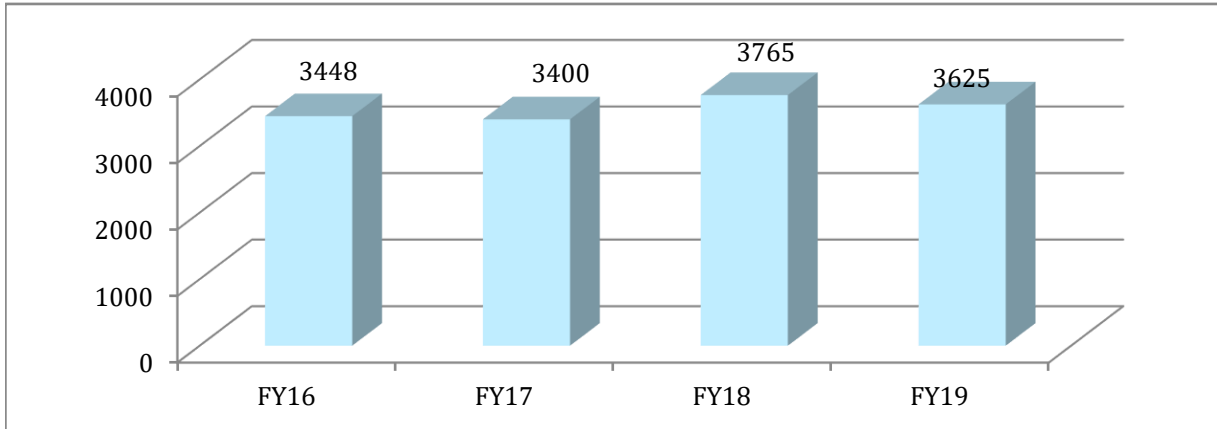


HEICC PROGRAM MEASURES AT A GLANCE DASHBOARD

FY19 Quarter 4: Apr 2019 to June 2019

Entry to Early Intervention (EI) Services

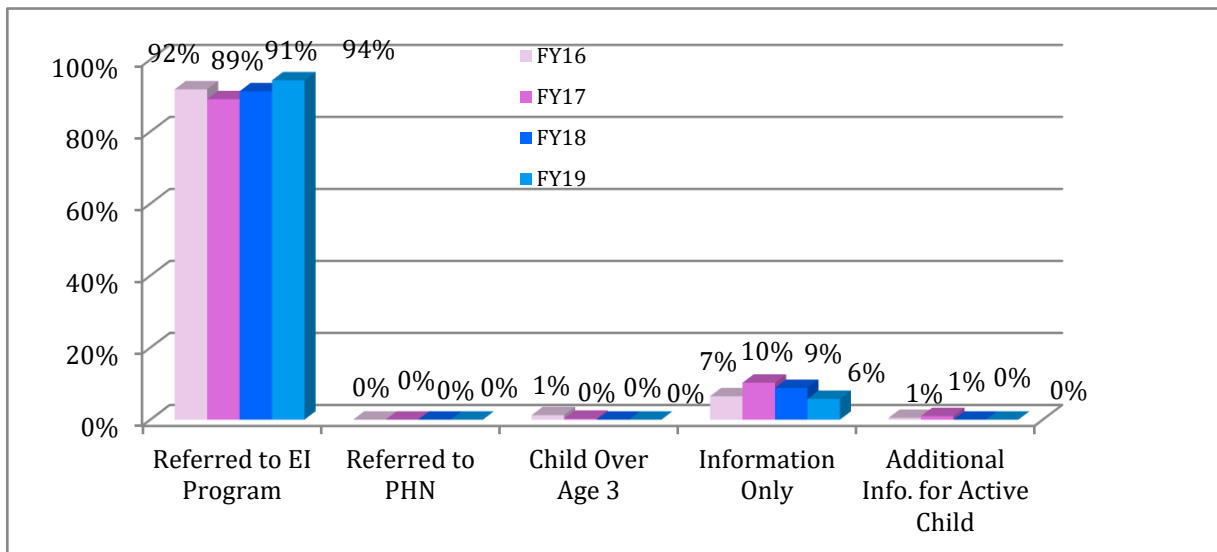
Measure #1: EI Referral Line Information & Referral (I&R) Contacts



Contacts include, but are not limited to referrals, calls for information, follow up on referrals, and returned phone calls.

FY19 Q3: 954, Q4: 863

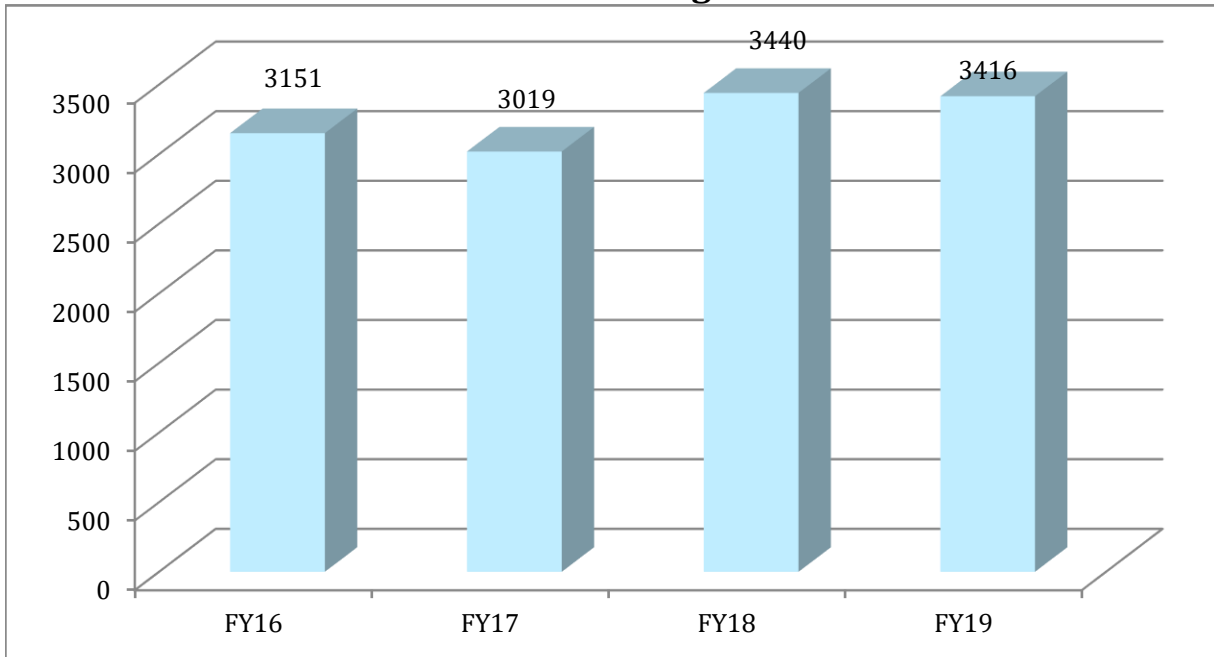
Measure #2: Status of EI Referral Line I&R Contacts



Total referral contacts: FY19 Q2-894, Q3-954

Information only (calls from doctor offices, parents, EI programs, referring agents, other) include: status of referral, request for brochures, phone number for care coordinator or EI program, services for child over age 3 years, correct spelling of names and addresses, job openings, referral process, etc.

Measure #3: EI Program Referrals



FY19 Q3:903, Q4: 822

Measure #4: Referral Agents

Referral Agent	FY16	FY17	FY18	FY19
Primary Care Providers	53%	54%	56%	57%
Other Health Care Providers	9%	10%	10%	10%
Parents	27%	29%	28%	29%
Social Service Providers	4%	3%	1%	2%
Child Welfare Services	NA	1%	1%	1%
Dept. of Health Home Visiting	1%	0%	0%	0%
Child Welfare Svcs. Home Visiting	0%	1%	1%	1%
Early Head Start	NA	NA	1%	0%
Daycare/Preschool	0%	0%	0%	0%
Public Health Nurses	0%	0%	0%	0%
Other	1%	1%	1%	0%
Direct referrals to EI programs	NA	NA	NA	NA

No change

Other Health Care Providers - therapists, medical specialists, and hospital social workers

Social Service Providers - Military Family Support Programs, Salvation Army Women's Way.

Child Welfare Svcs. Home Visiting - previously known as Enhanced Health Start

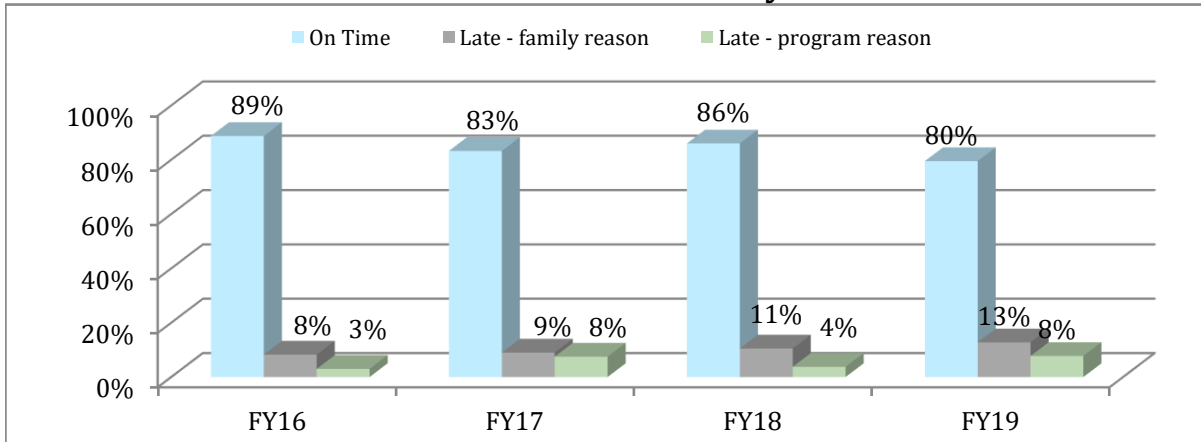
Other - family members, resource caregiver (foster parent), Guardian Ad Litem, State Programs (CSHN

Direct referrals to EI programs - no data prior to FY 13; FY16-Q2 captured in agent categories

CSHNP - Childrens with Special Health Needs Programs

Multidisciplinary Developmental Evaluations (MDE)

Measure #5: Timely MDE



MDE Completed: FY19 Q3-654, Q4-681

Measure #5a: Family Reasons for Late MDE

Family Reason	FY16	FY17	FY18	FY19
Cancelled appointment	25%	24%	28%	23%
Calls not returned in timely manner	16%	12%	16%	15%
Missed appointment (no show)	7%	6%	6%	4%
Child/family member sick	15%	17%	13%	11%
Schedule conflict	13%	15%	15%	17%
Request	12%	12%	11%	16%
Vacation	5%	8%	4%	5%
Referred; not interested	3%	2%	4%	3%
Other	3%	2%	8%	7%

TOTAL FAMILY REASON

Family Reason: FY19 Q3-83, Q4-86

Measure #5b: Program Reasons for Late MDE

Program Reason	FY16	FY17 Q4	FY18	FY19
Vacation	NA	0%	1%	0%
Vacancy	NA	0%	7%	42%
Schedule Full	NA	60%	46%	29%
Missed Appointment	NA	0%	0%	0%
Medical - Staff Sick	NA	40%	2%	0%
Forgot to Schedule	NA	0%	0%	0%
Extended Leave	NA	0%	0%	1%
Other	NA	0%	45%	29%

TOTAL PROGRAM REASONS

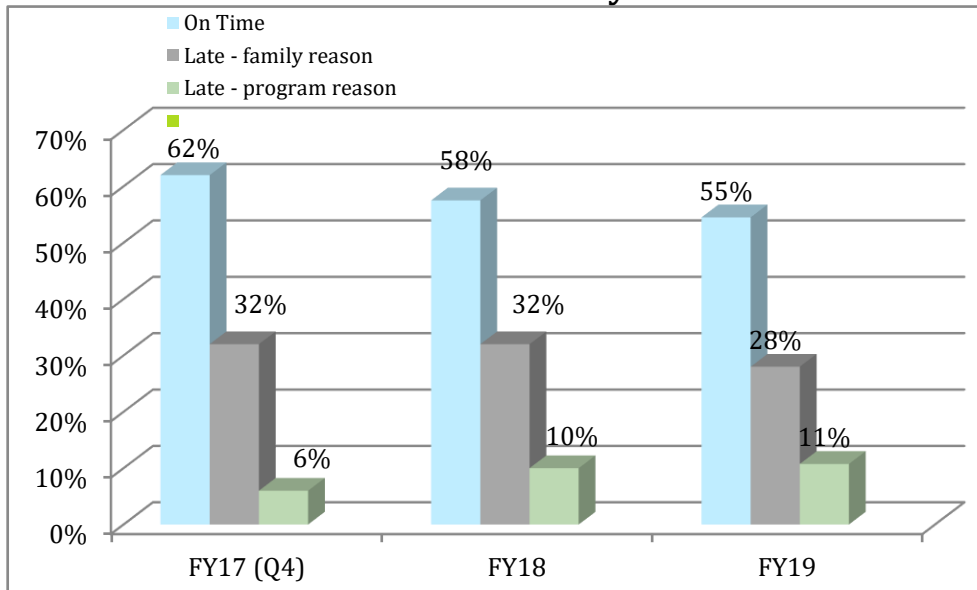
Program Reasons: FY19 Q3-65, Q4-41. Other includes other reasons 2(5%) and blank 5(12%

In Q4, % Vacancy as a program reason late was 73% (N=30) of all the reasons.

All percentages shown in the table are average across quarters.

Individualized Family Support Plan (IFSP)

Measure #6: Timely IFSP



FY19 Total IFSPs completed : Q3-402, Q4-475

Measure #6a: Family Reasons for Late IFSP

Family Reason	FY16	FY17 Q4	FY18	FY19
Vacation	NA	7%	7%	8%
Schedule conflict	NA	25%	22%	27%
Family Request	NA	16%	15%	16%
Referred; not interested	NA	2%	2%	1%
Missed Appt.	NA	5%	4%	4%
Child/family member sick	NA	8%	11%	10%
Late MDE	NA	8%	9%	8%
Calls not returned in timely manner	NA	8%	9%	8%
Cancelled Appt.	NA	14%	14%	14%
Other	NA	7%	9%	4%

Total Family Reason FY19 Q3-132, Q4-138

Measure #6b: Program Reasons for Late IFSP

Program Reason	FY16	FY17 Q4	FY18	FY19
Vacation	NA	0%	1%	1%
Vacancy	NA	0%	11%	46%
Schedule Full	NA	36%	21%	19%
Missed Appt.	NA	0%	1%	0%
Medical - Staff Sick	NA	9%	2%	2%
Late MDE	NA	46%	21%	14%
Forgot to Schedule	NA	0%	1%	0%
Extended Leave	NA	0%	6%	3%
Other	NA	9%	37%	15%

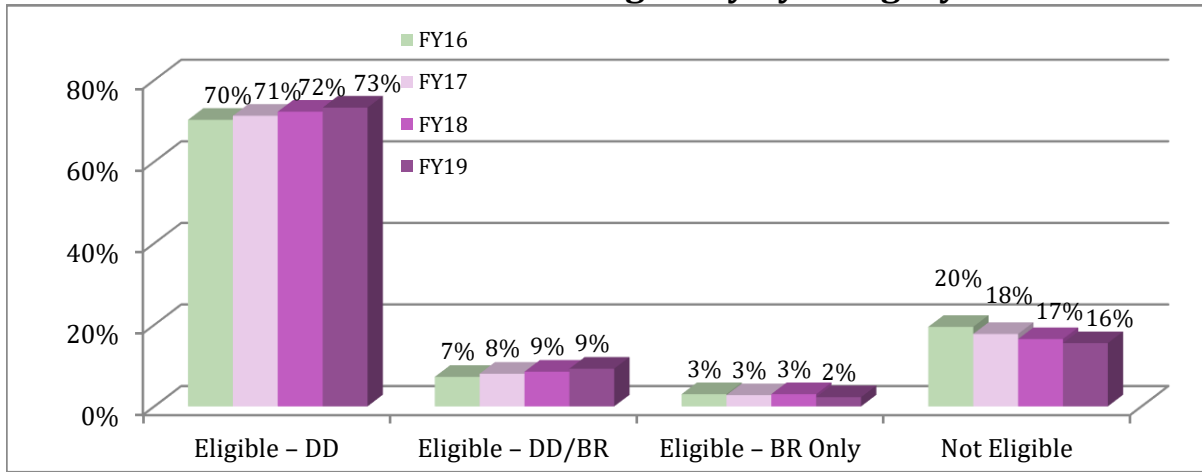
Total Program Reason FY19 Q3-49, Q4-40

Q4 Vacancy (as a late reason) was 55%

Other include multiple reasons and blank program reason

Eligibility

Measure #7: Eligibility by Category



DD = developmental delay

BR = biological risk

New eligibility criteria - 10/21/13

EI Enrollment

Measure #8: Status of New Referrals to EI Programs Prior to IFSP

Category	Quarter Average			
	FY 2016	FY 2017	FY 2018	FY 2019
Eligible - DD	468	446	473	476
Eligible - DD/biological risk	47	50	58	61
Eligible - biological risk	21	17	18	15
TOTAL ELIGIBLE	535	513	549	551
Not eligible - score >-1.0 S.D.	66	51	47	53
Not eligible - score -1.0 to -1.4 S.D. in one domain or subdomain	60	55	52	57
Unable to contact	91	88	116	136
Decline referral (family not interested)	97	100	132	127
Other (aged out, deceased, moved out of program area, unknown)	13	14	16	17

Based on MDE date and closed date

FY 19, Q3 - Total Eligible 568 (decline referral 129)

Measure #9: Children with IFSPs*

Category	Quarter Average			
	FY 2016	FY 2017	FY 2018	FY 2019
Children with IFSP	2207	2184	2279	2295

* From EIS database

FY19 Q3 - Children with IFSPs 2282

Measure #10: Children Exiting from EI Services*

Category	Quarter Average			
	FY 2016	FY 2017	FY 2018	FY 2019
Re-evaluated, no longer eligible (prior to reaching maximum age for Part C)	37	32	38	35
Part B eligible**	140	152	140	156
Not eligible for part B, exit with referrals to other programs**	20	20	16	17
Not eligible for Part B, exit with no referrals**	36	21	21	26
Part B eligibility not determined**	84	83	85	77
Moved out of state	52	73	62	48
Withdrawal by parent/guardian	77	92	126	115
Attempt to contact was unsuccessful	35	34	43	33

* From EIS database, excluding deaths

FY18 average: 476

573

** Reached maximum age for Part C

**Early Intervention Section
Complaint Summary Report**

FY 2018 (July 1, 2017 to June 30, 2018)

CATEGORIES	QTR.1 (July – Sept.)	QTR.2 (Oct.- Dec.)	QTR.3 (Jan. – Mar.)	QTR.4 (Apr. – June)	Resolved	Timely Resolution
Timely	0	0	0	0	NA	NA
Eligibility	0	0	0	0	NA	NA
Service	1	0	1	0	2	2
Transition	0	0	0	0	NA	NA
Non-IDEA	2	0	0	0	2	2

Total: 4

FY 2019 (July 1, 2018 to June 30, 2019)

CATEGORIES	QTR.1 (July – Sept.)	QTR.2 (Oct.- Dec.)	QTR.3 (Jan. – Mar.)	QTR.4 (Apr. – June)	Resolved	Timely Resolution
Timely	0	0	0	1	Pending	Pending
Eligibility	0	0	0	0	NA	NA
Service	0	0	0	0	NA	NA
Transition	0	0	0	0	NA	NA
Non-IDEA	0	0	0	0	NA	NA

Total: 1

FY 2020 (July 1, 2019 to June 30, 2020)

CATEGORIES	QTR.1 (July – Sept.)	QTR.2 (Oct.- Dec.)	QTR.3 (Jan. – Mar.)	QTR.4 (Apr. – June)	Resolved	Timely Resolution
Timely	0	0	0	0	NA	NA
Eligibility	0	0	0	0	NA	NA
Service	0	0	0	0	NA	NA
Transition	0	0	0	0	NA	NA
Non-IDEA	0	0	0	0	NA	NA

Total: 0