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Including IFSPs and IEPs in
Web-Based Data Systems – Key Considerations
and Lessons Learned

2014 Improving Data,
Improving Outcomes Conference

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Brief Description of WA's Data System

- ◆ Went Live in October, 2011 (Thank you, ARRA)
- ◆ Web-based, cross platform supported
- ◆ Parent Portal
- ◆ Supports multiple, simultaneous users working on same child record
- ◆ Secure messaging system
- ◆ Document storage, upload capability
- ◆ Extensive reporting capabilities

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Brief Description of WA's Data System (continued)

- ◆ Workflows and business rules collected from stakeholders

  - ■ Wishes and desires presented
  - ■ Focus on compliance/timeliness rules
  - ■ Forms and desired reports outlined
  - ■ Case management system features
  - ■ (This process created 300 pages of documentation)
  - ■ IFSP form creation was done in a separate effort

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New IFSP Created

◆ Separate and Simultaneous Workgroup

- ▪ Group created the new IFSP
- ▪ Their focus was creating the actual form with all possible elements
- ▪ Group regularly shared their progress with Main Project team
- ▪ Final IFSP product delivered to Project after several months of work (less than one month remained before go-live of system)

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New IFSP Created (continued)

◆ New IFSP data fields mapped/required?

- ▪ Does each IFSP field have a corresponding location in the data system?
- ▪ Is the data element required every type of IFSP or optional?
- ▪ Is the data element required/optional for only specific type of IFSP?
- ▪ Is the data element required/optional due to child's age?
- ▪ Is there a corresponding data entry rule to ensure quality?

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Creating the IFSP

◆ Workflow differences

- Large programs vs small
- Dedicated data entry folks or not?
- How/where services are delivered (providers)
- * There is no pleasing everybody *
- We decided to build a case management system that works well with small & medium sized programs
- Large programs were given some other options to get their data into the system
- IFSP must still be issued out of our system

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Creating the IFSP (Continued)

◆ Integrated into Case Management System

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Creating the IFSP (Continued)

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Creating the IFSP (Continued)

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Printing the IFSP

♦ IFSP Printing Pain

- Page breaks/section breaks?
- What to show/what to hide?
- PDF/Word/What else decisions?
- Signature page considerations
- Accept there is no control of equipment types
- On-going maintenance considerations…
- Non-English versions, how and how many?
- Printing of Draft vs. Final? Draft same, with extra spacing?

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New IFSP Practice Supports

- ◆ Regular Policy and Data System Webinars and Conference Calls (typically LLAs)
- ◆ GovDelivery broadcasts for all system users
- ◆ Data Manager attends/presents at LLA Meetings and SICC
- ◆ Extensive On-line Help System
  - ▪ Both policy and system help available
  - ▪ Website with numerous practice guides, forms
  - ▪ User Manuals, Video and in-person trainings*
- ◆ Responsive Help Desk assistance

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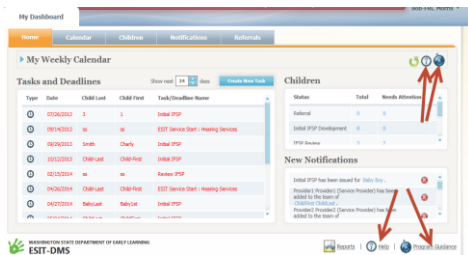
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New IFSP Practice Supports

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New IFSP Practice Supports

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What has changed since implementation?

- ◆ Altered some of the original "required/ not-required" decisions
- ◆ Removed some "optional" items not needed for reporting/compliance
- ◆ Reformatted IFSP document and aggressively implemented new show/hide decisions
- ◆ On-going maintenance due to policy changes

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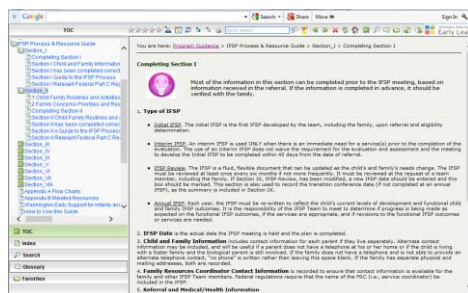

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Lessons Learned

- ◆ Conduct formal lessons learned activity at project close (next slides)
- ◆ Recognize most complex IT projects don't finish on time (or finish at all)(Time, $$, Resources*)
- ◆ Be ready for compromises, scope reduction (need to pay later, phase 1, 2 etc.)
- ◆ Be clear about on-going costs just to maintain (FTEs, $$, contracts, etc.) (Not new stuff)
- ◆ Stakeholder sign-off on rules/requirements (literally)
- ◆ There <u>will</u> be maintenance due to new practices/policies

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LESSONS LEARNED

Briskin Consulting facilitated a lessons learned session with the Executive Steering Committee and project leaders. The team initially developed a broad li project successes and disappointments. Then, the team used the DIS Project Success Factors (adapted from the Standish Group) as a framework to evalu the project successes and disappointments.

	Project Successes	Project Disappointments
What project results do you consider successful (exceeding or meeting expectations – high value); and what outcomes do you consider disappointing (less than expected – value not justified by cost or difficulty)? *Bolded items in this table reflect the top successes and disappointments.*	• **Commitment by both the stakeholders and the project team** • **Bob Morris' (Project Director) leadership Cayzen's willingness and ability to respond to business needs and changes. Especially their ability to adjust to changes driven from the System Improvement Project which was running concurrent with the development phase.** • **User enthusiasm and support for the system heavily influenced by Bob Morris's leadership** • **ESIT's move to DEL helped expedite decisions using a faster timeframe.** • DEL technical team was very responsive to the project. • **Got a lot of functionality for the time, money and effort invested.** • Cayzen's physical location close by DEL was a benefit. • The system itself – brings a lot of components together (rich user experience, interface, correspondence, doc generation, rich text stored in database) • Help generation system provides context related help on the application and policy. • Successful implementation in a very short timeframe • Training materials and # of people trained • The application delivered should improve service delivery and compliance with regulations and effective practices.	• **Requirements were not done on time.** • **Initial requirements work didn't meet expectations, and caused a lot of stress and pressure on development vendor.** • Would have been easier if the System Improvement Project (SIP) was done first, rather than concurrently. • Offline application was taken off the table • Some users had to adjust their business processes to accommodate system requirements and SIP changes. • Wish we had more time for knowledge transfer • Wish internal team had more time to review system builds before field saw the work.

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Project Successes	Project Disappointments
• Cayzen was able to deliver, even without background in early intervention environment. • The project was able to set priorities effectively and work within the realities of the EI system –action oriented, immediate, dynamic, and ever-changing. • The project implemented technology that helps with business improvements, e.g. gross motor evaluation. • The project team learned a lot about different ways users do their work in the field. Business rules did not always fit everyone and every user organization based on their size and program. The program was able to improve their understanding of how things worked in the field, and then apply that to the system and to business rules. • System will help enforce compliance efforts and necessary operational/policy changes. Enables effective reporting to federal govt. • System provides lots of support and functionality for end users. Incentive to use the system. • The system was delivered in a narrow time window and overcame external challenges like the move to DEL. • Cayzen did a good job taking responsibility for an incomplete set of requirements and finishing them in a timely manner with Bob Morris' help. • The project team worked very hard but is in a fairly good state of health and well-being at this point.	• Forced to have many concurrent activities, due to schedule. • Would like to have environment and components integrated sooner. • Unfinished documentation. • Delays in readiness of the environments contributed to some delays.

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