

POSM Protocol R1-02: Service Delivery	
Category	Child and Family Outcomes
Purpose	Children and families receive all Part C services as specified on their IFSP.
IDEA Foundation(s)	<p>34 CFR 303.13(a)(9) specifies that “early intervention services ... are provided in conformity with an IFSP adopted in accordance with section 636 of the Act and 34 CFR 303.20”.</p> <p>→ <i>In its evaluation the SLA would expect to find evidence of all services having been delivered in accordance with each child and family’s IFSP. When services are missed, the SLA would expect to find documentation adequately detailing the reason(s) for missed sessions; and, when those reasons were noncompliant (i.e., system reasons), the SLA would expect to find evidence of make-up sessions having been offered to the family.</i></p> <p>34 CFR 303.344(d)(1) further specifies that the IFSP must include “...the length, duration, frequency, intensity, and method of delivering the early intervention services...” and “...a statement that each early intervention service is provided in the natural environment for that child or service to the maximum extent appropriate....”</p> <p>→ <i>In its evaluation the SLA would expect to see evidence of services being delivered in accordance with the specifications identified on the child and family’s IFSP. When services are not delivered in accordance with specifications, the SLA would expect to find documentation adequately detailing the reason(s) for each variation; and, when those reasons were noncompliant (i.e., system reasons), the SLA would expect to find evidence of compensatory remedies having been offered to the family.</i></p>
Local Part C Contract Requirement(s)	2.1.2.b.(5) – [LSM roles and responsibilities] ... Providing oversight of local service delivery, including service delivery administered by contract providers, and monitoring trends related to supports and services, and frequency, length and changes in services for individual children to ensure supports and services are individualized to meet each child’s and family’s needs.
Responsible Party	Part C monitoring team
Frequency and Method	1x/POSM cycle; desk audit and interview(s)

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Data Source(s)	<ul style="list-style-type: none"> State data system (TRAC-IT) with supporting documentation provided by locality (if not readily accessible in TRAC-IT) Interview(s) POSM Provider Survey
Amount of Data	<ul style="list-style-type: none"> Case review(s); determined by annualized child count: 1-200 = 15 records; 201-500 = 22 records; 501+ = 30 records Interview(s); varies by locality; determined by Part C monitoring team with LSM input
Compliance Criteria	<p>Evidence of requirement(s) as demonstrated by:</p> <ol style="list-style-type: none"> The number of intervention sessions provided matches what is on the IFSP; or, if not, discrepancies are documented and the result of compliant (i.e., family) reasons only. Service frequency, intensity, length and setting match what is on the IFSP; or, if not, discrepancies are well documented and the result of compliant (i.e., family) reasons only.
Monitoring Summary	<p>The Part C monitoring team identifies a representative sample of local cases to be reviewed from a 3-month period. Utilizing documentation in TRAC-IT or submitted by the local system, team members compare actual services delivered to frequency, intensity, length and setting on the IFSP to determine if all IFSP services were delivered in accordance with the IFSP. If/when discrepancies are noted, team members look for explanatory documentation that supports compliant (i.e., family) reasons for such discrepancies.</p>
Required Action(s)	<ul style="list-style-type: none"> If all (100%) records reviewed meet compliance criteria a. and b., no further action(s) required. -OR- If fewer than all (100%) records reviewed meet compliance criteria a and b, the locality must within ninety (90) days of notification of finding(s) develop a process (for SLA review and approval) to improve performance and subsequently implement identified improvement activities as soon as possible but in no case later than nine (9) months post notification of finding(s).

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Revision History

- Original: 2024-08
- Revised: 2025-08
 - IDEA Foundation(s): ADDED 34 CFR 303.344(d)(1)
 - IDEA Foundation(s): ADDED “*In its evaluation...*” to item(s) for additional context
 - Data Source(s): ADDED “*POSM Provider Survey*”
 - Amount of Data: ADDED “*Interviews...*”
 - Compliance Criteria: REMOVED “*(above)*”
 - Monitoring Summary: Edited to reflect actual practice
 - Table: Formatting changes
 - Footer: Specified ORIG date; added REV date