

# SPP/APR Indicator C-1 (Timely Service Delivery)

## Probe Questions

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### Common Indicator Probe Questions

1. Do you have new data or new information that is more current than the data shown on your Strand Report? If so, what do the data show?
2. How does your performance level compare to the State target?
3. Do the data vary significantly based on the child's race/ethnicity?
4. Do the data vary significantly based on the child's age?
5. Do the data vary significantly based on a child's *Early On* eligibility category?
6. Does the performance level reflect a **systemic** problem (e.g., it involves multiple providers, personnel changes, or processes), or is it **clustered** in specific providers or groups of children?
7. Have the data shown any significant changes over time?

### Indicator-Specific Probe Questions

8. **After completing the checklist form (see required activities),** answer the following question:
  - a. In instances where "no" was entered for "exceptional family circumstances" not met within 30 days, what reasons were attributed to not meeting the timeline?
9. **After completing the checklist,** use the data from your checklist **and other sources** to answer the following questions:
  - a. What types of categories of eligibility are you servicing? (Use Michigan Student Data System [MSDS] data to answer the question.)
  - b. Where do the children live whose start of services were late? (Use MSDS data to answer the question.)
  - c. Are there geographic/demographic/cultural or language barriers/considerations/obstacles to providing services? (Use MSDS data to answer the question.)
  - d. How many qualified personnel service your area? (Use REP data and MSDS data to answer the question.) Do *Early On* providers from Early Head Start, Head Start, Public Health, and Community Health show up on these reports?

- e. What are your scheduling practices?
  - f. How do your scheduling practices affect your provider's ability to provide timely services?
  - g. What are your documentation practices?
  - h. Do you keep a contact log? Is this in the child's file?
  - i. Do you have a pattern of not meeting a timeline between June and August?
10. Use the answers from the review of your data to draw conclusions about the following:
- a. Do you have sufficient personnel servicing Part C in your service area? Why or why not?
  - b. What is your caseload per service provider?
  - c. Is there a particular type of service that is routinely late?
  - d. Do you have a shortage of service providers in a particular profession?