

Benchmark #3: Effective Identification and Referral Procedures. State Part C (Early Intervention) agencies will develop policies and procedures that support on-going and effective collaborative relationships with referral agencies, including those community agencies that serve underserved and at-risk populations.

Goal #3.1: Education and training. States will ensure that local Part C programs are knowledgeable about proven methods for increasing referrals from primary referral sources.

Question	Not at all	Somewhat	Very/Fully	Don't know/NA	Responses
Clear?	4.76%	16.67%	71.43%	7.14%	42
Important?	0.00%	11.90%	78.57%	9.52%	42
Reasonable?	0.00%	28.57%	45.24%	26.19%	42
Implemented?	2.38%	47.62%	19.05%	30.95%	42

As a group, please discuss this goal and record any comments on worksheet. Following are possible discussion topics based on comments from on-line survey.

- Does “proven methods” need to be fleshed out by providing examples or requiring evidence-based practices be used?

Goal #3.2: Underserved populations. States will ensure that local Part C agencies meet (at a minimum) annually with agencies in their region serving populations identified as underserved (e.g., low-income medical clinics, WIC, childcare agencies, homeless shelters). Part C and agency staff should develop and implement a plan for screening underserved populations in the upcoming year.

Question	Not at all	Somewhat	Very/Fully	Don't know/NA	Responses
Clear?	4.76%	14.29%	71.43%	9.52%	42
Important?	0.00%	23.81%	61.90%	14.29%	42
Reasonable?	2.44%	19.51%	39.02%	39.02%	41
Implemented?	7.32%	36.59%	12.20%	43.90%	41

As a group, please discuss this goal and record any comments on worksheet. Following are possible discussion topics based on comments from on-line survey.

- Should this goal be separated into two different goals?

Goal #3.3: Targeted materials. States will ensure that 100% of local Part C agencies have linguistically appropriate and culturally sensitive brochures or other materials to inform parents or guardians about Part C.

Question	Not at all	Somewhat	Very/Fully	Don't know/Not applicable	Responses
Clear?	2.38%	4.76%	88.10%	4.76%	42
Important?	0.00%	7.14%	85.71%	7.14%	42
Reasonable?	4.76%	28.57%	42.86%	23.81%	42
Implemented?	0.00%	40.48%	21.43%	38.10%	42

As a group, please discuss this goal and record any comments on worksheet. Following are possible discussion topics based on comments from on-line survey.

- Should “linguistically appropriate and culturally sensitive” be defined?

Goal #3.4: Cultural brokers. States will support (e.g. financial incentives, personnel training) local Part C agencies with identified underserved populations to employ individuals who are knowledgeable about, or a part of, underserved populations within their communities.

Question	Not at all	Somewhat	Very/Fully	Don't know/NA	Responses
Clear?	9.52%	21.43%	61.90%	7.14%	42
Important?	2.38%	26.19%	59.52%	11.90%	42
Reasonable?	9.52%	23.81%	23.81%	42.86%	42
Implemented?	14.63%	26.83%	4.88%	53.66%	41

As a group, please discuss this goal and record any comments on worksheet.

Goal # 3.5: Part C contact with screening initiatives. States will ensure that local Part C programs provide updates to agencies with ongoing screening initiatives (e.g. Early Head Start, child welfare) regarding any policy changes that impact referrals to Part C.

Question	Not at all	Somewhat	Very/Fully	Don't know/NA	Responses
Clear?	7.14%	14.29%	76.19%	2.38%	42
Important?	0.00%	9.52%	83.33%	7.14%	42
Reasonable?	2.44%	17.07%	43.90%	36.59%	41
Implemented?	9.52%	23.81%	21.43%	45.24%	42

As a group, please discuss this goal and record any comments on worksheet. Following are possible discussion topics based on comments from on-line survey.

- Should the way these updates are given be fleshed out? (E.g. required emails or phone calls).

Goal #3.6: Part C verification of referrals. States will ensure that 100% of Part C programs contact referring agencies within two business days of referral to verify receipt of referral and request additional information if needed.

Question	Not at all	Somewhat	Very/Fully	Don't know/NA	Responses
Clear?	7.32%	7.32%	80.49%	4.88%	41
Important?	7.14%	26.19%	54.76%	11.90%	42
Reasonable?	18.60%	20.93%	25.58%	34.88%	43
Implemented?	26.19%	23.81%	4.76%	45.24%	42

As a group, please discuss this goal and record any comments on worksheet.

Goal #3.7: Communication of referral results. States will ensure that, after obtaining parental consent, local Part C providers communicate the results of the referral to the referral source within five business days of initial IFSP. Information shared should, at a minimum, include eligibility determination and any services the child/family will receive.

Question	Not at all	Somewhat	Very/Fully	Don't know/Not applicable	Responses
Clear?	7.14%	9.52%	80.95%	2.38%	42
Important?	0.00%	16.67%	76.19%	7.14%	42
Reasonable?	9.30%	27.91%	27.91%	34.88%	43
Implemented?	14.29%	45.24%	4.76%	35.71%	42

As a group, please discuss this goal and record any comments on worksheet. Following are possible discussion topics based on comments from on-line survey.

- Is 5 business days unreasonable? What is a more reasonable timeframe?
- Are there some instances where results of a referral may be shared without a requirement of parental consent?

Goal #3.8: Simultaneous, multiple referrals. States will ensure that 100% of local early intervention agencies have outreach and/or educational materials that guide community and health agencies and parents to make simultaneous, multiple referrals, including the following: 1) Simultaneous referrals from community and health agencies and parents to Part C; 2) Simultaneous referrals of children 24 months to 36 months to both Part C and Part B; 3) Simultaneous referrals from medical practitioners to both medical diagnostics and Part C.

Question	Not at all	Somewhat	Very/Fully	Don't know/NA	Responses
Clear?	23.26%	23.26%	46.51%	6.98%	43
Important?	0.00%	26.83%	43.90%	29.27%	41
Reasonable?	2.38%	23.81%	23.81%	50.00%	42
Implemented?	14.63%	17.07%	4.88%	63.41%	41

As a group, please discuss this goal and record any comments on worksheet. Following are possible discussion topics based on comments from on-line survey.

- Does the group have suggestions for another way to describe the concept of “simultaneous referral” ?

Goal #3.9: Referral source satisfaction. States will ensure that 100% of Part C programs provide opportunities for community and health agencies and parents to provide feedback on Part C’s timeliness of response to referrals. States will also ensure that a high percentage of referring agencies and parents report satisfaction with the process.

Question	Not at all	Somewhat	Very/Fully	Don't know/NA	Responses
Clear?	7.14%	23.81%	64.29%	4.76%	42
Important?	2.44%	26.83%	58.54%	12.20%	41
Reasonable?	4.88%	29.27%	24.39%	41.46%	41
Implemented?	19.51%	19.51%	7.32%	53.66%	41

As a group, please discuss this goal and record any comments on worksheet. Following are possible discussion topics based on comments from on-line survey.

- Is more clarity needed on what constitutes a high percentage?
- Is it clear that Part C programs are giving referral sources (including parents, health care providers etc.) feedback opportunities?
- Should a requirement also be that states will address issues identified as problematic by the satisfaction surveys?

Discussion about Benchmark #3

Benchmark #3: Effective Identification and Referral Procedures. State Part C (Early Intervention) agencies will develop policies and procedures that support on-going and effective collaborative relationships with referral agencies, including those community agencies that serve underserved and at-risk populations.

As a group, please discuss this benchmark and record any comments on worksheet. Following are possible discussion topics based on comments from on-line survey.

- Do the goals match up with the overall theme of the Benchmark?