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# Focused Monitoring Overview FY 2011

May 2011



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## Purpose: Massachusetts Monitoring System

- Monitor and evaluate program compliance with federal Part C IDEA and Massachusetts DPH EIOS
- Monitor and evaluate vendor and program contract activities
- Contribute to ongoing quality improvement of programs and vendors to assure a baseline of quality services for all families participating in Massachusetts EI System



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# General Supervision Vision Statement

Revised 6/30/04, MA Stakeholders Group

- General Supervision of Early Intervention in the Massachusetts system is designed to promote core values and to ensure compliance with federal and state requirements through training, technical assistance, and monitoring.
  - General Supervision focuses on identifying commendable practices, suggesting improvements to enhance quality of services and specifying and enforcing corrective actions in areas of non-compliance.
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## Process: Collecting/Verifying Data

- **Five Components of the Massachusetts Monitoring System**
  - Annual Report/Self Assessment
  - Focused Monitoring Site Visit
  - Data Verification Process
  - Dispute Resolution System
  - Local Program Determinations



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# Massachusetts Focused Monitoring

- Components of the Massachusetts Focused Monitoring Process
  - Analyze data –select programs
  - Scheduling/Annual Calendar
  - Desk Audit/ Hypothesis Setting
  - Onsite Activities/ Exit Interview
  - Focused Monitoring Summary Report



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## Fiscal Year 2011

- 8 Program Visits completed (1 left)
  - Concentrated efforts on information gathering
  - Looked at areas of day to day programming
  - Best Practices found
  - Practices to help programs



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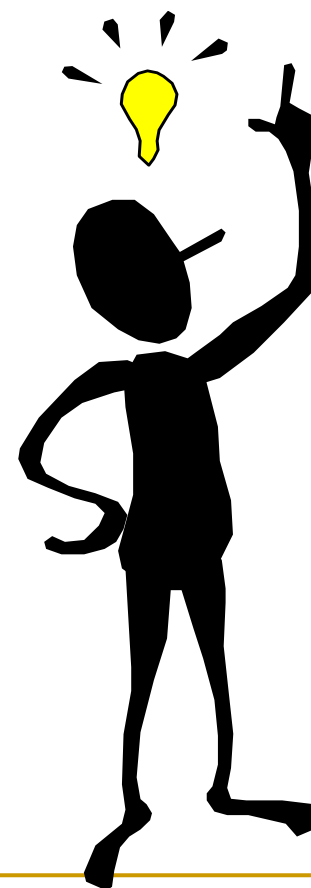
## Priority Areas/Data Sources

- Data/ EIS Issues
- Clinical Judgment
- Transition Practices
- Change in service



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Selection of a program  
for an onsite visit does  
not directly relate to  
compliance.





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# Fiscal Year 2012 Changes

- Incorporate addition DPH staff with expertise in area of visit as needed
- Incorporating program director in pre-audit call and desk audit
- Incorporate vendor agency and program staff into visit as needed
- Increase staff interviews



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- Increase program staff participation



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# Fiscal Year 2012

- Priority Areas
  - Transition
  - NCSEAM Family Survey



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Remember:

The goal of focused monitoring is to develop a hypothesis, drill down by examining information in order to best provide support and technical assistance to a program and inform policy decisions