

**Part C State Annual Performance Report (APR) for 2011**

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**Public Reporting**

SC FFY 2011 APR was reviewed with the SCICC and other interested members of the public on February 14, 2013 and d posted on the SC First Steps website (<http://www.scfirststeps.org/babynet.html>) February 15, 2013.

**Overview of the Annual Performance Report Development:**

Part C SPP/APR Part C SPP/APR Indicator/Measurement Table (OMB NO: 1820-0578 / Expiration Date: 08/31/2014) was used for all indicators with the exception of Indicator 8a-8c. The FFY 2011 APR has been prepared by staff of SC First Steps with the assistance of the Part C Data Manager with the Team for Early Childhood Solutions at the University of South Carolina, School of Medicine. Activities initiated, in progress or completed under SC First Steps leadership July 1, 201 through June 30, 2012 (FFY 2011) are included in this APR.

**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.

**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.

FFY	Measurable and Rigorous Target
2011	100%

**Actual Target Data for 2011:** 83%; Target Unmet

**4326/5183 x 100 = 83.47%**

Data are from South Carolina early intervention system database, BabyTrac, using data for the entire reporting year, (July 1, 2011-June 30, 2012). Numerator and denominator reflect exclusion of data for children whose service delays were attributed to exceptional family circumstances considered justifiably late, (i.e., family request, illness of child and /or family member, unable to contact family in timely manner despite documented effort of Service Coordinator or Service Provider).

Numerator: 4326 (# Children with IFSP with any new service added to IFSP between July 1, 2011 and June 30, 2012 with start date for all IFSP services within 30 days of IFSP completion date).

Denominator: 5183 (# Children with IFSP with any new service added to IFSP between July 1, 2011 and June 30, 2012.)

Additional information related to timely initiation of IFSP services:

857 children had a service initiated more than 30 days after IFSP completion due to system noncompliance. This number does not reflect service delays attributed to exceptional family circumstances.

**Explanation of Progress:**

Data for Indicator 1 collected via the BabyTrac system reflects an improvement in the delivery of timely services for FFY 2011 to 83%. During initial issuance of findings to service coordination agencies, the state system discovered data efficacy problems and was able to achieve resolution through correction and refinement of data system report function capabilities. With input from participating state agencies efforts were made to provide ample opportunity for input of missing data and correction of data by Service Coordinators. Service Coordination Supervisors were given access to the full array of BabyTrac reports in order to ensure data accuracy, timely data entry, and ultimately monitor service coordinator efforts in locating services. As reporting function of the data system has improved, ongoing technical assistance is provided with individual BabyTrac users on a daily basis by Part C Data Manager, Program Managers, BabyNet State Office personnel, and state data system vendor. Additionally, with increased monitoring of data by Service Coordination Supervisors and state system level personnel, data accuracy and timely entry has improved.

**Status of Correction of Non-Compliance:**

Findings for this indicator for FFY 2010 were issued in October, 2011. Correction verification procedures have been defined as follows:

1. **Finding rescinded:** Current limitations with the BabyNet data system do not allow BabyNet Service Coordination Vendors to supply missing data or correct data entries following a child’s exit from the system. Additionally, the data system is designed in such a manner that performance follows the service coordinator, so that when s/he changes employment, findings may be incorrectly attributed to the vendor currently employing the service coordinator rather than the employing vendor at the time of non-compliance. In instances of when non-compliance is identified and the BabyNet Service Coordination Vendor is able to provide sufficient documentation to the BabyNet State Office to indicate the finding based on the the data system is incorrect (for any of the reasons cited above), the finding is rescinded.
2. **Prong 1 of Correction:** BabyNet State Office requests documentation from records for each BabyNet Service Coordination Vendor for whom non-compliance has been identified. For Indicator 1, staff of the state office review the documentation to determine that although late, the service was provided or that the child has exited BabyNet prior to receipt of the service(s). The finding is cleared if the documentation verifies service delivery; the finding remains in place if the BabyNet Service Coordination Vendor fails to provide the requested documentation, fails to submit the documentation within the required time frame (30 calendar days from the date the finding is issued), or submits documentation insufficient to determine if Prong 1 of Correction has been met.
3. **Prong 2 of Correction:** 90 days from the date the finding is issued, staff of the BabyNet State Office regularly review the data of the BabyNet Service Coordination Vendors with findings to determine if children served by the vendor subsequent to the findings are served with 100% compliance. The finding is cleared if no additional instances of non-compliance are identified for a period of 30 days; the finding remains in place if any child served subsequent to the finding has a late service.

As of this report, and using the procedures above, the status of correction of findings for Indicator 1 is as follows:

<b>SUMMARY OF STATUS CORRECTION STATUS 15FEB13</b>		
<b>COMPLIANT OR CORRECTED WITHIN ONE YEAR</b>	<b>UNCORRECTED WITHIN ONE YEAR</b>	
Compliant =3 vendors	Prong 1 documentation outstanding = 40 vendors	2010 Prong 1 documentation outstanding and Prong 2 data < 100% = 5 vendors
Indicator Finding of 2011 Rescinded = 4 vendors		
Prong 1 and 2 of Correction met = 17 vendors		

66 findings for Indicator 1 were issued in for FFY 2010 performance in 2011. 21 findings, or 32%, were either rescinded based upon challenge of data by BabyNet Service Coordination Vendors with supporting documentation, or were corrected within 1 year of identification.

Of the remaining 45 findings, 5 vendors (8%) have failed to demonstrate either Prong 1 or Prong 2 of correction.

40 BabyNet Service Coordination Vendors (61%) have met Prong 2 of correction by demonstrating 100% performance for children served subsequent to the issuance of findings, but have not yet provided sufficient

documentation for verification of Prong 1 of Correction. South Carolina First Steps to School Readiness continues to work with partnering state agencies and service coordination vendors to submit the requested documentation to verify correction of Prong 1. Additionally, revisions to policies and procedures for FFY 2013 address the responsibilities of both service coordinators and service providers in reaching targeted performance for this indicator.

### Improvement Activities:

Activities initiated, completed or in process July 1, 2011 – June 30, 2012 to improve performance and/or correct noncompliance:

Activity	Lead Person/Agency	Completion Date	Notes/Status
<b>RECRUITMENT AND RETENTION:</b> Active recruitment through state professional associations in counties where service coordinators reported no provider available for OT, PT and ST.	First Steps TECS	March 2012 Ongoing	Presentations to SC Speech Language Pathology Association and Council for Exceptional Children emphasizing BabyNet opportunities for PT, OT, and ST service provision. Providers present for discussion with State Interagency Coordinating Council.
<b>TECHNICAL ASSISTANCE:</b> Provider training/TA to include information on the 30-day timeline requirement and methods for meeting this timeline. Prompt response to contracted service providers; training; consultation and/or technical assistance based on provider requests or identified needs in order to maximize availability of services to children eligible for IDEA Part C. Provide TA related to exploration of new service delivery model for the state, corresponding training and revisions to provider contracts.	First Steps	March 2012 Ongoing	New proposed service delivery model overview presented to stakeholders, collaborative agencies, contracted BabyNet providers, family members, legislative representative. Requests for BN provider contracts and TA requests from contracted providers processed by Provider Relations Coordinator.
<b>Technical Assistance:</b> Training, consultation and technical assistance to service coordinators representing three	First Steps; Participating State Agencies; TECS	Ongoing February 2012 May 2012	TA provided to State Program by DAC, Mid-South and NECTAC to assist in improvements in data system in effort to

<p>agencies to encourage prompt and accurate data entry.</p>			<p>achieve data efficacy. Data review completed with local providers on quarterly basis by state office staff via BN Coordination Team meetings; State level data review completed monthly with participating agencies via Program Manager meetings. Access to BabyTrac report function widened so SC Supervisors can more accurately monitor reports and ensure timely service delivery. Opportunity for SC provider agencies to input missing data and challenge noncompliance.</p>
<p><b>Technical Assistance:</b> Posting of available providers both on the BabyNet website and in the Part C Central Directory.</p>	<p>First Steps</p>	<p>June 2012</p>	<p>Development and continued refinement of Central Directory via United Way 2-1-1 system occurred during FFY 2011</p>
<p><b>Policy and Procedures:</b> Revision of policy regarding service coordination responsibilities to use BabyNet Central Directory to see alternate providers where waiting lists are reported, unless parent requests to delay initiation of the service.</p>	<p>First Steps; Participating State Agencies</p>	<p>March 2012 Ongoing</p>	<p>Revisions to policy and procedure are under review by BabyNet Program Managers of participating state agencies.</p>
<p><b>Monitoring:</b> Revision of provider contracts to address requirements for timely receipt of services and sanctions for failure to meet the requirement.</p> <p>Revisions to and ongoing use of data reporting options to capture drill down of specific reasons for non-compliance.</p>	<p>First Steps; Participating State Agencies</p>	<p>Ongoing</p> <p>July 2011 Ongoing</p>	<p>Contract revisions are in process.</p> <p>Access to BabyTrac report function widened enabling SC Supervisors to more accurately monitor reports and ensure data quality and</p>

<p>Ensure that service coordinators have training in and access to the array of reporting options for increased accuracy in determination of root causes of noncompliance. For each instance of non-compliance for this indicator, verification that service coordinators sought an alternate provider when available and if so was the family offered the choice of the alternate provider.</p>			<p>timely service delivery. Opportunity for SC provider agencies to input missing data and challenge noncompliance. BabyTrac reports updated and revised to adequately capture accurate late reasons for Indicator 1 and to assist in determining root causes of noncompliance.</p>
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**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2011: N/A**

**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.

**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
2011	96%

**Actual Target Data for 2011: 99%; Target Met**

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

Data are from South Carolina early intervention system database using real time data for period July 1, 2011—June 30, 2012. Performance for Indicator 2 remained consistent with FFY 2010 performance.

Numerator: Number of infants and toddlers with IFSPs who primarily receive early intervention services in the home or programs for typically developing children.

Denominator: Total number of infants and toddlers with IFSPs.

$$3476/3513 = .989 \times 100 = 98.9\%$$

Comparison to FFY 2010:

FFY	# Children with IFSPs			Calculation		
	Total	Primary IFSP service site in home/ community based setting	Primary IFSP service site in other setting	Numerator	Denominator	%
2010	4625	4576	49	4576	4625	99%
2011	3513	3476	37	3476	3513	99%

**Improvement Activities**

Activities initiated completed or in process July 1, 2011—June 30, 2012 to improve performance:

Activity	Lead Person/Agency	Completion Date	Notes/Status
<b>POLICY AND PROCEDURES:</b> Proposed revisions to the state's policies and	First Steps; Participating State Agencies	Ongoing	State leaders continue to work toward an agreement to separate special instruction and

<p>procedures amended in October 2011 include revision to the criteria for special instruction, separation of special instruction from service coordination, and identification of the following during the initial IFSP Team Meeting: 1) ongoing service coordination; 2) identification of needed services. State leaders continue to work toward implementation of this policy revision.</p>			<p>service coordination. Policies and Procedures were developed to identify the ongoing service coordinator and needed services at the initial IFSP meeting. Training on these policies has been developed.</p>
<p><b>Training and TA:</b> Update policy, procedure and best practice training and technical assistance related to provision of services in the natural environment, the general role of all EIS providers relative to family training, and in use of a primary service provider model. Provide statewide training opportunities.</p>	<p>First Steps; Participating State Agencies</p>	<p>August 2011 Ongoing</p>	<p>Training modules developed and implemented by TECS to promote service provision within natural environment. Completion of training module is a requirement for all BabyNet System Personnel. Revisions to policy are under review by BabyNet Program Managers.</p>
<p><b>Training and TA:</b> Provide statewide training related to definitions of service settings and how to report data within database (BabyTrac). Update BabyTrac Manual to include these definitions.</p> <p>Develop and implement data reports to monitor initial and ongoing service frequencies including special instruction services.</p>	<p>First Steps; Participating State Agencies</p> <p>First Steps; Participating State Agencies</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Update to the BabyTrac Manual was deferred in light of contract for development of new data system. Local and state level personnel review service setting data via monitoring of Indicator 1 to ensure correct identification of service setting</p> <p>Data reports will be captured in new data system currently under development.</p>
<p><b>Training and TA:</b> Require CSPD training of all BabyNet service providers including</p>	<p>First Steps; Participating State Agencies</p>	<p>August 2011 Ongoing</p>	<p>All BabyNet system personnel are required to have Part C Credential and complete training</p>



<p>comprehensive module dedicated to provision of services in natural environment with an emphasis on Part C statute requiring services within the child's everyday routines, activities and places. Research to practice and practicality of services within the natural environment is stressed throughout the training.</p>			<p>module, "BabyNet Basics", covering requirement of service provision within the natural environment and focusing on the child's everyday routines, activities and places. Intervention provided with state level day care licensing agent to ensure private day care provider understand and cooperate with service provision within the natural environment.</p>
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**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2011: N/A**

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

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

- A. Positive social-emotional skills (including social relationships);
- B. Acquisition and use of knowledge and skills (including early language/ communication); and
- C. Use of appropriate behaviors to meet their needs. (20 U.S.C. 1416(a)(3)(A) and 1442)

**Measurement:**

Outcomes:

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

Progress categories for A, B and C:

- a. Percent of infants and toddlers who did not improve functioning =  $[(\# \text{ of infants and toddlers who did not improve functioning}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$ .
- 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 =  $[(\# \text{ of infants and toddlers who maintained functioning at a level comparable to same-aged peers}) \div (\# \text{ of infants and toddlers with IFSPs assessed})] \times 100$ .

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

**Summary Statement 1:** Of those infants and toddlers who entered and 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 =  $(\# \text{ of infants and toddlers reported in progress category (c) plus } \# \text{ of infants and toddlers reported in category (d)}) \div (\# \text{ of infants and toddlers reported in progress category (a) plus } \# \text{ of infants and toddlers reported in progress category (b) plus } \# \text{ of infants and toddlers reported in progress category (c) plus } \# \text{ of infants and toddlers reported in progress category (d)}) \times 100$ .

**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 =  $(\# \text{ of infants and toddlers reported in progress category (d) plus } \# \text{ of infants and toddlers reported in progress category (e)}) \div (\# \text{ of infants and toddlers reported in progress categories (a) + (b) + (c) + (d) + (e)}) \times 100$ .

**Targets and Actual Data for Part C Children Exiting in FFY 2010 (2010-11) and Comparison to Actual Data for Part C Children Exiting from FFY 2011 (2011-2012)**

Summary Statements (Overall Total Number Children = 2087)	Actual FFY 2010 (% of children)	Actual FFY 2011 (% of children)	Targets FFY 2011 (% of children)
<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	85% (n=1637)	81% (n=1690)	85%
2. The percent of children who were functioning within age expectations in Outcome A by the time they exited the program	66% (n=1613)	63% (n=1315)	66%
<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	85% (n=1695)	82% (n=1711)	<b>85%</b>
2. The percent of children who were functioning within age expectations in Outcome B by the time they exited the program	63% (n=1557)	60% (n=1252)	<b>63%</b>
<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	86% (n=1655)	82% (n=1711)	<b>86%</b>
2. The percent of children who were functioning within age expectations in Outcome C by the time they exited the program	66% (n=1623)	65% (n=1357)	<b>66%</b>

**Progress Data for Part C Children FFY 2011**

<b>Outcome 3a: Positive social-emotional skills (including social relationships):</b>	<b>Number of children</b>	<b>% of children</b>
a. Percent of children who did not improve functioning	N=90	4.3%
b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers	N=220	10.5%
c. Percent of children who improved functioning to a level nearer to same-aged peers but did not reach	N=464	22.2%
d. Percent of children who improved functioning to reach a level comparable to same-aged peers	N=884	42.4%
e. Percent of children who maintained functioning at a level comparable to same-aged peers	N=429	20.6%
<b>Total</b>	<b>N= 2087</b>	<b>100%</b>
<b>Outcome 3b: Acquisition and use of knowledge and skills</b>	<b>Number of</b>	<b>% of children</b>

<b>(including early language/communication):</b>	<b>children</b>	
a. Percent of children who did not improve functioning	N=92	4.4%
b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers	N=215	10.3%
c. Percent of children who improved functioning to a level nearer to same-aged peers but did not reach	N=530	25.4%
d. Percent of children who improved functioning to reach a level comparable to same-aged peers	N=857	41.1%
e. Percent of children who maintained functioning at a level comparable to same-aged peers	N=393	18.8%
<b>Total</b>	<b>N=2087</b>	<b>100%</b>
<b>Outcome 3c: Use of appropriate behaviors to meet their needs:</b>	<b>Number of children</b>	<b>% of children</b>
a. Percent of children who did not improve functioning	N=71	3.4%
b. Percent of children who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers	N=232	11.1%
c. Percent of children who improved functioning to a level nearer to same-aged peers but did not reach	N=432	20.7%
d. Percent of children who improved functioning to reach a level comparable to same-aged peers	N=903	43.3%
e. Percent of children who maintained functioning at a level comparable to same-aged peers	N=449	21.5%
<b>Total</b>	<b>N=2087</b>	<b>100%</b>

### Discussion of Summary Statements and a-e Progress Data for FFY 2011:

Child Outcomes data for FFY 2011 was reported on all children with completed outcomes data in each category. FFY2010 actual Summary Statement Data was compared to FFY2011 actual Summary Statement Data. Comparisons indicate overall decreases in percent of children exhibiting progress within all summary statements; however, the number of children with reported child outcomes data decreased from last fund year. This could be attributed to the state's change in eligibility criteria during this timeframe which resulted in an overall decrease in the number of eligible children for services and potential collection of child outcomes data. The comparisons revealed that 3a, 3b, and 3c established FFY2011 targets for Summary Statement #1 were not met by the actual FFY2011 data. The comparisons revealed that 3a, 3b, and 3c established FFY2011 targets for Summary Statement #2 were not met by the actual FFY2011 data. However, in all 6 Summary Statements our state data are notably higher than FFY2010 national averages. This could be attributed to data quality issues, meaning that as our numbers of children with collected outcomes data are decreasing our data quality increased. We are continuing to get closer to FFY2010 national averages.

FFY2010 a-e Progress Data was compared to FFY2011 Progress Data to look for patterns in data and compare expectations to actual. It is observed for Outcome 3a, 3b & 3c that the largest percent of children who exited "improved functioning to reach a level comparable to same-aged peers" (category d.) in FFY2010 and FFY2011. Outcome 3a, 3b & 3c FFY2010 data and Outcome 3c FFY 2011 data indicate the second largest percent of children who exited "maintained functioning at a level comparable to same aged peers" (category e.); however Outcome 3a & 3b FFY2011 data indicate the second largest percent of children who exited "improved functioning to a level nearer to same-aged peers but did not reach" (category c.). The FFY2011 data reveals a shift in the percentage of children from category e to c being the second largest for two out of three out of the Outcome 3 subcategories in comparison to the FFY2010 data.

Overall, the above data indicates that the Part C program impacted children positively in all three outcome summary categories, even with the decreased number of eligible children being included in child outcomes data sample. There continues to be a need to address data quality issues 1) to ensure that all children who meet the criteria at exit are included in the child outcomes sample and 2) general supervision and continued training to ensure that the child outcomes process is fully understood and implemented correctly for rating decisions. Increasing data quality continues to be an ongoing effort. Additional features were added to the Child Outcomes electronic data base that requires submission of all data components for each Outcome 3 subcategory. There is ongoing monitoring and monthly cross referencing with two databases (BabyTrac and TECS) to reconcile data and ensure that child outcomes data is reported on all exiting children within criteria. Data quality is continuing to be addressed through reports and field work. Child Missing Data Reports are sent monthly to program managers in an effort to capture the children who have no data inputted but should have been in child outcomes data sample. Missing Data Component Reports are frequently sent to program managers and with direct contact made to Service Coordinator to determine the missing data components not reported within a specific outcome category for children who have all other reported child outcomes data.

These ongoing activities have allowed our state to identify a total 2686 children who met child outcomes criteria at exit and to capture outcomes data on 2087 (78%) of those children at exit.

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

Improvement Activities- The following activities were completed during FFY 2011; these activities have contributed to the increase in reportable numbers and data quality. Training and TA activities and improved activities with SPOE and Service Coordination have helped to improve the confidence levels of service coordinators with inputting data. Overall monitoring reveals fewer missing data components.

Activity	Lead Person/Agency	Completed	Notes (including resources needed)
<p><b>TRAINING and TA:</b> Provide child outcomes related training to include data collection and monitoring. Training with BabyNet system personnel to increase knowledge and skill regarding child outcomes and child outcomes processes. Fidelity of data captured and teaming for consensus rating. Training with BabyNet system personnel to increase utilization of electronic database portal for collection of “entry” and “exit” data.</p>	<p>First Steps, TECS, and Participating State Agencies</p>	<p>Ongoing</p>	<p>Staff of First Steps, TECS, DDSN, SCADB, Family Connections and Pro-Parents</p>
<p><b>TRAINING and TA:</b> Integration of Early Child Outcomes in IFSP Process to include discussion of the three global child outcomes during initial intake with families and throughout IFSP development process.</p>	<p>First Steps, TECS and Participating State Agencies</p>	<p>Ongoing</p>	<p>Staff of First Steps, TECS, DDSN, SCADB, Family Connections and Pro-Parents</p>
<p><b>MONITORING:</b> Regular (monthly) contact monitoring for correlation of the consistency between electronic databases to ensure same number of</p>	<p>First Steps, TECS and Participating State Agencies</p>	<p>Ongoing</p>	<p>Staff of First Steps, TECS, DDSN, SCADB, and SCBCB</p>

<p>children entering BabyNet system are being reported in the electronic database with an <i>entry</i> rating and the same number transitioning from the BabyNet system are being reported in the electronic database with an <i>exit</i> rating. Regular (at least monthly) communication to report electronic data input inadequacies to BabyNet personnel.</p>			
<p><b>MONITORING:</b> Update General Supervision Plan to include child outcomes monitoring for system record review; improve data system validity and reliability checks; monthly data reports and communication to Interagency Program Managers.</p>	<p>First Steps and Participating State Agencies</p>	<p>Initiated</p>	<p>Staff of First Steps, TECS, DDSN, SCADB, and SCBCB</p>

Progress/Slippage- Statewide data reporting continues to move toward being more representative of children served in the state system. On-going training regarding reporting and fidelity of child outcomes data are continued needs within the South Carolina Part C system. Overall, there has been an increased awareness of the child outcomes process and responsibilities of service providers with 1) ongoing follow-up reports to service coordinators regarding return rates and data inputted in both data systems; 2) ongoing training and technical assistance to professional and family organizations concerning child outcomes within BabyNet; and 3) ongoing communication with Interagency Program Managers regarding progress or slippage in child outcomes data activities.

All targets set for FFY2011 were not met for Summary Statement #1 for Outcome 3a, 3b & 3c. All targets set for FFY2011 were not met for Summary Statement #2 for Outcome 3a, 3b & 3c. Overall, decreases in the percent of children exiting not functioning at age expectations maybe attributed to the change in the state's eligibility criteria which has impacted the population of children being served in our system and to overall data quality issues.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2012:** The 2011 FFY's performance will serve as our FFY2012 targets per stakeholder and Interagency Coordinating Council (ICC) input as we continue to monitor impact of state's change in eligibility. These revised targets are included in the amended State Performance Plan.

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

**Indicator 4:** Percent of families participating in Part C who report that early intervention services have helped the family:

- A. Know their rights;
- B. Effectively communicate their children's needs; and
- C. Help their children develop and learn. (20 U.S.C. 1416(a)(3)(A) and 1442)

**Measurement:**

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

**Target Data and Actual Target Data for FFY 2011:**

Target Data and Actual Target Data	FFY 2011 Target	FFY 2011 Actual	
A. Know their rights	<b>79%</b>	246	81%
B. Effectively communicate their children's needs	<b>77%</b>	244	81%
C. Help their children develop and learn	<b>89%</b>	248	82%

**Description of State Data:**

Family Surveys were distributed to all SC families with children with planned and unplanned exits from the Part C system. South Carolina uses the National Center for Special Education Accountability Monitoring NCSEAM family survey which requires Rasch Analysis. Children who had been in the system for less than six months prior to transitioning/exiting due to factors such as relocation, voluntary exits, or deceased were excluded from the data collection process. Surveys were distributed to families within 30 days of a child's exit from the SC Part C system in an effort to improve consistency of contact/address information. Family contact information for mailings was provided by the SC Budget and Control Board, the contractor who manages the Part C electronic data system known as *BabyTrac*. **A total of 1437 families met the established criteria for FFY 2010. Of the 1748 mailed surveys, 19% (n=338) returned surveys with 17% (n=303) measurable responses; with**

81% (n=1410) being no contact/refused to complete survey (e.g. no responses or from mailer).

Data collected for FFY 2010 is representative of the overall population of children being served and exiting the early intervention system. The data representativeness is expressed at a 95%, +/-5 confidence interval based on the sample population of 1748 children and families with return responses from 338 children and families. The largest percent of children were identified as White (65%, n=220) with Black (23%, n=78) and Hispanic/Latino (4%, n=13) races being next which is representative of state data. The largest percentage of children were enrolled in early intervention services for 6-12 months (46%), with the next largest percentage were enrolled for 25-30 months (20%). This was a shift from last year indicating an overall shorter timeframe of enrolled in our early intervention program.

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

The targets set for 4a and 4b for FFY2011 were exceeded; however, the target set for 4c was not met. Progress noted with an increased percentage of families in 4a and 4b outcome areas. Slippage was noted with a decreased percentage of families in 4c outcome area. Overall progress noted exceeds the national mean in the Part C SPP/APR 2011 Indicator Analyses (using the NCSEAM standard) in all three areas. Slippage was noted with 4c of this indicator for FFY2011.

Improvement Activities- The following activities were initiated during FFY2011; these activities have contributed to the increase in reportable numbers and increased confidence in reporting.

Activity	Team Lead	Progress	Notes
<b>TRAINING and TA:</b> Training of community family support groups regarding proxy service and processes.	First Steps and Participating State Agencies	Ongoing	Staff of First Steps, TECS, DDSN, SCSSDB, Family Connections and Pro-Parents
<b>TRAINING and TA:</b> Training of community family support groups related to helping families know their rights; effectively communicating their child's needs; helping them help their children develop and learn.	First Steps, TECS and Participating State Agencies	Ongoing	Staff of First Steps, TECS, DDSN, SCSSDB, Family Connections and Pro-Parents
<b>TRAINING and TA:</b> Development of Updated Orientation Materials related to working with families for new and existing families and service providers.	First Steps, TECS and Participating State Agencies	Ongoing	Staff of First Steps, TECS, DDSN, SCSSDB, Family Connections and Pro-Parents
<b>TRAINING and TA:</b> Development of a <i>Family Inclusion Training</i> for providers to include such topics as Importance of Cultural Competency; Review of Family Outcomes and Satisfaction Survey Purpose and tools; Family Role as IFSP Team Member; Tips for Communication with Families; Tips for Providing Services in Challenging Family Environments	First Steps, TECS and Participating State Agencies	Ongoing	Staff of First Steps, TECS, DDSN, SCSSDB, Family Connections and Pro-Parents



<p><b>TRAINING and TA:</b> Develop Training for Family Leadership Symposium including what families expected from part C (research to practice collaboration with SC Department of Education-SDE)</p>	<p>First Steps, TECS and Participating State Agencies</p>	<p>Ongoing</p>	<p>Staff of First Steps, TECS, DDSN, SCSDDB, Family Connections and Pro-Parents</p>
<p><b>MONITORING:</b> Update General Supervision Plan to include ongoing monitoring of materials provided during Intake Process related to the three global Family Outcomes.</p>	<p>First Steps, TECS and Participating State Agencies</p>	<p>Ongoing</p>	<p>Staff of First Steps, TECS, DDSN, SCSDDB, Family Connections and Pro-Parents</p>

**Discussion of Completed Improvement Activities:**

The improvement activities indicate that these activities will remain ongoing activities for FFY2012.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2012: N/A**

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

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

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

FFY	Measurable and Rigorous Target
2011	Meet or Exceed percent calculated for national data

**Actual Target Data for 2011: 0.43% Target unmet national target is 1.03%.**

**Data Source:**

Data collected on Table 1 of Information Collection 1820-0557 (*Report of Children Receiving Early Intervention Services in Accordance with Part C*), submitted February 1, 2012.

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2011:**

**Comparison to 2010 Data:**

	SOUTH CAROLINA			NATIONAL DATA		
FFY	Total Population Birth to 1	# Children with IFSPs	% Children with IFSPs	Total Population Birth to 1	# Children with IFSPs	% Children with IFSPs
2010	58,999	334	0.57%	3,989,384	40,962	1.03%
2011	59,489	253	0.43%	4,038,193	41,453	1.03%

**Explanation of Progress or Slippage that occurred for FFY 2011:**

Slippage on this indicator is attributed to ongoing issues related to the Lead Agency transition, staff shortages and revisions to the BN Policy and Procedure Manual in FFY 2010. In FFY2011 the local BabyNet Coordination Teams continue to experience transition issues related to lead agency transfer to First Steps. Slippage can also be attributed to limited child find and public awareness activities due to continued system restructuring.

## Activities initiated, completed or in process during FFY 2011 (July 1, 2011- June 30, 2012):

Activity	Team Lead	Progress	Notes
<p><b>POLICY/PROCEDURE:</b> Developed and disseminated new referral form for use by primary referral sources, including, but not limited to South Carolina chapters for AAP, American Academy of Family Medicine, South Carolina Obstetrical and Gynecological Society, the State Department of Social Services (divisions of child protective services/ foster/care/adoptive services, and child care services), birthing hospitals and NICUs, all Head Start, Early Head Start, Migrant/Seasonal Head Start, and American Indian/Native Alaskan Head Start centers in South Carolina, All BabyNet System Personnel (agency staff, BabyNet Service Coordinators, and BabyNet Service Providers), SC Department of Education, All First Steps County Partnerships, and United Way 211.</p>	First Steps and Participating State Agencies	Completed/Ongoing	Staff of First Steps, DDSN, SCsDB, Family Connections, Pro-Parents and First Steps County Partnerships
<p><b>TRAINING AND TA:</b> Local coordination teams implement child find activities in geographic areas having a low rate of referral. Targeted child find activities are designed statewide.</p>	First Steps, Family Connections, and Participating State Agencies	Ongoing	Staff of First Steps, Family Connections DDSN, SCsDB, and Pro-Parents
<p><b>TRAINING AND TA:</b> Collaboration with local WIC programs to identify potentially eligible children at birth.</p>	First Steps, Family Connections, and Participating State Agencies	Ongoing	Staff of First Steps, Family Connections DDSN, SCsDB, and Pro-Parents
<p><b>TRAINING AND TA:</b> Communication with local First Steps County Partnerships regarding making referrals to BabyNet.</p>	First Steps, Family Connections, and Participating State Agencies	Ongoing	Staff of First Steps, Family Connections, DDSN, SCsDB, Pro-Parents and First Steps County Partnerships
<p><b>TRAINING AND TA:</b> Joined in state's Help Me Grow initiative through Greenville Hospital System and United Way 211 to develop a central referral system and referral follow-up for children found ineligible for Part C and Part D § 619 services.</p>	First Steps, Family Connections, Help Me Grow and Participating	<b>Ongoing</b>	Staff of First Steps, Family Connections, Help Me Grow, DDSN, SCsDB, , Pro-Parents, First Steps County

	State Agencies		Partnerships
<b>MONITORING:</b> Lead agency assures that routine contact is maintained with NICU in order to facilitate early BabyNet referrals.	First Steps, Family Connections, and Participating State Agencies	Ongoing	Staff of First Steps, Family Connections, DDSN, SCsDB, and Pro-Parents

**Discussion of Completed Improvement Activities:**

The improvement activities with the red asterisk marks indicate that these activities were completed during the FFY2011 cycle. The improvement activities without the red asterisk mark indicate activities that were identified and initiated during FFY2011 and are ongoing.

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

Ongoing activities mentioned above will be evaluated to determine if restructuring of SPOE, additional screening and other efforts are needed. There will be monthly monitors and tracking to ensure that all resources are being implemented as outlined in our policies and procedures. Training and TA activities will include individualized evaluations to ensure the effectiveness of these activities. Monitoring activities will be done by partnering agencies with an evaluation report provided to the Part C lead agency on the above activities. These activities are reflected in the revised SPP.

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

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

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

FFY	Measurable and Rigorous Target
2011	Meet or Exceed percent calculated for national data

**Actual Target Data for 2011: 2.46%; Target unmet national target 2.79%.**

**Data Source:**

Data collected on Table 1 of Information Collection 1820-0557 (*Report of Children Receiving Early Intervention Services in Accordance with Part C*), submitted February 1, 2011.

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2011:**

**Comparison to 2010 Data:**

FFY	SOUTH CAROLINA			NATIONAL DATA		
	Total Population	# Children with IFSPs	% Children with IFSPs	Total Population	# Children with IFSPs	% Children with IFSPs
2010	180,307	4625	<b>2.57%</b>	12,152,003	342,389	2.82
2011	178,929	4405	<b>2.46%</b>	12,066,342	336,895	2.79

**Explanation of Progress/Slippage:**

The number of children served decreased from 2.57% in FFY 2010 to 2.46 % in FFY 2011, the established target was not met. Slippage maybe attributed to the decreased number of children found eligible in the SC Part C program due to the state’s change in eligibility criteria during this timeframe which resulted in an overall decrease in the number of eligible children for services as well as the decrease number of birth to 3 years total population in South Carolina.

## Activities initiated, completed or in process during FFY 2011 (July 1, 2011- June 30, 2012):

Activity	Team Lead	Progress	Notes
<b>POLICY/PROCEDURE:</b> Interagency planning to assure maximum use of all resources available to support Part C services. Adjustments were made by local coordination teams and at the state level to distribute resources as needed to maintain total caseload despite increasing numbers of referrals and completed IFSPs.	First Steps, Family Connections, and Participating State Agencies	Ongoing	Staff of First Steps, Family Connections, DDSN, SCSDB, , Pro-Parents
<b>**POLICY/PROCEDURE:</b> Revised contract with Family Connection of South Carolina (state family-to-family support organization) to specify public awareness and child find responsibilities, including revision of public awareness and child find materials.	First Steps, Family Connections, and Participating State Agencies	Completed	Staff of First Steps and Family Connections
<b>POLICY/PROCEDURE:</b> Developed and disseminated new referral form for use by primary referral sources, including, but not limited to South Carolina chapters for AAP, American Academy of Family Medicine, South Carolina Obstetrical and Gynecological Society, the State Department of Social Services (divisions of child protective services/foster/care/adoptive services, and child care services), birthing hospitals and NICUs, all Head Start, Early Head Start, Migrant/Seasonal Head Start, and American Indian/Native Alaskan Head Start centers in South Carolina, All BabyNet System Personnel (agency staff, BabyNet Service Coordinators, and BabyNet Service Providers), SC Department of Education, All First Steps County Partnerships, and United Way 211.	First Steps, Family Connections, and Participating State Agencies	Ongoing	Staff of First Steps, Family Connections, DDSN, SCSDB, Pro-Parents
<b>POLICY/PROCEDURE:</b> Efforts to streamline paperwork requirements wherever possible to free BabyNet staff time for direct services.	First Steps, Family Connections, and Participating State Agencies	Ongoing	Staff of First Steps, Family Connections, DDSN, SCSDB, , Pro-Parents
<b>TRAINING AND TA:</b> Communication with local First Steps County Partnerships regarding making referrals to BabyNet.	First Steps, Family Connections, and Participating State Agencies	Ongoing	Staff of First Steps, Family Connections, Help Me Grow, DDSN, SCSDB, , Pro-Parents, First Steps County Partnerships

<p><b>TRAINING AND TA:</b> Joined in state’s Help Me Grow initiative through Greenville Hospital System and United Way 211 to develop a central referral system and referral follow-up for children found ineligible for Part C and Part D § 619 services.</p>	<p>First Steps, Family Connections, Help Me Grow and Participating State Agencies</p>	<p>Ongoing</p>	<p>Staff of First Steps, Family Connections, Help Me Grow, DDSN, SCSDB, , Pro-Parents, First Steps County Partnerships</p>
<p><b>**TRAINING AND TA:</b> 4 regional presentations to guardian ad litem through the University of South Carolina Children’s Law Center.</p>	<p>First Steps, Family Connections, and Participating State Agencies</p>	<p>Completed</p>	<p>Staff of First Steps, Family Connections, TECS, DDSN, SCSDB, , Pro-Parents</p>
<p><b>MONITORING:</b> Maintenance of child find activities in order to assure continued referral to BabyNet whenever developmental delay is suspected. This results in a large number of referrals for each child ultimately completing an initial IFSP. However, it provides the opportunity for family contact, referral to other services and reinforcement of BabyNet program availability to a large number of SC families.</p>	<p>First Steps, Family Connections, and Participating State Agencies</p>	<p>Ongoing</p>	<p>Staff of First Steps, Family Connections, DDSN, SCSDB, , Pro-Parents</p>

**Discussion of Completed Improvement Activities:**

The improvement activities with the red asterisk marks indicate that these activities were completed during the FFY2011 cycle. The improvement activities without the red asterisk mark indicate activities that were identified and initiated during FFY2011.

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

Ongoing activities mentioned above will be evaluated to determine if restructuring of SPOE, additional screening and other efforts are needed. There will be monthly monitors and tracking to ensure that all resources are being implemented as outlined in our policies and procedures. Training and TA activities will include individualized evaluations to ensure the effectiveness of these activities. Monitoring activities will be done by partnering agencies with an evaluation report provided to the Part C lead agency on the above activities. These activities are reflected in the revised SPP.

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

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

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

FFY	Measurable and Rigorous Target
2011	100%

**Actual Target Data for FFY 2011:** 22%; Target unmet.

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

Number of infants and toddlers with IFSPs for whom an eligibility evaluation, assessment unique strengths and needs, and an initial IFSP meeting was conducted within Part C’s 45-day timeline.	751
Number of infants and toddlers with whom an eligibility evaluation, assessment unique strengths and needs, and an initial IFSP meeting was required to be conducted	3474
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 = [(a) divided by (b)] times 100)	22%

**Explanation of Progress:**

While the performance for Indicator 7 represents a slight improvement from the reported performance of 13% for FFY 2010, significant challenges remain in verifying compliance with the related requirements for this indicator. The performance reported for both FFY 2010 and FFY 2011 represents only those children eligible with established risk conditions for whom the related requirements of completion of the evaluation and assessment activities in 34 CFR §303.322; and hold an IFSP meeting, in accordance with 34 CFR §303.342 can be verified. The BabyTrac data system indicates an additional 1623 children received an evaluation and initial IFSP within 45-days, but the data system does not capture documentation of the child or family assessment.

**Status of Correction of Non-Compliance:**

Findings for this indicator for FFY 2010 were issued in October, 2011. Correction verification procedures have been defined as follows:

1. **Finding rescinded:** Current limitations with the BabyNet data system do not allow BabyNet Service Coordination Vendors to supply missing data or correct data entries following a child’s exit from the system. Additionally, the data system is designed in such a manner that performance follows the



service coordinator, so that when s/he changes employment, findings may be incorrectly attributed to the vendor currently employing the service coordinator rather than the employing vendor at the time of non-compliance. In instances of when non-compliance is identified and the BabyNet Service Coordination Vendor is able to provide sufficient documentation to the BabyNet State Office to indicate the finding based on the data system is incorrect (for any of the reasons cited above), the finding is rescinded.

2. **Prong 1 of Correction:** BabyNet State Office requests documentation from records for each BabyNet Service Coordination Vendor for whom non-compliance has been identified. For Indicator 7, staff of the state office review the documentation to determine that although late, the Initial Individualized Service Plan was developed, or that the child has exited BabyNet services prior to development of the initial IFSP. The finding is cleared if the documentation verifies service delivery; the finding remains in place if the BabyNet Service Coordination Vendor fails to provide the requested documentation, fails to submit the documentation within the required time frame (30 calendar days from the date the finding is issued), or submits documentation insufficient to determine if Prong 1 of Correction has been met.
3. **Prong 2 of Correction:** 90 days from the date the finding is issued, staff of the BabyNet State Office regularly review the data of the BabyNet Service Coordination Vendors with findings to determine if children served by the vendor subsequent to the findings are served with 100% compliance. The finding is cleared if no additional instances of non-compliance are identified for a period of 30 days; the finding remains in place if any child served subsequent to the finding has a late service.

As of this report, and using the procedures above, the status of correction of findings for Indicator 7 is as follows:

<b>SUMMARY OF STATUS CORRECTION STATUS 15FEB13</b>		
<b>COMPLIANT OR CORRECTED WITHIN ONE YEAR</b>	<b>UNCORRECTED WITHIN ONE YEAR</b>	
Compliant = 9 vendors	2010 Prong 1 outstanding = 7 vendors	2010 Prong 1 and 2 outstanding = 1 vendor
Finding of 2011 Rescinded = 18 vendors		
All outstanding non-compliance corrected = 24 vendors		

50 findings for Indicator 7 were issued in 2011. 42 findings, or 84%, were either rescinded or corrected within 1 year of identification. Of the remaining 8 findings, Prong 2 has been verified as corrected for 7 or 14% of BabyNet Service Coordination Vendors, with 1 vendor (2%) failing to demonstrate correction for both Prong 1 and Prong 2.

Pending implementation of the state's new data system in FFY 2013, South Carolina First Steps to School Readiness has initiated work with partnering state agencies and service coordination vendors to collect and submit dates for completion of the eligibility evaluation, initial assessment of the child and assessment of the family for each child with a timely initial IFSP, as well as documentation of the disciplines utilized in the eligibility evaluation. This documentation has been received from BabyNet Service Coordination Vendors for FFY 11, and is currently being reconciled with non-compliance and findings identified through the data system.

**Discussion of Improvement Activities**

Activities initiated, completed or in process during July 1, 2011 – June 30, 2012 (FFY 2011) to improve performance and/or correct noncompliance identified in FFY 2010 and/or noncompliance identified in previous years that was not corrected within one year

Activity	Team Lead	Progress	Notes
<b>TRAINING AND TA:</b> Update policy, procedure and best practice training related to timely IFSP development. Provide statewide training opportunities.	First Steps, TECS, and Participating State Agencies	Ongoing	First Steps, TECS, DDSN, SCSDb, Family Connections, Pro-Parents and Partnering Agencies
<b>MONITORING:</b> Develop a field in the database (BabyTrac) to capture whether the root cause of non-compliance is with SPOE or Ongoing Service Coordination. Develop a report that identifies the areas of non-compliance. While this likely will not address all instances of untimely 45-day activities, it is anticipated that the state will have better data regarding within which part of the system accountability lies.	First Steps, SC Budget and Control Board, TECS and Partnering Agencies	Ongoing	First Steps, SCBCB, TECS, DDSN, SCSDb and Partnering Agencies
<b>MONITORING:</b> The BabyNet data system (BabyTrac) contains reports and alerts to assist in managing caseload and monitoring due date for the initial IFSP.	First Steps, SC Budget and Control Board TECS and Partnering Agencies	Ongoing	First Steps, TECS, SCBCB, DDSN, SCSDb and Partnering Agencies
<b>MONITORING:</b> Data reports have been developed in BabyTrac system for ongoing monitoring and correction of missing data	First Steps, SC Budget and Control Board, TECS  and Partnering Agencies	Ongoing	First Steps, SCBCB, TECS, DDSN, SCSDb and Partnering Agencies
<b>MONITORING:</b> Interagency review and analysis of performance data at local and state level to explore the root cause for overdue initial IFSPs. Supervisors are required to report to quarterly coordination teams the reason for overdue data. Review of data and discussion at local team meetings verify that the delay in completion of the intake visit often coincides with the late initial IFSP. Corrective action plans will address agency non-compliance.	First Steps, SC Budget and Control Board TECS and Partnering Agencies	Ongoing	First Steps, SCBCB, TECS, DDSN, SCSDb and Partnering Agencies

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2012: N/A

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

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

- A. IFSPs with transition steps and services;
- B. Notification to LEA, if child potentially eligible for Part B; and
- C. Transition conference, if child potentially eligible for Part B.  
(20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:**

- A. Percent = [(# of children exiting Part C who have an IFSP with transition steps and services) divided by the (# of children exiting Part C)] times 100.
- B. Percent = [(# of children exiting Part C and potentially eligible for Part B where notification to the LEA occurred) divided by the (# of children exiting Part C who were potentially eligible for Part B)] times 100.
- C. Percent = [(# of children exiting Part C and potentially eligible for Part B where the transition conference occurred) divided by the (# of children exiting Part C who were potentially eligible for Part B)] times 100.

FFY 2011	Measurable and Rigorous Target
8A	100%
8B	100%
8C	100%

**Actual Target Data, 8A for FFY 2011:** 60%; Target unmet.

**Actual Target Data, 8B for FFY 2011:** 100%; Target met.

**Actual Target Data, 8C for FFY 2011:** 75%; Target unmet.

Data for Indicator 8a are from supervisor file reviews; data for Indicators 8b and 8c from are from South Carolina early intervention system database, using data for the entire reporting year (July 1, 2011 – June 30, 2012). Both the numerator and denominator for 8c exclude 303 children whose families declined the transition conference

**Children Exiting Part C who Received Timely Transition Planning:**

a. Number of children exiting Part C who have an IFSP with transition steps and services	1587
b. Number of children exiting Part C	2645
Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday (Percent = [(a) divided by (b)] times 100)	60%

**Children Exiting Part C who Received Timely Transition Planning (Notification to LEA):**

a. Number of children exiting Part C and potentially eligible for Part B where the notification to the LEA occurred	2342
b. Number of children exiting Part C who were potentially eligible for Part B	2342
Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday (Notification to LEA) (Percent = [(a) divided by (b)] times 100)	100%

**Children Exiting Part C who Received Timely Transition Planning (Transition Conference):**

a. Number of children exiting Part C and potentially eligible for Part B where the transition conference occurred	1790
b. Number of children exiting Part C who were potentially eligible for Part B	2342
Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday (Transition Conference) (Percent = [(a) divided by (b)] times 100)	75%

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2011:**

**Comparison to FFY 2010 performance**

Indicator 8	FFY 2010	FFY 2011
A	60%	60%
B	100%	100%
C	87%	75%

**Explanation of Slippage that occurred in FFY 2011:**

The targets for Indicators 8a and 8c were not met. While a root cause of the slippage for 8c has not yet been identified, recent changes in leadership within the South Carolina Department of Education, Office of Exceptional Children have allowed for opportunities for collaborative self-assessment of performance on this indicator within an interagency transition workgroup.

**Status of Correction of Non-Compliance:**

**Status of Correction of Non-Compliance:**

Findings for this indicator for FFY 2010 were issued in October, 2011. Correction verification procedures have been defined as follows:

1. **Finding rescinded:** Current limitations with the BabyNet data system do not allow BabyNet Service Coordination Vendors to supply missing data or correct data entries following a child’s exit from the system. Additionally, the data system is designed in such a manner that performance follows the service coordinator, so that when s/he changes employment, findings may be incorrectly attributed to the vendor currently employing the service coordinator rather than the employing vendor at the time of non-compliance. In instances of when non-compliance is identified and the BabyNet Service Coordination Vendor is able to provide sufficient documentation to the BabyNet State Office to indicate the finding based on the the data system is incorrect (for any of the reasons cited above), the finding is rescinded.
2. **Prong 1 of Correction:** BabyNet State Office requests documentation from records for each BabyNet Service Coordination Vendor for whom non-compliance has been identified. For Indicator 8, staff of the state office review the documentation to determine that although late, the service was provided or that the child has exited BabyNet prior to receipt of the service(s). The finding is cleared if the documentation verifies service delivery; the finding remains in place if the BabyNet Service Coordination Vendor fails to provide the requested documentation, fails to submit the documentation within the required time frame (30 calendar days from the date the finding is issued), or submits documentation insufficient to determine if Prong 1 of Correction has been met.
3. **Prong 2 of Correction:** 90 days from the date the finding is issued, staff of the BabyNet State Office regularly review the data of the BabyNet Service Coordination Vendors with findings to determine if children served by the vendor subsequent to the findings are served with 100% compliance. The finding is cleared if no additional instances of non-compliance are identified for a period of 30 days; the finding remains in place if any child served subsequent to the finding has a late service.

As of this report, and using the procedures above, the status of correction of findings for Indicator 8 is as follows:

SUMMARY OF STATUS CORRECTION STATUS 15FEB13		
COMPLIANT OR CORRECTED	UNCORRECTED WITHIN ONE YEAR	
Compliant = 6 vendors	2010 Prong 1 outstanding = 23 vendors	2010 Prong 1 and 2 outstanding= 5 vendors
Finding of 2011 Rescinded = 1 vendor		
All outstanding non-compliance corrected = 24 vendors		

53 findings for Indicator 7c were issued in 2011. 25 findings, or 47%, were either rescinded or corrected within 1 year of identification. Of the remaining 28 findings, Prong 2 has been verified as corrected for 23 or 43% of

BabyNet Service Coordination Vendors, with 5 vendors (9%) failing to demonstrate correction for both Prong 1 and Prong 2. South Carolina First Steps to School Readiness continues to work with partnering state agencies and service coordination vendors to submit the requested documentation to verify Prong 1 of Correction. Additionally, revisions to policies and procedures for FFY 2013 address the responsibilities service coordination supervisors in implementation and reporting of the revised related requirements for transition planning. . This documentation has been received from BabyNet Service Coordination Vendors for FFY 11, and is currently being reconciled with non-compliance and findings identified through the data system.

#### Discussion of Improvement Activities:

Activities initiated, completed or in progress July 1, 2011 – June 30, 2012 to improve performance or correct previously identified non-compliance:

Activity	Team Lead	Progress	Notes
<b>POLICY/PROCEDURE:</b> Continued use of IFSP form modified in FFY 2006 to facilitate completion and documentation of transition planning beginning with initial development.	First Steps, SC Department of Education (SCDOE), and Participating State Agencies	Completed	First Steps, SCDOE, and Participating State Agencies
<b>POLICY/PROCEDURE:</b> Continued monthly notification to LEAs of all children who turned 24 months old or completed initial IFSP after age 24 months in the previous month using data system report designed for this purpose. This report is now sent to the designated Special Education Director for each LEA. The report is also sent to one other LEA staff member upon request.	First Steps, TECS, SCDOE, SC Budget and Control Board (SCBCB), and Participating State Agencies	Ongoing	First Steps, TECS, SCDOE, SCBCB and Participating State Agencies
<b>POLICY/PROCEDURE:</b> Modification of the report described above to require that a notification be sent to each LEA each month even if no children are reported. Copies of these reports are retained for verification.	First Steps, TECS, and Participating State Agencies	Ongoing	First Steps, TECS, SCDOE, SCBCB and Participating State Agencies
<b>POLICY/PROCEDURE:</b> Transition procedures were updated to address Part B concerns related to the transition process. These changes to be included in next update of policy and procedure manual to be effective July 1, 2013. When implemented, these changes will result in more consistency and improved performance.	First Steps, TECS, SCDOE, and Participating State Agencies	Initiated	First Steps, TECS, SCDOE, SCBCB and Participating State Agencies
<b>TRAINING AND TA:</b> SC worked very closely with technical assistance from the Data Accountability Center, the MidSouth Regional Resource Center, and the National Early Childhood Technical Assistance Center during the latter half of the reporting period to develop process for identification and correction of non-compliance. The state received consultation	First Steps, TECS, SCDOE, SCBCB, and Participating State Agencies	Ongoing	First Steps, TECS, SCDOE, SCBCB and Participating State Agencies

regarding issues related to performance on this indicator.			
<b>TRAINING AND TA:</b> Conduct joint trainings on transition policy, procedures, and best practice with First Steps BabyNet State Office Program Associates, TECS and SC Department of Education specifically for the purpose of discussing transition and reviewing strategies to improve the process.	First Steps, TECS, and SCDOE	Ongoing	First Steps, TECS, SCDOE and Partnering Agencies
<b>TRAINING AND TA:</b> All service coordinators were notified of missing data and given the opportunity to provide missing data for this indicator in July-August, 2011 prior to issuing of findings.	First Steps, TECS and SCBCB	Ongoing	First Steps, TECS, SCBCB and Participating State Agencies
<b>MONITORING:</b> Data system modifications were completed to alert service coordinators to transition conference due dates (previously only reports available documented conferences already past due). Ongoing training is provided to staff as a reminder to review these reports on a systematic basis.	First Steps, TECS and SCBCB	Ongoing	First Steps, TECS, SCBCB and Participating State Agencies
<b>MONITORING:</b> First Steps State Staff are in the process of developing a file review tool for verification of Indicator 8A, and verification of data for Indicators 8A-8C.	First Steps	Planned initiation for FFY 2012	

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2011: N/A**

Ongoing activities mentioned above will be evaluated to determine if restructuring of SPOE, additional screening and other efforts are needed. There will be monthly monitors and tracking to ensure that all resources are being implemented as outlined in our policies and procedures. Training and TA activities will include individualized evaluations to ensure the effectiveness of these activities. Monitoring activities will be done by partnering agencies with an evaluation report provided to the Part C lead agency on the above activities.

**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.

FFY	Measurable and Rigorous Target
2010	100%

**Actual Target Data for FFY 2011: 53%**

Findings for FFY 2010 were issued in October, 2011. Correction verification procedures have been defined as follows:

1. **Finding rescinded:** Current limitations with the BabyNet data system do not allow BabyNet Service Coordination Vendors to supply missing data or correct data entries following a child’s exit from the system. Additionally, the data system is designed in such a manner that performance follows the service coordinator, so that when s/he changes employment, findings may be incorrectly attributed to the vendor currently employing the service coordinator rather than the employing vendor at the time of non-compliance. In instances of when non-compliance is identified and the BabyNet Service Coordination Vendor is able to provide sufficient documentation to the BabyNet State Office to indicate the finding based on the data system is incorrect (for any of the reasons cited above), the finding is rescinded.
2. **Prong 1 of Correction:** BabyNet State Office requests documentation from records for each BabyNet Service Coordination Vendor for whom non-compliance has been identified. For Indicator 1, staff of the state office review the documentation to determine that although late, the service was provided or that the child has exited BabyNet prior to receipt of the service(s). The finding is cleared if the documentation verifies service delivery; the finding remains in place if the BabyNet Service Coordination Vendor fails to provide the requested documentation, fails to submit the documentation within the required time frame (30 calendar days from the date the finding is issued), or submits documentation insufficient to determine if Prong 1 of Correction has been met.
3. **Prong 2 of Correction:** 90 days from the date the finding is issued, staff of the BabyNet State Office regularly review the data of the BabyNet Service Coordination Vendors with findings to determine if children served by the vendor subsequent to the findings are served with 100% compliance. The finding is cleared if no additional instances of non-compliance are identified for a period of 30 days; the finding remains in place if any child served subsequent to the finding has a late service.



In FFY 2011, the current status of correction of non-compliance is as follows:

Indicator	Number of Findings	Number Findings Corrected within 1 Year	Percent Findings Corrected within 1 Year
1	66	21	32%
7	50	42	84%
8c	53	25	47%
<b>Total</b>	<b>169</b>	<b>88</b>	<b>53%</b>

Details of the findings and the current status of correction are below for each indicator:

INDICATOR 1			
VENDOR	PRONG 1	PRONG 2	STATUS
	2010	2010	
Aging with Flair	Not met- File review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
Ahead Start LLC	Met-file review	Met 2011-data system	Finding cleared within one year; All outstanding non-compliance corrected
Aiken DSNB	Met-file review	Met-2010	Finding cleared within one year; All outstanding non-compliance corrected
Allendale-Barnwell DSNB	Met-file review	Met 2011-data system	Finding cleared within one year; All outstanding non-compliance corrected
Anderson DSNB	Met-file review	Met 2011-data system	Finding cleared within one year; All outstanding non-compliance corrected
As We Grow (Union DSNB)	Not met- File review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
BabySteps (Charleston DSNB)	Not met- File review pending	Not yet met	Finding in force
Bamberg DSNB	Not met- File review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
Beaufort DSNB	Met-file review	Met 2011	Finding cleared within one year; All outstanding non-compliance corrected
Berkeley Citizens (Berkeley DSNB)	Met-file review	Met 2011	Finding cleared within one year; All outstanding non-compliance corrected

INDICATOR 1			
VENDOR	PRONG 1	PRONG 2	STATUS
	2010	2010	
Bright Start	Met-file review	Met 2011	Finding cleared within one year; All outstanding non-compliance corrected
Brilliant Beginnings	Met-file review	Not yet met	Finding in force
Burton Center DSNB	Not met- File review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
Calhoun DSNB	Performance 100%	Not applicable	All outstanding non-compliance corrected
Can Do Kids (Spartanburg DSNB)	Not met- File review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
Carolina Behavior & Beyond, LLC	Performance 100%	Not applicable	Compliant
Chesterfield DSNB	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
Clarendon DSNB	Not met- File review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
Colleton DSNB	Not met- File review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Creative Development of South Carolina,	Not met- File review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
Darlington DSNB	Not met-file review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
DHEC Region 1-Anderson	Not met-file review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
DHEC Region 1-Greenwood	Not met-file review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
DHEC Region 2-Greenville	Not met-file review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
DHEC Region 2-Spartanburg	Not met- File review pending	Met 2011	Finding in force pending prong 1 file review for 2010
DHEC Region 3-Columbia	Not met-file review pending	Not yet met	Finding in force
DHEC Region 3-Rock Hill	Not met-file review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010

INDICATOR 1			
VENDOR	PRONG 1	PRONG 2	STATUS
	2010	2010	
DHEC Region 4-Florence	Not met-file review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
DHEC Region 4-Sumter	Not met-file review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
DHEC Region 5-Orangeburg	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
DHEC Region 6-Conway	Not met-file review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
DHEC Region 7-Charleston	Not met-file review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
DHEC Region 8-Beaufort	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Dorchester DSNB	Not met-file review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
Easter Seals of South Carolina	Met-file review	Met in 2011	Finding cleared within one year; All outstanding non-compliance corrected
Encouraging Steps (York DSNB)	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Epworth	Performance 100%	Not applicable	Compliant
Fairfield DSNB	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Florence DSNB	Not met-file review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
Georgetown DSNB	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Hampton DSNB	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Hands On Developmental Services LLC	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Horry DSNB	Met-file review	Not yet met	Finding in force
I Shine LLC	Not met-file review pending	Not yet met	Finding in force

INDICATOR 1			
VENDOR	PRONG 1	PRONG 2	STATUS
	2010	2010	
Jasper DSNB	Not met-file review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
Jump Start (Chester-Lancaster DSNB)	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Kershaw DSNB	100% performance	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
Kid's First	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Kids in Development Services (K.I.D.S.)	Met-file review	Met 2011-data system	Finding cleared within one year; All outstanding non-compliance corrected
Kid's Junction (Cherokee DSNB)	Met-file review	Met 2011-data system	Finding cleared within one year; All outstanding non-compliance corrected
KidVentures (Greenville DSNB)	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Kinder Kids	100% performance	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
Laurens DSNB	Met-file review	Met 2011-data system	Finding cleared within one year; All outstanding non-compliance corrected
Lee DSNB	Met-file review	Met 2011	Finding cleared within one year; All outstanding non-compliance corrected
Marion-Dillon DSNB	Not met-file review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
Marlboro DSNB	Not met-file review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010
Newberry DSNB	100% performance	Not applicable	Finding of 10/11 rescinded*
Oconee DSNB	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Orangeburg DSNB	Not met-file review	Met 2011	Finding in force pending

<b>INDICATOR 1</b>			
<b>VENDOR</b>	<b>PRONG 1</b>	<b>PRONG 2</b>	<b>STATUS</b>
	<b>2010</b>	<b>2010</b>	
	pending		prong 1 file review for 2010
Pattison's DREAM Academy	Met-file review	Met 2011-data system	Finding cleared within one year; All outstanding non-compliance corrected
Pediatric Therapy of Aiken	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Pickens DSNB	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Playworks, Inc.	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Richland-Lexington DSNB	Met-file review	Met 2011	Finding cleared within one year; All outstanding non-compliance corrected
SC School for the Deaf and the Blind	Met-file review	Met 2011	Finding cleared within one year; All outstanding non-compliance corrected
Sumter DSNB	Met-file review	Met 2011	Finding cleared within one year; All outstanding non-compliance corrected
Therapy Solutions	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Tina Greene & Assoc.	100% performance	Not applicable	Compliant
Upstate Support Services LLC	Met-file review	Met 2011	Finding cleared within one year; All outstanding non-compliance corrected
Williamsburg DSNB	Not met-file review pending	Met 2011-data system	Finding in force pending prong 1 file review for 2010

<b>INDICATOR 7</b>			
<b>VENDOR</b>	<b>PRONG 1</b>	<b>PRONG 2</b>	<b>STATUS</b>
	<b>2010</b>	<b>2010</b>	
Aging with Flair	Not met- File review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Ahead Start LLC	Performance 100%	Met-2010	Finding of 10/11

INDICATOR 7			
VENDOR	PRONG 1	PRONG 2	STATUS
	2010	2010	
			rescinded* All outstanding non-compliance corrected
Aiken DSNB	Performance 100%	Met-2010	Finding of 10/11 rescinded* All outstanding non-compliance corrected
Allendale-Barnwell DSNB	Performance 100%	Met-2010	Finding of 10/11 rescinded* All outstanding non-compliance corrected
Anderson DSNB	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
As We Grow (Union DSNB)	Performance 100%	Not applicable	All outstanding non-compliance corrected
BabySteps (Charleston DSNB)	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
BN SPOE Anderson	Met-data system	Met 2011	Finding cleared within one year; All outstanding non-compliance corrected
BN SPOE Greenwood	Met-data system	Met 2011	Finding cleared within one year; All outstanding non-compliance corrected
BN SPOE Greenville	Met-data system	Met 2011	Finding cleared within one year; All outstanding non-compliance corrected
BN SPOE Spartanburg	No Initial IFSPs	Not applicable	Compliant
BN SPOE Columbia	Met-file review	Not yet met	Finding in force
BN SPOE Rock Hill	Met-data system	Met 2011	Finding cleared within one year; All outstanding non-compliance corrected
BN SPOE-Florence	Met-data system	Met 2011	Finding cleared within one year; All outstanding non-compliance corrected
BN SPOE Sumter	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
BN SPOE Orangeburg	Met-data system	Met 2011	Finding cleared within one year; All outstanding non-compliance corrected
BN SPOE Conway	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-

INDICATOR 7			
VENDOR	PRONG 1	PRONG 2	STATUS
	2010	2010	
			compliance corrected
BN SPOE Charleston	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
BN SPOE Beaufort	Performance 100%	Not applicable	All outstanding non-compliance corrected
Colleton DSNB	Performance 100%	Not applicable	Compliant
Creative Development of South Carolina,	Not met- File review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Darlington DSNB	Performance 100%	Not applicable	All outstanding non-compliance corrected
Dorchester DSNB	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
Easter Seals of South Carolina	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
Encouraging Steps (York DSNB)	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Epworth	Performance 100%	Not applicable	Finding cleared within one year; All outstanding non-compliance corrected
Fairfield DSNB	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Florence DSNB	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
Georgetown DSNB	Performance 100%	Not applicable	All outstanding non-compliance corrected
Hampton DSNB	Performance 100%	Not applicable	Compliant
Hands On Developmental Services LLC	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
Horry DSNB	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
I Shine LLC	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-

INDICATOR 7			
VENDOR	PRONG 1	PRONG 2	STATUS
	2010	2010	
			compliance corrected
Jasper DSNB	Performance 100%	Not applicable	Compliant
Jump Start (Chester-Lancaster DSNB)	Performance 100%	Not applicable	All outstanding non-compliance corrected
Kershaw DSNB	Performance 100%	Not applicable	Compliant
Kid's First	Performance 100%	Not applicable	Compliant
Kids in Development Services (K.I.D.S.)	Performance 100%	Not applicable	Compliant
Kid's Junction (Cherokee DSNB)	Performance 100%	Not applicable	All outstanding non-compliance corrected
KidVentures (Greenville DSNB)	Performance 100%	Not applicable	All outstanding non-compliance corrected
Kinder Kids	Met-file review	Met 2011	All outstanding non-compliance corrected
Laurens DSNB	Performance 100%	Not applicable	All outstanding non-compliance corrected
Lee DSNB	Performance 100%	Not applicable	All outstanding non-compliance corrected
Marion-Dillon DSNB	Performance 100%	Not applicable	All outstanding non-compliance corrected
Marlboro DSNB	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
Newberry DSNB	Performance 100%	Not applicable	All outstanding non-compliance corrected
Oconee DSNB	Performance 100%	Not applicable	All outstanding non-compliance corrected
Orangeburg DSNB	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
Pattison's DREAM Academy	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
Pediatric Therapy of Aiken	Performance 100%	Not applicable	All outstanding non-compliance corrected
Pickens DSNB	Performance 100%	Not applicable	All outstanding non-compliance corrected
Playworks, Inc.	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
Richland-Lexington DSNB	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for 2010
SC School for the Deaf and the Blind	Not met-file review pending	Met 2011	Finding in force pending prong 1 file review for



INDICATOR 7			
VENDOR	PRONG 1	PRONG 2	STATUS
	2010	2010	
			2010
Sumter DSNB	Performance 100%	Not applicable	Compliant
Therapy Solutions	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
Tina Greene & Assoc.	Performance 100%	Not applicable	Compliant
Upstate Support Services LLC	Performance 100%	Not applicable	All outstanding non-compliance corrected
Williamsburg DSNB	Performance 100%	Not applicable	All outstanding non-compliance corrected

INDICATOR 8C			
VENDOR	PRONG 1	PRONG 2	STATUS
	2010	2010	
Aging with Flair	Performance 100%	Not applicable	Compliant
Ahead Start LLC	Not met- File review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Aiken DSNB	Not met- File review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Allendale-Barnwell DSNB	Performance 100%	Not applicable	Finding of 10/11 rescinded* All outstanding non-compliance corrected
Anderson DSNB	Met-file review	Met data system-2011	All outstanding non-compliance corrected
As We Grow (Union DSNB)	Performance 100%	Not applicable	All outstanding non-compliance corrected
BN SPOE Office 1-Anderson	Performance 100%	Not applicable	All outstanding non-compliance corrected
BN SPOE Office 1-Greenwood	Not met-file review pending	Not yet met	Finding in force
BN SPOE Office 2-Greenville	Performance 100%	Not applicable	All outstanding non-compliance corrected
BN SPOE Office 2-Spartanburg	Not met-file review pending	Not yet met	Finding in force
BN SPOE Office 3-Columbia	Not met-file review pending	Not yet met	Finding in force
BN SPOE Office 3-Rock Hill	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
BN SPOE Office 4-Florence	Not met-file review pending	Not yet met	Finding in force

INDICATOR 8C			
VENDOR	PRONG 1	PRONG 2	STATUS
	2010	2010	
BN SPOE Office 4-Sumter	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
BN SPOE Office 5-Orangeburg	Not met-file review pending	Not yet met	Finding in force
BN SPOE Office 6-Conway	Performance 100%	Met 2010	All outstanding non-compliance corrected
BN SPOE Office 7-Charleston	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
BN SPOE Office 8-Beaufort	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Clarendon DSNB	Performance 100%	Not applicable	Compliant
Colleton DSNB	Performance 100%	Not applicable	All outstanding non-compliance corrected
Creative Development of South Carolina,	Performance 100%	Not applicable	Compliant
Darlington DSNB	Performance 100%	Not applicable	All outstanding non-compliance corrected
Dorchester DSNB	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Easter Seals of South Carolina	Met-file review	Met data system-2011	All outstanding non-compliance corrected
Encouraging Steps (York DSNB)	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Epworth	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Fairfield DSNB	Performance 100%	Met 2010	All outstanding non-compliance corrected
Florence DSNB	Met-file review	Met data system-2011	All outstanding non-compliance corrected
Georgetown DSNB	Met-file review	Met data system-2011	All outstanding non-compliance corrected
Hampton DSNB	Performance 100%	Met 2010	All outstanding non-compliance corrected
Hands On Developmental Services LLC	Met-file review	Met data system-2011	All outstanding non-compliance corrected
Horry DSNB	Performance 100%	Not applicable	All outstanding non-compliance corrected
I Shine LLC	Met-file review	Met data system-2011	All outstanding non-compliance corrected
Jasper DSNB	Met-file review	Met data system-2011	All outstanding non-compliance corrected
Jump Start (Chester-Lancaster)	Met-file review	Met data system-2011	All outstanding non-

INDICATOR 8C			
VENDOR	PRONG 1	PRONG 2	STATUS
	2010	2010	
DSNB)			compliance corrected
Kershaw DSNB	Performance 100%	Met 2010	All outstanding non-compliance corrected
Kid's First	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Kids in Development Services (K.I.D.S.)	Met-file review	Met data system-2011	All outstanding non-compliance corrected
Kid's Junction (Cherokee DSNB)	Met-file review	Met data system-2011	All outstanding non-compliance corrected
KidVentures (Greenville DSNB)	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Kinder Kids	No transition conferences	Not applicable	Compliant
Laurens DSNB	Met-file review	Met data system-2011	All outstanding non-compliance corrected
Lee DSNB	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Marion-Dillon DSNB	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Marlboro DSNB	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Newberry DSNB	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Oconee DSNB	Performance 100%	Not applicable	All outstanding non-compliance corrected
Orangeburg DSNB	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Pattison's DREAM Academy	Performance 100%	Not applicable	Compliant
Pediatric Therapy of Aiken	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Pickens DSNB	Performance 100%	Not applicable	All outstanding non-compliance corrected
Playworks, Inc.	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
SC School for the Deaf and the Blind	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Step Ahead	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for

INDICATOR 8C			
VENDOR	PRONG 1	PRONG 2	STATUS
	2010	2010	
			2010
Sumter DSNB	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Therapy Solutions	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Tina Greene & Assoc.	No transition conferences	Not applicable	Compliant
Upstate Support Services LLC	Not met-file review pending	Met data system-2011	Finding in force pending prong 1 file review for 2010
Williamsburg DSNB	100% performance	Not applicable	All outstanding non-compliance corrected

### Discussion of Improvement Activities Completed for 2011:

While South Carolina has failed to meet the target for this Indicator, significant progress has been made in collaboration with BabyNet Service Coordination Vendors in responding to general supervision activities initiated by the lead agency. FSSR will be providing procedures for OSEP's review related specifically to identification of compliance with related requirements and verification of correction of non-compliance for Indicators 1, 7, 8a, and 8c.

### Improvement Activities

Activities initiated, completed or in process July 1, 2011 – June 30, 2012 to improve performance and/or correct noncompliance identified in FFY 2009 and/or noncompliance identified in previous years that was not corrected within one year:

Activity	Lead Person/Agency	Completed	Notes (including resources needed)
Development of record review protocol that can be used to document correction of noncompliance.	First Steps, Participating State Agencies	In progress	Staff of First Steps, OSEP, DAC, MSRRC, NECTAC
Dissemination and review of general supervision guidelines for all participating agencies.	First Steps	Ongoing	Staff of First Steps, TECS
Review of general supervision guidelines with contracted Part C service providers.	First Steps, TECS	In progress	Staff of First Steps
Acquire new data system	First Steps	In progress	Staff of First Steps
Training and technical assistance to all BabyNet System Personnel regarding performance indicators, related requirements, and data reporting requirements per BabyNet Policies and Procedures	First Steps, Participating State Agencies	Ongoing	Staff of First Steps, DDSN, SCSDB

Initiate random audits of service providers relative to Indicators 1 & 2	First Steps	Ongoing	Staff of First Steps
Initiate random audits of service coordinators relative to Indicators 3 and 8c	First Steps , Participating State Agencies	In progress	Staff of First Steps, TECS

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2011: N/A

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

**Indicator 10:** Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint, or because the parent (or individual or organization) and the public agency agree to extend the time to engage in mediation or other alternative means of dispute resolution, if available in the State.

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

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

FFY	Measurable and Rigorous Target
2011	100%

Actual Target Data for FFY 2011: 100%

WRITTEN, SIGNED COMPLAINTS	
(1) Total number of written, signed complaints filed	3
(1.1) Complaints with reports issued	1
(a) Reports with findings of noncompliance	1
(b) Reports within timeline	1
(c) Reports within extended timelines	0
(1.2) Complaints pending	0
(a) Complaints pending a due process hearing	0
(1.3) Complaints withdrawn or dismissed	2

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2011 Comparison to FFY 2010 data**

FFY	# Complaints received	# Complaints resolved within 60 days	% Complaints resolved ≤ 60 days	# Complaints requiring > 60 days to resolve
2010	3	3	100%	0
2011	3	3	100%	0

**Explanation of progress or slippage**

No Progress or slippage was made in FFY 2011 in that the number of formal written complaints received remained the same as in 2011.

**Improvement activities initiated, completed or in progress during FFY 2011 to improve performance and/or correct previously identified non-compliance**

Within the BabyNet system every effort continues to be made to identify and correct problems on the local level as soon as concerns are identified. Concerns are generally heard first by the service coordinator; if they cannot be satisfactorily handled at that level, the matter is forwarded in order (as appropriate) to the supervisor in the service coordinating agency, Program Manager, and BabyNet complaints officer. Throughout the process, the appropriate BabyNet staff is involved in addressing the concern. All *written* complaints received at any level are forwarded to the complaints officer. At that point, every effort is made to resolve the issue without mediation or formal hearing.

All previously described activities designed to make all providers of BabyNet services aware of program policies and procedures contribute to reduction of complaints by assuring that all are aware of program requirements and expectations.

Inter-agency commitment to maintaining lines of communication at multiple levels also contributes to prompt and satisfactory resolution of complaints about the Part C system operation.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2011:** N/A

**Proposed SPP Improvement Activities, Timelines or Resources**

<b>Indicator 10 State Performance Plan (SPP) Improvement Activities</b>			
<b>Activity</b>	<b>Lead Person or Agency</b>	<b>Completion Date</b>	<b>Notes</b> (including resources needed)
Review of current BabyNet procedural safeguard protocols	Lead agency	On-going	
Improved system for receiving feedback on BabyNet services	Lead agency	TBD	
Standardize information recorded for all Feedback received on BabyNet services	Lead agency	On-going	
Strengthen systems for assuring that	Lead		

contracted service providers are aware of BabyNet policies and procedures	Agency	On-going	
Maintain a pool of qualified providers to serve the needs of eligible infants and toddlers.	Lead agency	On-going	In conjunction with SDE Special Education Due Process Hearing Offices and Mediators.



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

**Indicator 11:** Percent of fully adjudicated due process hearing requests that were fully adjudicated within the applicable timeline or a timeline that is properly extended by the hearing officer at the request of either party. (20 U.S.C. 1416(a)(3)(B) and 1442)

**Measurement:** Percent = [(3.2(a) + 3.2(b)) divided by 3.2] times 100.

FFY	Measurable and Rigorous Target
2011	100%

**Actual Target Data for 2011: No hearing requests**

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2011: N/A**

**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
2011	100%

**Actual Target Data for 2011:** No resolution sessions were held in FFY 2011.

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2011:** N/A

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

**Indicator 13:** Percent of mediations held that resulted in mediation agreements.

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

**Measurement:** Percent = [(2.1(a)(i) + 2.1(b)(i)) divided by 2.1] times 100.

FFY	Measurable and Rigorous Target
2011	n/a

**Actual Target Data for 2011:** No mediations were held in FFY 2011.

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2012:** N/A