



Part C Data Notes

2009-10 Reporting Year and Fall 2010

This document provides information or data notes on the ways in which states collected and reported data differently from the Office of Special Education Programs (OSEP) data formats and instructions. In addition, the data notes provide explanations of substantial changes or other changes that data users may find notable or of interest in the data from the previous year.

The data notes are organized as follows: Child Count, Settings, Exiting, and Dispute Resolution.

2010 Child Count

Alabama

Currently, Alabama does not serve infants and toddlers over the age of 3 years. Alabama also does not serve at-risk infants and toddlers.

Alaska

Alaska Part C does not serve children past the age of 36 months. Alaska Part C also does not serve at-risk children.

Arizona

Arizona changed the date on which it takes the child count from December 1 to October 1 in order to allow additional time for data cleanup and validation between the count date and the submission due date.

According to Arizona, ethnicity and race are gathered during a family's initial contact with the Arizona Early Intervention Program, using the two questions provided in the current guidance from the Department of Education. If a family declines to provide ethnicity/race information for their child, then the state uses observer identification. The state has instructed programs to gather ethnicity for all children currently being served through an individual family service plan (IFSP) if this information was not gathered during initial contact. All children are expected to have ethnicity/race identified through either family report or observer identification by the time of the 2011 child count on Oct. 1, 2011.

Arkansas

Arkansas changed the date on which it takes the child count from December 1 to November 1 because the state found that most of its facilities are closed during the December months for its holiday break (usually out for 2 weeks), which causes a hardship for collecting/verifying information to be reported.

The state attributed increases in the total number of children served (birth through age 2) to an improvement in program reporting. The state made administrative changes, whereby the Quality Control Unit helped notify programs that had a history of not reporting. This improvement strategy helped the state gather more valid and reliable data.

California

According to California, the decrease in the total number of infants and toddlers served was due to the narrowed eligibility criteria for “delayed” children. California’s Early Start Program provided services to infants and toddlers under the age of 3 years who were developmentally delayed, had an established risk, or who were at high risk for a developmental delay. However, legislation enacted in state fiscal year 2009-10 (Government Code Section 95014 (a)(1)) limited program eligibility for developmentally delayed children after 24 months of age to those who have a 50 percent or greater delay in one domain, or a 33 percent or greater delay in two domains. (The previous threshold for eligibility was 33 percent in one domain regardless of age.)

The legislature eliminated at-risk children from eligibility for Early Start services as a cost-savings measure. The legislation (Welfare & Institutions Code Section 4435) established a separate, less costly state-funded Prevention Program for children who no longer qualify for the Early Start Program.

Delaware

The state does not serve children in the at-risk category, nor does it offer services to Part C children after the age of 3.

District of Columbia

The state attributed the increase in the total number of infants and toddlers ages birth through 2 to making its Child Find goal a top priority. During federal fiscal year (FFY) 2009, the District actively engaged its primary referral sites as well as community partners in an effort to increase its referral rate by 50 percent. As a result, the District saw a 20 percent increase in enrollment of children birth through age 2.

Florida

Florida did not include 1,047 children in the count who were no longer being served under an active IFSP. These children's families were sent prior written notice and moved to inactive status after multiple unsuccessful attempts to contact the family, in accordance with OSEP-approved state policy. According to the instructions for reporting children who exited the Part C program, these children are considered exited from the program.

Georgia

In the past year, the state changed its Part C data system to capture discrete racial/ethnic categories for reporting race/ethnicity according to Department of Education requirements (October 2007). However, the Part C program was unaware of the requirement to use observer identification to collect race/ethnicity data for children whose race/ethnicity is missing or unconfirmed. In FFY 2010, parents/guardian(s) declined to confirm race/ethnicity for 238 children. Georgia will impute race/ethnicity for children missing data for this fiscal year only. Georgia Part C will be prepared to report race/ethnicity data for all children in subsequent years using observer identification when necessary.

Guam

According to Guam’s Department of Education, the Part C Program has elected to not serve children ages 3 years of age and older. The Guam Part C Program provides early intervention services for infants and toddlers ages birth through 2 years of age.

Idaho

Idaho changed the date on which the child count is taken from November 1 to December 1. Idaho Part C had always used December 1 as reporting date, but received special permission from OSEP to use the count date of November 1 for the 2009 child count and settings data. Because this approval was only applicable to the 2009 report, the state changed the count date back to December 1 for the 2010 report.

Illinois

For the Part C child count data submission, Illinois used a proportional distribution of those cases with an unknown race/ethnicity across the seven categories. The state anticipates that it will report the data in accordance with new race/ethnicity reporting requirements for the next data reporting period.

Kansas

Kansas does not serve children under age 3 and at risk of having substantial delays; the state has also elected not to serve children age 3 and older.

Kentucky

Kentucky does not serve an at-risk population in Part C nor is the option to serve children over the age 3 in Part C implemented.

Louisiana

Louisiana does not serve high-risk infants and toddlers or children over age 3.

Massachusetts

Massachusetts collects race/ethnicity information from providers based on the parent or guardian's response. If the parent or guardian intentionally refuses to answer the ethnicity and/or race question, then, as a last resort, the service coordinator is required to select and document information as a response to these questions based on observer identification. Observer identification can include the use of this child's prior record or sibling information, use of first-hand knowledge about the child such as country of birth, and use of first-hand knowledge about the family such as home language, ancestry, and/or family member's country of birth.

Michigan

The state does not serve children age 3 or older in Part C. Michigan does not serve at-risk children in Part C.

Mississippi

Mississippi does not serve at-risk children or children who are over 3 years old.

Nevada

The state attributed the increase in the number of infants and toddlers to the following:

- The number of referrals received from July 1, 2010, through Dec. 1, 2010, increased by 10.57 percent from the same time period in the previous year. The state attributed this increase to various Child Find activities that were performed throughout the state by the Early Intervention programs and having community providers support the Child Find effort by conducting their own Child Find activities. The increase in referrals was statewide.
- On July 1, 2010, Nevada added a new community provider in the Northwest.
- Nevada also attributed the increase in total served to the increases in total revenue for early intervention. From state fiscal year (SFY) 2010 to SFY 2011, the overall budget has increased by 13.8 percent. The total children budgeted to be served for SFY 2011 increased by 15.1 percent.

New Mexico

The state has begun to use a new reporting mechanism through Microsoft Reporting Services. The new reporting feature links to the state's online data system. This is the first time the state has used this new reporting system for the federal reports. Due to budgetary constraints, New Mexico Part C has restricted the eligibility for children determined to be at risk for developmental delays. As a result, the number of children served as reported in Table 1C has declined.

Due to budgetary constraints, New Mexico Part C has restricted the eligibility for children determined to be at risk for developmental delays. Additionally, children who are only at risk for a developmental delay, but who do not actually have a verifiable delay or an established condition, must exit the program at their third birthday. As a result of these changes, the number of children over age 3 and the number of at-risk children served has declined.

New York

New York does not serve children age 3 or older. However, under certain circumstances, children age 3 or older are allowed to remain in the Part C program until the effective date of their Committee on Preschool Special Education. The numbers reported exclude 457 children over age 3 who were enrolled in the NY Early Intervention Program on Oct. 1, 2009. New York does not serve at-risk children.

Although New York State's data system was modified to conform to the new seven race standards and no longer allows the selection of Unknown for race, there are still children who had entered the system prior to this modification and consequently may still have an unknown race. As a result, this report includes a relatively small number of children with an unknown race. For this report, race was imputed for these children as had been done in the past. New York State is currently initiating a data cleanup process for children currently in the data system with an unknown or missing race. The state expects that this process will result in all children having a valid race identified for future reports.

North Carolina

North Carolina does not serve children age 3 or older under 20 USC 1432(5)(B)(ii) and 1435(c). North Carolina does not serve at-risk children, so no data are reported in this category.

Ohio

The state proportionally distributed children with race designated as "unknown" in the data system. Ohio's data system is equipped to capture race data in a manner consistent with the U.S. Department of Education's new reporting guidelines and the children identified as "unknown" in the Dec. 1, 2010, child count were designated as such due to a technical malfunction in the data system. In the future, should

such data anomalies occur, the Ohio Department of Health will conduct a manual inquiry with the affected local Early Intervention program to determine the eligible child's race as identified by the parent. As such, it is expected that the Dec. 1, 2011, child count data will be in full compliance with the new standards.

Oregon

Oregon Part C programs do not serve children age 3 and over. Oregon Part C programs do not serve at-risk infants and toddlers.

Puerto Rico

Puerto Rico Early Intervention Services System does not serve children older than 3 years of age. Puerto Rico does not serve at-risk infants and toddlers.

Rhode Island

Rhode Island reported its data in accordance with the Department of Education's 2007 Guidance for Race or Ethnicity. The Rhode Island Early Intervention Care Coordination System (RIEICCS) allows providers to check multiple races in compliance with the OMB standards. For this report, the following reporting categories were used based on family report: Hispanic/Latino of any race; for non-Hispanic/Latino, the five federal categories and two or more races. No child was reported with an unidentified race. RIEICCS data were validated through a raw data download to an Access database. The state has fully implemented changes to the collection of race for over a year. The state did not update race data for children already enrolled when the system changed. The state redistributed race collection policies to all providers. These factors, along with the continued increase in enrollment, caused a change from the previous year's count. The selection of Hispanic above all races accounts for the increase in this population and decrease in other populations. One provider has staffing issues that began this fall, which caused untimely enrollment that affected the December 1 count. Enrollment continues to increase, although a decrease in enrollment due to the staffing issue was reported. The state is monitoring this issue closely. These data may change due to future edits, updates, and corrections.

South Carolina

The state changed its reporting date from December 1 to November 15 to allow greater time to review data and prepare the report prior to submission. The state would like to use the November 15 date in the future.

South Carolina does not serve children age 3 or older in Part C. The state does not serve at-risk children in Part C.

Tennessee

Tennessee had a significant decrease in the birth to 1 age group. The state believes that continued state constraints, including personnel, have limited Child Find activities; for example, the State Public Awareness and Child Find Coordinator position has been vacant for over 1 year.

Texas

The increase in the number of American Indian/Alaska Native children reported (13 children), which reflects a large difference when looked at as a percentage, is primarily because of the small number of children. There was a decrease of 11 children in this same cell the previous year.

Utah

The data were collected and compiled using the Baby Toddler Online Tracking System (BTOTS), Utah's statewide database system. All contracting early intervention providers verify annually that their BTOTS data are complete and accurate and that they collect race and ethnicity information per OSEP's revised guidelines.

Virginia

Virginia's Part C System does not serve children older than age 3 or at risk.

The state attributed the increase in the total number of infants and toddlers served to the following:

- American Recovery and Reinvestment Act dollars, which allowed the state to serve more children;
- Department of Medical Assistance Services, which increased imbursement rates;
- System transformation and the service pathway, which streamlined the access to services; and
- Increased public awareness efforts.

Washington

The state attributed the 12 percent increase in the number of infants and toddlers and their families served to increased and better coordinated Child Find efforts.

West Virginia

West Virginia Birth to Three narrowed its eligibility criteria May 1, 2009, to ensure that funds are available to serve eligible children most in need of services. The state believes that the program has continued to see a slight decline in overall numbers due to this change.

2010 Settings

Alabama

Alabama does not serve infants and toddlers over the age of 3 years.

Alaska

Alaska Part C does not serve children past the age of 36 months.

Arizona

The state gathers ethnicity and race data during a family's initial contact with the Arizona Early Intervention Program. Arizona uses the two questions provided in the current OSEP guidance. If a family declines to provide ethnicity/race information for their child, the state uses observer identification. The state instructed programs to gather ethnicity for all children currently being served through an IFSP if this

information was not gathered during initial contact. The state expects to identify all children's ethnicity/race through either family report or observer identification by the time of the 2011 child count on Oct. 1, 2011.

Until August of 2010, Arizona used billing data exclusively to assign primary service settings rather than the IFSP. Billing data were incomplete because not all IFSP services are billed through the state system. In addition, billing codes did not fully align with federal settings codes.

In August 2010, the state changed the state data system so that primary settings data can be collected from the IFSP. This report includes some records for which settings were assigned through billing data and some records for which primary setting was collected from the IFSP. A total of 285 children were reported in the setting category "other" because their record lacked services or settings data.

The state attributed the increase in the number and percentage of children reported as served primarily in the home setting category and a corresponding decrease in the number and percentage of children reported as served primarily in the other setting category to the change in how the state collected settings data as of August 2010. The 2010 settings report reflects the initial implementation of this change.

Arkansas

The state attributed the decrease in the number of children served in the home and increase in the number of children served in community-based and other settings to the fact that more families want children in the center-based programs. Arkansas has improved in this area by providing clarification of policies and procedures surrounding natural environments.

California

California does not serve children over the age of 3.

Delaware

Delaware does not extend Part C services after age 3.

District of Columbia

The District of Columbia does not serve children over the age of 3.

The state attributed the increase in the number of children receiving services in the home and the decrease in community-based settings to a change in policy in which the District of Columbia discontinued a program that provided child care vouchers for children enrolled in the DC Early Intervention Program (DC EIP). Families served by the DC EIP who are Medicaid eligible are still eligible to receive the voucher; however, it is contingent on completing a job training program and gaining employment. Seventy percent of DC EIP's families are Medicaid eligible. As a result of this policy change, fewer parents have access to inclusive community-based settings and are now receiving services in the home.

Florida

The state included 350 children with no primary setting in the other settings category.

The state attributed the decrease in the number of children in the other settings category to narrowed eligibility criteria effective July 1, 2010, which resulted in fewer children being eligible and served with

an IFSP on the point-in-time count for 2010. The state served fewer children with no setting identified due to improved data integrity. In addition, the state served more children in home and community-based settings due to improved fidelity to implementation of the Team-Based Primary Service Provider Model. When combined, these changes and improvements explain the significant drop in the number of children in the other settings and total settings counts and associated increases in the number reported in home and community-based settings categories.

Georgia

The decrease in the number of early intervention services provided in community-based setting was due to increased efforts to provide services in the home, which is demonstrated by the increase in the number of services received in the home.

The state imputed race for 238 children of unspecified race, according to Department of Education guidelines.

The state's Part C data system has seven categories to capture the locations of services provided to children in the Babies Can't Wait Program. After careful analysis of the year-to-year change for each category, the state determined that the decrease in the number of children receiving services in a community setting was due to a decrease in the number of children birth through age 2 receiving services in a child care setting and a corresponding increase in the number of children in that age range receiving services in the home. A large segment of the population of children and families served in Georgia's Part C program relies greatly on public assistance from the state. Georgia, like many states, is enduring fiscal cuts and depleting resources as well as high unemployment. Given this climate, many of the state's families cannot afford the cost of child care, thus more children are receiving their services in the home. The state will continue to monitor this finding, keeping it in context with the state's overall financial climate.

Guam

The Guam Department of Education, Part C Program, has elected to not serve children ages 3 and older. The Guam Part C Program provides early intervention services for infants and toddlers birth through age 2.

Idaho

The state extracted the data used in the 618 report for the first time from ITP Web, the Program's new web-based data system. Extensive effort went into defining the report criteria given the new database structure and parameters. In addition, significant analysis of the data was conducted to ensure that the measurement definitions are accurately reflected in the new reports. The state now has access to more timely and accurate data with significantly reduced manual effort.

This year, due to the variance from how reports were designed in previous years, there was slight variation in data. For the settings data, a variable of "service intensity" was added to the calculation of "primary service setting" for the first time. This allowed the state to more accurately determine the service setting in which the child received the largest number of hours of Part C early intervention services.

Kansas

Kansas Part C does not serve children age 3 and older.

Louisiana

Louisiana does not serve children age 3 or older.

Maine

The state attributed the decrease in the other settings category to a continued focus on training and serving children in the natural environment.

Massachusetts

The state reported that children included under the other setting category have the following primary settings: early intervention-only child group, center-individual service, a residential treatment center, and a hospital. Race/ethnicity was estimated for 262 children. The decrease in the percentage of children under the other setting category was due to continued individual program communications and follow-up of early intervention providers to ensure that children were receiving community-based services.

Michigan

Michigan does not serve children age 3 or older in Part C.

Mississippi

Mississippi does not serve children who are over 3 years old in Part C.

New Mexico

The state has begun using a new reporting mechanism through Microsoft Reporting Services. The new reporting feature links to the state's online data system. This is the first time the state has used this new reporting system for the federal reports. Due to budgetary constraints, the state restricted the eligibility for children determined to be at risk for developmental delays. Additionally, children who are only at risk for a developmental delay, but who do not actually have a verifiable delay or an established condition, must exit the program at their third birthday. As a result, the number of children served under this category has declined.

New York

New York does not serve children age 3 or older. However, under certain circumstances, children age 3 or older are allowed to remain in the Part C program until the effective date of their Committee on Preschool Special Education. The numbers reported exclude 457 children over age 3 who were enrolled in the NY Early Intervention Program on Oct. 1, 2009. New York does not serve at-risk children.

North Carolina

North Carolina does not serve children age 3 or older under 20 USC 1432(5)(B)(ii) and 1435(c). Community-based setting includes child care facility, Head Start, and other community-based setting. Other includes center-based early intervention, children's developmental services agency, inpatient hospital, outpatient service facility, and other setting.

Ohio

According to Ohio, five children with race designated as unknown in the data system were proportionally distributed. Ohio's data system is equipped to capture race data in a manner consistent with the U.S. Department of Education's new reporting guidelines. The five children identified as unknown in the Dec. 1, 2010, child count were designated as such due to a technical malfunction in the data system. In the future, should such data anomalies occur, the Ohio Department of Health will conduct a manual inquiry with the affected local Early Intervention program to determine the eligible child's race as identified by the parent. As such, it is expected that the Dec. 1, 2011, child count data will be in full compliance with the new standards.

Oregon

Oregon Part C programs do not serve children age 3 or older.

Puerto Rico

Puerto Rico does not serve children older than 3 years of age.

Rhode Island

This year, Rhode Island reported its data in accordance with the Department of Education's 2007 Guidance for Race or Ethnicity. The Rhode Island Early Intervention Care Coordination System (RIEICCS) allows providers to check multiple races in compliance with the OMB standards. For this report, the following reporting categories were used based on family report: Hispanic/Latino of any race; for individuals who are Non-Hispanic/Latino, the five federal categories were used as well as the two or more races category. None of the children was without identified race. RIEICCS system data were validated through a raw data download to an Access database. Changes to the collection of race have been fully implemented for over a year. The state did not update race data for children already enrolled when the system changed. Race collection policies were also re-distributed to all providers. These factors along with the continued increase in enrollment have caused a change from the previous year's count. The selection of Hispanic above all races accounts for the increase in this population and decrease in other populations. One provider has staffing issues, which began this fall. These issues caused untimely enrollment that affected the December 1 count. Enrollment continues to increase, even though a decrease was reported due to the staffing issue. This issue also had an impact on the other settings category. This issue is being closely monitored. These data may change due to future edits, updates, and corrections.

South Carolina

South Carolina does not serve children age 3 and older in Part C.

Tennessee

For the 2010 618 child count data, Tennessee had a significant increase in the primary setting of other. Data were drilled down to the TEIS-Point of Entry (POE) level. Three POE districts experienced a significant change, with two of those in urban districts. It is believed that the Tennessee state Medicaid agency, TennCare, benefit changes that occurred during this year had an impact on an increase in the primary setting of other.

Utah

Utah collected and compiled data using BTOTS, Utah's statewide database system. All contracting early intervention providers verify annually that their BTOTS data are complete and accurate and that they collect race and ethnicity information per OSEP's revised guidelines. Significant year-to-year changes were observed in the number and percentage of children served in the home, community-based, and other settings from 2009 to 2010. An increase in the number and percentage of children served in the home setting and associated decrease for the community-based and other settings occurred due to continued technical assistance emphasizing serving children in natural environments.

Vermont

According to Vermont, out of the children receiving services in locations other than the home or community, a majority were at the choice of the parents. Other service locations included a hospital setting and a parent-provider agreed-upon location.

Virginia

Virginia's Part C System does not serve children older than age 3. This data submission included 1,055 infants and toddlers receiving services through the public schools.

West Virginia

West Virginia's Birth to Three program narrowed its eligibility criteria on May 1, 2009, to ensure that funds were available to eligible children most in need of services. The state believes that the program has continued to see a slight decline in overall numbers due to this change.

2009-10 Exiting

Arkansas

The state attributed the increase in the number of children who were Part B eligible to more clarification and training that occurred during the FY 2009-10 period. These trainings resulted in more providers following the federal guidelines.

District of Columbia

According to District of Columbia, throughout FFY 2009, the DC Early Intervention Program made a concerted effort to track and follow-up on children transitioning from Part C who were referred to Part B. As a result of this effort, data available on the number of children in the Part B eligible, exiting Part C category increased significantly. Thus, the Part B, eligibility not determined category significantly decreased.

Georgia

Additional race and ethnicity information is now available for children previously reported in the missing, other, or multiracial racial/ethnic categories. These data were updated in each child's record and reported in the appropriate category. One hundred children are missing a reason for exiting Part C.

Hawaii

The number of children in the category No longer eligible for Part C prior to reaching age three included children who exited Part C as they completed their (IFSP and no longer met Part C eligibility and those who did not complete their IFSP but were no longer eligible when Part C eligibility changed. Infants and toddlers at environmental risk were no longer included in the Part C eligibility definition.

Illinois

The state attributed the decrease in the total number of exits from last year to a decrease in overall programs and a leveling off of the case load over the last 18 months.

For the exits by gender, the ratio of 61 percent male and 39 percent female remained similar to what it had been in prior years. It should be noted that on last year's submission, the male and female columns were reversed, making it appear the program had more female participants than male. This was corrected for the 2009-10 reporting year to accurately reflect the gender distribution of program exits.

Overall, all categories remained relatively the same, with only slight variations over last year's numbers. The two largest changes were in a decrease of .51 percent in the category exit prior to reaching maximum age and an increase of .61 percent in the category Part B eligibility not determined. This reflected the leveling off of case load over the last 18 months.

Maine

The state attributed the decrease in the category no longer eligible for Part C prior to reaching age three to closer adherence to existing guidelines related to the initial determination of eligibility. This resulted in fewer children being found ineligible during subsequent reviews. The increase for in the number of children in the Part B eligibility not determined category was the result of a coding error; the State will submit a revision.

Nebraska

Nebraska allows parents the option of keeping infants and children with disabilities on an IFSP through the school year in which they turn age 3.

Nebraska does not use the category eligibility for the Part B program not determined. The state uses the same eligibility criteria for Parts C and B—when children are determined eligible for Part C, they are automatically eligible for Part B.

New Hampshire

Fifty-five children were not included in the race/ethnicity count because they were identified as multiracial and could not be accounted for in the cross-tabulation.

New Mexico

The reference period for children exiting Part C was changed to the calendar year Jan. 1, 2009, to Dec. 31, 2009. Previously, it was from December 1 to November 30. This change was made to be consistent with other state reports and to reflect a standard period of time.

South Carolina

The reference period for children exiting Part C was changed to September 2009 to September 2010. Previously, it was November 2008 to November 2009. The change was made because of the transition from one Part C data manager to a new Part C data manager. The collection cycle will remain the same from this point on.

Utah

The state collected and compiled data using BTOTS. Each contracting early intervention provider verified its BTOTS data were complete and accurate. BTOTS data included 52 infants and toddlers exiting during the reporting period who were identified as having two or more races.

Significant year-to-year changes were observed in the statewide data reported for July 1, 2009, through June 30, 2010, for three exit categories—Part B eligibility not determined, withdrawal by parent/guardian, and attempts to contact unsuccessful. The state attributed these changes to two events that affected exit data collection: (1) During this time period, the Baby Watch Early Intervention Program (BWEIP) began sending transition referrals to Part B electronically. In turn, Part B sent BWEIP electronically from its transition database eligibility determination outcomes for children who were referred by Part C. Previously, this information was communicated verbally between Part B and Part C. The information did not take into account that the Part B eligibility date is determined relative to a child's third birthday, thus it can change the Part C exit reason. For example, a child might be found eligible for Part B services but if he or she was determined eligible prior to turning 3 and remained in early intervention services until age 3, the child's exit category would be recorded as Part B eligible, exiting Part C. If this determination were made after the third birthday, then the child's exit category would be recorded as Part B eligibility not determined. (2) During this same time period, while programming the electronic exchange of information with Part B, the BWEIP data manager identified a group of children exited as moving to another early intervention program in the state. But these children were never picked up by the receiving program and therefore were unaccounted for in the exit data. A decision was made to change the exit reason for these children to withdrawal by parent/guardian. Significant year-to-year changes were also identified for male children in the same exit categories as the statewide data and, for female children, in just the Part B eligibility not determined exit category. Again, the state attributed these changes to the two events that affected exit data collection; however, it is not clear why these changes affected male children more than female children.

2009-10 Dispute Resolution

Arizona

The state attributed the decrease between 2009-10 and 2008-09 in complaints pending to an unusual spike in written, signed complaints the state received in 2008-09 that were a result of a letter sent to families by one of the AzeIP Service Providing Agencies. The letter notified the families that their child's IFSP services were going to end within 10 days as a result of state budget cuts. Within a few days, the same agency issued a follow-up letter notifying families that their services would not be ending. The complaints pending data for 2009-10 more accurately reflected the state's baseline data for the year prior to 2008-09.

Mississippi

The state attributed the decrease in complaints pending to counting complaints from the annual parent surveys in FFY 2008 as formal complaints. In FFY 2009, complaints from the annual parent surveys were

counted as informal complaints, unless after research, the parent/caregiver chose to change the status of the complaint to formal. In FFY 2008, there were no written procedures on how to handle informal and formal complaints. The state developed a procedure for this circumstance as noted in the state's FFY 2009 Annual Performance Report/State Performance Report.