

Great News!

North Carolina Infant-Toddler Program

The North Carolina Infant-Toddler Program is excited to share **Great News!**

Data for fiscal year 2005-2006 and the first half of fiscal year 2006-2007, reveal that the program has made dramatic improvement in the three compliance areas outlined in the State Performance Plan (SPP): 45-day timeline, Transition Planning and Timely Services. All Children's Developmental Services Agencies (CDSAs) have corrected non-compliance with respect to the 45-day timeline, and the statewide percentage of compliance is 100%. Eleven of the 18 CDSAs have corrected non-compliance regarding timely transition planning conferences, and the statewide percentage of compliance is 85%. Regarding timely services, the statewide percentage of compliance is 95%.

The program's accomplishments can be attributed to many factors. In 2005, a General Supervision model was developed by the Early Intervention Branch Central Office Quality Improvement Unit that provided clear guidance to the CDSAs regarding improvement toward compliance, monitoring of local programs, and focused technical assistance to support local efforts in correcting non-compliance. CDSA Directors and their staff implemented a variety of quality improvement initiatives, tailored to the specific needs of their catchment areas. Some of these approaches included:

- » Providing information and training to CDSA staff to improve understanding of the importance of compliance. Meeting timelines does assist the state in meeting federal requirements, but it is also what is best for children and families.
- » Seeking out and listening to families' perspectives regarding the benefits of receiving early intervention services in a timely manner.
- » Promoting team work, hard work and dedication of the CDSA staff to children and families.
- » Realizing the important and challenging role of the Early Intervention Service Coordinator and providing the needed supervision and additional supports for them to be successful.
- » Developing local processes and procedures to track the required timelines.
- » Developing centralized scheduling systems and monitoring work flow processes for effectiveness and efficiency.
- » Developing service models and processes that meet the needs of different areas of North Carolina. One CDSA developed regional service teams and one CDSA moved away from geographical service teams. Both models were able to assist the respective CDSA in correcting non-compliance.

We celebrate the accomplishments of the North Carolina Infant-Toddler Program. The work of program staff has moved the state forward in meeting federal compliance requirements. In addition, the CDSA staff has maintained high quality work with infants and toddler and their families for which the program is known. We look forward to continuing to provide timely and high quality early intervention services to North Carolina infants and toddlers and their families.