



# Massachusetts Department of Public Health

## ICC Service Quality Committee

September 30, 2025

Early Intervention Division

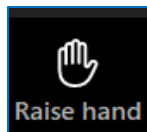
# This meeting will begin shortly

Please standby as appointed ICC members join, and we calculate quorum.

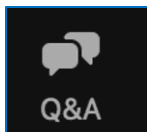
Only appointed ICC members will have access to camera and microphone throughout the meeting.

**Public participation is encouraged.**

- Please click the ***raise hand*** feature or use the **Q&A** to provide comment(s).
- Please ***display your full name*** so minutes accurately reflect your statements



**Raise hand:** Attendee may be given access to microphone to ask question and/or comment



**Q&A:** Questions will be answered directly via the Q&A feature

---

# Welcome & Roll Call

---

# Roll Call Attendance – Appointed Members

**Roll Call:** Please unmute so prepare to verbally acknowledge your attendance by saying “**Present**” when your name is called

To comply with the Open Meeting Law, a quorum of appointed members must be established.

**Quorum: A simple majority (51%)** of the members of a public body, unless otherwise provided in a general or special law, executive order, or other authorizing provision. G.L. c. 30A, § 18

---

# Review Agenda

---

# Agenda

- Welcome
  - Roll call
  - Review and approval of minutes from 5/20/2025 and 4/29/2025
- Housekeeping
  - Zoom Format
  - Meeting schedule for FY26
- Review Subcommittee charge
- Plan for upcoming meetings
  - Guest speakers and presentations we would like to see
- Review and ask for feedback on cyclical monitoring
- Public participation
  - This is the time to ask questions and offer feedback on any items on the agenda.
- Public comment
  - This is the time to share feedback and suggest future agenda items.
- Adjourn meeting

---

# **Vote Minutes 5/20/2025**

---

# Vote May Minutes

**Cameras:** Camera should be on throughout, but **required** for roll call & voting

**Voting Responses:** Please respond either "Yes", "No", or "Abstain"

Attendance 5/20/25	
Mallorie Brown	Dina Tedeschi
Colleen O'Brien	Elizabeth Small
Molly Gilbride	

---

# Open Items

---

# Review Charge

Track transition metrics and identify opportunities to reduce disparities, monitor federal reporting and disaggregated reporting to improve equity (incl. SPP & APR).

# Planning for future agendas

Guest speakers or presentations we would like to see

---

# Cyclical Monitoring

---

# Federal Regulations for General Supervision



Monitoring agencies, institutions, organizations, and EIS providers used by the State to carry out part C of the Act;



(ii) Enforcing any obligations imposed on those agencies, institutions, organizations, and EIS providers under part C of the Act and these regulations;



(iii) Providing technical assistance, if necessary, to those agencies, institutions, organizations, and EIS providers;



(iv) Correcting any noncompliance identified through monitoring as soon as possible and in no case later than one year after the lead agency's identification of the noncompliance; and

# Monitoring

The lead agency must monitor each EIS program located in the State, using quantifiable indicators in each of the following priority areas, and using such qualitative indicators as are needed to adequately measure performance in those areas:

(1) Early intervention services in natural environments.

(2) State exercise of general supervision, including child find, effective monitoring, the use of resolution sessions (if the State adopts part B due process hearing procedures under mediation, and a system of transition services as defined in section 637(a)(9) of the Act.

(e) In exercising its monitoring responsibilities under d of this section, the State must ensure that when it identifies noncompliance with the requirements of this part by EIS programs and providers, the noncompliance is corrected as soon as possible and in no case later than one year after the State's identification of the noncompliance.

# Understanding Cyclical Monitoring



The goal of the cyclical monitoring process is to improve outcomes and results for infants and toddlers with disabilities and their families



Cyclical monitoring will focus on EIS program's systems; including policies and procedures and evidence of implementation of those procedures for IDEA part C requirements

# Areas of Focus

5 Main  
Areas of  
Focus for  
Cyclical  
Monitoring:

---

Compliance Indicators

---

Results Indicators

---

Data

---

Fiscal

---

Dispute Resolution

---

# Compliance Indicators

OSEP Domain		Policy and Procedure	Evidence		
General	Subdomain		Record	Additional Documents	Interviews Staff and Family
<b>Compliance Indicators</b> •1 •7 •8 a, b & c	<b>45-day IFSP</b>	X			X
	<b>Timely 30 day</b>	X	X		X
	<b>Service Delivery</b>	X	X		X
	<b>Transition ( EIS only)</b>	X			X
	<b>Supervision (EIBI Only)</b>	X	X		X

# Results Indicators

GENERAL	SUB DOMAIN	POLICY and PROCEDURE	RECORD REVIEW	ADDITIONAL DOCUMENTATION	STAFF AND FAMILY INTERVIEWS
<b>Results Indicators</b>  •2 natural environment	Natural Environment	X	X (EIS only)		X
•3 child outcomes •4 family outcomes	Eligibility and Evaluation	X	X		X

# Child Find

<b>General</b>	<b>Sub Domain</b>	<b>Policy and Procedure</b>	<b>Record Review</b>	<b>Additional Docs</b>	<b>Staff and Family Interviews</b>
<b>Child Find</b>	<b>Referral</b>	X		X	X
	<b>Native Language</b>	X	X		X

# Dispute Resolution

<b>General Dispute Resolution</b>	<b>Sub Domain  Procedural Safeguard s: Prior Written Notice</b>	Policy and Procedure  X	Record Review  X	Additional Docs	Staff and Family Interviews  X
<b>General Dispute Resolution</b>	<b>Consent to Access Insurance</b>	Policy and Procedure  X	Record Review  X	Additional Docs	Staff and Family Interviews  X

# Data

<b>General Data</b>	<b>Sub Domain</b>	<b>Policy and Procedure</b>	<b>Record Review</b>	<b>Additional Docs</b>	<b>Staff and Family Interview</b>
	<b>Timely</b>	X	X		X
	<b>Accuracy</b>	X	X		X

# Cyclical Monitoring Phases

Phase 1:

Discovery:

- Document requests (policies and procedures for areas listed in the previous slides)
- Request required additional documents for EMR programs if not available in EICS

# Cyclical Monitoring Phases

## Phase 2:

### Engagement:

- Virtual interview calls with families and staff from EIS program
- Conduct interviews using provided staff and family names
- Conduct Record Reviews in EICS (sample of records selected by the EI Division for each EIS and EIBI program)

# Cyclical Monitoring Phases

## Phase 3:

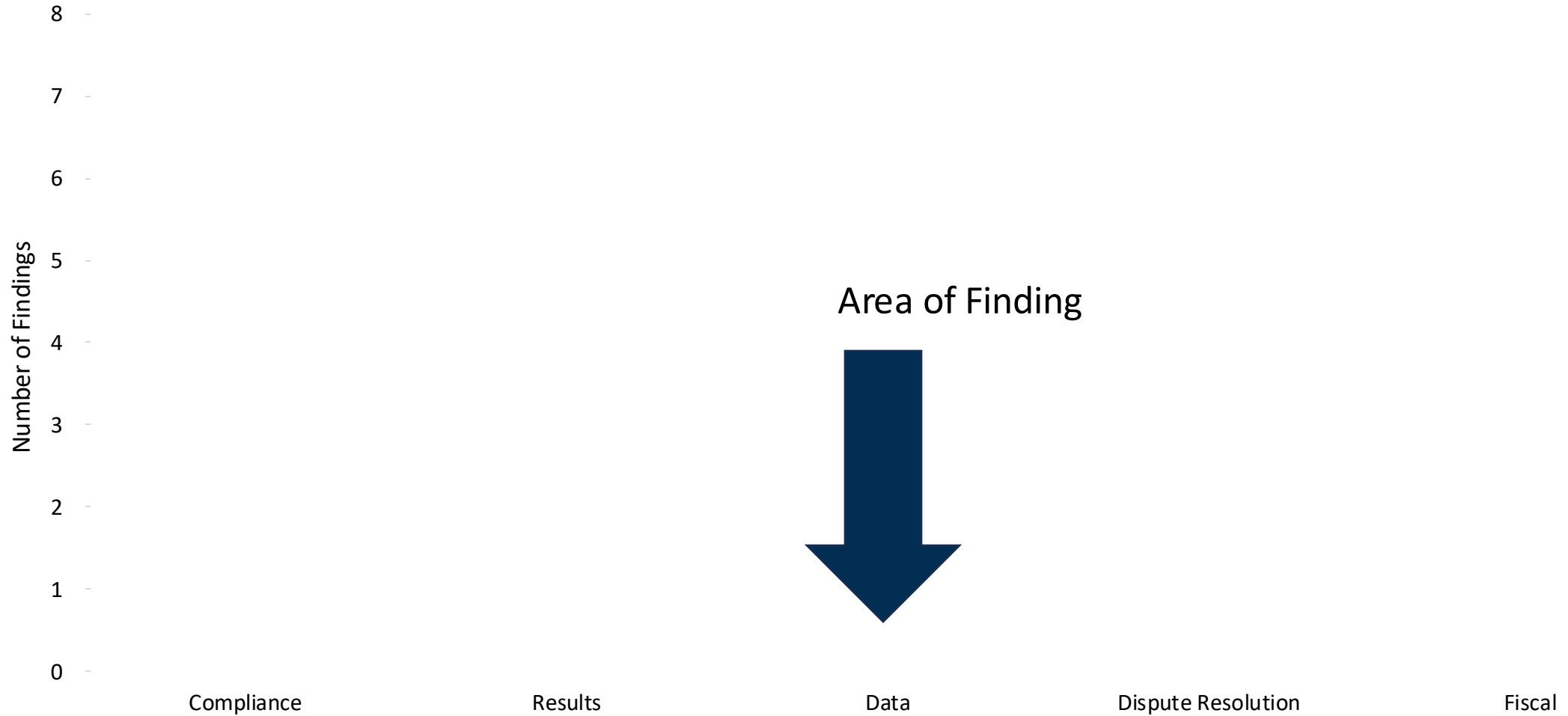
### Report and Findings:

- Issuance of monitoring report and findings of noncompliance to EIS program
- Corrective actions specified and technical assistance provided
- Review of evidence of correction (within 1 year)

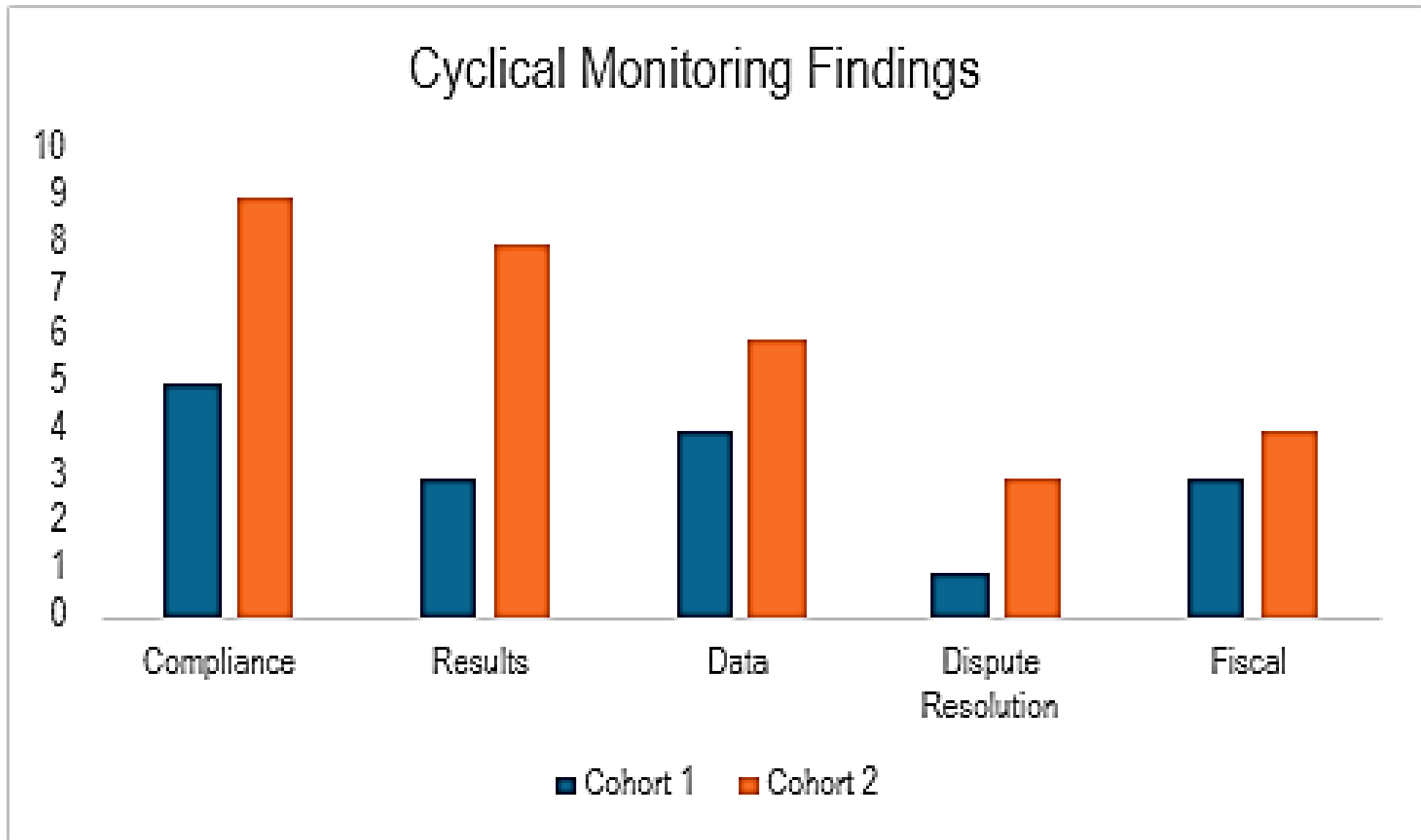
# Cyclical Monitoring



# Cyclical Monitoring



# Findings



# Compliance: Common Themes

- EIS program does not have a procedure that is reasonably designed to provide services as determined through the IFSP process and consented to by the parent
- Transition Policies

# Dispute Resolution: Common Theme

- The EIS program does not have a procedure that is reasonably designed to provide prior written notice to families as required

# Results: Common Themes

- Services Provided in the Natural Environment

# Data: Common Theme

- The EIS program does not have procedures in place to submit data into the EICS that is timely and accurate

# Fiscal: Common Theme

- The EIS program does not have policies and procedures in place to submit charge and encounter claims that match the service log data on the progress note in the EICS

# Feedback

- Are there areas that we should provide more TA based on these themes?

# Feedback

- What things are we not monitoring that we should in the future?

# Adjourn

**Next Meeting**  
**Tuesday November 25, 2025**  
**ICC Service Quality**