

Related Services Management Report (RSMR)

Overview of the New RSMR in Qlik Sense



September 2016

OSSE Division of Data, Assessment, and Research

OSSE Division of Elementary, Secondary, and Specialized Education

Training Agenda

- I. Introduction to the RSMR
- II. Current RSMR tool in SEDS
- III. Overview of Qlik Sense
- IV. New RSMR Tool in Qlik Sense
- V. RSMR Case Studies
- VI. Missed Services
- VII. Conclusion



Introduction to the RSMR

Purpose of Report

Contents of Report

Purpose of the RSMR

- The RSMR is a report that compares the amount of time a related service is **prescribed** on a student's IEP to the amount of time the service is actually **provided**.
- The RSMR is based on data entered by the service provider via the **Service Logging Wizard** in SEDS.
- This report assists school leaders and managers in:
 - Determining if providers are delivering services as prescribed on the IEP (e.g., duration, frequency, setting, etc.)
 - Managing caseload assignments,
 - Managing service provider resources, and
 - Addressing any discrepancies in services to students.

Contents of the RSMR

The RSMR pulls together data from SEDS, including:

- Student names and demographic info
- Amount and types of services prescribed on IEP
- Amount and types of services provided over a set time period
- The providers assigned on the IEP and/or who delivered the services (if different)
- Amount of missed services and reasons for missed services

The report also includes calculations generated from the raw data:

- Percent of services prescribed that were completed
- Productivity percentage for providers



Current RSMR Tool in SEDS

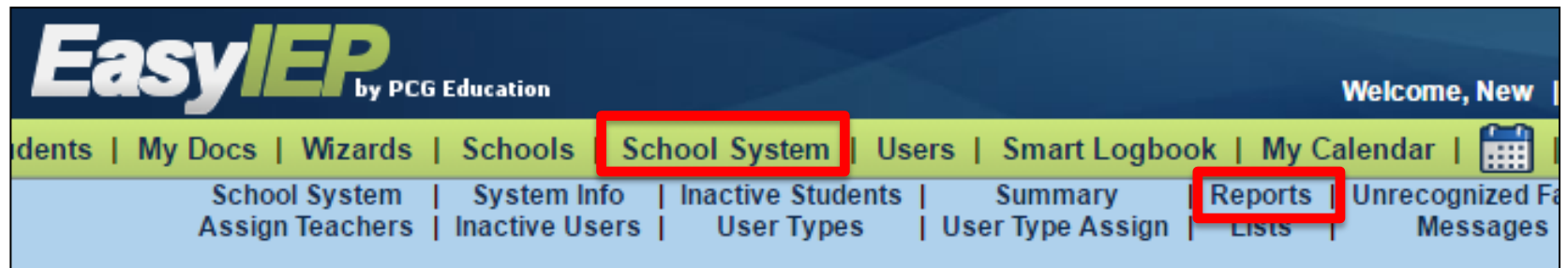
How to Generate a Report

Report Access and Display

How to Generate a Report in SEDS

Any service provider who uses SEDS to log services also has the ability to generate the RSMR for his/her own caseload. However, a **valid email** must be listed on your **'My Info'** page in order to view the report.

Within SEDS, click "School System" then "Reports."



From the list of reports, select **"Related Services Management Report (excel)."**

Table Verification Report (TXT)	BJ - Rate of Timeliness Report - IEP (RAW)
DC Message Board	SmartLogbookReportDTLS
User All	Related Services Management Report (excel)
EasyFax Compliance Report	Related Services Management
Usage	Related Services Management (Yearly)

How to Generate a Report in SEDS

Select the time period, provider, and school.

Then select the type(s) of service provided.

*Date Selection: ☒ Weekly ☐ Monthly

*School Year to review: 2015-2016 ▼

*Week: 5/23/2016 - 5/29/2016 ▼

Provider Name: Speech, Sheila ▼

School: All Associated Schools ▼

<input type="checkbox"/> Audiology (AUD)	<input type="checkbox"/> Occupational Therapy (OT)	<input type="checkbox"/> Recreation (REC)
<input type="checkbox"/> Behavioral Support Services (BSS)	<input type="checkbox"/> Orientation and Mobility (O&M)	<input type="checkbox"/> Rehabilitation Counseling (RC)
<input type="checkbox"/> Art Therapy	<input type="checkbox"/> Parent Counseling and Training (PCT)	<input type="checkbox"/> School Health and School Nursing (SHN)
<input type="checkbox"/> Psychology	<input type="checkbox"/> Physical Therapy (PT)	<input checked="" type="checkbox"/> Speech-Language Pathology (SLP)
<input type="checkbox"/> Social Work		

School Category/Cluster:

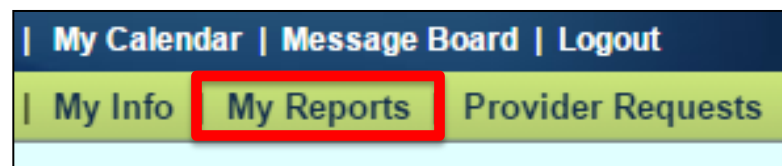
*Report Options: ☐ Student PDF ☐ Provider PDF ☒ Excel - Raw Output

Select the school category, if applicable, and the type of report (PDF or Excel). Then generate the report.

Generate Report

Report Access and Display in SEDS

It may take several minutes for the report to become available. You will receive an email when the report is ready. Generated reports can be found under the 'My Reports' tab.



The first part of the report will display school and provider information, and demographic info for the student.

	A	B	C	D	E	F	G	H	I	J	K	L	M
	School Category	School	School	Assigned			Data	Student	Student			Date Of	
1	/Cluster	Code	Name	Provider	Logged Provide	Discipline	Review	ID	Last	First	Grad	Birth	Age
2	Sample School	777	Test School	Eight Provider	None	Behavioral Support Services		8888888	Test1	Student1	10	12/1/1985	17
3	Sample School	777	Test School	Three Provider	None	Behavioral Support Services		8888890	Test2	Student2	11	12/1/1985	17
4	Sample School	777	Test School	Three Provider	Provider, Three	Behavioral Support Services		8888892	Test3	Student3	10	12/1/1985	17
5	Sample School	777	Test School	Three Provider	None	Behavioral Support Services		8888894	Test5	Student5	10	12/1/1985	16
6	Sample School	777	Test School	Three Provider	None	Behavioral Support Services		8888895	Test6	Student6	11	12/1/1985	17
7	Sample School	777	Test School	Three Provider	Provider, Three	Behavioral Support Services	*	8888896	Test7	Student7	10	12/1/1985	16
8	Sample School	777	Test School	Three Provider	None	Behavioral Support Services		8888896	Test7	Student7	10	12/1/1985	16
9	Sample School	777	Test School		None	Behavioral Support Services		8888900	Test10	Student10	10	12/1/1985	16
10	Sample School	777	Test School	Eight Provider	None	Behavioral Support Services		8888902	Test12	Student12	9	12/1/1985	16
11	Sample School	777	Test School	Three Provider	Provider, Three	Behavioral Support Services		8888903	Test13	Student13	11	12/1/1985	14
12	Sample School	777	Test School	Three Provider	Provider, Three	Behavioral Support Services		8888904	Test14	Student14	10	12/1/1985	15

Report Access and Display in SEDS

The report displays what is prescribed on the student's IEP, the amount of services provided, the percentage of services completed, and the provider's productivity.

It also displays the amount of time logged as missed services for each category of missed service.

O	P	Q	R	S	T	U	V	W	X
	Prescribed Services	Prescribed Services	Delivered Services	% Services Complete	% Productiv	Student Absent	Student Unavailable	School Closed	Provider Unavailable
IEP Date	(IEP)	(Min)	(Min)			(Min)	(Min)	(Min)	(Min)
9/27/2010	30 min/wk	30	0	0	0	0	0	0	0
9/10/2010	30 min/wk	30	0	0	0	0	0	0	0
1/15/2010	1 hr/wk	60	5	8	8	0	0	0	0
9/30/2010	60 min/wk	60	0	0	0	0	0	0	0
9/30/2010	30 min/wk	30	0	0	0	0	0	0	0
9/27/2010	30 min/day	180	30	17	17	0	0	0	0
9/27/2010	30 min/wk	180	0	0	0	0	0	0	0
1/11/2010	60 min/wk	60	0	0	0	0	0	0	0
9/17/2010	30 min/wk	30	0	0	0	0	0	0	0
8/31/2010	30 min/wk	30	30	100	100	0	0	0	0
9/29/2010	60 min/wk	60	30	50	50	0	0	0	0
9/24/2010	1 hr/wk	60	0	0	0	0	0	0	0

Report Access and Display in SEDS

The RSMR can also be displayed in 'student view' which shows all details about each student separately. This is in PDF format only.

Data Review	Student ID	Student Name	Grade	Related Service	IEP Date	Prescribed Services (IEP)	Prescribed Services (Min)	Delivered Services (Min)	% Delivered	Assigned Provider			
	1234567890	Jane Doe	KG	SLP	06/11/2008	60 min/wk	240	120	50 %				
Logged Provider Pamela Provider		Direct Service (Min) 120		% Productivity 75 %		Student Absent (Min) 60		Student Unavail. (Min) 0		School Closed (Min) 0		Provider Unavail. (Min) 0	

Similarly, a PDF report can be generated in 'provider view' which lists all of the students to whom a provider has been assigned, the total time as prescribed on all student IEPs, and the total time the service was delivered.

OSSE Special Education Data System (SEDS) Related Services Management Report - Provider View Date Range: From 11/01/2008 to 11/30/2008 # School Days Counted: 17

REPORT CRITERIA:

School Category/Cluster: Cluster 1

School: Default

Services: ALL

Provider: Default

School Category/Cluster: Cluster 1

School: Garfield ES

Data Review	Student ID	Student Name	Gr.	Related Service	IEP Date	Prescribed Services (IEP)	Prescribed Services (Min)	Delivered Services (Min)	% Delivered	% Productivity	Student Absent (Min)	Student Unavail. (Min)	School Closed (Min)	Provider Unavail. (Min)
Provider Name: Candi Peterson														
*	1234567	Jane Doe	5	BSS	02/15/2008	1 hr/wk	240	1005	419 %	419 %	0	0	60	0
*	1234567	John Doe	5	BSS	10/09/2008	30 min/wk	120	0	0 %	50 %	0	60	0	0
	1234567	Jimmy Doe	5	BSS	04/18/2008	30 min/wk	120	120	100 %	150 %	0	60	0	0
TOTALS:							480	1125	234 %	259 %	0	120	60	0



Overview of Qlik Sense

Purpose of Qlik

Qlik Dashboard

Types of Applications

Access to Qlik

Qlik Trainings and Resources

Purpose of Qlik

What is Qlik Sense?

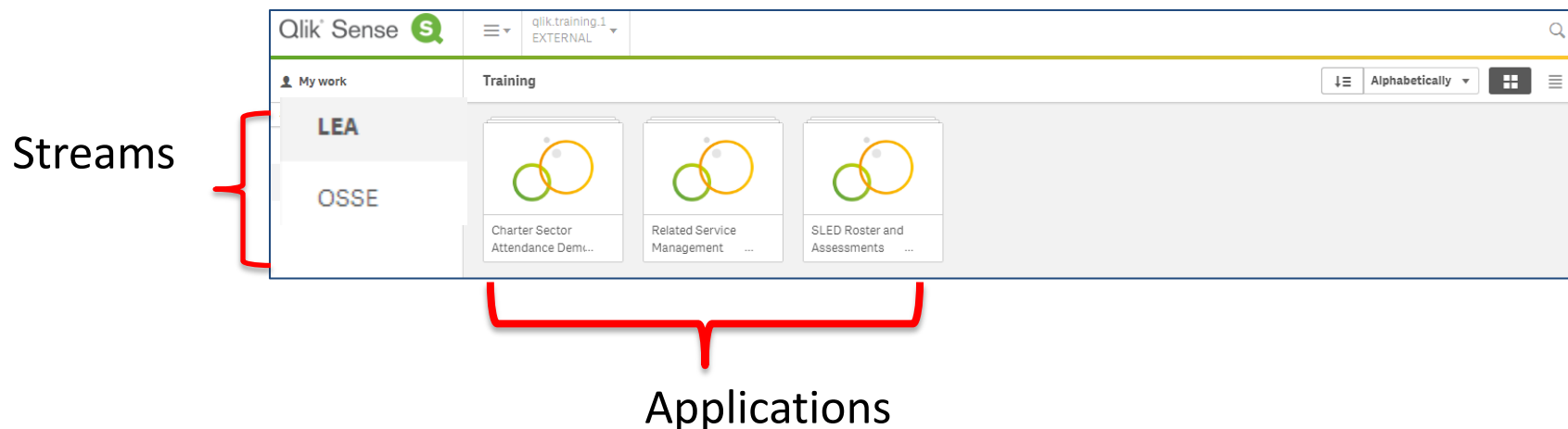
Qlik Sense is a self-service data application that empowers users to easily create a range of flexible, interactive visualizations.

Qlik Sense delivers:

- Visualization
- Ease of exploration
- User-driven, drag-and-drop creation
- Collaboration and storytelling

Qlik Dashboard

Below is a screenshot of an LEA's Qlik dashboard.



The LEA stream – contains applications applicable to the LEA and may contain student level data.

NOTE: All student level data will only appear if the student is associated with the LEA.

The OSSE steam – contains applications with general state level data applicable to all LEAs.

Types of Applications

The availability of applications within Qlik is determined based on your SLED credentials. Below is a list of the applications within Qlik:

1. Ninth Grade Transition
2. Attendance Anomalies
3. Charter Sector Attendance
4. PARCC and MSAA Results
5. SLED Roster and Assessments
6. Unified Data Errors for the 2016-17 school year
7. Related Service Management Report (RSMR)

Access to Qlik

In order to access Qlik, a user **must** complete two steps:

1. Obtain SLED credentials

- To receive SLED credentials, send an email to SLED.info@dc.gov

2. Receive a token from OSSE

- LEA SE POCs listed on the official LEA Contact List in eSchoolPlus have been granted a token, and should have received an email from OSSE.DARtraining@dc.gov.
- LEA Data Managers are responsible for updating this list.

Access to Qlik

There are multiple ways to access Qlik.
Below are the two common ways:

1. Go to [SLED](https://sled.dc.gov) and click on the Reports tab. Click on the OSSE Analysis Tool
2. Go directly to:
<https://analysis.osse.dc.gov>

A screenshot of the Qlik Sense login page. The page shows the SLED logo, the DC STATEWIDE LONGITUDINAL EDUCATION DATA SYSTEM header, and the Qlik Sense logo. The login form includes fields for Email and Password, and a Log in button. The URL in the browser address bar is <https://reports.osse.dc.gov/EnterpriseReports/Account/Login?ReturnUrl=%2fEnterpriseReports%2fAnalysis%3f1%26proxyRestUri%3dhttps%253a%252f%252fossessrsprd01.dcgov.pri>.

Qlik Trainings and Resources

OSSE Qlik Sense Training for LEAs:

<http://osse.dc.gov/node/1142807>



Qlik | Community

Home Content People Places Links -

All Places > Qlik Sense Forums > Qlik Sense Resource Library > Documents

New to Qlik Sense Videos





Version 105

Created by [Josh Good](#) ★ on Jul 21, 2014 5:36 PM. Last modified by [Michael Tarallo](#) ★ on Jul 28, 2016 10:30 AM.

Below are a selection of videos organized by topic. Click the video image thumbnail to be brought to that video.

NOTE: The NEW [Qlik Help Channel](#) on YouTube has the latest and greatest how-to's and video presentations. If you don't find it here, be sure to check it out. Don't forget about the [Qlik Online Help](#) as well. It has videos, samples, tutorials and more.

Video topics include:

-  What's New in Qlik Sense 3.0 - **NEW**
-  New to Qlik Sense Cloud Videos
- Introduction to Qlik Sense
- Qlik Sense Key Capabilities
- Data Loading and Modeling
- Creating Apps and Visualizations
-  Integration and Mash-Ups and API
- Tips and Techniques
- Complete Step by Step Tutorials
-  Qlik Sense Enterprise Server Videos
- Qlik Sense in 60 - YouTube Playlist

New to Qlik Sense Videos:

<http://community.qlik.com/docs/DOC-6932>



New RSMR Tool in Qlik Sense

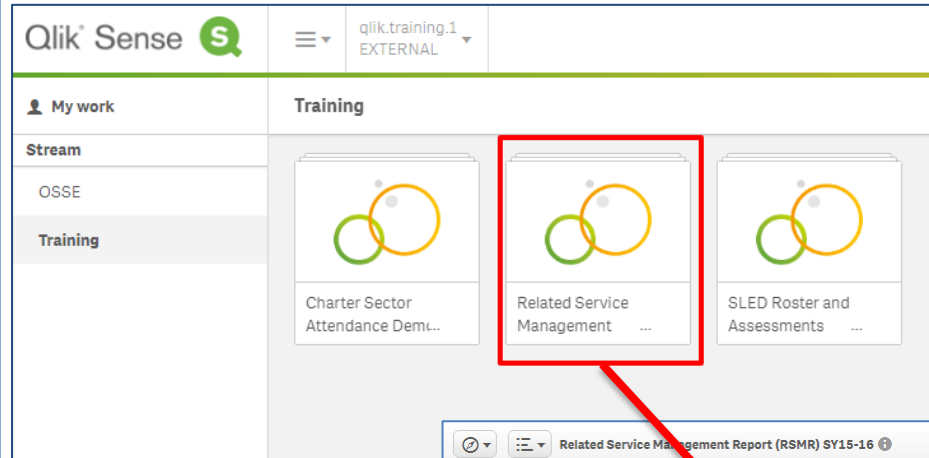
Report Dashboard

Report Features

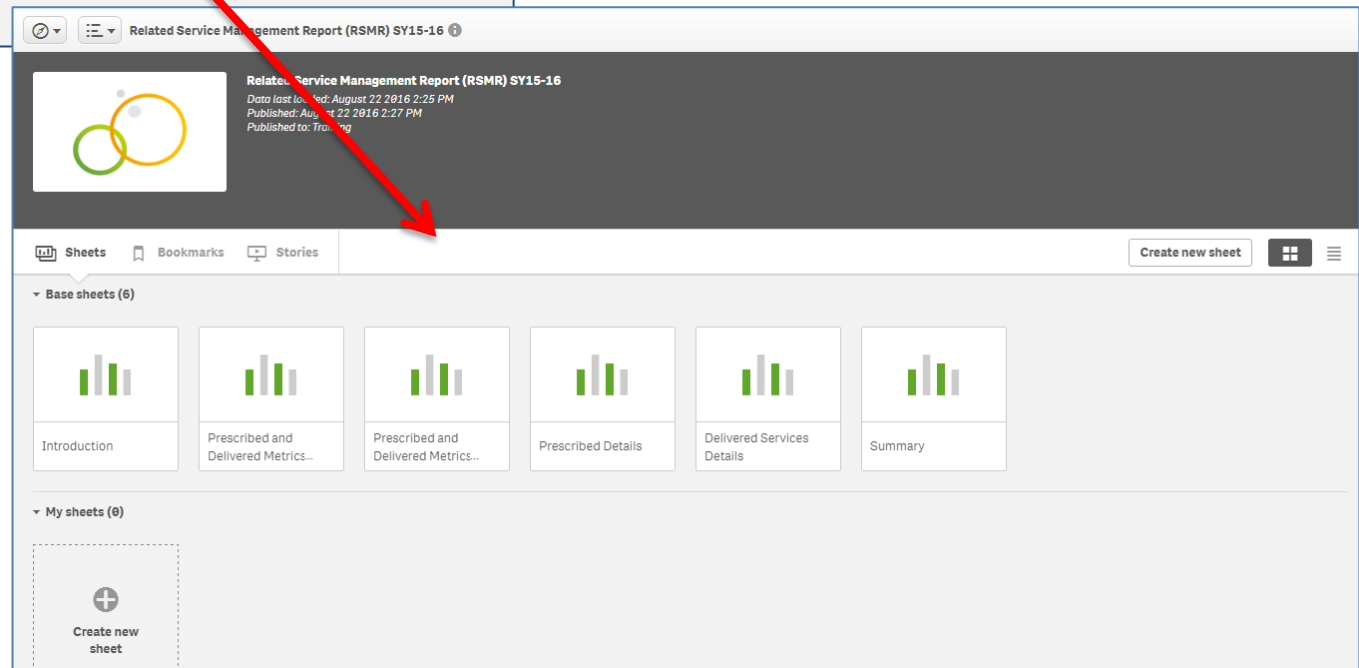
Scope of Report

Access to Report

Report Dashboard



Once you click on the RSMR app, you will see the six sheets below in the app overview.



Report Features

Each of the six sheets features different parts of the RSMR, and displays the data in unique ways. The six sheets include:

1. Introduction
2. Prescribed and Delivered Metrics Per Time Period
3. Prescribed and Delivered Metrics Per Provider
4. Prescribed Details
5. Delivered Services Details
6. Summary

Scope of Report

In the RSMR application, a user can select from over 20 data elements to filter and sort. The most common filter categories are provided on the main dashboard.

The screenshot displays the 'Related Service Management Report (RSMR) SY15-16' application. The interface includes a top navigation bar with a title, a toolbar with icons for search, view, and edit, and a breadcrumb trail showing 'Introduction'. Below the navigation bar, there is a search bar and a 'Date' filter set to '21 of 56'. The main content area is titled 'Introduction' and features the OSSE logo. The report title 'Related Service Management Report (RSMR) SY15-16' is prominently displayed, followed by a description: 'This report identifies the prescribed and delivered services for SY1516 dates and students selected. Data can be filtered additionally with the parameters listed here.' A 'Select Date Range' dropdown is set to '09/14/2015 - 10/12/2015 [21 / 29]'. The interface is organized into several sections: 'Assigned Provider NPI' and 'Delivered Logged Provider NPI' tables, a 'Prescribed Service' list, a 'Delivered Service Type' list, and a 'Student Information' section with fields for 'USI', 'Student Name', 'Gender', and 'Grade'. The 'Assigned Provider NPI' table lists providers 15, 16, 21, 28, 33, and 38. The 'Delivered Logged Provider NPI' table lists providers 1, 2, 7, 12, 17, and 19. The 'Prescribed Service' list includes Adapted Physical Education, Audiology, Behavioral Support Services, Occupational Therapy, Orientation and Mobility, Physical Therapy, and Speech-Language Pathology. The 'Delivered Service Type' list includes Consultation, Direct Service, Provider Unavailable, School Closure, Student Absent, and Student Unavailable. The 'Student Information' section includes fields for 'USI', 'Student Name', 'Gender', and 'Grade'. The bottom section contains filters for 'Serving School Name', 'Serving School Type', 'Event ID', 'Extended School Year Per IEP', 'Make Up Service', 'Consultation Per IEP', and 'Deleted Service'.

Related Service Management Report (RSMR) SY15-16

Date: 21 of 56

Introduction

Related Service Management Report (RSMR) SY15-16

This report identifies the prescribed and delivered services for SY1516 dates and students selected. Data can be filtered additionally with the parameters listed here.

Select Date Range: 09/14/2015 - 10/12/2015 [21 / 29]

Assigned Provider NPI	Delivered Logged Provider NPI
Assigned Provider 15	Logged Provider 1
Assigned Provider 16	Logged Provider 2
Assigned Provider 21	Logged Provider 7
Assigned Provider 28	Logged Provider 12
Assigned Provider 33	Logged Provider 17
Assigned Provider 38	Logged Provider 19

Prescribed Service

- Adapted Physical Education
- Audiology
- Behavioral Support Services
- Occupational Therapy
- Orientation and Mobility
- Physical Therapy
- Speech-Language Pathology

Delivered Service Type

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

Student Information

- USI
- Student Name
- Gender
- Grade

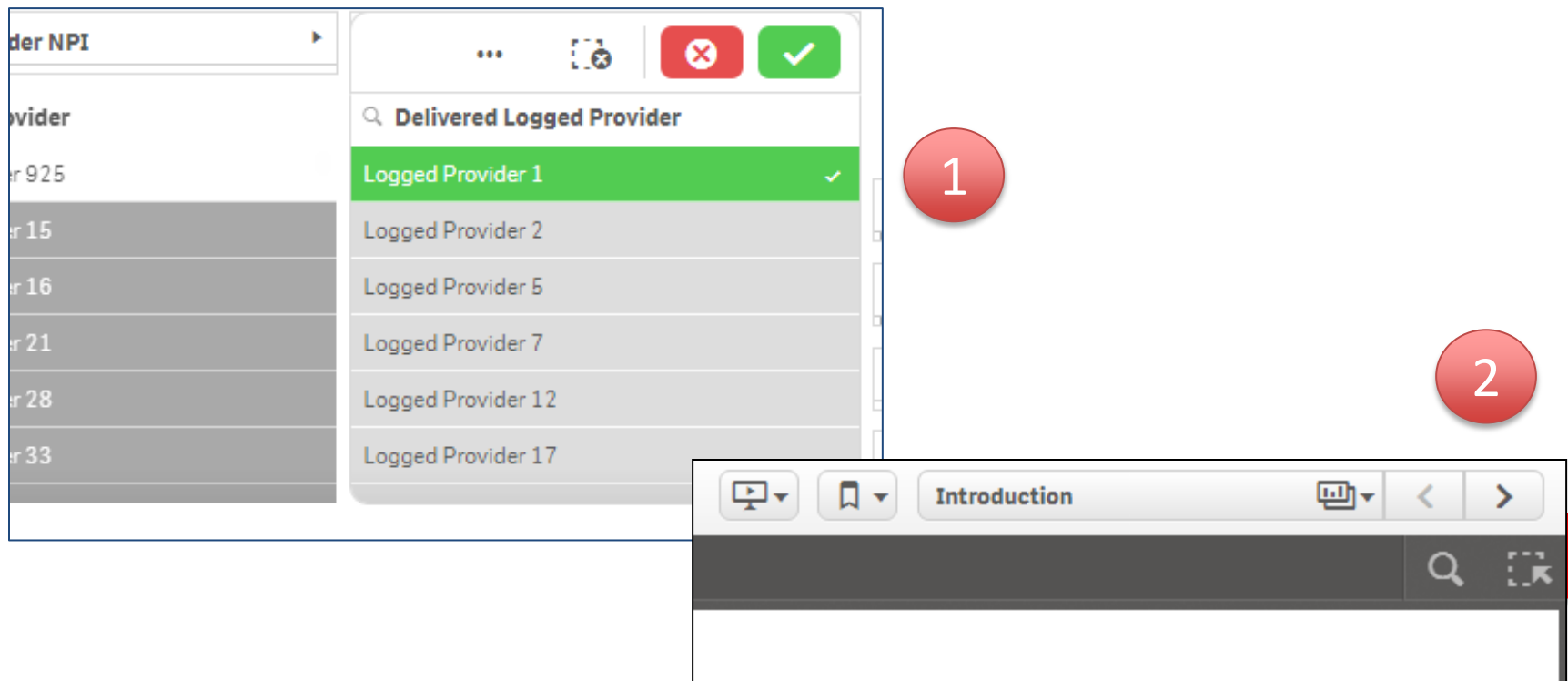
Filters

- Serving School Name
- Serving School Type
- Event ID
- Extended School Year Per IEP
- Make Up Service
- Consultation Per IEP
- Deleted Service

Scope of Report

Within Qlik, users can easily add or remove a filter by either:

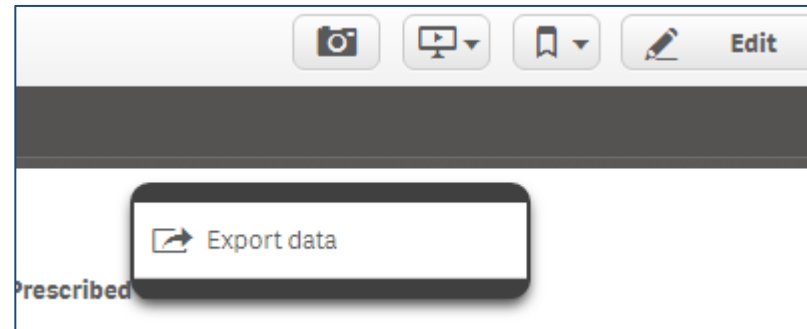
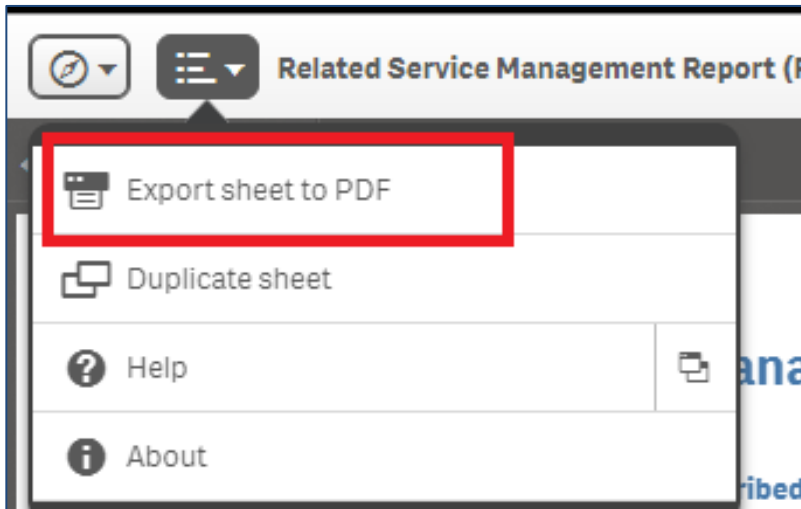
1. Clicking on the data element itself, or
2. Clicking on the global selector icon in the upper right corner.



Access to Report

The RSMR application will only be available to LEA Special Education Points of Contact (LEA SE POC).

- Service providers and nonpublic staff will **not** be able to access the RSMR application in Qlik.
- However, LEA SE POCs can easily provide PDF and/or Microsoft Excel copies of reports to providers and staff through email.



Right click on the data element to export to Excel.



RSMR Case Studies

Provider Productivity Report

Student Level Report

School Level Report

Errors in Services

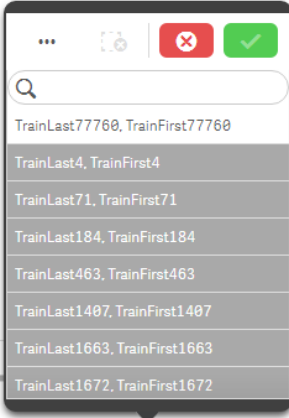
Least Restrictive Environment

Case Study 1: Provider Productivity Report

The LEA SE POC wants to see what a certain provider has been up to lately. The POC selects the provider's name from the 'Delivered Logged Provider' list. The POC could also search by National Provider Identifier (NPI), if easier.

This selection automatically grays out all services that this provider does NOT provide.

The POC could also filter by specific students on the provider's caseload. Only the students on the caseload are available for selection. The others are grayed out.



USI

Student Name

TrainLast77760, TrainFirst77760

TrainLast4, TrainFirst4

TrainLast71, TrainFirst71

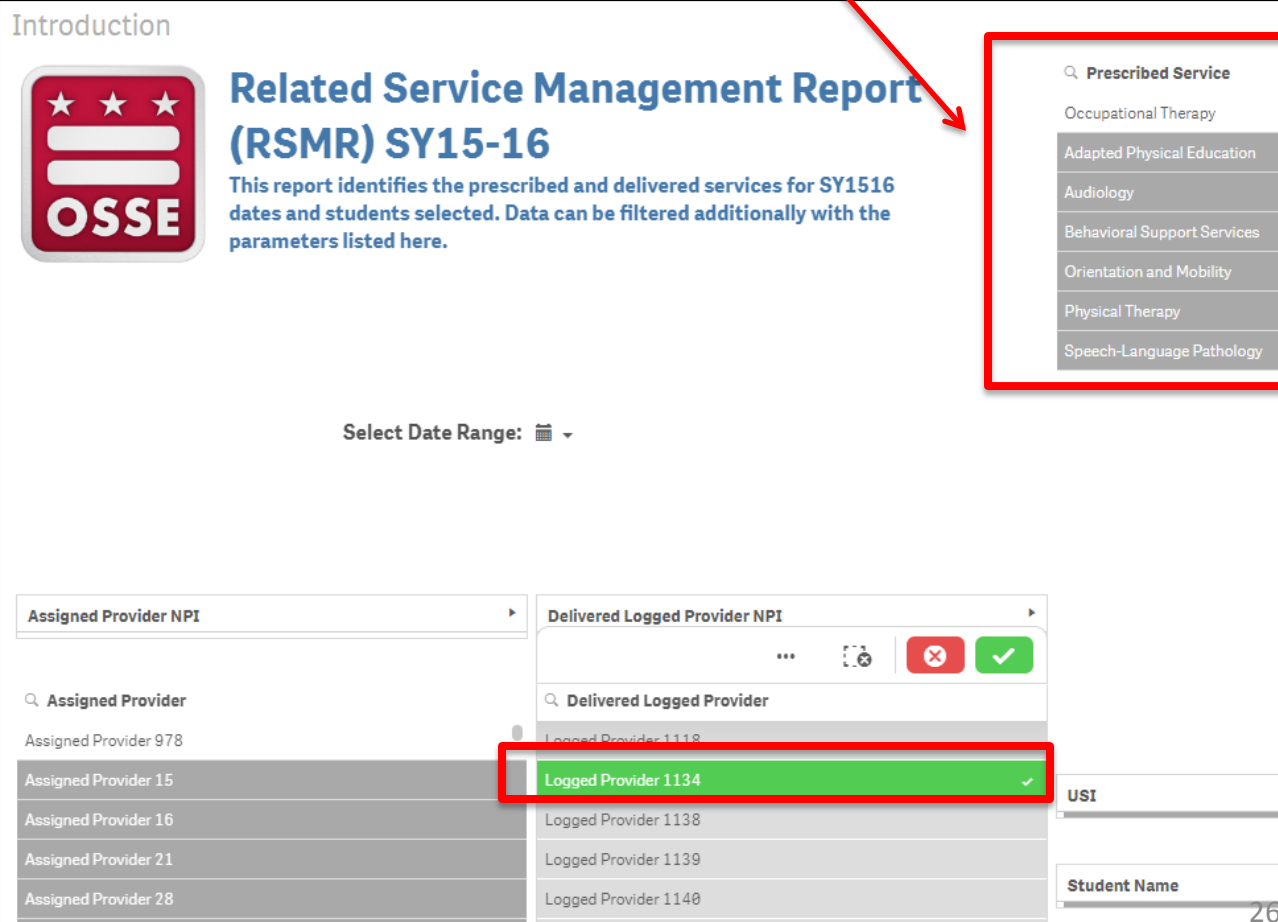
TrainLast184, TrainFirst184

TrainLast463, TrainFirst463

TrainLast1407, TrainFirst1407

TrainLast1663, TrainFirst1663

TrainLast1672, TrainFirst1672



Introduction

Related Service Management Report (RSMR) SY15-16

This report identifies the prescribed and delivered services for SY1516 dates and students selected. Data can be filtered additionally with the parameters listed here.

Select Date Range: [Calendar Icon] ▾

Assigned Provider NPI

Assigned Provider 978

Assigned Provider 15

Assigned Provider 16

Assigned Provider 21

Assigned Provider 28

Delivered Logged Provider NPI

Delivered Logged Provider 1118

Logged Provider 1134 ✓

Logged Provider 1138

Logged Provider 1139

Logged Provider 1140

Prescribed Service

Occupational Therapy

Adapted Physical Education

Audiology

Behavioral Support Services

Orientation and Mobility

Physical Therapy

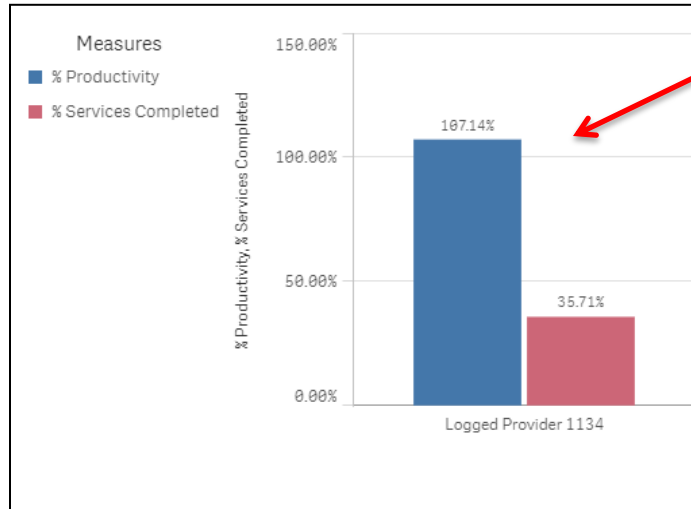
Speech-Language Pathology

USI

Student Name

Case Study 1: Provider Productivity Report

The third sheet in the RSMR app is **Prescribed and Delivered Metrics Per Provider**



This chart compares the provider's productivity vs. services completed.

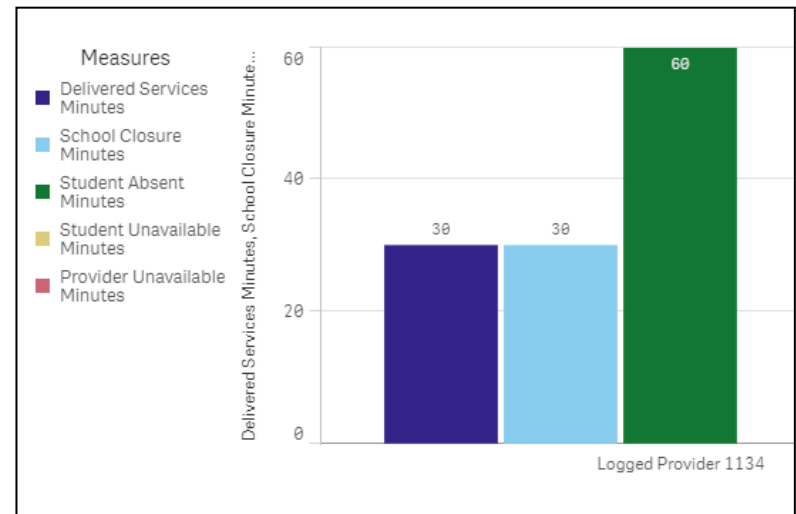
A provider's productivity **can exceed 100%** if they:

- Provide additional minutes beyond what is prescribed.
- Log a missed service when the student is absent/not available, and then log the same service again when actually delivered.

This chart shows the amount (in minutes) of each type of service.

A screenshot of a software interface showing a 'Service Type:' dropdown menu. The menu is open, displaying a list of options: 'Direct Service', 'Consultation', 'Student Absent', 'Student Unavailable', 'School Closure', and 'Provider Unavailable'. A red arrow points to the dropdown arrow icon.

This information is pulled from the 'Service Type' menu in the service logging wizard in SEDS.



Case Study 1: Provider Productivity Report

The fifth sheet in the RSMR app is **Delivered Services Details**

Demographics					
USI ▲	Student Name ▲	Date of Birth ▲	Gender ▲	Grade ▲	Serving School Name ▲
0586228141	TrainLast39836, TrainFirst39836	9/14/2008	F	4th Grade	School Campus 9040
3698661547	TrainLast32093, TrainFirst32093	8/28/2009	M	1st Grade	School Campus 380
6383631482	TrainLast43581, TrainFirst43581	9/5/2001	F	8th Grade	School Campus 7260
0000000540	TrainLast70100, TrainFirst70100	9/10/2000	F	4th Grade	School Campus 3440

This sheet lists the details for each student's IEP, which saves the viewer the hassle of looking up this information on each IEP.

This sheet also lists the details of each service log that falls within the date range selected for the report, including service logs for missed services and make-up services.

Delivered Service Date ▲	Prescribed Service ▲	Prescribed Minutes ▲	Delivered Service Minutes ▲	Make Up Service ▲	Original Service Date ▲	Delivered Service Type ▲
9/7/2015	Occupational Therapy	0	0	No	NA	School Closure
9/7/2015	Occupational Therapy	0	30	No	NA	School Closure
10/7/2015	Occupational Therapy	6.32	30	Yes	10/28/2015	Direct Service
10/28/2015	Occupational Therapy	6.32	30	Yes	10/21/2015	Direct Service
9/3/2015	Occupational Therapy	0.71	15	No	NA	Direct Service
8/28/2015	Occupational Therapy	0.71	15	No	NA	Consultation
9/3/2015	Occupational Therapy	0.71	60	No	9/3/2015	Student Absent
8/28/2015	Occupational Therapy	0.71	60	No	8/25/2015	Student Absent

Case Study 2: Student Level Report

The LEA SE POC selects a specific student from the “Student Name” list to see what services a specific student has been receiving over a designated time period.

This selection automatically grays out all services NOT prescribed for this student.

Introduction



Related Service Management Report (RSMR) SY15-16

Only the providers that service this student can be selected for this report. All other providers are grayed out. In some cases, the “Assigned Provider” on the IEP will differ from the “Delivered Logged Provider” if services were provided by someone other than RSP designated on IEP. Both are viewable here.

Prescribed Service

Behavioral Su

Adapted Phy

Audiology

Occupational

Orientation a

Physical Ther

Speech-Lang

...

✕

✓

Q

TrainLast1407, TrainFirst1407 ✓

TrainLast4, TrainFirst4

TrainLast71, TrainFirst71

TrainLast184, TrainFirst184

TrainLast463, TrainFirst463

TrainLast1663, TrainFirst1663

TrainLast1672, TrainFirst1672

TrainLast1863, TrainFirst1863

Assigned Provider NPI

Delivered Logged Provider NPI

Assigned Provider

Assigned Provider 490

Assigned Provider 15

Assigned Provider 16

Assigned Provider 21

Assigned Provider 28

Assigned Provider 33

Delivered Logged Provider

Logged Provider 369

Logged Provider 1

Logged Provider 2

Logged Provider 5

Logged Provider 7

Logged Provider 12

USI

Student Name

Gender

Grade

Case Study 2: Student Level Report

The second sheet is the **Prescribed and Delivered Metrics Per Time Period**.

This graph shows the difference between what is prescribed on the student's IEP versus what was provided.

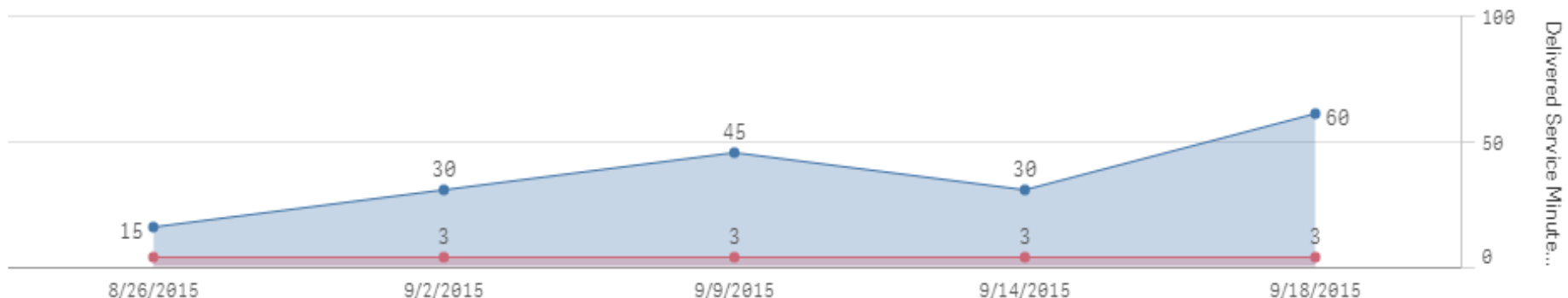
The graph will always display the prescribed minutes averaged per day.

For example, this student is prescribed 60 min/month. If there are 20 school days in the month, this averages to 3 minutes per day. This is why delivered service minutes seem to be significantly higher than what is prescribed. It all averages out over the month in the end.

Prescribed and Delivered Metrics Per Time Period

[Go to Delivered Details](#)[Go to Prescribed Details](#)

Select Date Range:  ▼



Case Study 2: Student Level Report

The third sheet is the **Prescribed and Delivered Metrics Per Provider**

Prescribed and Delivered

Go to Delivered Details

USI

Student Name

Delivered Logged Provider

Logged Provider 2

Logged Provider 249

Logged Provider 1

Logged Provider 5

Logged Provider 7

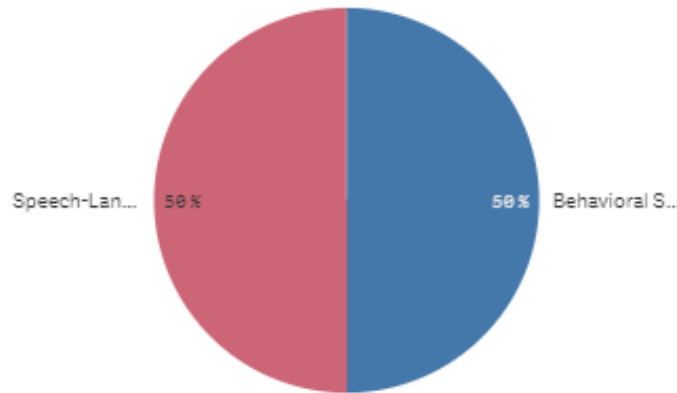
Logged Provider 12

Logged Provider 17

Logged Provider 19

Logged Provider 20

Service Type

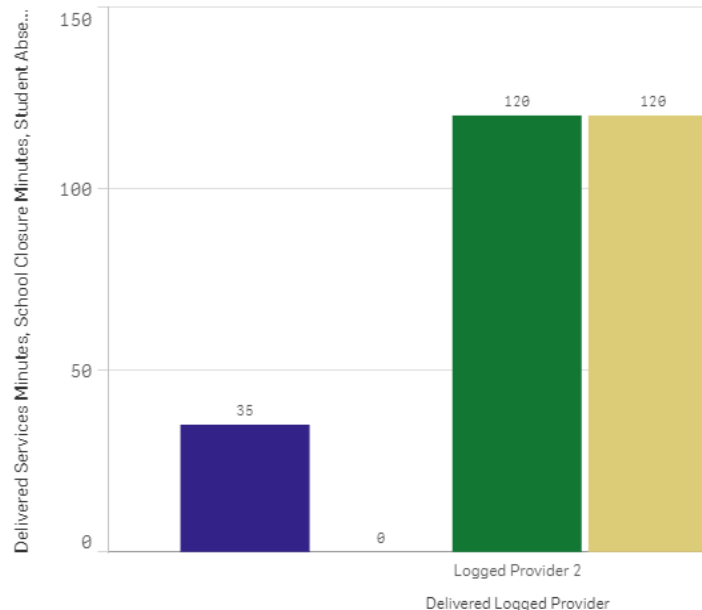


This student receives two types of services (speech & behavior).

The pie chart shows the percentage of time spent for each service.

Measures

- Delivered Services Minutes
- School Closure Minutes
- Student Absent Minutes
- Student Unavailable Minutes
- Provider Unavailable Minutes



The bottom graph shows the **total minutes** for each service type (e.g., direct service, student absent, school closure, etc.) received during the time period selected for the report.

Case Study 3: School Level Report

The LEA SE POC can select a specific school campus, and can view ALL services provided by ALL providers for ALL students at this campus.

This selection is helpful if the POC wants to monitor service provision at a nonpublic campus, for example.

Related Service Management Report (RSMR) SY15-16

Serving School ...
School Campus 60

Introduction

OSSE

Related Service Management Report (RSMR) SY15-16

This report identifies the prescribed and delivered services for SY1516 dates and students selected. Data can be filtered additionally with the parameters listed here.

Select Date Range: [Calendar Icon]

Assigned Provider NPI [Dropdown Arrow]

Delivered Logged Provid... [Dropdown Arrow]

Assigned Provider

Assigned Provider 28

Delivered Logged Pr...

Logged Provider 487

Prescribed Service

Behavioral Support Services

Speech-Language Pathology

Adapted Physical Education

Audiology

Occupational Therapy

Orientation and Mobility

Physical Therapy

School Campus 60 ✓

School Campus 80

School Campus 120

School Campus 140

School Campus 180

School Campus 200

School Campus 220

School Campus 360

Serving School Name [Dropdown Arrow]

Serving School Type [Dropdown Arrow]

Event ID [Dropdown Arrow]

Case Study 4: Errors in Services

- The RSMR can help LEA SE POCs identify errors in service logs, where one or more service logs may need to be deleted.
- For example, the Delivered Service Details sheet shows that this provider **logged services twice on 10/9/2015**. Normally this would be fine because it was likely for two different students on his caseload. However, one log says '**School Closure**' and the other log says '**Direct Service**'.
- This red flag should prompt the LEA SE POC to further investigate what actually happened on 10/9/2015.

Delivered Service Date ▲	Prescribed Service ▲	Prescribed Minutes ▲	Delivered Service Minutes ▲	Make Up Service ▲	Original Service Date ▲	Delivered Service Type ▲	Deleted Service
9/7/2015	Speech-Language Pathology	0	30	No	NA	School Closure	No
10/9/2015	Speech-Language Pathology	0	30	No	NA	School Closure	No
9/7/2015	Speech-Language Pathology	0	45	No	NA	School Closure	No
10/12/2015	Speech-Language Pathology	0	45	No	NA	Direct Service	No
10/9/2015	Speech-Language Pathology	0	45	No	NA	Direct Service	No
8/28/2015	Speech-Language Pathology	1.43	10	No	NA	Direct Service	No
9/24/2015	Speech-Language Pathology	1.43	30	No	NA	Direct Service	No
10/5/2015	Speech-Language Pathology	1.58	30	No	NA	Student Absent	No
9/2/2015	Speech-Language Pathology	5.71	30	No	NA	Direct Service	No

Case Study 4: Errors in Services

When the LEA SE POC sees any potential errors in delivered services, the POC should:

- Check to see if the provider already requested that an erroneous service log be deleted by the POC.
 - In SEDS go to 'School System' then 'Manage Service Logs'
 - If the request is not here, the POC should contact the provider for further info

Log Out | Main Menu | Students | My Docs | Wizards | Schools | **School System** | Users | Smart Logbook | My Calendar | My Info | My Reports | Provider Requests | SEDS Resources

School System | System Info | Inactive Students | Summary | Reports | Unrecognized Faxes | **Manage Service Logs**
Assign Teachers | Inactive Users | User Types | User Type Assign | Lists | Messages | Manage Goal Bank

Manage Service Log Entries

Delete	Log ID	Log Information	Delete Request Info
<input type="checkbox"/>	3391	<p>Log Date: 08/23/2016</p> <p>Student: Tanisha Teacher1168</p> <p>Service: Speech-Language Pathology</p> <p>Service Type: Student Unavailable</p> <p>Group Size: 1</p> <p>Service Date: 08/23/2016</p> <p>State ID (USI): TRN0014311</p> <p>Provider: New Trainer1168</p> <p>Duration of Service: 0:30</p> <p>Progress Report: Not applicable</p>	<p>Delete Request Date: 09/09/2016 1:29 PM (5 days, 16 hr Ago)</p> <p>Delete Requested By: New Trainer1168 (cbrennan@etesdc.com)</p> <p>Justification: Logged incorrect time</p> <p>Comments: <input type="text"/></p>

Case Study 5: Least Restrictive Environment

- The **Prescribed Details** sheet (fourth sheet) compiles a list of all the services a student is receiving, per the IEP, and denotes if the services take place inside or outside of the classroom.
- This sheet is a valuable tool when considering the LRE for a student.

USI ▲	Prescribed Service ▲	Service Begin Date ▲	Service End Date ▲	Prescribed Amount (IEP) ▲	ESY Per IEP	Location Per IEP
0001047421	Speech-Language Pathology	10/22/2014	10/21/2015	120 Minutes Per Month	No	Outside
0049564407	Behavioral Support Services	10/7/2014	10/6/2015	120 Minutes Per Month	No	Outside
0055305404	Speech-Language Pathology	10/8/2014	10/7/2015	2 Hours Per Month	No	Outside
0062540986	Behavioral Support Services	10/9/2014	10/8/2015	120 Minutes Per Month	No	Outside
0090163124	Occupational Therapy	11/4/2014	11/3/2015	180 Minutes Per Month	No	Outside
0090163124	Speech-Language Pathology	11/4/2014	11/3/2015	180 Minutes Per Month	No	Outside
0103690486	Adapted Physical Education	10/29/2014	10/28/2015	180 Minutes Per Month	No	Outside
0103690486	Speech-Language Pathology	10/29/2014	10/28/2015	2 Hours Per Month	No	Outside
0110044058	Occupational Therapy	10/22/2014	10/21/2015	2 Hours Per Month	No	Outside
0110044058	Speech-Language Pathology	10/22/2014	10/21/2015	2 Hours Per Month	No	Outside
0110574672	Occupational Therapy	10/30/2014	10/29/2015	180 Minutes Per Month	No	Outside
0110574672	Speech-Language Pathology	10/30/2014	10/29/2015	3 Hours Per Month	No	Outside
0195040994	Behavioral Support Services	10/8/2014	10/7/2015	4 Hours Per Month	No	Outside
0195040994	Speech-Language Pathology	10/8/2014	10/7/2015	2 Hours Per Month	No	Outside
0244449844	Behavioral Support Services	10/29/2014	10/28/2015	60 Minutes Per Month	No	Outside
0254468430	Speech-Language Pathology	10/17/2014	10/16/2015	60 Minutes Per Month	No	Outside
0267714339	Speech-Language Pathology	10/17/2014	10/16/2015	1 Hours Per Month	No	Inside
0283656514	Behavioral Support Services	10/20/2014	10/19/2015	120 Minutes Per Month	No	Outside



Missed Services

Make Up Services

Logging Services in SEDS

Make Up Services

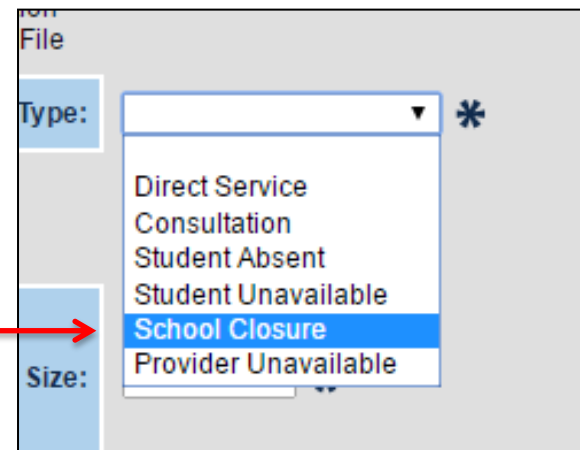
- **Missed service due to provider absence:** LEAs are obligated to make up the session(s), either by same provider or substitute provider.
 - The amount of time missed will reflect on the provider's productivity calculation in the RSMR.
- **Missed service due to student absence or unavailability:** If the IEP team believes the missed session(s) may be deemed a denial of FAPE, the LEA must provide a make up session.
 - The amount of time missed will NOT reflect on the provider's productivity calculation in the RSMR as long as the **correct service type** is selected when logging the missed service in SEDS.

See policy for more details: [OSSE Related Services Policy](http://osse.dc.gov/publication/related-services-policy-final-january-5-2010), January 2010, pp. 10-11, <http://osse.dc.gov/publication/related-services-policy-final-january-5-2010>.

Make Up Services

- **School Closure:** Services should never be scheduled for planned non-school days (PD day, holiday, etc.). In the case of unplanned non-school days (e.g., snow day) the LEA SE POC should ensure that:
 - LEA data manager **updates the school campus calendar in eSchoolPlus** to reflect this is a non-school day.
 - Service provider logs the service in SEDS and selects “School Closure” as the service type.

The amount of time missed will NOT reflect on the provider’s productivity calculation in the RSMR because it will be filtered out of the calculation once the school calendar is updated.



Logging Services in SEDS

Service Type selected determines how the RSMR will calculate productivity for the provider.

The screenshot shows a service logging form with the following fields:

- Date of Service:** 09/14/2016
- Service Type:** Student Absent
- ☐ This is a make-up Service.
- Service Delivery:** Attempted
- Duration of Service:** Hours: 0, Minutes: 30
- Group Size:** 0
- Progress Report:** Not applicable
- Comments:** The student left school for a doctor's appointment and never came back that day.

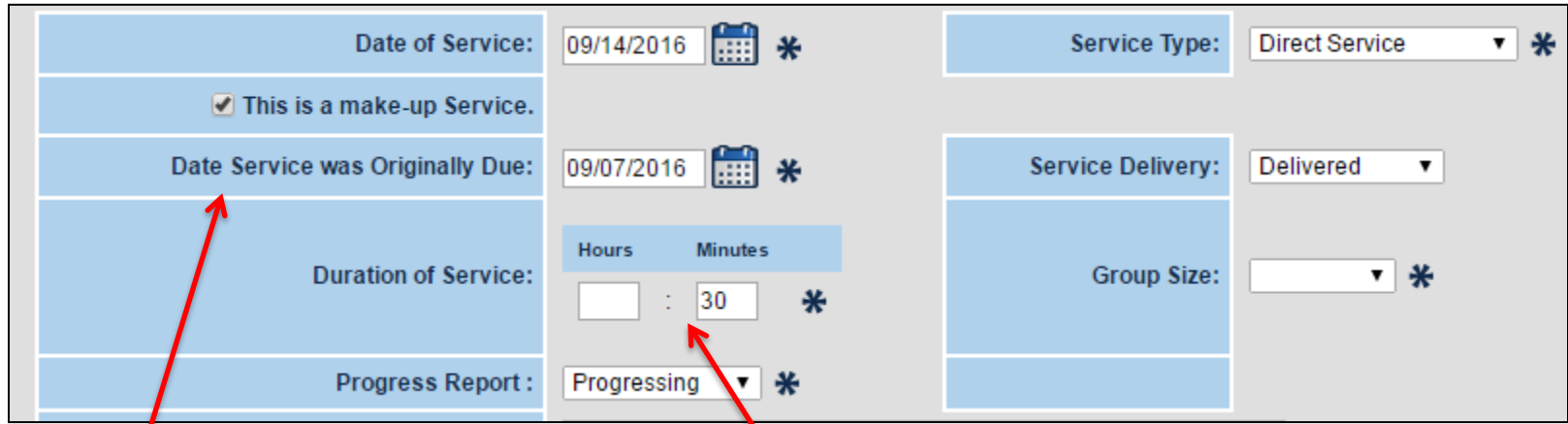
Red arrows point from the text above to the **Service Type** and **Service Delivery** dropdown menus.

Direct Service
Consultation
Student Absent
Student Unavailable
School Closure
Provider Unavailable

Service Delivery box is optional and is not used in RSMR calculations. However, the provider should still select **“Attempted”** when student is absent, and **“Not Attempted”** when provider is absent, in the case of missed services.

Attempted
Delivered
Not Attempted

Logging Services in SEDS



The screenshot shows a service logging form with the following fields and values:

Field	Value
Date of Service:	09/14/2016
<input checked="" type="checkbox"/> This is a make-up Service.	
Date Service was Originally Due:	09/07/2016
Duration of Service:	Hours: [] Minutes: 30
Progress Report:	Progressing
Service Type:	Direct Service
Service Delivery:	Delivered
Group Size:	[]

Two red arrows point to the 'Date Service was Originally Due' field and the 'Hours' field in the 'Duration of Service' section.

If this is a **make up service**, provide the date the session was originally scheduled. This should be the second log, as the first log should have been created for the originally scheduled session that was missed. Both logs will appear on the RSMR Delivered Services Details sheet.

Never put 0 hours 0 minutes in a log. Enter the amount of time the session was scheduled to last, if missed. The RSMR relies on this number to calculate productivity, etc.



Conclusion

Updating Calendar

- **Reminder:** The RSMR tool in Qlik relies on calendar information from eSchoolPlus, which provides school-level calendar information.
 - The **LEA Data Manager** is responsible for updating these school-level calendars in eSchoolPlus.
 - Calendars should be updated throughout the year for **unexpected school closures**, changes to ESY dates, etc.
 - Errors in calendar will lead to inaccurate RSMR calculations.
 - SY2015-16 data is available in RSMR in Qlik, however, it is not based on school-level calendars.
 - SY2016-17 does pull from eSchoolPlus school calendars.

Next Steps for LEA SE POCs

- 1. Gain access to SLED:** To receive SLED training and credentials, send an email to SLED.info@dc.gov
- 2. Gain access to Qlik:** Work with LEA Data Manager to ensure correct LEA SE POC is listed in eSchoolPlus.
- 3. Login to the RSMR in Qlik:** The RSMR app should automatically appear in your Qlik stream if you are the LEA SE POC listed with OSSE.
- 4. Contact OSSE with any questions:** Use the OSSE Support Tool or OSSE.DARtraining@dc.gov.

Thank you for participating in today's webinar.

A recording will be available on the OSSE website.

For questions please contact the OSSE Data Systems
Training Team at OSSE.DARtraining@dc.gov or
submit a ticket to the OSSE Support Tool.