

State Interagency Coordinating Council

December 13, 2021 Minutes

9:00 AM-12:00 PM

Remote Zoom Meeting

Cynthia Jackson

ICC Chair/Provider

Leona Adamczyk

ICC Vice

Ann Gionet

Dept. of Public Health

Tiffany Allain

Parent Representative

Kim Nilson

Dept. for Children and Families

Maris Pelkey

Creative Interventions

Elaine Balsley

ReachOut

Nicole Cossette

Office of Early Childhood

Senator Mary Abrams

State Senator

Shanda Easley

Parent representative

Sharon Marie

Dept. of Aging & Disabilities Services

Ginny, Mahoney

Dept. of Social Services

Anne Giordano

Education Connection

Carol Peltier

American School for the Deaf

Louis Tallarita

SDE-Homeless Children

Andrea Brinnell

SDE-619

Karen Pascale

Early Head Start

Myra Watnick

Rehabilitation Associates, Inc.

Ann Milanese, M.D.

American Academy of Pediatrics

Representative Liz Linehan

House of Representatives

Tammy Venenga

Dept. Of Developmental Services

Mary Beth Bruder

UCEDD

Lisa Opert

Parent Representative

Robb Dunn

Parent Representative

David Gonzalez-Rice

Parent representative

Lauren Black

Parent Representative

Melissa Roberts

Department of Insurance

ICC Members Present: Andrea Brinnel, Anne Giordano, Cindy Jackson, Tiffany Allain, Shanda Easley, Carol Peltier, Elaine Balsley, Ginny Mahoney, Myra Watnick, Nicole Cossette, Robb Dunn, Lisa Opert, Karen Pascale, Dr. Ann Milanese, Maris Pelkey, Leona Adamczyk, Sharon Marie

ICC Members Absent: Representative Linehan, Senator Abrams, Melissa Roberts, Mary Beth Bruder, Kim Nilson, Ann Gionet, Lauren Black, David Gonzalez-Rice, Louis Tallarita, Tammy Venenga

CPAC represented by Adriana Fontaine

Meeting called to order at 9:00 AM by Cindy Jackson ICC Chair

Introductions: ICC members in attendance introduced.

A "Thank You" note from Alice Ridgway was shared with the ICC.

Public Comment:
No public comment.

Old Business:
Approval of the October 4, 2021 ICC Minutes: tabled until next meeting.

Updates from Committees since October 2021 meeting:

Legislative/Fiscal Committee No updates. In process of reviewing annual report with Nicole Cossette. Final draft for comment will be sent out.

Education and Outreach Committee Carol Peltier shared the committee would like to move forward with purchasing magnets for families in Birth to Three to provide phone numbers and names for contacts within their programs. Carol will provide name of anticipated vendor, number to purchase, and estimates of cost to Nicole Cossette for review. Funding to be determined once the above information is gathered and reviewed, potential funding through ARPA funds.

System Support/Personnel Development Committee Continued conversations between this committee and the PD team at OEC around training needs. Linda Bamonte shared new training modules are being developed based on feedback from this ICC committee. Anne Giordano shared a parent co-chair is still needed and wanted for this committee's work.

New Business:

Adriana Fontaine, CPAC/Family Connections: reported 153 new referrals, 163 support calls to families. Shared there is a continued decrease in referrals for Spanish speaking families. CPAC is the process of training two new mentors. Continued workshops being offered around challenging behaviors and inclusion. Backpack trainings from UConn UCEDD shared as a series of trainings offered every second Wednesday of the month around the topics of Social Emotional development. Adriana thanked Building Bridges and Rehab Associates for inviting CPAC to speak at their Birth to Three staff meetings recently to share resources offered through CPAC. Discussion around increasing public awareness of events offered through CPAC. Adriana shares CPAC posts on Facebook and blogs on the Birth to Three website about events. Suggestion from members for CPAC to send out monthly update of all upcoming trainings to Birth to Three program directors to share with their staff and families being supported. Leona also recommended having Birth to Three staff sign up directly for the CPAC newsletter.

Cindy Jackson shared there is a new Part C Equity Committee through the OEC. The initial meetings have led to many ideas and discussion items, including who are the stakeholders for this group, what is the representation of the stakeholders, how many members, what knowledge is needed, what is the time commitment. It was suggested possibly having ICC retreat with Part C Equity as topic for the retreat and have facilitator present to guide discussion around the purpose of the group and to strategize path forward for big topic filtered to more focus approach. Bruni suggested also considering culturally responsive workforce as part of discussion. ICC Members (Maris Pelkey, Anne Giordano, Tiffanie Allain) shared support of retreat for this topic. The next Part C Equity committee meeting is scheduled for 12/16/21 at 11am and 1/20/22 at 11am. If others are interested in joining this committee, Nicole Cossette asked they email her to be added to the group.

Meeting schedule for 2022 shared with ICC. Cindy led discussion with ICC members around thoughts and preferences for in-person vs remote vs hybrid options for meetings going forward. Consensus seemed in person was favorable dependent upon Covid but desire for hybrid option for meetings was voiced by several as it would allow for continued increased participation. Cindy shared the difficulty in finding a public space that would accommodate an outside group during Covid while also supporting a remote option through technology. Meetings can be held at OEC in Hartford but the ICC was attempting to find a more centralized location if possible. February meeting would likely be remote due to current uptick in Covid rates. Suggestions for in person were shared, including LOB when not in session. Stephanie McClellan, from ASD, offered potential space at American School for the Deaf in West Hartford. They have a communication center which would support hybrid option, plenty of space to spread out, and parking. Stephanie will talk with administration at ASD and connect with Sabrina Crowe at OEC to discuss logistics.

Remote vs In-Person Early Intervention supports discussed. Nicole Cossette shared the current emergency orders from the Governor are set to expire in February 2022, which would sunset the Birth to Three Interim Remote EI procedure and start the formal Remote EI procedure. Nicole shared current data showing supports are trending to more in-person than remote. Providers shared barriers with childcare centers for in-person supports. Nicole shared OEC is issuing memo to childcare centers reiterating letting Birth to Three providers into centers as they are meeting the requirements set by the state. Nicole asked providers to email her with specific childcare centers that are consistently not letting their staff in and Nicole will connect with Commissioner Bye for direct support in contacting them. Andrea Brinnel shared this not just a Part C issue as she is hearing the challenges from Part B as well. ICC members shared the flexibility of switching to remote when needed is essential and voiced concerns over the need for prior authorization moving forward once

interim procedure sunsets. Cindy asked to look at Remote EI procedure to allow for flexibility. Myra asked about remote option for team meeting. Further discussion around how remote options help with current staff shortages in B23 across the state. Andrea shared majority of PPTs in districts are held remotely and will likely continue going forward as they have received positive parent feedback and increased parent participation with remote meetings. Nicole shared current Remote EI procedure has been approved by DSS and changes would need to go through process again. Question around families' perception of remote supports. Cindy recommended referring this question to Communication/Education Outreach committee to explore feedback from families around remote B23 support. Lisa Opert, through her role at CPAC in connecting with families, shared parents are reporting feeling more confident with in-person but there are a few families who appreciate having the remote option. Elaine Balsley shared it is important for parents to know their right to ask for in-person and questioned how this information was shared. Robb Dunn added that it's also difficult for families to know who to talk to when unhappy with supports, even if they do know their rights. Added layer for remote versus in-person shared was confusion for families who are dually enrolled and there are varying messages from mandates for each program. Dr. Milanese shared current hospital protocols and her knowledge around vaccination rates. Dr. Milanese also began discussion around support and guidance for providers for retention of staff through these times.

Lead Agency report by Nicole Cossette. See attached. Request for volunteers to review APR/SSIP. Maris Pelkey, Sophia Lampe, and Rebecca Breen volunteered.

Committee reports outs:

Legislative/fiscal topics: Nicole reviewed fiscal data with committee. Request for this data to be shared prior to ICC meeting to allow members time to review and process prior to discussion. Nicole will send this data to Sabrina Crowe, who will attach to agenda and reminder email that goes out to members few days before upcoming meeting. Discussed how to use expense reports to help the system. This committee plans to meet again before next ICC meeting.

Education and Outreach topics: Discussion around what questions to include on survey to families for feedback on remote. Survey still work in progress. Discussion around B23 website navigation with suggestion of "help" button to find information needed.

System Support/Personnel Development topics: Discussion around use of ARPA funds allotted to PD training needs. Parent Co-Chair needed for this committee.

Next Meeting: scheduled for February 14, 2022



State Systemic Improvement Plan (SSIP)

Parents will be able to describe their child's abilities and challenges more effectively as a result of their participation in Early Intervention.

FFY20-25 SPP / APR SSIP

- The new logic model and targets will be submitted with Connecticut's APR and SSIP on February 1, 2022

Current SPP / APR / SSIP

Review upcoming reporting.

- ICC APR summary sheet is attached.
- The *draft* APR and SSIP will be posted publicly by December 23 here: [Annual Performance Reports – Birth23.org](#) and [SSIP – Birth23.org](#)
- Are there any volunteers to review the APR and SSIP?

Education and Outreach

- Adriana Fontaine, Andrea Brinnel, and Nicole Cossette began the Transition Roadshow presentations Friday, December 10, and presentations will continue this upcoming week.
- The Family Handbooks are in the process of being updated with O'Donnell.
- Birth to Three and Department of Public Health (DPH) are beginning to review and update the Memorandum of Agreement (MOA) between the agencies for data/info sharing. The current MOA expires in December 2022.
- The Birth to Three team is collaborating with Linchpin for some behind-the-scenes work to redesign the Birth to Three website ([birth23.org](#)) for increased ease in user access and navigation.

Personnel Development

- Early Intervention Specialist class through UCONN UCEDD will begin in January 2022. There were 26 applicants.
- Topics and outlines are being developed for new learning modules, as determined based on the ICC sub-committee professional development survey. These will be paid for with American Rescue Plan Act (ARPA) funds.
- The Office of Early Childhood (OEC) continues to integrate two external learning management systems into one process that will greatly enhance online learning for staff.

Fiscal Enhancements

- The Office of Early Childhood continues to monitor the FFY22 federal budget.

Leadership Grant

- The second cohort recruitment is completed and participants in Cohort Two have been notified. There were 31 applicants for this initiative.
- Two of the year one participants will mentor year two participants.
- The curriculum has been adjusted after feedback from year one participants to continue applying the course to Connecticut's needs.

Personnel Development Grant

- New FIPP modules were purchased addressing Activity Based Teaming best practices in Early Intervention.
- Mentor Coaching Reimbursements have been received by all programs who participated in year one.
- Year two Mentor Technical Assistance (TA) began in September 2021, and the first reports on TA are due from programs by December 31.
- Pandemic-Related Impacts: Initial impacts early in the pandemic caused a significant decline in referrals, which eventually caused a decreased in hiring and a decrease in hours some staff were working in programs. Unfortunately, some staff were laid off. This caused some projected Mentor Coaching TA to be canceled in Year 1. Despite this, we were able to expend 84% of what was budgeted in Year 1 for Mentor Coaching TA. In Year 2 of the grant, the system and referrals have rebounded, and programs are looking to hire staff. This will positively affect the need for and use of Mentor Coaching.

General Supervision

- All programs were required by contract to complete the Office of Early Childhood Birth to Three Expense Report. See attached sheet for highlights.
- Programs have submitted their IDEA Compliance Self-Assessment (ICSA). Programs were required to complete a file review of at least 10% of their program size with a maximum of 50 files per one of the 26 measures. Next steps for programs is for their plan of correction to be written into their supervision and training plans. This will be shared with programs at the Provider Meeting.
- There were three findings of IDEA non-compliance for the last written complaint from October 6, 2021.

Other

- Annual Report to the Legislature
- A new resource, the Developmental Playbook, is attached, both in Spanish and English.

Birth to Three Data

Remote Early Intervention (EI) and In-Person

All Visits						
	September		October		November	
R/E Group	<i>In-Person</i>	<i>Remote</i>	<i>In-Person</i>	<i>Remote</i>	<i>In-Person</i>	<i>Remote</i>
All	80%	20%	81%	19%	82%	18%
Hispanic	81%	19%	82%	18%	84%	16%
Black Non-Hispanic	82%	18%	81%	19%	81%	19%
White Non-Hispanic	83%	20%	81%	19%	82%	18%
Other Non-Hispanic	82%	14%	87%	13%	81%	19%
<i>*November Preliminary as of 12/7/21</i>						

Connecticut Part C FFY20 / SFY21 SPP-APR Summary

Indicator	FFY18	FFY19	Target	FFY20	Notes
# 1. Percent of infants and toddlers with IFSPs on 12/1/20 who receive the NEW early intervention services on their IFSP in a timely manner.	100.0%	99.6%	100%	99.6%	
# 2. Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or programs for typically developing children.	100.00%	99.97%	95%	99.98%	
# 3a. Percent of infants and toddlers with IFSPs who demonstrate improved positive social-emotional skills (including social relationships)	73.0% / 58.1%	73.6%/56.40%	73% / 60%	73.7% / 59.6%	<p style="text-align: center;">Summary Statements 1/2</p> <p>Summary 1 = Reduced Gap Summary 2 = Caught Up</p>
# 3b. Percent of infants and toddlers with IFSPs who demonstrate improved acquisition and use of knowledge and skills (including early language/ communication)	83.4% / 53.9%	79.0%/47.3%	83% / 53%	82.8% / 51.3%	
# 3c. Percent of infants and toddlers with IFSPs who demonstrate improved use of appropriate behaviors to meet their needs	85.8 % / 74.1 %	81.0%/67.30%	84% / 72%	83.7% / 71.5%	
# 4a. Percent of families in Birth to Three for at least six months who report that early intervention services have helped the family know their rights	91.2%	90.9%	90%	91.1%	
# 4b. Percent of families in Birth to Three for at least six months who report that early intervention services have helped the family effectively communicate their children's needs	89.3%	89.6%	91%	88.6%	The SiMR for the SSIP (Indicator 11) is aligned with this but not this result exactly since it is only about children with diagnosed conditions.
# 4c. Percent of families in Birth to Three for at least six months who report that early intervention services have helped the family help their children develop and learn	96.3%	96.6%	93%	96.5%	

Connecticut Part C FFY20 / SFY21 SPP-APR Summary

Indicator	FFY18	FFY19	Target	FFY20	Notes
<u>9# 5.</u> Percent of infants and toddlers age birth to 1 on 12/1/20 with IFSPs compared to State Census age 0	1.19%	1.48%	1.21%	1.34%	511 / 34625
<u># 6.</u> Percent of infants and toddlers age birth to 3 on 12/1/20 with IFSPs compared to State Census ages 0-2	4.94%	5.39%	3.87%	4.27%	5746 / 106513
<u># 7.</u> Percent of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting were held within 45 day from referral.	100.00%	99.92%	100.00%	99.96%	
<u># 8a.</u> Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including IFSPs with transition steps and services	100%	100%	100%	100%	
<u># 8b.</u> Percent of all children exiting Birth to Three who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including notification to school district if a child is potentially eligible for preschool special education	100%	100%	100%	100%	
<u># 8c.</u> Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including a transition conference at least 90 days before age 3, if the child potentially eligible for preschool special education	99.8%	99.66%	100%	99.93%	

Notes:

Connecticut Office of Early Childhood Birth to Three System Monthly Enrollment Data

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov*
Calls to 211CD	1059	1012	1193	1281	1007	1300	1109	1115	1206	1122	1164
Percent compared to CY2019 average (1113)	95%	91%	107%	115%	90%	117%	100%	100%	108%	101%	105%
<i>Families declining the referral to B23¹</i>	163	174	230	187	185	255	182	125	207	136	33
Percent compared to CY2019 average (199)	82%	87%	116%	94%	93%	128%	91%	63%	104%	68%	17%
Percent of calls to 211CD (CY2019 average was 17%)	15%	17%	19%	15%	18%	20%	16%	11%	17%	12%	3%
Referrals to Birth to Three	894	837	963	1035	822	1045	927	924	879	923	925
Percent compared to CY2019 average (913)	98%	92%	105%	113%	90%	114%	102%	101%	96%	101%	101%
<i>Families declining eligibility evaluations²</i>	80	102	77	93	78	97	99	77	78	68	87
Percent compared to CY2019 average (67)	119%	152%	115%	139%	116%	145%	148%	115%	116%	101%	130%
Percent of B23 referrals (CY2019 average was 7%)	9%	12%	8%	9%	9%	9%	11%	8%	9%	7%	9%
Initial Eligibility Determinations	678	708	870	773	802	874	817	921	802	811	765
Percent compared to CY2019 average (843)	79%	83%	102%	90%	94%	102%	96%	108%	94%	95%	89%
Determined to be Eligible	523	534	669	557	613	630	559	632	573	562	548
Percent compared to CY2019 average (570)	92%	94%	117%	98%	108%	111%	98%	111%	101%	99%	96%
Percent Eligible	77%	75%	77%	72%	76%	72%	68%	69%	71%	69%	72%
Percent compared to CY2019 average (68%)	9%	7%	9%	4%	8%	4%	0%	1%	3%	1%	4%
<i>Families leaving Part C in the month before an initial IFSP meeting³</i>	36	35	33	26	37	39	32	25	37	31	24
Percent compared to CY2019 average (55)	65%	64%	60%	47%	67%	71%	58%	45%	67%	56%	44%
Percent of B23 those eligible (CY2019 average was 10%)	7%	7%	5%	5%	6%	6%	6%	4%	6%	6%	4%
Initial IFSP meeting held during the month	482	465	599	546	524	555	567	579	555	525	479
Percent compared to CY2019 average (516)	93%	90%	116%	106%	102%	108%	110%	112%	108%	102%	93%
<i>Families leaving Part C after the initial IFSP meeting but before EITS³</i>	16	14	11	13	12	14	11	8	9	3	2
Percent compared to CY2019 average (15)	107%	93%	73%	87%	80%	93%	73%	53%	60%	20%	13%
Percent of all Exits	3%	3%	2%	3%	3%	4%	3%	1%	1%	1%	1%

Connecticut Office of Early Childhood Birth to Three System Monthly Enrollment Data

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov*
Eligible children who received an EITS in the month	4434	4549	4542	4623	4539	4734	4751	5630	5530	5565	5169
Percent compared to CY2019 average (5177)	86%	88%	88%	89%	88%	91%	92%	109%	107%	107%	100%
Average hours per child per month	6.0	6.0	5.5	5.7	5.5	5.4	6.0	5.5	5.2	5.1	4.5
Percent compared to CY2019 average (7.3)	83%	83%	75%	78%	76%	74%	82%	75%	71%	70%	62%

Eligible children with an ASD who received an EITS in the month	528	515	515	532	610	564	530	512	694	674	634
Percent compared to CY2019 average (676)	78%	76%	76%	79%	90%	83%	78%	76%	103%	100%	94%
Average hours per child per month	17.0	17.2	15.7	16.2	14.5	14.1	15.0	13.9	11.7	12.3	10.8
Percent compared to CY2019 average (24.9)	68%	69%	63%	65%	58%	56%	60%	56%	47%	49%	43%

Eligible children without an ASD who received an EITS in the month	3906	4034	4027	4091	3929	4170	4221	5118	4836	4891	4535
Percent compared to CY2019 average (4529)	86%	89%	89%	90%	87%	92%	93%	113%	107%	108%	100%
Average hours per child per month	4.6	4.6	4.2	4.4	4.4	4.2	4.7	4.3	4.0	4.2	4.1
Percent compared to CY2019 average (4.7)	98%	98%	89%	94%	93%	90%	100%	92%	85%	89%	87%

Children in families who exited before age 3³	249	220	183	196	202	198	218	421	301	187	166
Percent compared to CY2019 average (224)	111%	98%	82%	88%	90%	88%	97%	188%	134%	83%	74%

Children in families who exited at age 3⁴	264	316	269	256	242	162	114	226	316	319	205
Percent compared to CY2019 average (322)	82%	98%	84%	80%	75%	50%	35%	70%	98%	99%	64%

Children in Families who exited at age 3 as eligible for Part B	160	202	177	171	178	81	49	154	211	222	137
Percent compared to CY2019 average (225)	71%	90%	79%	76%	79%	36%	22%	68%	94%	99%	61%

November data preliminary as of 12/07/2021

All counts are counts of cases and include may include referrals within 45 days of age 3.

- 1) includes parent declined, referred to LEA, DCF no concerns and unable to contact
- 2) includes parent declined, moved out of CT, deceased and unable to contact
- 3) EITS stands for Early Intervention "Treatment" Services vs EIS (also evaluations, assessments, and IFSP meetings)
- 3) includes parent withdrew, moved out of CT, deceased and unable to contact
- 4) includes eligible for Part B, not eligible, and eligibility not determined/LEA not included

Connecticut Birth to Three System Fiscal Data Report

OEC Birth to Three System Direct Service Expenditures ¹											
Invoice	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
Paid in	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Feb-22	Mar-22	Apr-22	May-22	Jun-22
Escrow	2,974,994	2,834,630	2,834,859	2,787,842	2,806,778						
GAP	398,000	404,300	421,200	418,200	422,600						
Interpretation	20,907	17,343	23,828	11,396	5,750						
ATech + Other	8,765	4,576	7,644	5,294	7,972						
Total	3,402,666	3,260,849	3,287,532	3,222,732	3,243,100						
Commercial Insurance Payments ²											
	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-22	Jan-22	Feb-22	Mar-22	Mar-22	Apr-22
Claims Paid	188,702	267,370	384,633	316,519	301,473						
Amount Billed	2,226,090	2,991,324	1,531,551	1,461,915	1,411,701						
%Paid/Billed	8%	9%	25%	22%	21%						
Billing Fees	21,155	12,395	29,211	19,551	39,630						
OEC Birth to Three State Allocation Budget Actual & Projections [Surplus / (Deficit)] ³											
Invoices	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22
Report	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
Deficit Proj	921,660	1,026,669	440,947	85,615	273,246						
Direct Service Hours⁴					1) Based on Budget Tracking system as of November 2021						
FY	19 Act.	20 Act.	21 Act.	22 Est.	2) Based on data from PCG using date paid not date of service Values in grey are being double checked with PCG.						
Jun	36,792	39,459	33,683	34,276	3) Based on monthly estimates by the OEC including a list of assumptions and data that change frequently						
Jul	36,942	42,673	34,273	32,815	4) Based on reconciled invoices (actual) and estimates using a list of assumptions using available information						
Aug	38,265	41,179	30,114	33,879							
Sept	35,742	42,384	31,226	33,868							
Oct	41,640	44,791	31,724	34,088							
Nov	37,810	38,150	29,208	33,589							
Dec	33,032	49,433	30,734	35,344							
Jan	41,645	42,772	30,865	35,494							
Feb	37,283	41,300	30,888	37,065	Actual						
Mar	40,631	32,283	35,848	43,017	Estimated						
Apr	42,542	33,630	31,892	38,270							
May	44,478	32,416	31,720	38,064							
Total											
% Chg	466,801	480,470	382,171	429,767							
	55.88%	2.93%	-20.46%	12.45%							

2021 Birth to Three Program Expense Report Summary

Lessons Learned:

1. Information was self-reported and varied depending on the person completing the form and their understanding. Therefore, the validity of the data is questionable and limited.
 - a. Example 1: Some programs had their finance department complete it while others had the Director of the program completing it.
 - b. Example 2: Many programs listed personnel categories that don't exist in the personnel standards, such as behavior technician.
2. Almost every program had to resubmit and even then, there are some significant inconsistencies.
3. The reporting of staff wages had the greatest inconsistencies.

Major Finds:

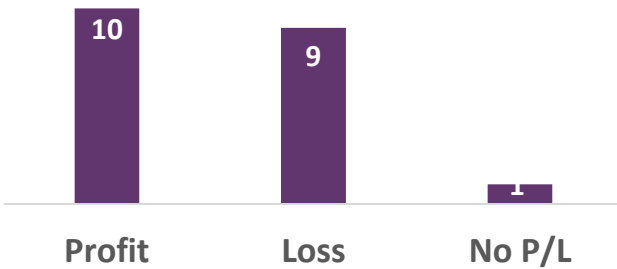
1. *There was a difference in the amount of money reported to be paid out from Medicaid and Insurance by the OEC and the programs. Variation reasons included different months being reported, accrual versus reported, and the reporting of EOB claims to PCG.

2. *All 3 of the programs specializing in Deaf and HOH reported a significant loss.

* Areas where the OEC is further exploring

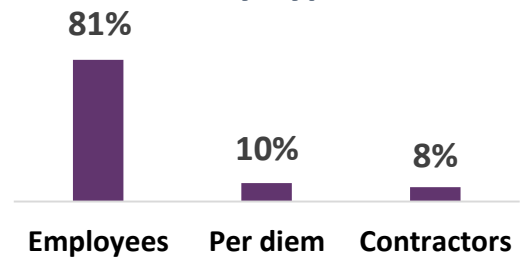
Expenses

of Programs Reporting



Personnel

% by Type



86% Providing Direct Services



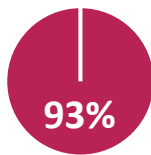
8% Providing Administration



6% Providing Leadership



Personnel Expenses



% of Programs Expensing

