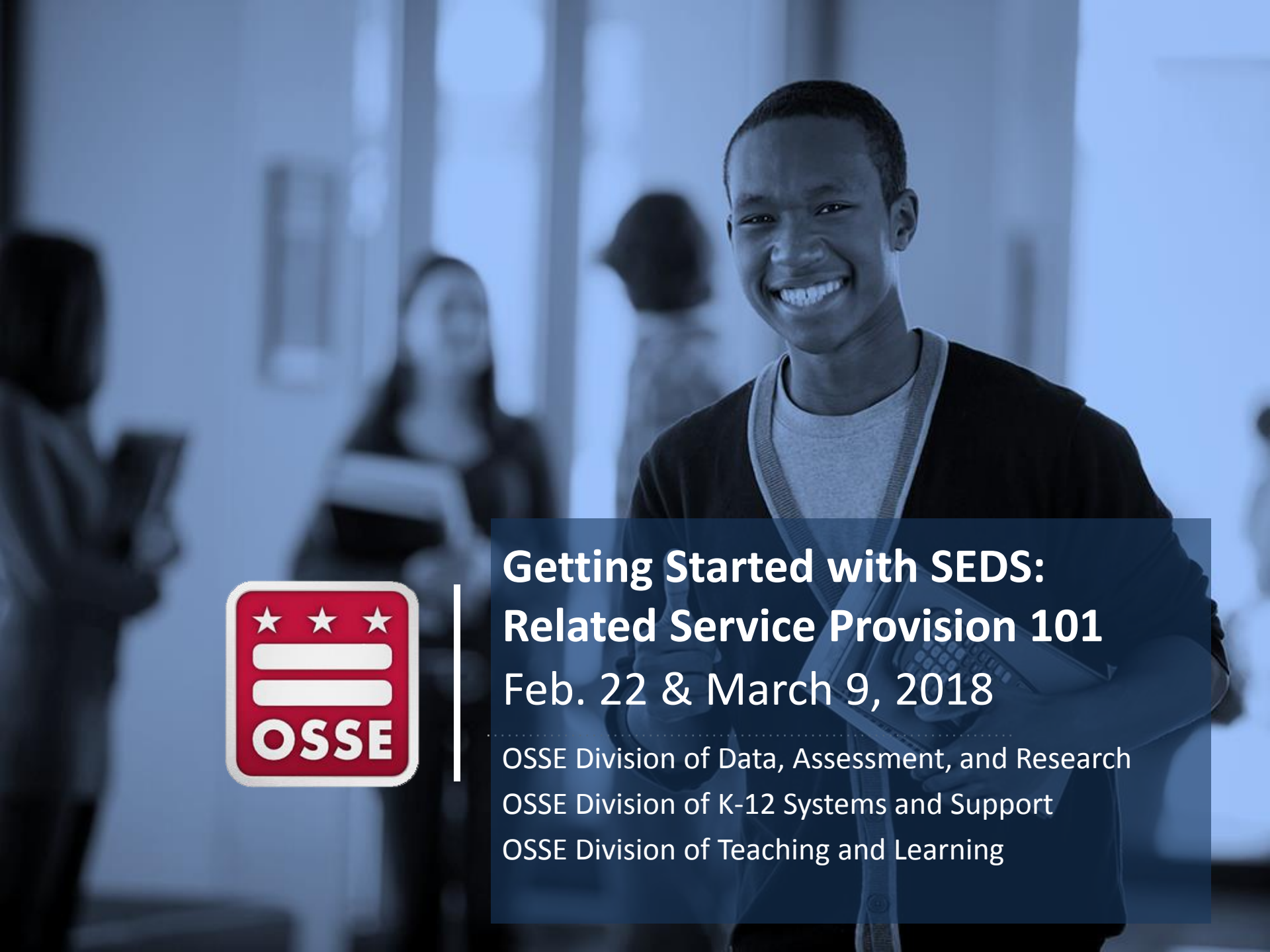


# Getting Started with SEDS: Related Service Provision 101

Feb. 22 & March 9, 2018

OSSE Division of Data, Assessment, and Research
OSSE Division of K-12 Systems and Support
OSSE Division of Teaching and Learning

# Agenda

I. Gaining access to SEDS

II. Caseload setup

III. Create a service log

- Delivered service session
- Missed service session
- Makeup service session
- Request support in removing an incorrect service log

IV. Generate a service tracker

V. Contribute to a progress report

VI. Q&A

# Gaining Access to SEDS

Part I: Access for LEA staff

Part II: Access for Nonpublic staff

# SEDS Access for LEA Service Provider

**Steps for SEDS access for related service providers (RSPs) who work at the LEA:**

1. RSP should contact the LEA Special Education Point of Contact (LEA SE POC) to request access.
2. LEA SE POC will create a SEDS account using RSP's name and LEA email address.
3. LEA SE POC determines level of access within SEDS and can assist in setting up caseload (or can delegate this to the special education coordinator (SEC)).
4. LEA SE POC provides SEDS training to the RSP to ensure RSP can correctly log services and follow LEA policies and procedures for using SEDS.

# SEDS Access for Nonpublic Service Provider

**SEDS access for nonpublic staff requires OSSE, the nonpublic, and LEAs to work together. Key players include:**

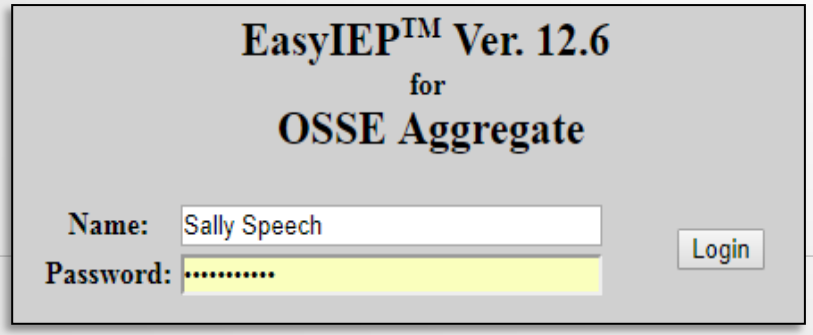
1. **Nonpublic SEDS Point of Contact (NP SEDS POC):** Each nonpublic campus has a designated POC who is responsible for:
   - Coordinating SEDS access for nonpublic staff
   - Training nonpublic staff on how to use SEDS
   - Email Edgar.Stewart@dc.gov if unsure who your POC is
2. **LEA Special Education Point of Contact (LEA SE POC):** Each LEA has a designated POC who oversees SEDS access for any user who serves students from that LEA.
3. **OSSE Help Desk Staff:** Only the NP SEDS POC and the LEA SE POC can communicate with the OSSE Help Desk by using the OSSE Support Tool.

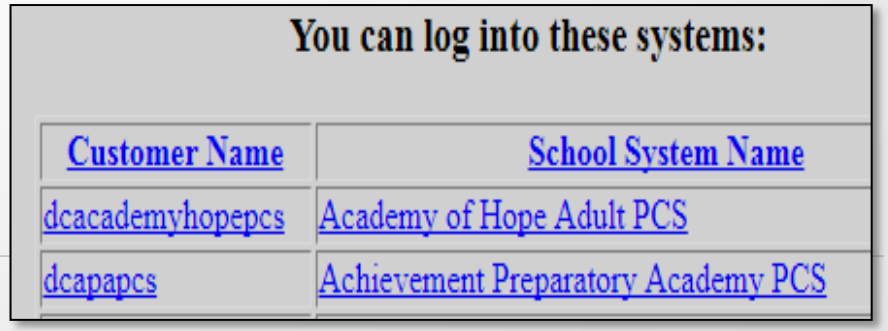
# STEP 1: Get a SEDS Aggregate Account

**Case Scenario:** Nonpublic program hires a new related service provider (RSP) who needs access to Student A and Student B, who are enrolled at two different LEAs in DC.

**STEP 1:** RSP needs a **SEDS aggregate account**, which allows RSP to access multiple LEAs' SEDS sites via one common login page.

- LEAs should **NEVER** create a SEDS account for a nonpublic staff.
- OSSE is responsible for creating nonpublic SEDS aggregate accounts.
- Nonpublic SEDS POC makes request in **OSSE Support Tool (OST),** including list of LEAs with students whom the RSP serves.
  - LEA SE POC can also make this request in the OST on behalf of a nonpublic user.

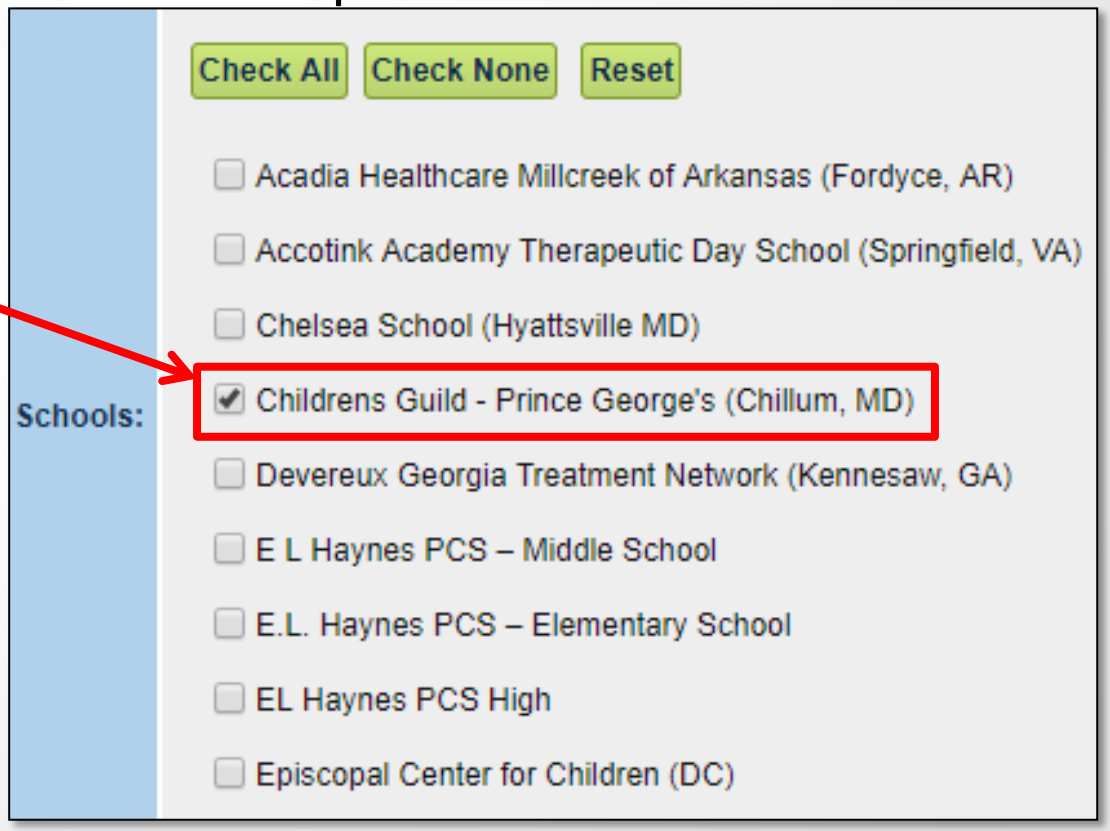


# Step 2: Get Access to Student Files

**STEP 2:** RSP now has a SEDS aggregate account, which includes access to LEAs' SEDS sites, but still cannot see her students in SEDS. **Each LEA SE POC** must update the RSP's user profile to include access to students who attend that nonpublic.

- **ONLY** the **LEA SE POC** for each LEA can grant access to student files for nonpublic staff. This is done by modifying the user profile to include **access to the nonpublic school campus.**
- **NP SEDS POCs** are responsible for **reaching out to each LEA SE POC** to make this request on behalf of nonpublic staff.




Email Edgar.Stewart@dc.gov to find out name of your NP SEDS POC.

# Troubleshooting Nonpublic SEDS Access

**Scenario:** Nonpublic RSP still cannot see her students in SEDS, nor log services, even though she has a SEDS account. **The LEA SE POC and NP SEDS POC should work together** through these steps to troubleshoot.

**Step 1**: LEA SE POC asks registrar to double check Student Information System (SIS) to ensure the nonpublic is listed as the **student's attending school campus.**

**Step 2:** LEA SE POC updates the RSP's user profile to ensure the **nonpublic campus box** is checked under "Schools."

**Step 3:** LEA SE POC confirms and/or updates the **RSP's user type** (e.g., speech pathologist).

**Step 4:** LEA SE POC selects the appropriate **"Can Provide"** designations.

**Step 5:** LEA SE POC **checks current IEPs** to ensure the correct related services are prescribed.

**Step 5:** Nonpublic SEDS POC, SEC, or LEA SE POC assigns students to the **RSP's caseload.**

| | Related Services |
|---|---|
| Services: | Can Provide |
| Audiology | ☐ |
| Behavioral Support Services | ☑ |
| Occupational Therapy | ☐ |
| Orientation and Mobility | ☐ |

# Caseload Setup

# Create a Service Log

- Delivered service session
- Missed service session
- Makeup service session
- Deleting incorrect service log

# Logging Related Service Provision in SEDS

**Q: When is a service log required?**

**A:** Related service providers (RSPs) must create a **separate service log** for each student for:

--Each session when a service was **delivered** to a student

--Each session when a service was **scheduled to occur, but was missed**

--Each **makeup session** where a service was delivered to a student

**Q: What is the deadline to create each service log?**

**A:** RSPs must create service logs in SEDS **within five business days** of the delivered (or missed) service date.

**PLEASE NOTE: Incorrect logs** may affect service trackers, monitoring and compliance, Medicaid billing, nonpublic payments, the Related Services Management Report, etc.

# Service Logs vs. Service Trackers

**Q: What is the difference between a service log and a service tracker?**

**Service Log:**

- Data entry tool in SEDS
- Captures details about a specific service session
- Must be created within five business days of the delivered (or missed) service session

**Service Tracker:**

- PDF document
- Sometimes referred to as a "service ticket"
- Combines information from multiple service logs all into one document
- Provider can designate what date range of service logs are shown (e.g., show all service logs for month of November)
- Provider can print off and physically sign this document*
- Must be generated in SEDS **at least once a month***

**Service tracker signature and frequency requirements discussed on later slide*

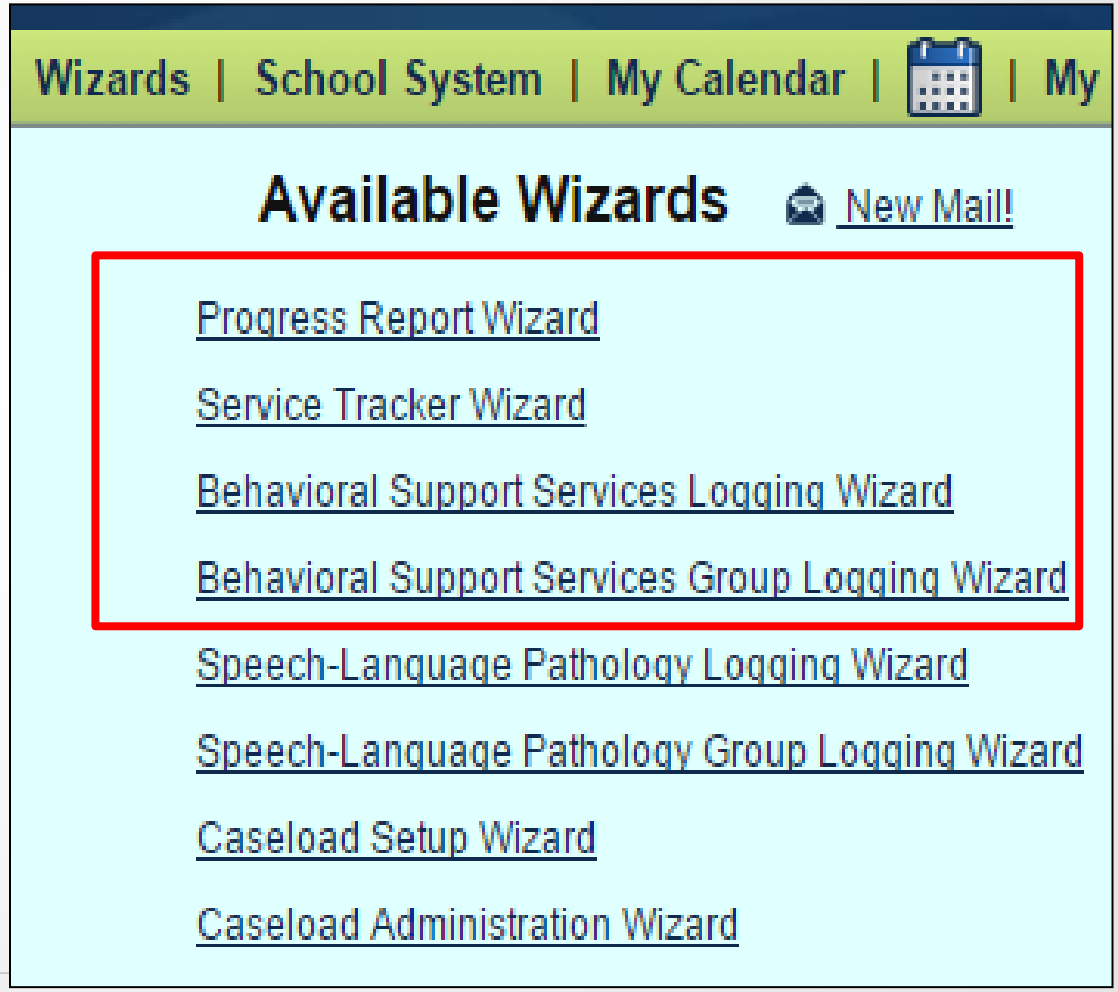
# Tools in SEDS to Document Services

RSPs will use the **"Wizards"** section of SEDS to document service provision through service logs, service trackers, and progress reports.

**LOGS:** Create **service log** using logging wizard (within **five business days** of each session).

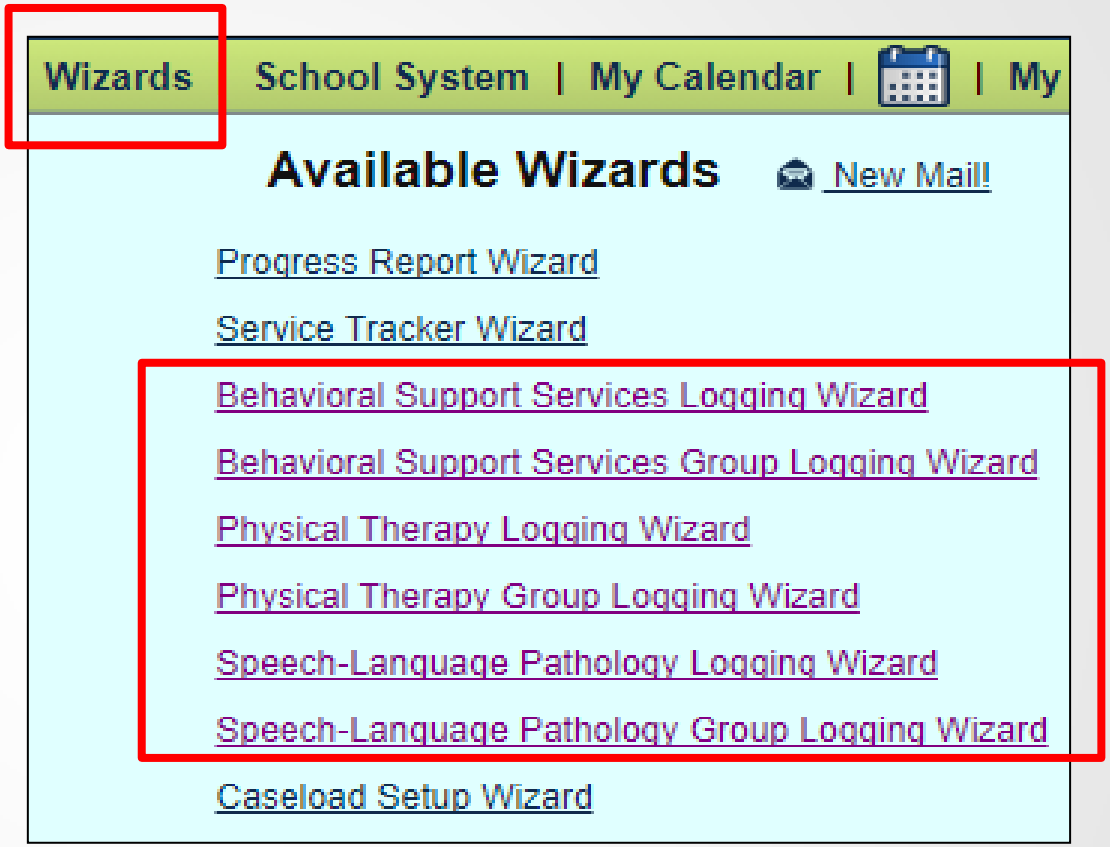
**TRACKERS:** Generate **service tracker** (LEA determines how often this is done, e.g., weekly or monthly).

**PROGRESS REPORTS:** Complete **progress report** (at end of progress reporting period).



# Service Logging Wizard

Related service providers (RSPs) should have a specific service **Logging Wizard** for each service delivery area they are authorized to provide.

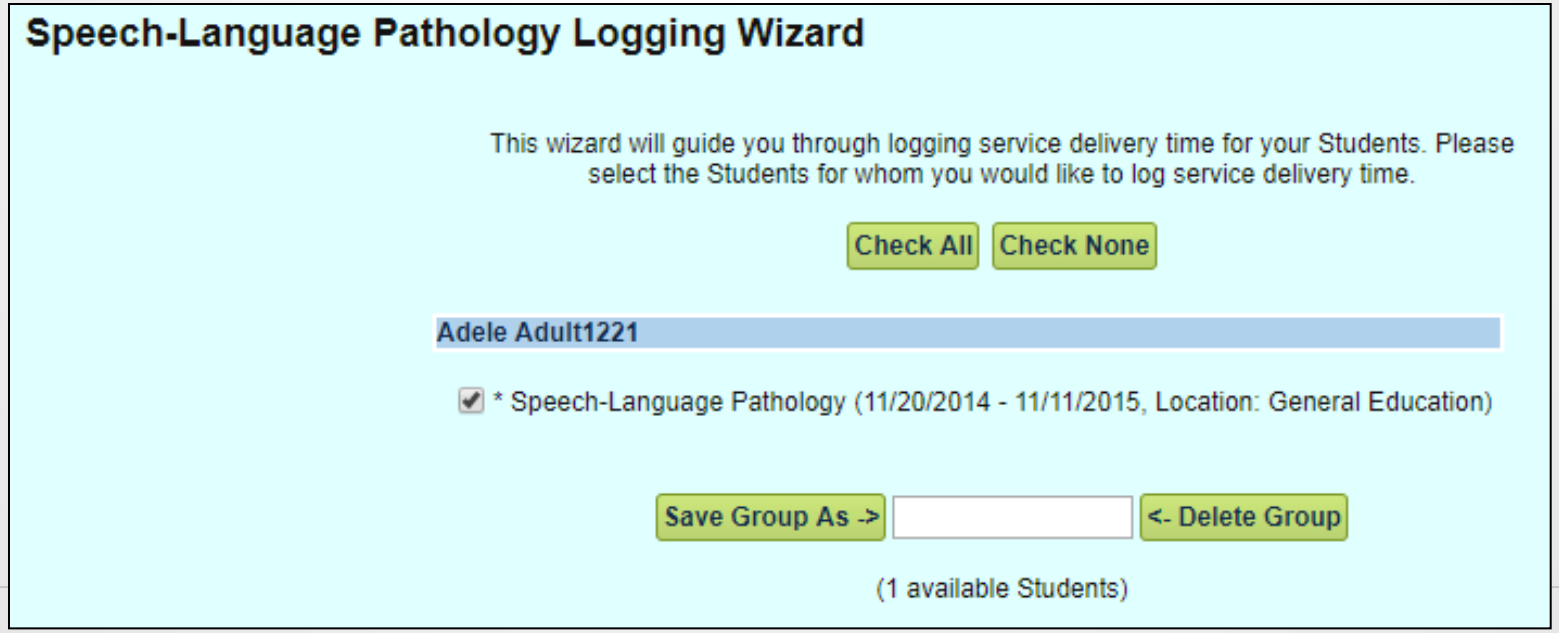



**NOTE:** If you do not see the logging wizard listed for your area please ask the **LEA Special Education POC** or other administrator to **update your SEDS user profile** to show you are certified to provide services in this area.

# Students Listed in Your Logging Wizard

**All students** for whom you deliver services should show up on this page. If a student is missing, perform these troubleshooting steps:

1. Ensure this service is prescribed on the student's **current finalized IEP.**
2. Ensure this student has been placed on your **caseload.**
3. Ensure your **own SEDS user profile** has the box checked for the **school campus** where this student attends school (see section on how to get access to SEDS for more details).



# Creating a Delivered Service Log

Within five business days of delivering a service session, the related service provider must create a service log in SEDS to capture the service session details.

Date of Service: 04/12/2017 *

Service Type: *

- Direct Service
- Consultation
- Student Absent
- Student Unavailable
- School Closure
- Provider Unavailable

This is a make-up Service.

Service Delivery:

- Attempted
- Delivered
- Not Attempted

**Choose "Direct Service" and "Delivered" as the status when service delivery occurs.**

Duration of Service: Hours Minutes : 30 *

Group Size: 2-3 *

**Individual service logs are still required for each participant in a group session.**

Progress Report: Maintaining *

Comments: Type notes here about the session, for easy reference later. These notes will appear on the Service Tracker and in the Related Services Management Report (RSMR) in Qlik.

# Creating a Missed Service Log: Student Absent

When a service is **scheduled, but is missed,** the RSP must create a service log to reflect the missed session. In this example, the **student was absent, but the provider was available and ready.**

**NOTE: Never put zero minutes. Always log the minutes that were scheduled to happen.**

Date of Service: 04/13/2017 *

This is a make-up Service.

Service Delivery: Attempted / Delivered / Not Attempted

**"Attempted" is provider was available and student was absent or unavailable.**

Service Type: *
- Direct Service
- Consultation
- Student Absent
- Student Unavailable
- School Closure
- Provider Unavailable

Duration of Service: Hours | Minutes: 30 *

**Never put zero minutes for a missed service log.**

Group Size: 2-3 *

**Select group size that would have occurred if service was delivered as planned.**

Progress Report: Not applicable *

Comments: Type notes here about why the session was missed for documentation purposes. These comments will show up on the service tracker and the Related Services Management Report (RSMR).

# Creating a Missed Service Log: Provider Absent

In this example, the **student was available,** but the **provider was absent.**

**Never put zero minutes. Always log the minutes that were scheduled to happen.**

Date of Service: 04/13/2017 *

Service Type: Direct Service / Consultation / Student Absent / Student Unavailable / School Closure / Provider Unavailable *

This is a make-up Service.

Service Delivery: Attempted / Delivered / Not Attempted

**"Not Attempted" is when provider was absent or unavailable.**

Duration of Service: Hours [ ] : Minutes 30 *

**Never put zero minutes for a missed service log.**

Group Size: 2-3 *

**Select group size that would have occurred if service was delivered as planned.**

Progress Report: Not applicable *

Comments: Type notes here about why the session was missed for documentation purposes. These comments will show up on the service tracker and the Related Services Management Report (RSMR).

# Creating a Makeup Service Log

When a makeup session occurs, the provider must create a service log to document this makeup session.

Date of Service: 04/18/2017 *

Service Type: Direct Service *

Makeup sessions are considered "Direct Service"

☑ This is a make-up Service.

Date Service was Originally Due: 04/13/2017 *

Service Delivery: Delivered

Duration of Service: Hours [ ] : Minutes 30 *

Group Size: 2-3 *

Choose the group size to reflect what happened in the makeup session.

Progress Report : Progressing *

Very important to include makeup session info in comments box.

Comments:

PLEASE NOTE: The Service Tracker will NOT show the checked box above that says "This is a make-up Service" so it is important to type comments in this box about how this is a makeup service and what missed session this session is making up for. These notes will appear on the Service Tracker and in the Qlik RSMR report. Also include a few notes about how the session went and if the student is progressing.

# Confirming a Service Log Entry

Do you, **New Trainer1270**, confirm that the following information is correct?

| | |
|---|---|
| Service: | Speech-Language Pathology |
| Service Provided by: | New Trainer1270 |
| Student's Name: | Adele Adult1221 |
| Date of Service: | 04/12/2016 |
| Service Type: | Student Absent |
| Date Service was Originally Due: | |
| Service Delivery: | Attempted |
| Duration of Service: | 30 mins |
| Group Size: | 1 |
| Progress Report : | Not applicable |
| Comments: | Type notes here about why the session was missed for documentation purposes. These comments will show up on the service tracker and the Related Services Management Report (RSMR). |
| Areas Covered/Assessed: | Speech/ Language Service/ Treatment |

**NOTE:** Once a service log is saved, the provider has one more chance to verify that its contents are correct, prior to final submission. If an incorrect log is submitted, the provider must ask the LEA SE POC to delete the incorrect log as soon as possible, and then create the correct log to replace it.

Yes, Log this Service

Yes, Log this Service, then Allow me to Log Another Instance for this Student/Service

No, Allow me to Correct this Information

(Please use this button to make corrections)

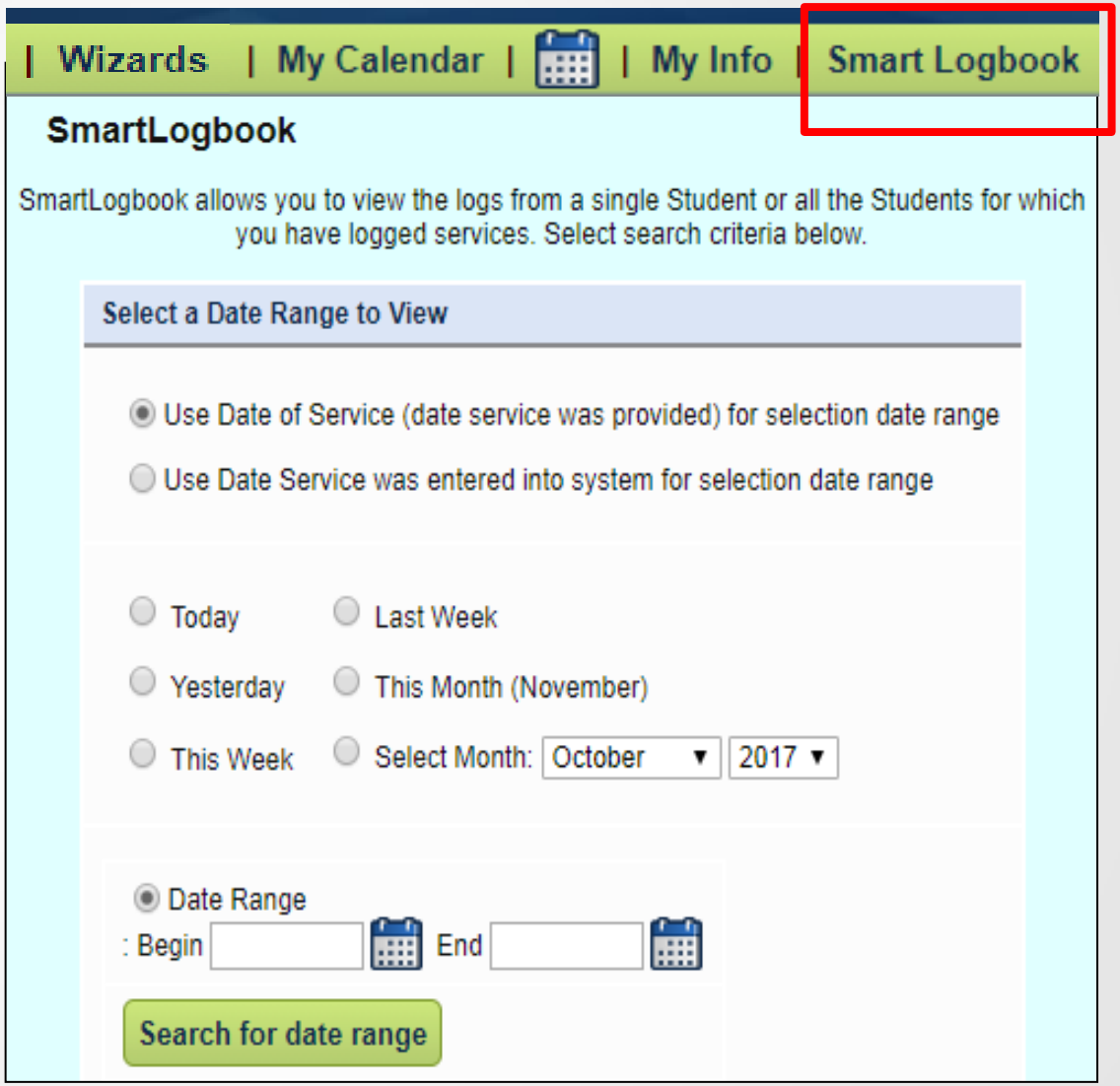
No, I Wish to Abort this Entry

# Review/Delete a Service Log

SEDS users can use the **"Smart Logbook"** to:

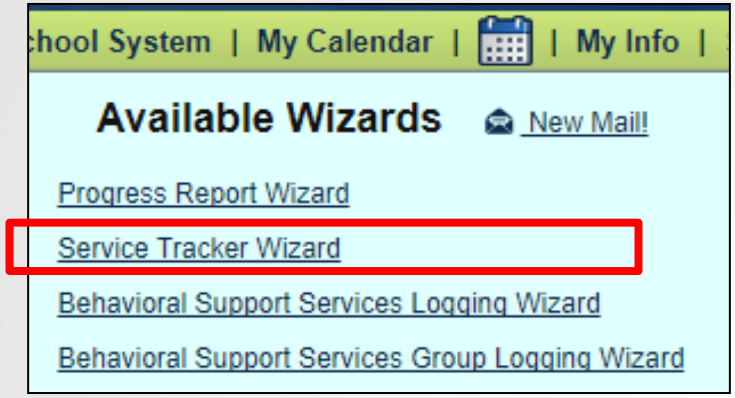
- Review all service logs created for a student.
- Request for a **incorrect service log** to be deleted.

**NOTE:** If you make this request, you will need to **notify the LEA Special Education POC that this request is pending in their account.**



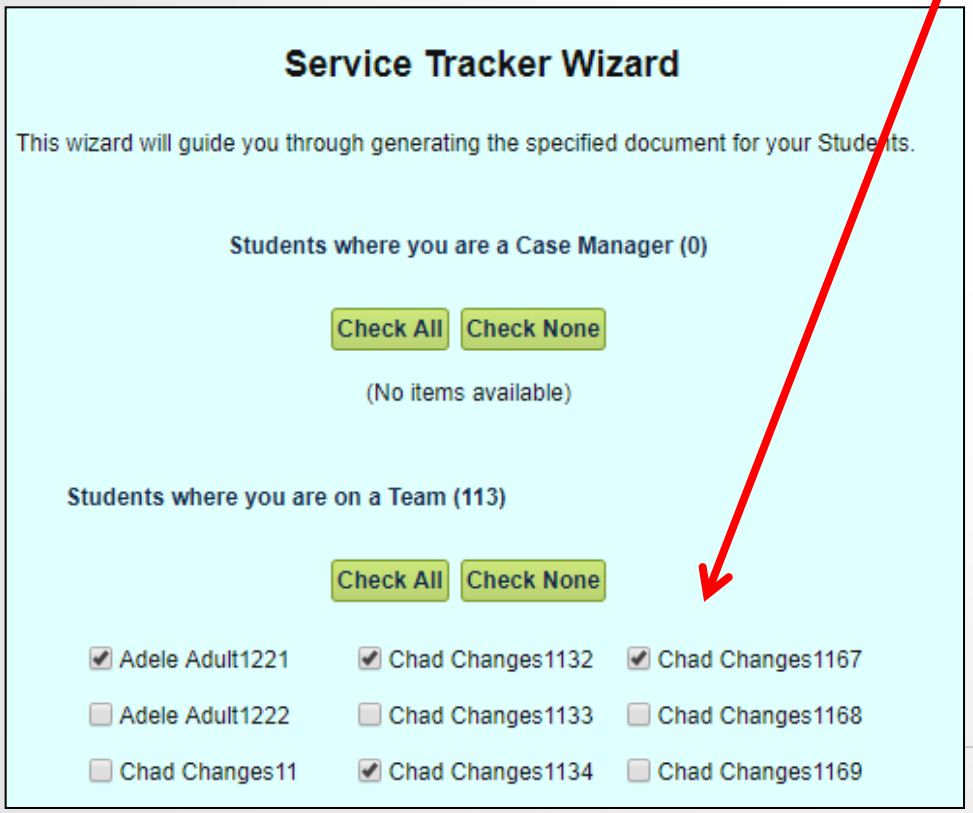
# Generate a Service Tracker

# Generating a Service Tracker

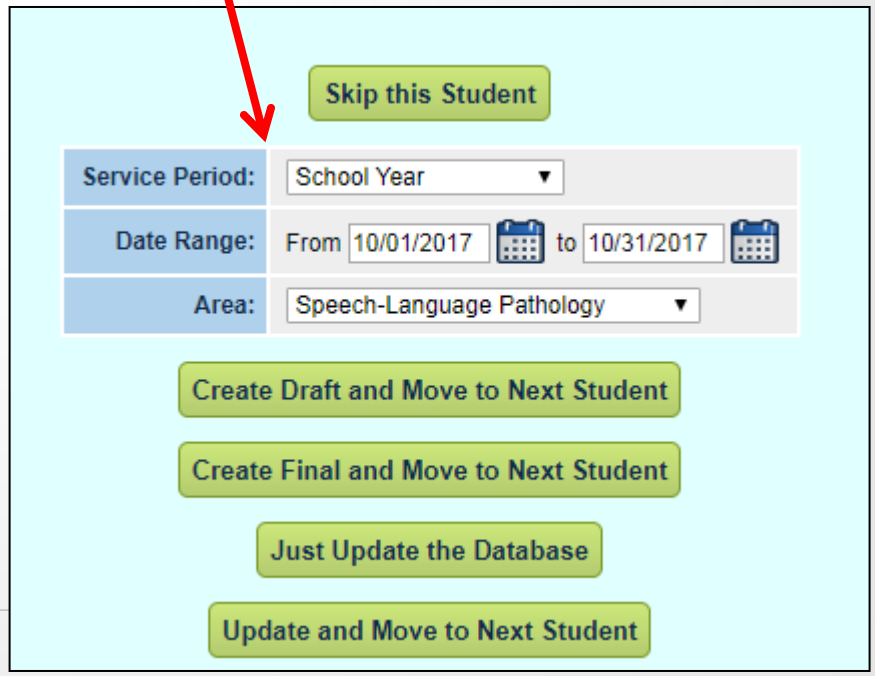



Service providers should have access to the **"Service Tracker Wizard"** in SEDS.

To save time, trackers can be generated for multiple students in one batch.




Specify the service period, date range, and area of service delivery for each student.



# Sample Service Tracker Document

This tracker shows two delivered service logs and one missed service log.

These are the only logs that exist for this student for the date range selected when generating the service tracker.

DRAFT

**LEA/School Information**

**LEA of Enrollment:** Docs Demo
**School/Site:** Academy 810
**School Address:** 810 1st Street NE, Washington, DC 22222

**Case Manager:**
**School Phone:**

**Service Date Range:** 05/16/2016 to 07/29/2016
**Provider Name:** New Trainer1270

**IEP Start Date:** 11/20/2014
**IEP End Date:** 11/19/2015
**Service Code:** Speech-Language Pathology
**Report Date:** 04/04/2017

| Date of Service | Service Type | Duration | Group Size | Area Covered | Response | ESY Service? | Provider Initials |
|---|---|---|---|---|---|---|---|
| 06/15/2016 | Direct Service | 60 | 1 | Speech/ Language Service/ Treatment | Inconsistent | No | |
| **Progress Notes:** I worked with Adele for one hour during her first week of ESY. She is doing okay in some areas, but really struggling in other areas. | | | | | | | |
| 06/22/2016 | Direct Service | 60 | 2-3 | Speech/ Language Service/ Treatment | Maintaining | No | |
| **Progress Notes:** I met with Adele during her 2nd week of ESY. She is at the same level she was at last week, but hasn't made any no-table progress with her /z/ and /s/ sounds. | | | | | | | |
| 07/18/2016 | Student Absent | 60 | 1 | Speech/ Language Service/ Treatment | Not applicable | No | |
| **Progress Notes:** Adele went to the beach with her friends and skipped out on ESY, so I was not able to provide her weekly speech service. | | | | | | | |

By signing and dating this service tracker report, I agree that all documented direct services are complete and accurate.

Provider Signature: _____ Credentials: _____ Date: _____

Supervisor Signature: _____ Date: _____

# Service Tracker Requirements

**Frequency:** Service trackers must be generated **at least once a month** for each student for each related service area on the IEP.

- LEAs can require ***more frequent*** service tracker generation, so ask your LEA Special Education POC about this requirement.

**Signature:** OSSE does **not** require a physical signature (generating a PDF service tracker constitutes the "electronic signature" of the provider).

- **Exception:** Interns and assistants must have trackers signed by fully licensed supervisor, then uploaded into SEDS.
- LEAs can choose to require a physical signature by all providers.

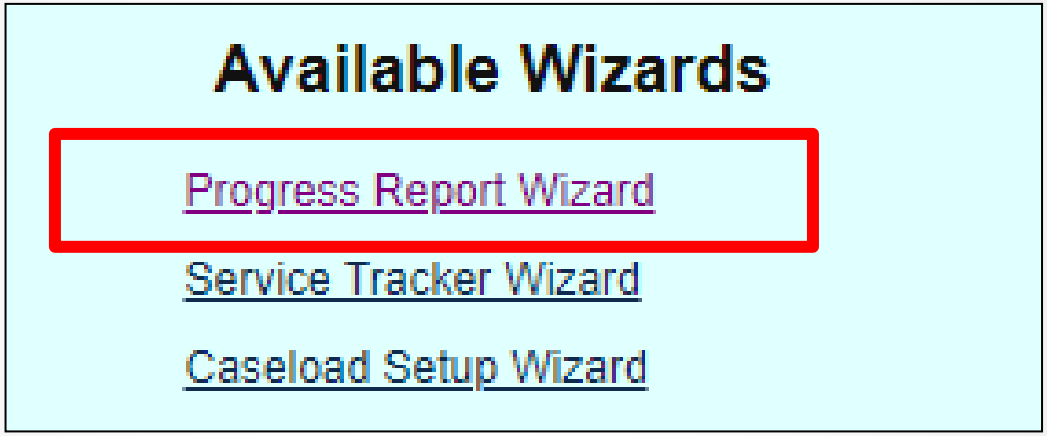
**TIP:** Completed trackers will show up in a student's document tab.

Documents created for Adele Adult1221 (School Year: 2017-2018

| Doc ID | Date Generated | Document | | Batch | Received |
|---|---|---|---|---|---|
| 44364 | 11/14/2017 | Speech-Language Pathology - Service Tracker | PDF | ☐ | ☐ |
| 44159 | 10/17/2017 | New Eligibility Determination | PDF | ☐ | (Draft) |
| 44117 | 10/12/2017 | Speech-Language Pathology - Service Tracker | PDF | ☐ | ☐ |
| 44116 | 10/12/2017 | Physical Therapy - Service Tracker | PDF | ☐ | ☐ |
| 43921 | 09/26/2017 | Speech-Language Pathology - Service Tracker | PDF | ☐ | ☐ |
| 43920 | 09/26/2017 | Speech-Language Pathology - Service Tracker | PDF | ☐ | ☐ |

# Contribute to a Progress Report

# Contribute to a Progress Report



# Q&A

# Thank you!

**Questions about SEDS EasyIEP:**
Contact your LEA Special Education Point of Contact (LEA SE POC) or Nonpublic SEDS Point of Contact (NP SEDS POC)

- NOTE: If you are the LEA SE POC or NP SEDS POC, please contact OSSE using the OSSE Support Tool

**TOTE and transportation questions:**
DOT.data@dc.gov or TOTE Hotline (202) 576-5520

**Questions about nonpublic responsibilities and compliance:**
Dr. Edgar Stewart, Edgar.Stewart@dc.gov

**Special education policy questions:**
OSSE.DSEpolicy@dc.gov