



Iowa IDEA Data Management Applications

A collaborative project
between Iowa's Area Education Agencies and the Iowa Department of Education

July 1, 2009 through June 30, 2014

GENERAL INFORMATION

History	<p>From the onset, the vision, development and management of the Iowa IDEA data management applications has been a collaborative endeavor between the Iowa Department of Education and Iowa's Area Education Agencies (AEA).</p> <p>The major initiatives around this collaboration are summarized in Appendix A.</p> <hr/>
Goals	<p>The Oversight Governance Committee has identified five (5) goals for July 1, 2009 – June 30, 2014. They are:</p> <ol style="list-style-type: none">1. To continue to provide Iowa IDEA data in real time to consumers in order to enable the LEAs, AEA's and SEA to use those data to inform decisions.2. To align the data collection and data entry with state and federal reporting requirements.3. To integrate the IDEA applications which include IMS, IEP, IFSP, Iowa Instructional Plan, Child Find and Medicaid.4. To continue to improve the quality of Iowa IDEA data (e.g. accuracy, completeness and consistency).5. To provide valid and reliable data on children/youth with IEPs and IFSPs to the state data warehouse. <hr/>
Priorities	<p>The priorities for the Central Processing Center for the duration of this five (5) year plan are:</p> <ol style="list-style-type: none">1. Performing daily/recurring operations.2. Managing specified projects and tasks for the Oversight Governance Committee.3. Advising the Oversight Governance Committee.4. Assisting the Oversight Governance Committee with the Iowa IDEA applications.5. Continuing to perform basic services related to Part C and Part B Medicaid claiming.6. Assisting the Oversight Governance Committee with the Gen Ed Instructional Plan application. <hr/>
Completion Dates	<p>Timelines for all projects and tasks will be determined by the Oversight Governance Committee.</p> <hr/>
Performance Reporting	<p>Updates on the priorities identified within this agreement will be provided at the Oversight Governance Committee meetings or via monthly written reports. More frequent communication will occur at the request of the Oversight Governance Committee or at the discretion of the CPC. Unless otherwise specified, the Oversight Governance Committee chair will be the primary contact for communications outside the Oversight Governance Committee meeting.</p> <hr/>

**Problem
Management**

Conflicts between the recommendations of the CPC staff and AEA or Bureau of Student and Family Support Services or Bureau of Early Childhood Services staff concerning local operational issues will be resolved by the Grant Wood AEA administration and the CPC project manager. If this process does not resolve the issue, the concern shall be referred to the Oversight Governance Committee for resolution using established Oversight Governance Committee guidelines.

All matters concerning performance of CPC staff should be shared directly with the specific staff member. If the performance issue is not resolved at this level, the concern should be referred to the CPC project manager.

Reimbursement

The Bureau of Student and Family Support Services agrees to pay Grant Wood AEA for the CPC operating expenses in accordance with the description contained herein. The operating expenses are identified in a budget that is developed annually during the five (5) year term of the project. The projected budget for 2011-2012 is a part of this document.

The costs for the project are divided as follows:

Bureau Share

The Bureau shall be responsible for 60% of the total expenditures for the Iowa IDEA applications and Central Processing Center.

AEA Share

Area Education Agencies will be responsible for 40% of the total expenditures for the Iowa IDEA applications and Central Processing Center.

The 40% of the AEA share shall be apportioned to each of the AEAs in the following manner:

- $\frac{1}{2}$ of the total AEA portion shall be billed out at 1/9th for each AEA.
- The remaining $\frac{1}{2}$ of this 40% shall be billed out on the basis of a flat fee of \$750 per AEA with the balance of this $\frac{1}{2}$ being billed out based on each AEAs percentage of the most recent Federal IDEA October child count data available.

Grant Wood AEA will invoice each entity per established procedures.

Scope

This scope of this project is from July 1, 2009 – June 30, 2014 and is renewed in five (5) year increments. The development, maintenance and services of the applications contained in this document are based on the goals and priorities identified by the Oversight Governance Committee.

PRIORITY: PERFORMING DAILY/RECURRING OPERATIONS**Overview**

Grant Wood AEA will house the Central Processing Center which will perform daily/recurring operations. Grant Wood AEA will employ staff as required in order to execute the daily/recurring operations. These staff may be employees of an AEA, a local education agency (LEA) or other public or private vendors.

Services to be Delivered

Daily/recurring operations include the following:

1. Providing technical assistance to the data entry persons, DE staff and web IEP and web IFSP administrators on the Iowa IDEA applications and data contained in the system.
 2. Monitoring and maintaining the servers and data of the current Iowa IDEA applications including IMS, IEP, IFSP, Iowa Instructional Plan, General Education Intervention, Child Find and Medicaid.
 3. Maintaining system security, back up, archive and restore procedures for all central server files.
 4. Regularly processing state IDs per the procedure that has been established between the CPC and the DE.
 5. Providing data to the Bureau of Student and Family Support Services for the purposes of the data warehouse.
 6. Maintaining a systematic method for responding to questions, technical assistance and requests from the AEAs, Bureau of Student and Family Support Services and Bureau of Early Childhood Services.
 7. Providing data to the Bureau of Student and Family Support Services and the Bureau of Early Childhood Services, as requested.
 8. Facilitating the writing, training and posting of uniform data entry procedures, manual and other resources relative to the Iowa IDEA applications.
 9. Assisting clients define and submit details regarding project scope, requirements and deliverables for new development, modifications to a current application and outputs of data.
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Customer Responsibilities

Technical support for configuring computers, installing or using software other than the IMS application, diagnosis of machines and hardware repair shall be referred to the vendor from whom the hardware or software was purchased. When a request is submitted to the CPC, the CPC may act in an advisory or consultative capacity for issues on Windows machines running IMS software, but not for Macintosh emulating Windows related issues.

Each AEA is responsible for AEA data that is not housed on the central server. This responsibility includes: checking for data integrity, assuring adequate back up and archiving of AEA data.

PRIORITY: MANAGING SPECIFIED PROJECTS AND TASKS FOR THE OVERSIGHT GOVERNANCE COMMITTEE**Overview**

The Oversight Governance Committee provides oversight for the development and maintenance of the Iowa IDEA applications. It is the responsibility of the CPC to operationalize projects and tasks for the Oversight Governance Committee.

Services to be Delivered

The specified projects and tasks managed on behalf of the Oversight Governance Committee include:

1. Carrying out policies and decisions of the Oversight Governance Committee.
 2. Coordinating or collaborating with DE and AEA personnel in regard to the execution of project activities.
 3. Coordinating the training of the IMS data entry personnel, web IEP and web IFSP administrators.
 4. Assisting the Oversight Governance Committee with the communication link between the Oversight Governance Committee, AEAs and Bureaus.
 5. Obtaining systematic feedback to support continuous improvement and client satisfaction.
 6. Responding to short- and long-term initiatives, as identified by the Oversight Governance Committee.
 7. Managing and informing the Oversight Governance Committee of the utilization of project resources.
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Customer Responsibilities

The Oversight Governance Committee will provide direction and leadership in regard to the projects and applications developed by the Central Processing Center.

PRIORITY: ADVISING THE OVERSIGHT GOVERNANCE COMMITTEE

Overview	It is recognized that the expertise needed to develop and implement a data management system for IDEA in the state of Iowa requires a broad range of expertise. The contributions of the CPC will center on the applications, the hardware and software solutions, the data structures and project management.
Services to be Delivered	The CPC will advise the Oversight Governance Committee in regard to: <ol style="list-style-type: none">1. Responding to federal, state and local needs.2. Researching and recommending new developments of hardware and software.3. Managing the evaluation of the IDEA applications and recommending new applications, alterations and/or expansions.4. Transitioning from extracting data solely from IMS to the Iowa IDEA database for state and federal reporting requirements.5. Developing timelines for the release of updates and new releases of the Iowa IDEA applications.
Customer Responsibilities	The Oversight Governance Committee will provide direction and leadership in regard to the projects and applications developed by the CPC.

PRIORITY: ASSISTING THE OVERSIGHT GOVERNANCE COMMITTEE WITH THE IOWA IDEA APPLICATIONS

Overview	Development during this five (5) year timeframe will focus on integrating all applications into one system: Iowa IDEA. The rationale for this integration is: <ol style="list-style-type: none">1. All Iowa IDEA applications are written in one programming language.<ul style="list-style-type: none">• This language will be familiar to the Grant Wood AEA programming staff, including those assigned to develop and maintain Iowa IDEA applications.• This will offer greater flexibility to maintain and develop the applications when staff is ill, on vacation or has resigned.2. There is one database with minimal duplication of data.3. There will be no re-keying of data from one database into another.
Services to be Delivered	Services related to the Iowa IDEA applications include: <ol style="list-style-type: none">1. Coordinating with the AEAs the testing, piloting and rolling out of Iowa IDEA applications and updated versions.2. Maintaining the IMS 'standalone' application, until it is integrated with Iowa IDEA.3. Maintaining the Iowa IDEA applications, as requested.4. Troubleshooting and fixing bugs in the Iowa IDEA applications.

5. Developing the next application in the Iowa IDEA suite, as determined by the Oversight Governance Committee.
 6. Allow pre-service special education teachers limited access to the web IEP test site, through identified teacher education programs.
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Customer Responsibilities

The Oversight Governance Committee will:

- Determine the deadline for requirements or requests which are submitted in writing.
 - Review and approve or deny each submitted request for development for any of the Iowa IDEA applications.
 - Determine priorities for development and targeted timelines for rollouts.
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PRIORITY: PERFORMING BASIC MEDICAID SERVICES RELATED TO PART C AND PART B MEDICAID CLAIMING

Overview

AEAs use the Iowa IDEA applications, primarily IMS, to print Medicaid claim forms and to enter claims for Part C and Part B. The Central Processing Center transmits the claims to EDI, typically twice a month.

In addition, some AEAs enter claims in IMS on behalf of the districts in their service area. For those districts, the Central Processing Center transmits those claims also.

Occasionally, changes are required to specific parts of the application (e.g. rates, forms). The Bureau of Student and Family Support Services provides leadership on the timelines for those changes as well as the details on what needs to be changed.

Services to be Delivered

The specific services related to Medicaid are:

1. Transmitting data and suppressing claims with errors.
 2. Creating and sending error reports to appropriate AEA.
 3. Processing the file from DHS.
 4. Modifying the IMS application and outputs, per written request.
 5. Conducting internal testing.
 6. Addressing as many help desk/technical assistance questions as possible and forwarding questions that are not able to be answered onto the DE.
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Customer Responsibilities

The Department of Education will:

- Submit written requests for changes, including input, output, rates or any other modifications related to Part C and Part B Medicaid claiming or reporting.
 - Facilitate the training of data entry personnel.
 - Act as the liaison between EDI, DHS, AEAs and the CPC.
 - Conduct external testing.
 - Answer help desk/technical assistance questions.
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PRIORITY: ASSISTING THE OVERSIGHT GOVERNANCE COMMITTEE WITH THE GEN ED INSTRUCTIONAL PLAN APPLICATION**Overview**

The Oversight Governance Committee provides oversight for the rollout and maintenance of the Gen Ed Instructional Plan application. This arrangement was initiated in July 2010. Grant Wood AEA uses existing staff for supervision and coordination, server and network maintenance, maintenance of the application and project management. In addition, expenses for items such as repair and maintenance and ICN data traffic are covered under the umbrella of the Iowa IDEA Data Management Applications. In regard to technical assistance and training, Grant Wood AEA contracts for the provision of technical assistance. It is anticipated that no further training of the application will need to be offered in 2011-2012.

Modifications to the Gen Ed Instructional Plan application have been and will continue to be minimal. The application is in a maintenance mode and only bugs will be fixed.

Each AEA was asked to identify a person who would become the resident expert on the Gen Ed Instructional Plan application. This person is known as the web gen ed administrator. It was recommended that this resident expert be someone who is identified as a 'gen ed' and not a 'special education' staff person.

In addition, it was recommended that the web gen ed administrator pair up with a content expert to roll out the application in a district. This would include planning and delivering training.

The web gen ed administrator will:

- Collaborate with the AEA's content expert and provide training to the consumers or representatives in an LEA.
- Troubleshoot and provide level 1 technical assistance to consumers or representatives in an LEA.
- If unable to answer level 1 technical assistance and troubleshooting requests, consult with the person who provides technical assistance to the AEA web gen ed administrators.

In short, the model of training and technical assistance for the Gen Ed Instructional Plan application is similar to the model that has been used for the special education applications (e.g. web IEP and web IFSP).

It is unknown how many districts in the state will use the Gen Ed Instructional Plan application.

Services to be Delivered

Services related to the Gen Ed Instructional Plan application include:

1. Transitioning the Gen Ed Instructional Plan application from the staff currently supporting it to the Central Processing Center.
 2. Maintaining the Gen Ed Instructional Plan application, as requested.
 3. Troubleshooting and fixing bugs in the Gen Ed Instructional Plan application.
 4. Facilitating the development of a structure of training and support similar to the Iowa IDEA applications; namely:
 - The Center will identify a person to train and provide technical assistance to the AEA gen ed administrators.
 - Each AEA will have a web gen ed administrator who will:
 - Create new accounts and assign permissions for consumers in their AEA.
 - Train the district personnel or the contact person in a district who will train personnel in the district.
 5. In alignment with the daily/recurring operations:
 - Monitoring and maintaining the server and data for the Gen Ed Instructional Plan application.
 - Maintaining system security, back up, archive and restore procedures for server which houses the Gen Ed Instructional Plan application and data.
 6. Maintaining a systematic method for responding to questions, technical assistance and requests from the AEAs and DE.
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Customer Responsibilities

The Oversight Governance Committee will provide direction and leadership in regard to the Gen Ed Instructional Plan application.

APPENDIX A

History

In February 1993, Grant Wood Area Education Agency (GWAEA) presented a proposal to the Operations Governance Committee (OGC) of the Iowa Information Management System (IMS) outlining the personnel and tasks required for the development, operation, maintenance and improvement of the IMS application for use by Iowa's Area Education Agencies (AEAs) and the Department of Education, Bureau of Special Education. The proposal was accepted and Grant Wood AEA entered into an agreement to serve as the site for the Central Processing Center (CPC) through June 30, 1997.

Information gained and client feedback obtained throughout the development period suggested changes in the operation of CPC were critical if the CPC was to continue to be responsive to the needs identified by the AEAs and Bureau and to meet the leadership and improvement challenges identified by the OGC. Grant Wood AEA then prepared a proposal to assist the IMS shift from the development and initial implementation phase to a full implementation and system enhancement phase. The proposal was implemented from July 1, 1997 – June 20, 2000.

In 1998, the OGC determined that the lifespan of the IMS application was drawing to a close and alternatives needed to be studied. After almost one (1) year of researching options and obtaining input from various stakeholders, the OGC unanimously approved the following in December 1999:

- Convert the IMS application from FoxPro to Visual FoxPro for use on a Windows platform.
- House the new system on a central server.
- Test the new system on remote sites to obtain data on access time.
- Submit data to the OGC to determine if the system needs to be developed on SQL or if Visual FoxPro is efficient.
- Project the pilot for the December Count with the new system to be December 2002.

During the initial phases of conversion from FoxPro to Visual FoxPro, the Center researched an IMS web application. After further discussion with the OGC, it was determined that AEAs would be offered the option of staying with Visual FoxPro or moving to the web. Also at this time two schedules were proposed to the OGC. One option split the conversion into two phases: the input and output phases. If only data entry were converted during the input phase and if AEAs continued to use FoxPro for outputs, it was anticipated that an AEA a week could be converted to web IMS. The second option involved converting both input and output for an AEA at the same time. The rate of conversion for this option was projected to be one AEA per month. All 15 AEAs subsequently requested to convert to web IMS. The OGC approved a schedule for conversion; one AEA per week. In January 2002, the input phase of the conversion process began.

To prepare each AEA for the conversion, the CPC staff met with each AEA to discuss such topics as timelines, modules and special data entry needs, moving data to and from the AEA, power users, training, network, on-going implementation and future usage. All IMS data entry modules, with the exception of Medicaid, were converted to web IMS. During this phase, reports continued to be run via FoxPro.

The input phase of the conversion process was completed by June 30, 2002 with all AEAs in the state converting to the new application.

On February 2, 2003, the OGC moved the output phase to an active status. Outputs were defined as being screen queries or reports. During the output phase, AEAs had the opportunity to provide web IMS accounts to other AEA and LEA staff. Each AEA determined when to initiate the output phase and the pace at which to rollout the outputs.

The idea of developing a statewide web IEP gained momentum in 2001 and the writing of the specifications became a priority. The specifications for the Web IEP application were completed on February 17, 2003 and subsequently reviewed and accepted by the Bureau of Children, Family and Community Services and the OGC. Phases I and II of the development as well as the alpha testing were completed by March 2004. Beta testing began in March 2004 and Version 1 of the web IEP was rolled out in January 2005.

In the fall of 2006, the Bureau of Children, Family and Community Services asked Grant Wood AEA if the Agency would be willing to pursue an agreement to develop a web IFSP. The administration at Grant Wood AEA expressed an interest in pursuing such an agreement. The OGC subsequently provided direction and guidance regarding governance, budget and staffing. The writing of the specifications commenced on March 12, 2007.

It was also in the fall of 2006 that the OGC began to entertain the notion that IMS, IEP and the to-be-developed IFSP should all be one system. In November 2006, the OGC asked the CPC to develop a plan for this system, Iowa IDEA. The first phase of the system, Version 5 of the Iowa IEP, was rolled out in November 2008.

In March 2008, the Directors of Special Education agreed to use a common application to track both general education interventions and some components of Child Find. It was determined that an application developed by AEA 10 could be the basis for this "new" application. This modified application, referred to as I-Plan, was ready for statewide use in fall 2008 although its use was not required.

The requirements for the web IFSP were completed at the end of July 2008. This included the finalization of the IFSP forms. Development began in the fall of 2008 and beta testing was carried out on July 14-15, 2010 by representatives from the Iowa Department of Public Health, Iowa Department of Education and Area Education Agencies. The application was piloted in Region 8 from September – December 2009. Training on the new application was held for each region's IFSP rollout team in January 2010. The web IFSP was rolled out starting in January 2010 with the goal of having all IFSP service coordinators and service providers using the application by July 1, 2010.

In the spring of 2009, using the I-Plan application as the foundation, a new application was developed by which districts could track general education interventions, namely, supplemental instruction. The Central Processing Center staff initiated development of the application in Fall 2009 and turned it over to some staff in AEA 12 who led the piloting of the application. This application is referred to as the Gen Ed Intervention (GEI) application.

Training to the AEAs on the GEI was offered in the summer and fall of 2010. In addition, technical assistance was provided through a contractual arrangement with a person from one of the AEAs.

Since 1993, the OGC has set both tactical and operational directions for the Iowa IDEA applications. Due to the increase in the number of applications in recent years and the different expertise needed for tactical and operational objectives, it was decided that a modification to the governing structure was appropriate. Beginning on July 1, 2009, the governing structure was divided into two components: Oversight Governance Committee and Operations Work Group. The Oversight Governance Committee is responsible for the policy and tactical decisions regarding the Iowa IDEA applications and the Operations Work Group oversees decisions related to operational aspects of the system.

Since 2008, work has been on-going to rewrite all the applications to be under one system. It was becoming apparent that efficiency would be increased by stopping all changes to the current applications and focusing on the rewrite. On January 7, 2010, the Oversight Governance Committee accepted the timelines for the rewrite, with the first phase projected to be completed by July 1, 2012. Later, due to the addition of the Child Find requirements, the timelines for the completion of the first phase was extended to July 1, 2013.
