to report data for this indicator (see Attachments).**

FFY	Measurable and Rigorous Target
FFY12/SFY13	100 percent of noncompliance will be corrected within one year of identification.

**Actual Target Data for FFY11/SFY12:****Indicator 9**

(Target data for FFY 2010 – the percent shown in the last row of the Indicator C-9 Worksheet [(column (b) sum divided by column (a)) times 100])

**FFY12/SFY13 Result:**  $(20/25) \times 100 = 80\%$

**FFY12/SFY13 Target** = 100%

**Describe the process for selecting EIS programs for Monitoring:**

- Annually, all 25 CFC offices receive a compliance monitoring visit. CFC offices are notified of findings of noncompliance for Indicator 8A (transition steps and services in the IFSP) by the EI Monitoring Program within 30 days of the monitoring visit. Files on all children exiting the program during a designated month are reviewed.
- Data systems are used to identify findings of noncompliance for Indicators 1 (timely service delivery), 7 (45-day timeline) and 8C (transition conference, if child potentially eligible for Part B). Findings of noncompliance are identified for all CFC offices based upon data for all children enrolled in the program during a 12-month time period ending June 30.



**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that Occurred for FFY12/SFY13:**

In FFY12/SFY13, the percentage of noncompliance corrected within one year of identification 80% percent, essentially unchanged from 80.95% percent in FFY11/SFY12. The main issue for longstanding noncompliance involves implementation of the specific statutory/regulatory requirements by CFC offices, which is documented using data based on 100 percent compliance over three consecutive months or, for Indicator 8A, through a file review that in which all files demonstrate compliance.

Improvement Activity	Status/Timelines/Resources
Additional data will be provided to CFC offices so they can monitor compliance with transition requirements and address child specific and system issues in a timely way.	<p>In FFY2010/SFY2011: Monthly, a report on 32 performance indicators is sent to CFC offices and includes data on timely service delivery, 45-day timeline and transition.</p> <p>Quarterly, “mini APR tables” were sent to CFC offices so that they can monitor performance on Indicators including 1, 7, and 8C. However, these were discontinued as they were felt to be duplicative of the monthly statistical report.</p> <p>Resources include the Bureau of EI.</p>
In addition to making findings to CFC offices based upon dispute resolution, complaints and hearings and reporting them in Indicator 9 of the APR, findings will also include those made to individual service providers. The EI provider will be notified of the finding and child-specific correction of the violation will be ensured. When broader noncompliance exists, the provider will be required to submit and implement a CAP to ensure that the policy, procedure, or practice that led to the noncompliance has been corrected so that future provision of services to other children are compliant.	<p>In FFY10/SFY11, Bureau policies and procedures were revised to ensure that EI providers are notified of findings based upon dispute resolution, complaints and hearings and that child-specific correction of the violation is ensured. When broader noncompliance exists, the provider is required to submit and implement a CAP to ensure that the policy, procedure, or practice that led to the noncompliance has been corrected so that future provision of services to other children is compliant.</p> <p>Resources include the Bureau of EI and the EI Monitoring Program.</p>
Longstanding noncompliance will be considered as part of the CFC office local determination process.	<p>The local determination process does include the consideration of findings of noncompliance from previous fiscal years in making local determination scores. The consequences of poor determination scores include additional reporting requirements and focused monitoring visits.</p> <p>Resources include the Bureau of EI.</p>
Required CFC offices to use a template provided by the Bureau when developing and reporting on their CAPs to improve the quality of these documents and the success of the implemented strategies.	<p>Beginning in FFY11/SFY12, CFC offices have been required to utilize a defined template for CAPs submitted in response to findings of noncompliance. This format has been used for both developing and reporting on CAP improvement activities.</p> <p>Resources include the Bureau of EI.</p>

Improvement Activity	Status/Timelines/Resources
Quarterly review of data to determine if CFC offices with findings of noncompliance have demonstrated 100 percent compliance over three consecutive months. Provide a quarterly report to CFC offices on the status of findings of noncompliance determined through data/EI Monitoring.	A data review will be completed on quarterly basis and reports sent to CFC offices on the status of open finding of noncompliance.  Resources include the Bureau of EI.
Provide targeted technical assistance to ensure correction of noncompliance and improve overall compliance.	Targeted technical assistance for longstanding noncompliance for Indicator 1 focused on a pilot of a regional approach to technical assistance, described below.  A regional approach was also taken for longstanding noncompliance for Indicator 8. The Bureau of EI, CPS, and CFC Managers for offices located in Chicago have met regularly to identify and address issues related to transition between Part C and Part B. These meeting have provided a mechanism to identify and address barriers to compliance with timelines required for transition.  In addition, the EI Ombudsman has worked with CFC offices to identify issues related to noncompliance and helped develop strategies to address them.  Resources include the Bureau of EI and the EI Ombudsman.
Regional workgroups will be created to address correction of long standing noncompliance.	During FFY12/SFY13, the Bureau and the EI Ombudsman partnered with six CFC offices to pilot a technical assistance approach that involved collaboration and coordination among a group of CFC offices that share common challenges to correction of noncompliance. The I2S Workgroup was formed to address long-standing noncompliance with timely services, involving five southern Illinois CFC offices. The Bureau Chief, Bureau staff and the EI Ombudsman met on a monthly basis (usually in person) with these CFC Managers to discuss strategies to recruit providers and to more effectively utilize existing providers. The I2S Workgroup then shared recruitment strategies with other CFCs, including using an Internet-based recruitment site for methods to support new EI Providers to build caseloads, working with existing EI Provider agencies to expand services, streamlining the credentialing packet, providing instructional podcasts to assist providers in credentialing, and revising the no-show policy. In

Improvement Activity	Status/Timelines/Resources
	<p>addition, the Bureau polled other states on issues related to provider rates and credentialing requirements.</p> <p>Although data analysis shows some movement, none of the CFC offices were able to demonstrate three consecutive months without a service delay. The data demonstrates that four of the six CFC offices that participated in the I2S Workgroup reduced the number of service delays when comparing six month data periods of January through June 2013 and July-December 2013, with decreases ranging from 12% to 65%. The overall reduction between these two six-month periods for all the I2S CFC offices was 25%. Over the 12 month period, four of the six CFC offices had a monthly average of less than 4 delayed services and two CFC offices demonstrated 2 months with no delays. The Bureau will initiate and intensify the I2S Workgroup with other CFC offices, will analyze information received from other states and work with NCRRC to further explore different approaches to address this issue.</p> <p>Resources include the Bureau of EI and the EI Ombudsman.</p>

*Note: For this indicator, report data on the correction of findings of noncompliance the State made during FFY11/SFY12 (July 1, 2011 through June 30, 2012) and verified as corrected as soon as possible and in no case later than one year from identification.*

Timely Correction of FFY 2011 Findings of Noncompliance (corrected within one year from identification of the noncompliance):		
1.	Number of findings of noncompliance the State identified in FFY 2011 (the period from July 1, 2011, through June 30, 2012) (Sum of Column a on the Indicator C9 Worksheet)	25
2.	Number of findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS programs of the finding) (Sum of Column b on the Indicator C9 Worksheet)	20
3.	Number of findings <u>not</u> verified as corrected within one year [(1) minus (2)]	5
Correction of FFY 2011 Findings of Noncompliance Not Timely Corrected (corrected more than one year from identification of the noncompliance) and/or Not Corrected:		
4.	Number of FFY 2011 findings not timely corrected (same as the number from (3) above)	5
5.	Number of FFY 2011 findings the State has verified as corrected beyond the one-year timeline ("subsequent correction")	2
6.	Number of FFY 2011 findings <u>not</u> yet verified as corrected [(4) minus (5)]	3

**Verification of Correction of Prior Years Findings of Noncompliance identified in FFY11/SFY12:**

Illinois has fully implemented a system of identification and correction of findings of noncompliance in accordance with *OSEP Timely Correction Memo 09-02*. Information from data systems, file reviews, EI monitoring, dispute resolution, complaints and hearings and “other” processes are used to identify noncompliance for both CFC offices and EI Providers. The CFC office/EI provider is notified in writing of the finding and its correction.

For findings of noncompliance based upon dispute resolution, complaints and hearings, the CFC office/EI Provider is notified of the finding and child-specific correction of the violation ensured. When broader noncompliance exists, the CFC office/EI Provider is required to submit and implement a CAP to ensure that the policy, procedure, or practice that led to the noncompliance has been corrected so that future provision of services to other children is compliant.

The following procedures are in place for CFC office noncompliance identified through data systems and file reviews.

- D. Data systems are used to identify findings of noncompliance for Indicators 1 (timely service delivery), 7 (45-day timeline) and 8C (transition conference, if child potentially eligible for Part B). Findings are based on data for all children enrolled in the program during a 12-month time period ending June 30. Reports are provided on either a monthly or a quarterly basis to assist CFC offices in the identification and correction of noncompliance prior to June 30, including the correction of data entry errors. When CFC offices receive findings, CAPs are submitted and their implementation documented. The Bureau of EI completes review and approval of these plans. CFC offices report on implementation of the plan in six months, or more frequently if the CFC office determination is “Needs Intervention” or “Needs Substantial Intervention.” Findings are based on data for all children enrolled in the program during a 12-month time period ending June 30.

Monitoring activities are used to identify findings of noncompliance for Indicator 8A (IFSPs with transition steps and services). As part of a contractual agreement with the lead agency, the Illinois EI Monitoring Program conducts annual onsite monitoring visits to the 25 CFC offices. File reviews are completed as part of CFC office onsite monitoring visits. Reviewed files include all children who have transitioned during a representative month. The EI Monitoring Program notifies the CFC offices of identified findings of noncompliance within 30 days of the monitoring visit. When a finding of noncompliance is identified, a CAP to address noncompliant policies, procedures, and practices must be submitted and implemented. Within six months, the EI Monitoring Program follows up with the CFC office to determine status of CAP implementation. On an annual basis, if a finding is not verified as corrected, the CFC office must reassess policies, procedures and practices and develop and implement a new CAP.

- E. Child-specific/individual instance correction is documented through the use of the Cornerstone system and file reviews. Instances of noncompliance are considered resolved when data errors have been corrected, the required action has been completed, or the child is no longer within the jurisdiction of the program.
- F. CFC office implementation of the specific statutory/regulatory requirement is documented when data demonstrate that a CFC office has 100 percent compliance during three consecutive months. CFC office implementation of specific statutory/regulatory requirement is document when the file review in the subsequent compliance monitoring visit demonstrates 100 percent compliance. CFC office implementation of specific statutory/regulatory requirement is document when the file review in the subsequent compliance monitoring visit demonstrates 100 percent

compliance. A status report on each finding of noncompliance using data/EI monitoring is sent to each CFC office and may include the following information: year of finding, CAP implementation, Prong 1 (child-specific correction) and Prong 2 (implementation of specific regulatory requirement). These reports are used to notify CFC offices when correction of noncompliance has been fully documented.

This process applies to all years of uncorrected noncompliance.

**Describe the specific actions that the State took to verify the correction of findings of noncompliance identified in FFY 2011 (including any revisions to general supervision procedures, technical assistance provided and/or any enforcement actions that were taken):**

Data are reported to each CFC office for the percent of children potentially eligible for Part B where the transition conference occurred, based upon 12-month data. When a finding of noncompliance is identified (i.e., a transition planning conference was not held for 100% of children potentially eligible for Part B), a CAP to address noncompliant policies, procedures, and practices must be submitted and implemented. On an annual basis if a finding is not verified as corrected, the CFC office must reassess policies, procedures and practices and develop and implement a new CAP.

A status report on each finding of noncompliance is sent to each CFC office and includes the following information: year of finding, CAP implementation, Prong 1 (child-specific correction) and Prong 2 (implementation of specific regulatory requirement). These reports are used to notify CFC offices when correction of noncompliance has been fully documented.

When a finding of noncompliance is identified, a CAP to address noncompliant policies, procedures, and practices must be submitted and implemented. On an annual basis, if a finding is not verified as corrected, the CFC office must reassess policies, procedures and practices and develop and implement a new CAP. In addition, noncompliance is considered in making local determination scores. The following items are taken into consideration: 1) if an agency fails to submit a credible CAP, fails to make adequate progress, or fails to implement major features of the plan and 2) If the CFC office has more than one finding of noncompliance pending from SFY11 or longer. CFC offices with determination scores of “Needs Intervention” or “Needs Substantial Intervention” have additional reporting obligations for CAPs. Those with a determination of “Needs Substantial Intervention” receive a focused verification monitoring visit.

This process applies to all years of uncorrected noncompliance.

**Actions Taken if Noncompliance Not Corrected:**

Illinois has several statewide and targeted efforts to identify and correct the root causes of continuing noncompliance that include the following.

- Due to concerns regarding long-standing noncompliance for Indicator 1, timely service, efforts have been done to improve the quality of service delay reporting and provide more complete information about the reasons for delays. In September 2012, CFC offices were instructed to report more complete information regarding the reasons for service delays for children who have waited for services over 90 days. In January 2013, those instructions were expanded to all children with delays over 30 days.
- In the fall of 2013, conference calls were held with CFC offices and Bureau staff to discuss documentation of service delays and strategies on how to address issues related to timely services. These discussions clarified data entry instructions to support the correct documentation of reasons for delay. In addition, strategies on how to effectively minimize those delays were shared.

- The Bureau and the EI Ombudsman have partnered with five CFC offices to pilot a technical assistance approach that involved collaboration and coordination among a group of CFC offices that share common challenges to correction of noncompliance. A new I2S Workgroup was formed to address long-standing noncompliance with timely services, involving six southern Illinois CFC offices. The group has shared information about several successful recruitment strategies, including using an Internet-based recruitment site and supporting new providers to build caseloads, working with existing provider agencies to expand services to southern Illinois, streamlining the credential packet, and setting no-show policies. The Bureau will evaluate the effectiveness of this approach and identify other areas of the state in which it might be effective.
- Extensive research and analysis of service delivery approaches and strategies have supported the work of the SDA Workgroup. Information was pulled from national websites and journals and through discussions with technical assistant staff and Part C programs from other states. The group has discussed Illinois' current policies and procedures for system components (i.e., intake/referral, evaluation/assessment, IFSP development, service implementation, and transition), identifying challenges in each component and developing a vision for improvements/changes. The Workgroup is currently developing a set of system recommendations.
- Another effort to help address barriers to timely services includes the work of an ad hoc group of the IICEI, which has completed research on the use of telehealth in EI. Research has focused on the use of telehealth in un-served and under-served populations.
- The Bureau of EI is partnering with CFC Managers and other EI Partners on strategies to coordinate efforts for EI provider recruitment across disciplines (OT, PT, SLP, and targeted DT) at colleges and universities. The Bureau is supporting these efforts by providing a presentation and materials and establishing a spreadsheet that CFC Managers can update to track CFC office recruitment efforts at targeted colleges/universities. The EI Clearinghouse has offered to develop an information piece for colleges/universities to help further engage them in EI provider recruitment. The Bureau has also supported a federal grant application to prepare Master's students in EI/Early Childhood Special Education, with an emphasis on cultural and linguistic diversity.
- Service delays are considered in making local determination scores. The following items are taken into consideration: 1) if an agency fails to submit a credible CAP for addressing service delays, fails to make adequate progress, or fails to implement major features of the plan and 2) If the CFC office has more than one finding of noncompliance pending from FFY10/SFY11 or longer. CFC offices with determination scores of "Needs Intervention" or "Needs Substantial Intervention" have additional reporting obligations for CAPs. Those with a determination of "Needs Substantial Intervention" receive a focused verification monitoring visit
- Identified causes of findings of noncompliance for 8A include compliance with new procedures to develop/update a transition outcome(s), including transition steps and services, within the required timeline and appropriate documentation in IFSPs. Some CFC offices encourage having transition in all IFSPs. Outcomes in place prior to 9 months before the toddler's third birthday need to be updated or new transition outcome(s) developed during the required time period.
- Both remaining findings for 8C from previous fiscal years involve CFC offices located in Chicago. These CFC offices, along with the remaining CFC offices that serve families residing in Chicago, continue to work closely with CPS to identify and address barriers to full compliance to both Part C and Part B requirements. This collaboration has resulted in the development of new processes on the local-level to facilitate transition. In addition, new statewide procedures have clarified requirements regarding transition planning conferences.

**Correction of Remaining FFY 2010 Findings of Noncompliance (if applicable)**

If the State reported less than 100% for this indicator in its FFY 2011 APR and did not report in the FFY 2011 APR that the remaining FFY 2010 findings were subsequently corrected, provide the information below:

1. Number of remaining FFY10/SFY11 noted in OSEP's July 1, 2013 FFY2010 APR response table for this indicator	4
2. Number of remaining FFY10/SFY11 findings the State has verified as corrected	1
3. Number of FFY10/SFY11 findings the State has NOT verified as corrected [(1) minus (2)]	<b>3</b>

**Correction of Remaining FFY09/SFY10 Findings of Noncompliance (if applicable)**

If the State reported less than 100% for this indicator in its FFY09/SFY10 APR and did not report that the remaining FFY08 findings were subsequently corrected, provide the information below:

1. Number of remaining FFY09/SFY10 findings noted in OSEP's June 2011 FFY09/SFY10 APR response table for this indicator.	3
2. Number of remaining FFY09/SFY10 findings noted in OSEP's June 2011 FFY09/SFY10 APR response table for this indicator.	0
3. Number of remaining FFY09/SFY10 findings the State has NOT verified as corrected [(1) minus (2)]	<b>3</b>

**Correction of Remaining FFY08/SFY09 Findings of Noncompliance (if applicable)**

If the State reported less than 100% for this indicator in its FFY08/SFY09 APR and did not report that the remaining FFY07 findings were subsequently corrected, provide the information below:

1. Number of remaining FFY08/SFY09 findings noted in OSEP's June 2011 FFY09/SFY10 APR response table for this indicator.	22
2. Number of remaining FFY08/SFY09 findings noted in OSEP's June 2011 FFY09/SFY10 APR response table for this indicator.	1
3. Number of remaining FFY08/SFY09 findings the State has NOT verified as corrected [(1) minus (2)]	<b>21</b>

**Correction of Any Remaining Findings of Noncompliance from FFY07/SFY08 or Earlier (if applicable):** One finding of noncompliance for 8C remains uncorrected from FFY07/SFY08. See indicator 8C for information regarding technical assistance and training strategies to address this noncompliance.

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

Statement from the Response Table	State's Response
The State must demonstrate, in the FFY12 APR, that the remaining four findings of noncompliance identified in FFY10, the remaining three findings of noncompliance identified in FFY09, the remaining 22 findings of noncompliance identified in FFY08, and the remaining one finding of noncompliance identified in FFY2007, that were not reported as corrected in the FFY11 APR, were corrected.	<p>The status of these findings have been reported as follows:</p> <p>Of the 4 findings from FFY10, one has been corrected (Indicator 8A).</p> <p>Of the 3 findings from FFY09, none have been corrected.</p> <p>Of the 22 findings from FFY08, one has been corrected (Indicator 8A).</p>



Statement from the Response Table	State's Response
<p>When reporting in the FFY12 APR on the correction of noncompliance, the State must report that it has verified that each EIS program or provider with findings of noncompliance identified in FFY11, and the remaining findings identified in FFY10, FFY09: (1) is correctly implementing the specific regulatory requirements (i.e., achieved 100% compliance) based upon a review of updated data such as data subsequently collected through on-site monitoring or a State data system; and (2) has corrected each individual case of noncompliance, unless the child is no longer within the jurisdiction of the EIS program or provider, consistent with <i>OSEP Timely Correction Memo 09-02</i>. In the FFY12 APR, the State must describe the specific actions that were taken to verify correction. In addition, in reporting on Indicator 9 in the FFY12 APR, the State must use and submit the Indicator 9 Worksheet.</p>	<p>The 1 finding from FFY2007 has not been corrected. (The remaining findings of noncompliance from FFY07/SFY08 and from FFY08/SFY09 for 8C were issued to the same CFC office, which has not been able to demonstrate 100 percent compliance during three consecutive months.)</p> <p>See “<b>Verification of Correction of Prior Years Findings of Noncompliance identified in FFY11/SFY12</b>” for specific information about processes used to document correction of noncompliance.</p> <p>The Indicator 9 Worksheet is provided as an attachment.</p>
<p>The State's failure to correct longstanding noncompliance raises serious questions about the effectiveness of the State's general supervision system. The State must take the steps necessary to ensure that it can report, in the FFY12 APR, that it has corrected this noncompliance.</p>	<p>Steps that have been taken to ensure correction on longstanding noncompliance are outlined above under “<b>Actions Taken if Noncompliance Not Corrected</b>”. These strategies list system wide, regional, and CFC-specific efforts to address findings related to timely service and transition requirements and include:</p> <ul style="list-style-type: none"> <li>• Improvements to the service delay reporting system;</li> <li>• Conference calls with CFC offices to improve accuracy of service delay reporting and share strategies for correction;</li> <li>• A regional pilot to address timely service compliance;</li> <li>• Extensive research and analysis of service delivery approaches and strategies and the work of the SDA Workgroup;</li> <li>• Research on the use of technology (telehealth);</li> <li>• Coordination of provider recruitment strategies;</li> <li>• Impact of longstanding noncompliance on determinations;</li> <li>• Implementation of new procedures; and</li> <li>• Coordinated efforts with CPS to improve compliance with transition requirements.</li> </ul>



Statement from the Response Table	State's Response
	<p>The State pursued correction of noncompliance through training, additional technical assistance, and continued use of focused monitoring efforts to address the State's long standing noncompliance.</p> <p>The Bureau of EI sought guidance from OSEP in regarding the correction of noncompliance.</p> <p>Ann Bailey and Sandy Schmitz with NCRRC provided onsite TA meetings regarding correction of noncompliance.</p> <p>Bureau and Illinois EI Training Program staff accessed a wide variety of technical assistance and information sources on the national level and from other states. Specific examples are highlighted, above, under the "Overview of the Annual Performance Report Development," with a full list included as an attachment.</p> <p>For further information on the State's efforts at correcting longstanding noncompliance, see Indicators 1 and 8.</p>
In addition, in responding to Indicators 1, 7, 8A, and 8C in the FFY12 APR, the State must report on correction of the noncompliance described in this table under those indicators.	See Indicators 1, 7, and 8.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010 (if applicable):** No revisions to improvement activities are proposed at this time, as the EI Program completes Phase I of the SSIP process.

## INDICATOR C-9 WORKSHEET

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2011 (7/1/11 through 6/30/12)	(a) # of Findings of noncompliance identified in FFY 2011 (7/1/11 through 6/30/12)	(b) # of Findings of noncompliance from (a) for which correction was verified no later than one year from identification
1. Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	1	1	1
	Dispute Resolution: Complaints, Hearings	3	3	2
7. Percent of eligible infants and toddlers with IFSPs for whom an initial evaluation and initial assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline.	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	12	12	10
	Dispute Resolution: Complaints, Hearings	0	0	0
8. The percentage of toddlers with disabilities exiting Part C with timely transition planning for whom the Lead Agency has:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	1	1	0
A. Developed an IFSP with transition steps and services at least 90 days, and at the discretion of all parties, not more than nine months, prior to the toddler's third birthday;	Dispute Resolution: Complaints, Hearings	0	0	0
8. The percentage of toddlers with disabilities exiting Part C with timely transition planning for whom the Lead Agency has:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	8	8	7

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2011 (7/1/11 through 6/30/12)	(a) # of Findings of noncompliance identified in FFY 2011 (7/1/11 through 6/30/12)	(b) # of Findings of noncompliance from (a) for which correction was verified no later than one year from identification
C. Conducted the transition conference held with the approval of the family at least 90 days, and at the discretion of all parties, not more than nine months, prior to the toddler's third birthday for toddlers potentially eligible for Part B preschool services.	Dispute Resolution: Complaints, Hearings	0	0	0
<b>Sum the numbers down Column a and Column b</b>			25	20
<b>Percent of noncompliance corrected within one year of identification = (column (b) sum divided by column (a) sum) times 100.</b>			<b>(b)/(a) x 100 =</b>	<b>80.0%</b>

**Overview of the Annual Performance Report Development:  
See Indicator 1.**

**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
FFY12/SFY13	States are not required to establish baseline or targets if the number of resolution sessions is less than 10.

**INDICATOR 12:**

From Table 4: (3.1(a) divided by 3.1) times 100.

**FFY12/SFY13 Result:**  $[(1/1) \times 100] = 100\%$  One due process complaint was received and resolved through a resolution session settlement agreement.

**FFY12/SFY13 Target** = Not established

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY12/SFY13:**

One due process complaint was received in FF12/SFY13. This due process complaint was resolved through a resolution settlement agreement. No due process complaints were received in FFY11/SFY12.

Contracts are in place with individuals who serve as Impartial Hearing Officer for the Illinois EI Program. Legal staff of the Lead Agency is available to facilitate the development and negotiation of all resolution session agreements. Due process complaints are tracked using an electronic database.

The State has chosen, pursuant to 34 CFR §303.420(a), to adopt mediation and due process procedures in 34 CFR §300.506 through §300.512, and develop procedures that meet the requirements of §303.425.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY12/SFY13:** No revisions to improvement activities are proposed at this time, as the EI Program completes Phase I of the SSIP process.

**Overview of the Annual Performance Report Development:  
See Indicator 1.**

**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
FFY12/SFY13	95 percent of mediations held will result in mediation agreements.

**INDICATOR 13:**  
From Table 4:  $[(2.1(a)(i) + 2.1(b)(i)) \text{ divided by } 2.1] \text{ times } 100.$   
**FFY12/SFY13 Result: There were no mediation requests.**  
**FFY12/SFY13 Target = 95%**

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY12/SFY13:**

In FFY12/SFY13, there were no mediation requests. In FFY11/SFY12, one mediation request was received.

Bureau staffing levels have remained stable to facilitate timely resolution. An electronic database is used to track mediations.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY12/SFY13:** No revisions to improvement activities are proposed at this time, as the EI Program completes Phase I of the SSIP process.

**Overview of the Annual Performance Report Development:  
See Indicator 1.**

**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, including race and ethnicity, settings and November 1 for exiting, personnel, dispute resolution); and
- b. Accurate, including covering the correct year and following the correct measurement.

As stated in the Indicator Measurement Table, States may, but are not required, to report data for this indicator. OSEP will use the Indicator 14 Rubric to calculate the State's data for this indicator. States will have an opportunity to review and respond to OSEP's calculation of the State's data.

FFY	Measurable and Rigorous Target
FFY12/SFY13	100 percent of state reported data will be timely and accurate.

**Actual Target Data for FFY11/SFY12:**

**INDICATOR 14**

From Part C Indicator Data Rubric - Percent of timely and accurate data

**FFY12/SFY13 Result: States are not required to report data for this indicator.**

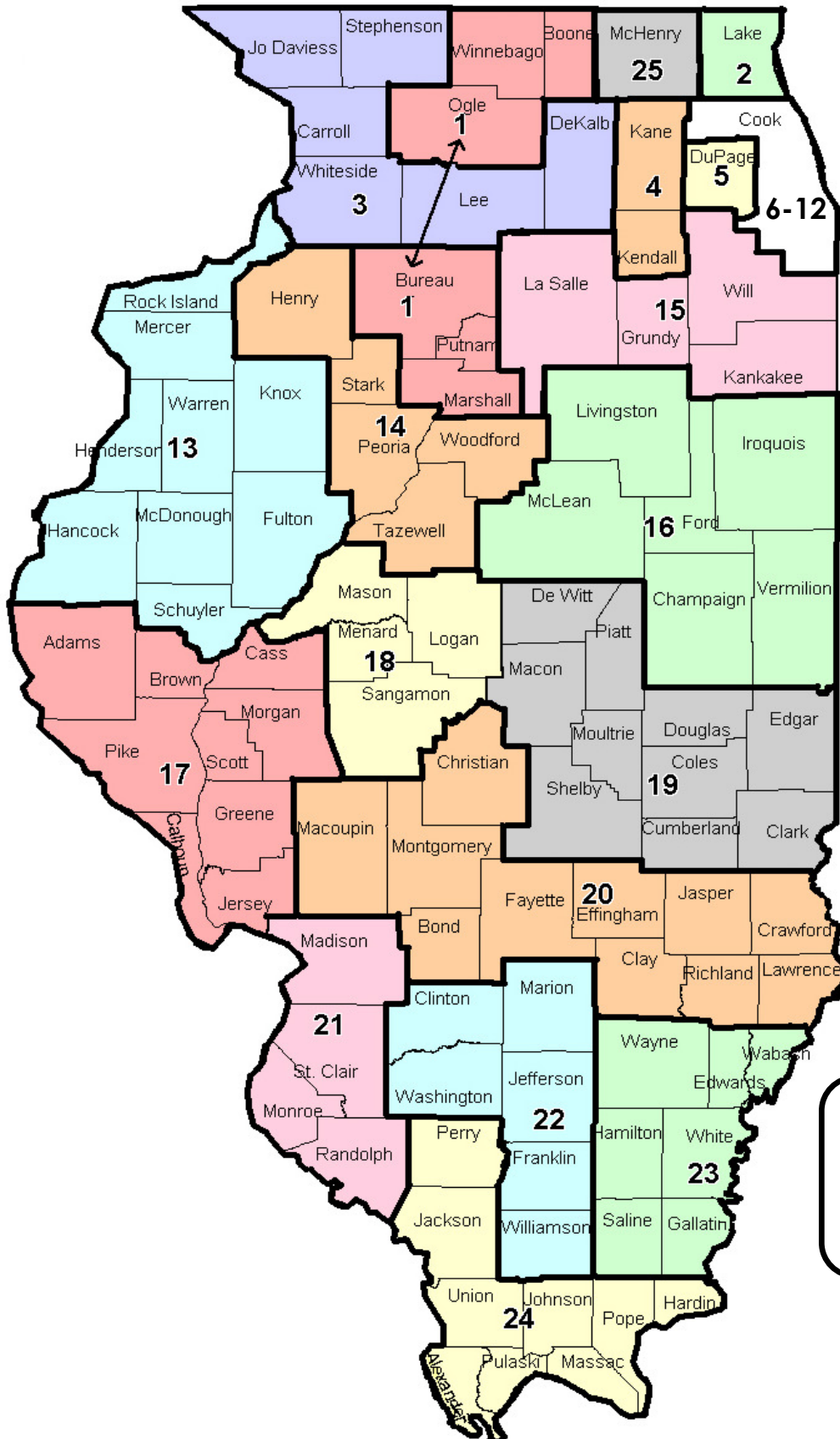
**FFY12/SFY13 Target = 100%**

Illinois has chosen to allow OSEP to calculate the State's data for this indicator. The Bureau of EI will have the opportunity to review and respond to OSEP's calculation during the clarification period. Progress/slippage will be addressed at that time.

The Illinois Cornerstone system is a statewide database application that is used by all CFC offices. The application includes a number of edit checks on numeric data, character data, and data fields, as well as content-specific edit checks and logical consistency checks. The design of Cornerstone, including all of the edit and logical consistency checks, help ensure the quality and consistency of the data.

All 618 data tables and APR data used in responses to Indicators 2 through 9 meet computational and logic edit checks. An electronic database is used to mediation and administrative hearing status and outcomes used in response to Indicators 12 and 13. On a monthly basis, CFC offices use an electronic reporting system to submit service delay data for Indicator 1. For Indicator 8A, data are pulled from the EI Monitoring Program's database that includes information from onsite monitoring visits of CFC offices.

All 618 and APR data were accurate to the best knowledge of the lead agency. All reports were submitted in a timely fashion.



**CHILD & FAMILY  
CONNECTIONS  
OFFICES BY  
COUNTY**

**Child and Family Connections Listing of Illinois**  
**Illinois Department of Human Services- Bureau of Early Intervention**  
**Revised – January 2014**

<b>CFC</b>	<b>CFC Site Address, Phone, Fax &amp; Toll Free Numbers</b>	<b>Serving County(s) and/or Zip Codes</b>
1	Child & Family Connections Access Services of Northern Illinois 1752 Windsor Rd., Ste. 102/ PO Box 16390 Loves Park, IL 61132-6390 <b>815/654-6170</b> Fax: 815/654-6197 Toll Free #: 800/921-0094	Boone Bureau Marshall  Ogle Putnam Winnebago
2	Child & Family Connections Lake County Health Department 3010 Grand Ave., 2 <sup>nd</sup> Floor Waukegan, IL 60085 <b>847/377-8900</b> Fax: 847/377-8939 Toll Free #: 888/539-3033	Lake
3	Child & Family Connections Regional Office of Education for Carroll, Jo Daviess, & Stephenson Co. 27 S. State Avenue, Suite 101 Freeport, IL 61032-4210 <b>815/297-1041</b> Fax: 815/297-9032 Toll Free #: 888/297-1041	Carroll DeKalb Jo Daviess  Lee Stephenson Whiteside
4	Child & Family Connections DayOne Network 1551 E. Fabyan Pkwy. Geneva, IL 60134 <b>630/879-2277</b> Fax: 630/761-9810 Toll Free #: 888/282-0997	Kane Kendall
5	Child & Family Connections PACT, Inc. 750 Warrenville Rd., Suite 300 Lisle, IL 60532 <b>630/493-0400</b> Fax: 630/493-1995 Toll Free #: 800/637-7181	<b>DuPage County, including the following Cook County zip codes:</b>
		60103  60126



**ATTACHMENT 2**  
**Illinois CFC Listing**

CFC	CFC Site Address, Phone, Fax & Toll Free Numbers	Serving County(s) and/or Zip Codes			
6	Child & Family Connections Clearbrook Center 1835 W. Central Rd. Arlington Heights, IL 60005 <b>847/385-5070</b> Fax: 847/385-7260 Toll Free #: 800/585-1953	<b>*Cook County North Suburban, including the following zip codes:</b>			
		60004	60035	60090	60173
		60005	60043	60091	60192
		60006	60053	60093	60193
		60007	60056	60095	60194
		60008	60062	60106	60195
		60010	60067	60107	60196
		60015	60068	60120	60201
		60016	60070	60133	60202
		60018	60074	60143	60203
		60022	60076	60149	60204
		60025	60077	60157	60666
		60026	60082	60169	60712
		60029	60089	60172	60714
7	Child & Family Connections Suburban Access, Inc One Westbrook Corporate Center, Suite 640 Westchester, IL 60154 <b>708/449-0625</b> Fax: 708/449-7071 Toll Free #: 888/566-8228	<b>*Cook County Central Suburban, including the following zip codes:</b>			
		60104	60162	60303	60527
		60130	60163	60304	60534
		60131	60164	60305	60546
		60141	60165	60402	60558
		60153	60171	60513	60706
		60154	60176	60521	60707
		60155	60301	60525	60804
		60160	60302	60526	
8	Child & Family Connections Easter Seals Society of Metropolitan Chicago 9455 S. Hoyne Ave. Chicago, IL 60643 <b>773/233-1799</b> Fax: 773/233-2011 Toll Free #: 866/266-7167	<b>*Cook County Chicago Southwest, including the following zip codes:</b>			
		60620	60633	60652	60827
		60628	60638	60655	
		60629	60643	60805	
		*This CFC serve those families who reside within the City of Chicago when the zip codes cross the city lines.			
9	Child & Family Connections Fantus Health Center 1901 W. Harrison St., Rm. A2101 Chicago, IL 60612 <b>312/864-6575</b> Fax: 312/864-9332 Toll Free #: 888/816-3188	<b>*Cook County Chicago Central/West, including the following zip codes:</b>			
		60601	60605	60612	60632
		60602	60606	60616	60644
		60603	60607	60623	60661
		60604	60608	60624	
10	Child & Family Connections La Rabida Children's Hospital 1525 E. 55 <sup>th</sup> St., Suite 203 Chicago, IL 60615 <b>773/324-7434</b> Fax: 773/324-7469 Toll Free #: 800/862-1912	<b>*Cook County Chicago Southeast, including the following zip codes:</b>			
		60609	60619	60636	60649
		60615	60621	60637	60653
		60617			

**ATTACHMENT 2**  
**Illinois CFC Listing**

CFC	CFC Site Address, Phone, Fax & Toll Free Numbers	Serving County(s) and/or Zip Codes			
11	Child & Family Connections 945 W. George St., Suite 300 Chicago, IL 60657 <b>312/942-7800</b> Fax: 312/942-7811 Toll Free #: 800/289-7990	<b>*Cook County Chicago North, including the following zip codes:</b>			
		60610 60611 60613 60614 60618 60622	60625 60626 60630 60631 60634 60639	66040 60641 60642 60645 60646 60647	60651 60654 60656 60657 60659 60660
12	Child & Family Connections Easter Seals Society of Metropolitan Chicago 17300 S. Ozark Ave. - North Bldg. Tinley Park, IL 60477 <b>708/429-8231</b> Fax: 708/429-8246 Toll Free #: 800/597-7798	<b>*Cook County South Suburban, including the following zip codes:</b>			
		60406 60409 60411 60415 60417 60419 60422 60423 60425 60426 60428 60429	60430 60439 60438 60443 60445 60448 60449 60452 60453 60455 60456 60457	60458 60459 60461 60462 60463 60464 60465 60466 60467 60469 60471 60472	60473 60475 60476 60477 60478 60480 60482 60487 60491 60501 60803
13	Child & Family Connections Reg. Office of Education # 26 1301 N. Main St., Suite 3 Monmouth, IL 61462 <b>309/734-3336</b> Fax: 309/734-1145 Toll Free #: 866/426-2160	Fulton Hancock Henderson Knox McDonough		Mercer Rock Island Schuyler Warren	
14	Child & Family Connections 3000 W. Rohmann Ave. West Peoria, IL 61604 <b>309/672-6360</b> Fax: 309/681-0190 Toll Free #: 888/482-4300	Henry Peoria Stark		Tazewell Woodford	
15	Child & Family Connections Services of Will, Grundy, & Kankakee Counties, Inc. 2300 Glenwood Ave. Joliet, IL 60435 <b>815/730-2617</b> Fax: 815/730-2650 Toll Free #: 888/329-0633	Grundy Kankakee		LaSalle Will	
16	Child & Family Connections 103 S. Country Fair Dr. Champaign, IL 61821 <b>217/693-7958</b> Fax: 217/693-7967 Toll Free #: 800/877-1152	Champaign Ford Iroquois		Livingston McLean Vermilion	

**ATTACHMENT 2**  
**Illinois CFC Listing**

CFC	CFC Site Address, Phone, Fax & Toll Free Numbers	Serving County(s) and/or Zip Codes	
17	Child & Family Connections ROE of Adams/Pike Counties 510 Maine St., Suite 615 Quincy, IL 62301 <b>217/222-9592</b> Fax: 217/222-9593 Toll Free #: 888/222-9592	Adams Brown Calhoun Cass Greene	Jersey Morgan Pike Scott
18	Child & Family Connections Sangamon Co. Public Health Department 2833 South Grand Ave., East Springfield, IL 62703 <b>217/535-3100</b> Fax: 217/793-3991 Toll Free #: 888/217-3505	Logan Mason	Menard Sangamon
19	Child & Family Connections Macon County Community Mental Health Board 132 S. Water St., Suite 604 Decatur, IL 62523 <b>217/423-6199</b> Fax: 217/233-7028 Toll Free #: 800/758-2705	Clark Coles Cumberland DeWitt Douglas	Edgar Macon Moultrie Piatt Shelby
20	Child & Family Connections ARC Community Support Systems 1901 S. 4th St., Suite 209 Effingham, IL. 62401 <b>217/347-5601</b> Fax: 217/347-5119 Toll Free #: 888/459-5437	Bond Christian Clay Crawford Effingham Fayette	Jasper Lawrence Macoupin Montgomery Richland
21	Child & Family Connections Regional Office of Education #13 2 Eagle Center, Suite 1 O'Fallon, IL 62269 <b>618/622-6581</b> Fax: 618/622-8662 Toll Free #: 888/594-8364	Madison Monroe	Randolph St. Clair
22	Child & Family Connections Regional Office of Education #13 101 S. Lincoln Blvd. Centralia, IL 62801 <b>618/532-4919</b> Fax: 618/532-0856 Toll Free #: 800/661-0900	Clinton Franklin Jefferson	Marion Washington Williamson

**ATTACHMENT 2**  
**Illinois CFC Listing**

CFC	CFC Site Address, Phone, Fax & Toll Free Numbers	Serving County(s) and/or Zip Codes	
23	Child & Family Connections Wabash & Ohio Valley Special Education Dist. 800 S. Division St./PO Box 320 Norris City, IL 62869 <b>618/378-2131</b> Fax: 618/378-3127 Toll Free #: 800/463-2759	Edwards Gallatin Hamilton Saline	Wabash Wayne White
24	Child & Family Connections Archway, Inc. 2751 W. Main St./ PO Box 1180 Carbondale, IL 62901-1180 <b>618/529-3147</b> Fax: 618/549-8137 Toll Free #: 888/340-6702	Alexander Hardin Jackson Johnson Massac	Perry Pope Pulaski Union
25	Child & Family Connections Options & Advocacy for McHenry Co. 365 Millennium Dr., Suite A Crystal Lake, IL 60012 <b>815/477-4720</b> Fax/TDD: 815/788-0704 Toll Free #: 888/376-8828	McHenry	

Special Notes:

- \* When a zip code crosses county lines, Cook Child and Family Connections will serve the portion that falls within Cook County.
- \*\* Toll free numbers are only accessible within Illinois. All other states must use the local number listed.

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07/03/12	Chelsea Guillen, EI Ombudsman	Mary Beth Bruder, UCONN	Received information about Service Coordinator (SC) tasks which can influence service plan decisions	Used for pilot projects with CFCs 2 & 21 to see if impacted SC practices	X	X	X
07/05/12	Susan Connor, EI Training Program Staff	Lynda Pletcher, NECTAC	Gathered resources about Mission and Key Principles to support Systems Training	Used in planning activities for <i>System Overview and System Refresher</i>	X		
07/09/12	Chelsea Guillen, EI Ombudsman	NECTAC	Retrieved document for pattern checking	Used to think about how we can examine outcomes data to determine effectiveness of service delivery	X		X
07/17/12	Susan Connor, EI Training Program Staff	Division for Early Childhood (DEC)	Spoke with Executive Director on Recommended Practices	Considered embedding recommended practices into Institute Series	X		X
07/26/12	Susan Connor, EI Training Program Staff	Zero to Three – National Center for Infants, Toddlers, and Families	Culled resources on military families and brain development in young children	Used materials gained to share with trainers for curriculum development on <i>Modern Family</i> and on <i>Baby Steps</i>	X		
07/30/12	Chelsea Guillen, EI Ombudsman	Larry Edelman - Colorado Patty Salcedo - California	Received information about using videos to improve practice	Used for Foundational Institute	X		
07/31/12	Susan Connor, EI Training Program Staff	DEC EI Community of Practice	Searched Wiki for relevant resources related to family rights and transition process	Used materials gained to share with trainers for curriculum development on Transition and Transition Workgroup	X		
08/01/12	Chelsea Guillen, EI Ombudsman	Panel from Oregon, Washington and Vermont who provide deaf-blind services	Received information about using technology for provision of TA	Learned about electronic options for support	X		

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08/13/12	Susan Connor, EI Training Program Staff	EI Special Interest Group (SIG) - Division for Early Childhood	Talked with SIG members about role of Special Instruction in EI	Used information gathered to discuss role differences in Foundational Institute and eligibility session	X		
08/16/12	Susan Connor, EI Training Program Staff	Various Part C training & TA Websites	Resources related to practical strategies for interventionists and evidence-based practice	Used information gathered in System Refresher	X	X	
08/17/12	Chelsea Guillen, EI Ombudsman	Harvard Family Research Project	Article on family involvement	Informs under-standing of role of family in EI services	X	X	
08/20/12	Chelsea Guillen, EI Ombudsman	Zero to Three – National Center for Infants, Toddlers, and Families	Article on reflection and infant mental health	Used in SDA Workgroup discussions	X		
08/21/12	Sarah Nichols, EI Training Program Staff	Consulted with 10 Part C TA and PD providers from 6 different states and NECTAC during the Early Intervention-Early Childhood Professional Development Community of Practice (EI-EC PD CoP) meeting	Group discussed current projects, priorities and resources and then focused discussion around the new Part C Regulations	The cop formed a subgroup that focused their work on developing a presentation on the new Part C Regulations that could be used by each state and modified to include state specifics (including Illinois)	X	X	X
08/23/12	Chelsea Guillen, EI Ombudsman	Ann Bailey, NCRRC	Information about other states' family assessment tool/process	Used to inform family assessment tool choice	X		
08/31/13	Sarah Nichols, EI Training Program Staff	Mary Beth Bruder, UCONN (PI for Research Training Center on SC and future ECPC center)	Consulted on the use of SC checklists and a pilot for SCs to use the checklists	Prepared for SC pilot that would teach SCs to use the checklists to help perform SC activities as outlined in Part C of IDEA	X	X	X
08/27/12	Susan Connor, EI Training Program Staff	ECO Center website	Searched for new materials for training and activity around Child Outcomes	Shared information with trainers and project manager to be incorporated into Child Outcomes sessions	X	X	

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09/06/12	Chelsea Guillen, EI Ombudsman	Topics in ECSE	Article on family outcomes and family centered services	Used for APR and outcomes and SDA Workgroup	X		X
09/14/12	Susan Connor, EI Training Program Staff	Robin McWilliam, Siskin Institute	Conversation with Robin McWilliam about implementation of the RBI	Used to prepare for supporting SCs in their use of RBI at intake	X		
09/26/12	Sarah Nichols, EI Training Program Staff	Kathy Whaley, NECTAC	Learned about National Centers, Associations and Professional Organizations Focusing on Professional Development	Pulled together a compilation of national resources that could be used to support professional development and used as a place of reference when searching for tools and resources	X		
09/26/12	Susan Connor, EI Training Program Staff & Sarah Nichols	NECTAC	Participated in IFSP webinar	Used NECTAC curriculum to develop 3 hour and 5 hour trainings on IFSP outcomes	X		X
09/29/12	Susan Connor, EI Training Program Staff	Various State Part C websites	Research ways SI is defined and used in different state Part C programs	Used information gathered to discuss role differences in Foundational Institute and eligibility session	X		
10/11/12	Susan Connor, EI Training Program Staff	VORT	Reviewed website and associated materials for the HELP curriculum based assessment tool	Info was used in designing and adapting curriculum, incorporating newer resources into curriculum	X		
10/22/12	Susan Connor, EI Training Program Staff	Illinois Chapter of American Academy of Pediatrics	Discussed, reviewed, and collaborated on embedding medical home information into existing systems curriculum	Information used to inform practice of SCs and to consider adding into systems training for all.	X		
10/23/12	Susan Connor, EI Training Program Staff	Online Learning Blogs	Culled through blogs for latest information on adult learning principles online	Used to ensure EI Training Program is using best practices in delivering content, made minor modifications to most recent modules.	X		

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10/24/12	Chelsea Guillen, EI Ombudsman	NECTAC	Article on state service delivery approaches	Used with SDA Workgroup	X		X
10/24/12	Chelsea Guillen, EI Ombudsman	IDEA website	Materials on natural environments	Used to clarify feds position on where services are to be provided	X		X
10/30/12	Susan Connor, EI Training Program Staff	California and Michigan Part C Training Programs	Spoke with both programs about their use of institute series events to further knowledge of change in practice	Shared content information between programs for consideration in adapting in Illinois	X		X
11/07/13	Sarah Nichols, EI Training Program Staff	Group discussion with 17 people from 11 different states and representatives from NECTAC and the National Dissemination Center for Children with Disabilities during the Early Intervention-Early Childhood Professional Development Community of Practice meeting with guest speaker Rob Corso, Vanderbilt University	Web-conversation that allowed for discussion around priorities, projects and needs for delivering training and TA in Part C and had special time carved out around the topic of Evaluation	Resources shared and information gathered around evaluation assist in the development of ongoing professional development materials	X	X	X
11/07/12	Susan Connor, EI Training Program Staff	Rob Corso, Vanderbilt	Discussion with Rob on Evaluation Measures appropriate for EI professional development opportunities	Used information gained to revise the evaluation measures we use to evaluate ongoing Professional Development	X		
11/13/12	Susan Connor, EI Training Program Staff	Child Outcomes Workgroup Meeting, Rob Corso	Participated in Workgroup meeting focused on data in child outcomes and improving the data collected	Used the information to inform planning on how to impact implementation of the process , how to market what we do and what child outcomes are	X		



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11/15/12	Chelsea Guillen, EI Ombudsman	SAMHSA	Article on families with substance abuse and mental health concerns	Used to think about varying families' needs	X		
11/21/12	Chelsea Guillen, EI Ombudsman	NECTAC	Training materials on developing quality IFSPs	Used for <i>Connecting the Dots</i> curriculum development	X		X
11/28/12	Chelsea Guillen, EI Ombudsman	NECTAC	Article on implementing and sustaining service changes	Used with SDA Workgroup	X		X
12/10/12	Susan Connor, EI Training Program Staff	Benny Delgado, Illinois Developmental Therapy Association (IDTA) Bonnie Keilty, DEC	Gathered information and resources from both groups on role of Special Instruction in EI, links to federal legislation and implementation and standards in other states	Used information gathered to discuss role differences in Foundational Institute and eligibility session	X	X	
12/11/12	Chelsea Guillen, EI Ombudsman	Professional journals	Article on intensity of services	Used with SDA Workgroup	X		X
12/11/12	Chelsea Guillen, EI Ombudsman	Professional journals	Articles on service coordination	Used to consider outcomes for SCs and their role in IFSP development	X		X
12/12/12	Chelsea Guillen, EI Ombudsman	Harvard Family Research Project	Article on home visiting	Lists items necessary for successful home visiting-used for SDA Workgroup	X		X
12/12/12	Chelsea Guillen, EI Ombudsman	Harvard Family Research Project	Article on family involvement and tools	Used to think about how we collect information from families	X		X
12/12/12	Chelsea Guillen, EI Ombudsman	Harvard Family Research Project	Articles on professional development and child outcomes	Informs understanding of role of professional development and outcomes	X		X
12/12/12	Chelsea Guillen, EI Ombudsman	Ann Bailey/NCRRC	Received information about other states natural environments justification	Shared information with SDA Workgroup	X		X
12/12/12	Chelsea Guillen, EI Ombudsman	Harvard Family Research Project	Resource guide about early childhood transitions	Used to learn more about transition variables		X	X
12/17/12	Eileen DeRoze, EI Bureau Staff	OSEP	Strategies to address determinations	Policy/procedure development			X

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01/08/13	Sarah Nichols, EI Training Program Staff	Consulted with other EI-EC PD CoP subgroup members with an interest in developing an online universal EI Curriculum (members include individuals from ECO, DaSy, and ECTA as well as Part C Training/TA/ Coordinators from other states)	Worked together to share/gather information existing online resources to support the development of an online EI curriculum	Discussed group priorities, outcomes and strategies for collecting and gathering existing online resources and information that can be used to help develop an online EI curriculum	X	X	
01/15/13	Jacqueline Thomas, EI Bureau Staff	ISBE	Written Document/ Transition	Shared Information with CFC Managers		X	
01/15/13	Chelsea Guillen, EI Ombudsman	NECTAC	Pulled document on state activities to increase staff capacity	Reviewed for ideas about provider recruitment/ retention	X		X
01/15/13	Chelsea Guillen, EI Ombudsman	TN CSEFL	Guide on supporting family routines	Shared with Outcomes trainer	X		X
01/15/13	Susan Connor, EI Training Program Staff	Siskin Institute	Reviewed scholarly articles about implementation of the RBI	Used to prepare for supporting SCs in their use of RBI at intake	X		X
01/18/13	Susan Connor, EI Training Program Staff	Bonnie Keilty, DEC Michael Barla, Missouri	Discussed issues around inclusion for kids in early intervention	Used this information to help inform the Foundational Institute and key principles discussions of natural environments	X	X	
01/22/13	Chelsea Guillen, EI Ombudsman	Professional journals	Articles on service coordination	Used to consider outcomes for SCs and their role in IFSP development	X		X
01/22/13	Chelsea Guillen, EI Ombudsman	Professional journal- <i>Infants and Young Children</i>	Article on triadic approaches to EI	Used with SDA Workgroup	X		X

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01/28/13	Sarah Nichols, EI Training Program Staff	Consulted with other EI-EC PD CoP subgroup members with an interest in developing an online universal EI Curriculum (members include individuals from ECO, DaSy, and ECTA as well as Part C Training/TA/ Coordinators from other states)	Worked together to share/gather information existing online resources to support the development of an online EI curriculum	Information gathered was used to develop a survey to gather info from EI-EC PD CoP members to see what existing resources are available for reproduction and/modification by other states	X	X	
02/18/13	Susan Connor, EI Training Program Staff	Various State Part C websites	Search for information on 45-day timeline requirements and IFSP Services in a timely manner and strategies to meet those in underserved areas	Used this to support regional areas of the state with meeting these timelines and avoiding delays	X	X	X
02/23/13	Susan Connor, EI Training Program Staff	Brookes Publishing	Discussed BDI-2 and related questions when using for eligibility determination under Part C	Used info to inform BDI-2 curriculum	X		
02/25/13	Susan Connor, EI Training Program Staff	Michael Trout	Discussion around supporting families with young children with behavioral concerns	Used information and resources in planning "Why Do They Do That?" and in planning for annual conference	X	X	

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02/25/13	Sarah Nichols, EI Training Program Staff	Consulted with other EI-EC PD CoP subgroup members with an interest in developing an online universal EI Curriculum (members include individuals from ECO, DaSy, and ECTA as well as Part C Training/TA/Coordinators from other states)	Worked together to share/gather information existing online resources to support the development of an online EI curriculum	Worked to develop/draft/revise survey to collect resources from other states	X	X	
03/13/13	Susan Connor, EI Training Program Staff	Zero to Three	Searched for research and resources on brain development and early motor development	Used information and resources in roll-out of Baby Steps and in Development in the 1st year	X		
03/16/13	Susan Connor, EI Training Program Staff	Harvard Center on the Developing Child	Searched for research and resources on brain development and early motor development	Used information and resources in roll-out of Baby Steps and in Development in the 1st year	X		
03/21/13	Susan Connor, EI Training Program Staff	Pathways	Searched for research and resources on brain development and early motor development	Used information and resources in roll-out of Baby Steps and in Development in the 1st year	X		
03/27/13	Sarah Nichols, EI Training Program Staff	Consulted with other EI-EC PD CoP subgroup members with an interest in developing an online universal EI Curriculum (members include individuals from ECO, DaSy, and ECTA as well as Part C Training/TA/Coordinators from other states)	Worked together to share/gather information existing online resources to support the development of an online EI curriculum	Reviewed draft survey, made edits/modification to make sure that the information gathered from other states will be meaningful	X	X	

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03/28/13	Susan Connor, EI Training Program Staff	Orlena Puckett Institute	Searched for resources on intervention strategies	Used in the development and revision of Meaningful Intervention plans and in the System refresher	X		X
04/02/13	Chelsea Guillen, EI Ombudsman	KS EI Training Program	Article of primary provider	Used with SDA Workgroup	X		X
04/15/13	Eileen DeRoze, EI Bureau Staff	NCRRC	Discussion of SSIP with other states	SSIP preparation			X
04/18/13	Sarah Nichols, EI Training Program Staff	Dana Childress, Virginia Commonwealth University	Discussed/Consulted on the EI Blog she facilitates	Considered ideas for how this could be used to support EI professionals in Illinois and link to this blog was included in EI Training Program newsletters. Also, wrote an article for the blog around organizing and prioritizing activities and shared resources from the EI Training Program website that are now posted nationally	X	X	X
04/18/13	Sarah Nichols, EI Training Program Staff	Training Industry	Webinar titled: <i>Creating a Mobile Learning Environment for a Connected World</i>	Information has been used to help frame the updates being made to the online service coordination training	X	X	
04/24/13	Sarah Nichols, EI Training Program Staff	Consulted with 12 Part C professionals from 7 states and representatives from ECTA, and Center for IDEA Data Systems	EI-EC PD CoP meeting included resource sharing, discussion around current resources, priorities and projects and introduction to the new ECTA center (formerly NECTAC)	Information shared has been used to support development of ongoing PD and information learned about the functions of the ECTA Center are invaluable as the resources they provide are instrumental in the development of all curriculum we offer	X	X	X

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04/24/13	Susan Connor, EI Training Program Staff	Early Intervention Community of Practice	Discussion with other states on use of key principles in training	Used resources and ideas to infuse into key principles revisions, meaningful intervention revisions	X		X
04/25/13	Chelsea Guillen, EI Ombudsman	Maryland EI system		Shared with Outcomes trainer	X		
04/30/13	Susan Connor, EI Training Program Staff	SEEDS	Search for resources on AT use and relevant research in EI	Used to inform AT Workgroup, and upcoming webinars	X	X	
05/01/13	Lynn Barts	ECTA	IFSP Outcome support	Develop Connecting the Dots workshop	X	X	
05/01/13	Lynn Barts	Siskin Institute	Website RBI	Develop Connecting the Dots workshop	X	X	
05/02/13	Susan Connor, EI Training Program Staff	ICAAP, Scott Allen	Discussion with ICAAP on primary care office understanding of EI its impact on quality and timeliness of referrals	Used information to inform and support local level cfcs, also to support curriculum for Illinois Health Connect webinars	X		
05/06/13	Susan Connor, EI Training Program Staff	Mary Beth Bruder	Consult on SC Role in Family Assessment and on PSP model	Used to develop curriculum and inform conference planning and support for SCs	X		
05/09/13	Susan Connor, EI Training Program Staff	Illinois Health Connect	Discussion on primary care office understanding of EI its impact on quality and timeliness of referrals	Used information to inform and support local level cfcs, also to support curriculum for Illinois Health Connect webinars	X		
05/15/13	Eileen DeRoze, EI Bureau Staff	NCRRC	New priority areas	Identified TA resources	X		X
05/21/13	Chelsea Guillen, EI Ombudsman	NECTAC	Worksheet for evaluating child's strengths and needs	Used this with outcomes Workgroup	X		
05/24/13	Chelsea Guillen, EI Ombudsman	Professional journals	Retrieved articles about communities of practice/learning communities	Used to think about supports provided during Institutes and needed for service delivery change	X		X

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05/22/13	Sarah Nichols, EI Training Program Staff	Consulted with other EI-EC PD cop subgroup members with an interest in developing an online universal EI Curriculum (members include individuals from ECO, DaSy, and ECTA as well as Part C Training/TA/Coordinators from other states)	Worked together to share/gather information existing online resources to support the development of an online EI curriculum	Reviewed draft survey, made edits/modification to make sure that the information gathered from other states will be meaningful	X	X	X
05/24/13	Susan Connor, EI Training Program Staff	Tweety Yates	Discussion of appropriate resources for early emotional literacy and early literacy	Used in Baby Steps and understanding development in the 1st year	X		
05/28/13	Jacqueline Thomas, EI Bureau Staff	CFC 3 LIC Coordinator	Shared CFC 3 transition agreement, timeline and cover/signature page for agencies and professional providers	Shared information with EI Bureau Chief		X	X
05/28/13	Susan Connor, EI Training Program Staff	Amy Santos/ Greg Cheatham	Reviewed articles and discussed other resources for expanding early interventionists understanding of ELLs and diversity in EI	Used information in crafting curriculum around cultural diversity	X		
06/03/13	Chelsea Guillen, EI Ombudsman	NECTAC	Guide on evaluating SPP/APR activities	Used this with outcomes Workgroup	X		
06/04/13	Susan Connor, EI Training Program Staff	Rob Corso, Vanderbilt University	Gained resources and information on use of data for systems improvement	Used to support and inform work in the child outcomes workgroup	X		
06/10/13	Susan Connor, EI Training Program Staff	Alison Gopnik	Call with Alison Gopnik on early brain development	Used resources gained in curriculum development for baby steps, child outcomes, early development	X		
06/12/13	Chelsea Guillen, EI Ombudsman	APTA	Retrieved fact sheet on primary service provider	Used with SDA Workgroup	X		X

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06/13/13	Susan Connor, EI Training Program Staff	Dr. Ann Cutler, University of Illinois - Chicago	Discussed Autism and related topics for possible curriculum development and offerings for Illinois EI Providers and SCs	Considered for curriculum development, informed offerings for the field, networked with to bring information to annual conference	X		
06/18/13	Susan Connor, EI Training Program Staff	Dana Childress, Virginia Commonwealth University	Discussed sharing of typical development and IFSP curriculum	Info obtained was used in curriculum planning	X		
06/20/13	Eileen DeRoze, EI Bureau Staff	Early Childhood Personnel Center (ECPC)	Comprehensive personnel development	Identified TA resources	X		X
06/20/13	Susan Connor, EI Training Program Staff	Larry Edelman, Colorado	Discussed use of videotape and other e-resources for delivery and supervision of EI services, also discussed ways to use technology in PD systems	Informed Institute work, information shared with Service Delivery Workgroup, and info considered for planning and delivering professional development	X		X
06/21/13	Susan Connor, EI Training Program Staff	Colleen Shinn, Easter Seals	Discussed Autism and related topics for possible curriculum development and offerings for IL EI Providers and SCs	Considered for curriculum development, informed offerings for the field, networked with to bring information to annual conference	X		
06/27/13	Chelsea Guillen, EI Ombudsman	Professional journal	Article on virtual home visits in EI	Shared with telehealth Workgroup	X		X
07/25/13	Eileen DeRoze, EI Bureau Staff	NCRRC	One-on-one discussion of SSIP	SSIP preparation			X
07/29/13	Eileen DeRoze, EI Bureau Staff	OSEP	<i>RDA: What's on the Horizon</i>	SSIP preparation			X



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07/29/13 & 07/31/13	Sarah Nichols & Ted Burke, EI Training Program Staff	OSEP Leadership Conference	Gathered numerous resources around a variety of topics including information around data sharing, implementing a team based model for service delivery, implementing statewide changes using the RBI, Key considerations for EC special education curriculum standards, and results driven accountability	Resources gathered have been used to help develop and enhance ongoing PD offerings	X	X	X
08/01/13	Ted Burke, EI Training Program Director	Andy Gomm, New Mexico Part C Coordinator; Pam Thomas, Missouri Part C Coordinator; Sharon Ringwalt & Joicey Hurth, ECTA	Gathered information and resources around the use of telehealth in EI	Shared information with IICEI and Bureau of EI to further understanding and possible use in Illinois	X		X
08/06/13	Sarah Nichols, EI Training Program Staff	Consulted with other EI-EC PD CoP subgroup members with an interest in developing an online universal EI Curriculum (members include individuals from ECO, DaSy, and ECTA as well as Part C Training/TA/Coordinators from other states)	Worked together to share/gather information existing online resources to support the development of an online EI curriculum	Reviewed survey data and identified highest priority areas to be around foundations of EI, IFSP development and transition	X	X	X
08/16/13	Eileen DeRoze, EI Bureau Staff	OSEP	RDA	SSIP preparation			X

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08/28/13	Sarah Nichols, EI Training Program Staff	Consulted with 19 Part C professionals from 8 states and representatives from ECTA and NICHCY	EI-EC PD CoP webinar meeting where the group shared resources and discussed projects and priorities. Discussion topic was around sustained learning opportunities for PD	Information gathered is being used on an ongoing basis to support ongoing curriculum development and PD offerings	X	X	X
09/20/13	EI Community	Erickson Institute	System improvements		X		
09/24/13	EI Training Program	U of I	System improvements	Used information shared to help plan training events and supports	X		
09/30/13	Sarah Nichols, EI Training Program Staff	Consulted with other EI-EC PD CoP subgroup members with an interest in developing an online universal EI Curriculum (members include individuals from ECO, DaSy, and ECTA as well as Part C Training/TA/ Coordinators from other states)	Worked together to share/gather information existing online resources to support the development of an online EI curriculum	Began organizing existing online resources around priority topics including foundations of EI, IFSP development and Transition and began to develop universal EI module on Key principles	X		
10/11/13	Keena Sims, EI Training Program Staff	STARNET	Transition from EI to ECSE Training	Used to understand requirements related to transition		X	X
10/16/13	Sarah Nichols, EI Training Program Staff	Diana Larocco, University of Hartford and 19 others who were identified as leaders across the nation	Participated in leadership summit where I gathered information from others on the current state of leadership in our field and helped learn about possible ways to help develop, grow and sustain leaders from all levels	Information gathered will be helpful in developing local leaders across the state of Illinois	X	X	X

**ATTACHMENT 3**  
**List of Technical Assistance Received**

Date (07/01/12 thru present day in chronological order)	TA Received by (name of person who requested TA or participated in TA activity)	TA Provided by (Name, Organization, Expertise who shared information or delivered training)	TA Provided (type/topic)	Action Taken/ How TA was Utilized	Indicator 1	Indicator 8C	Indicator 9
10/16-18/13	Keena Sims, EI Training Program Staff	DEC	PD SIG Meeting with individuals that provide PD across the nation	Used to get ideas for important system collaborations	X	X	X
10/16/13 thru 10/18/13	Sarah Nichols, EI Training Program Staff	DEC Conference	Attended numerous sessions to gather information on current research, policy and practice, facilitated PD. Special Interest Group (PD SIG) meeting and EI-EC PD CoP meeting where a group of people from across the nation with an interest in professional development came together for brainstorming and resource sharing	Materials gathered will be used to develop and enhance curriculum development and ongoing professional development offerings	X	X	X
10/22/13	Keena Sims, EI Training Program Staff	ECO	COS Data Discussed	Used information gained to understand and plan for Illinois-specific data	X		
10/30/13	Sarah Nichols, EI Training Program Staff	Consulted with Early Intervention-Early Childhood Professional Development Community of Practice subgroup members with an interest in developing an online universal EI Curriculum (members include individuals from ECO, DaSy, and ECTA as well as Part C Training/TA/ Part C Coordinators from other states)	Worked together to share/gather information existing online resources to support the development of an online EI curriculum	Reviewed online module for Key Principles and discussed templates and accessibility for future modules	X		X

**ATTACHMENT 3**  
**List of Technical Assistance Received**

Date (07/01/12 thru present day in chronological order)	TA Received by (name of person who requested TA or participated in TA activity)	TA Provided by (Name, Organization, Expertise who shared information or delivered training)	TA Provided (type/topic)	Action Taken/ How TA was Utilized	Indicator 1	Indicator 8C	Indicator 9
Ongoing Correspondence /Support	Sarah Nichols, EI Training Program Staff	Larry Edelman, University of Colorado	Ongoing TA provided by Larry, usually via email on average of once a month, related to current tools, resources and supports around the use of video and various technologies for professional development	Information gathered is often used to formulate decisions about tools to use for different tasks and approaches to consider for the delivery of ongoing professional development opportunities	X	X	X
Ongoing Correspondence /Support	Sarah Nichols, EI Training Program Staff	Lynda Pletcher, ECTA Center	Ongoing TA provided by Lynda Pletcher from ECTA center, usually via email, related to existing resources/ supports around research, policy and practice within Part C	Information gathered from Lynda has been used to support modifications to service coordination training and the development of ongoing professional development opportunities	X	X	X

**ILLINOIS EI PROGRAM**  
**LIST OF ACRONYMS**

This document references many abbreviations that may not be familiar to all audiences. Below are a list of those abbreviations and other terms used within this document.

APR – Annual Performance Report

APTA - American Physical Therapy Association

CFC – Child and Family Connections – Regional Intake Entities for the Part C EI Program in Illinois.

CPS – Chicago Public School

DEC – Division of Early Childhood

ECO – Early Childhood Outcomes Center

ECSE - Early Childhood Special Education

ECTA – Early Childhood Technical Assistance Center

EI – Early Intervention

EI-EC PD CoP - Early Intervention-Early Childhood Professional Development Community of Practice

I2S Workgroup – Individualized Family Service Plan to Services Workgroup, a Workgroup formed to address long-standing noncompliance with timely services, involving six southern Illinois CFC offices.

IDEA – Individuals with Disabilities Education Act

IDTA – Illinois Developmental Therapy Association

IFSP – Individualized Family Service Plan

IICEI – Illinois Interagency Council on Early Intervention

Illinois Early Intervention Central Billing Office (aka - EI CBO) – provides claims processing services EI Services System. The EI CBO makes payment determination on claims submitted by EI providers based upon authorized services and Department guidelines. The CBO also submits and reconciles the monthly EI Medicaid claim to the Illinois Department of Healthcare and Family Services (HFS), provides data to assist CFCs to complete an initial verification of family insurance benefits, maintains the family fee system, administers the collections process, is a source of data collection for the Department, provides technical assistance to families and providers and administers the EI Insurance Unit, which bills insurance on behalf of providers. The CBO also maintains the EI Provider database.

Illinois Early Intervention Clearinghouse – provides library and information services to residents of Illinois interested in EI topics. They also provide access to a large lending library of books, videos and articles and are a free resource to access information on health, educational, disability and developmental concerns of infants and young children.

Illinois Early Intervention Monitoring Program - ensures that state and federal regulations regarding the delivery of EI services to infants and toddlers birth to three are met. All EI Monitors have extensive knowledge of EI policy and procedure. They complete monitoring visits on all CFC offices and credentialed/enrolled EI providers on a regular basis. During Monitoring visits, they are responsible for ensuring state and federal regulations regarding

## **ATTACHMENT 4**

### **List of Acronyms**

the delivery of EI services are met; including the provision of direct services, billing and documentation; assists families, CFC offices and EI Providers in addressing issues and resolve conflicts. They also main a Website for EI Providers that includes tools the monitors use while completing a visit and FAQs to assist the EI provider understand the process.

Illinois Early Intervention Training - provides training and professional development opportunities to independent providers, agencies, and CFC office staff. Training is provided in workshop, video and online formats. The EI Training Program co-sponsors and provides EI credentialing hours for additional training events held by other training entities, develops a quarterly training newsletter and maintains a training website that lists available trainings available and an area to register.

NICHCY – National Infant National Dissemination Center for Children with Disabilities

OSEP - Office of Special Education Programs operated by the US Department of Education

PD SIG – Professional Development Special Interest Group

Provider Connections – provides all credentialing and enrollment for EI Providers in the EI Services System. The EI Credentialing and EI CBO enrollment processes begin at Provider Connections. They also maintain a Provider Website where anyone interested can find current information and documents that pertain to EI policy and procedures, the credentialing/enrollment process, payment news, and other valuable documents for EI Providers.

RBI – Routine-Based Interview

SAMHSA - Substance Abuse and Mental Health Services Administration

SC – Service Coordinator

SDA Workgroup – Service Delivery Approaches Workgroup, a Workgroup of the IICEI

SPP – State Performance Plan

SSIP - State Systemic Improvement Plan

StarNet – Illinois State Board of Education Training entity - provides a variety of opportunities for personal and professional growth for those who touch the lives of young children, ages birth through eight, with an emphasis on children with special needs. STARNET supports family-centered, researched and effective practices in early childhood education and care.

TN CSEFEL – Tennessee Center on the Social and Emotional Foundations for Early Learning