1. Will the data collection tool be due monthly on the 20th along with all TKIDS data?

Based on feedback received from ECI programs during the webinar, the state office has moved the monthly due date for submission of the Coaching Practice - Data Collection Tool to the 30th of each month, from the 20th of the month that was originally communicated. The coaching rollout protocol documents have been updated to reflect this new date.

2. Is it possible to have the coaching fidelity spreadsheet accessible online (through a link) for automatic data submission in lieu of re-entering the data at a later time?

ECI has provided a few different options for programs to collect and enter coaching fidelity data. Both a fillable Word and a fillable PDF Coaching Fidelity Checklist are available for supervisors who want to enter ratings and notes into the checklist (whether on a computer or by hand) and then transfer the ratings for each provider to the Data Collection Tool. Programs who wish to enter ratings for provider observations directly into the data collection tool, which contains all of the coaching fidelity checklist questions, are also welcome to use such an approach.

The state office has looked into the option of using a web-based platform such as SurveyMonkey to allow for automatic online data submission. However, we have not been able to identify an option of this type that would not require the same amount or more duplication and manipulation of data on behalf of the ECI programs or the state office.

3. Should this be mentioned in the progress note? If so, how? Should we be reformatting our progress note?

Coaching families should be reflected in the progress note, as coaching should be the focus of most, if not every, service delivery visit. It is up to your program to determine whether you should reformat your progress notes to ensure coaching activities are documented accurately.

4. **Our program has an EIS/SC split; all of our SC are EIS's but they don't provide SST. Do they have to be observed using the fidelity tool?**

Only providers who deliver direct services, including SST, need to be observed using the Coaching Fidelity Tool. If a Service Coordinator is also an EIS, but does not provide SST, then they would not require an observation.

5. **How long is the Coaching Families module?**

The online Coaching Families training module takes approximately 2.5 hours to complete if it is being viewed individually. If the module is viewed as a group, with associated interaction and discussion, the module may take approximately 3.5 - 4 hours to complete. It is up to your program how you choose to have providers view the module, and you can use a combination of both individual and group training.

6. **Today, an example was given of what you as state staff believe a "Yes" would be on one of the fidelity items...I think more information is needed in each area of the criteria for a "Yes" to ensure consistency in ratings across the state.**

The state office is planning additional guidance for the ratings scale used on the Coaching Fidelity Checklist, to increase consistency among supervisors in how providers are being scored. This basic legend or rubric will provide a simple framework for understanding what a provider must or must not exhibit to receive a rating of "0: Not Observed", "1: Needs Support", and "2: Yes". A few examples will be provided for each. Additional information will be forthcoming on the dissemination of this guidance.

7. **As a Director, I also carry a caseload. I don't have an assistant Director or team leaders so who will complete my observations?**

While the Coaching Fidelity Checklist is generally not intended as a peer-to-peer observation tool, the state office understands the predicament that Program Directors may encounter in not having an Assistant Director or Team Lead to complete their observation. In these instances, we encourage the Program Director to select a trusted and seasoned colleague to complete their coaching observation.

8. Would that be the 20th of the following month?

As noted in Question #1, the state office has moved the monthly due date for submission of the Coaching Practice - Data Collection Tool to the 30th of each month. Data is reported a full month after it is collected. For example, data for Coaching Families module completions and provider observations conducted in August would be reflected on the data collection tool submitted on September 30th. The tool may be submitted before the end of the following month if a program completes its data collection before the deadline.

9. Thank you for attaching the handout here. Please update the link on the HHSC website - it links to the old TX Coaching Fidelity Checklist still.

Per the webinar, the state office has posted all of the tools and resources needed to support programs for initial kick-off of the coaching evidence-based practice on May 1, 2019 on the ECI Extranet. The ECI state office staff cannot update the ECI webpage directly, but must send files and text to another HHSC team for updating. Due to this process, ECI is asking that you use the ECI Extranet to access the necessary tools, until the assigned HHSC web team can get the links and text updated on the ECI webpage in the next few weeks.

Please note that the Coaching Rollout Protocol and the Coaching Practice - Data Collection tool will only be accessible from the ECI Extranet. All other resources, such as the Coaching Fidelity Checklist, links to the Coaching Families module and the Coaching Tip Sheets for Families and Providers, will be available on the Extranet and publically on the ECI webpage.

10. I do not see the Coaching Tip Sheet for families in Spanish on the website either.

The Coaching Tip Sheet for Families is on the ECI Training and Technical Assistance webpage in both English and Spanish. The tip sheet in both languages can be found at the following link: https://hhs.texas.gov/doing-business-hhs/provider-portals/assistive-services-providers/early-childhood-intervention-programs/training-technical-assistance/coaching-families. Please see the fourth bullet under the Technical Assistance Tools: Materials and Resources heading, about half way down the page.

11. Regarding the timeline for providers who have viewed the Coaching Families module within 2 years - is that 2 calendar years or 2 fiscal years? (I had most of ours view it in Nov-Dec 2016, so greater than 2 years - should they watch again?)

The state office would like to clarify expectations regarding completion of the Coaching Families module. Two years is actually defined a little more loosely than what you are asking. If a provider completed the Coaching Families module between November 2016 (when it was initially rolled out) and April 2019, they are not required to view the Coaching Families module again following the May 1, 2019 statewide coaching rollout kick-off date, unless your program chooses to have them do so.

12. Can you please clarify which report is due the 20th of each month?

The state office has moved the monthly due date for submission of the Coaching Practice - Data Collection Tool to the 30th of each month. If a provider completed the Coaching Families module during the previous month, then this should be noted on the *Coaching Module – Completion* tab. If a provider received an observation from a supervisor using the Coaching Fidelity Checklist, this should be noted on the *Observation and Fidelity Tracking* tab. There may or may not be training information that needs to be updated on the *Program Information* tab on a monthly basis. Tools should be sent monthly to Eileen Schrandt, ECI Project Manager at Eileen.Schrandt@hhsc.state.tx.us. Comprehensive information is contained within the Coaching Practice – Data Collection Tool template on how each sheet should be completed.

13. Will these demonstrations/observations take the place of the MIW observations and those included in the EIS IPDP and SC IPDP or is this in addition to those demonstrations/observations?

The coaching observation conducted for the statewide rollout of the coaching evidence-based practice under the SSIP may be the same observation used for the Making It Work (MIW) module or the Early Intervention Specialist or Service Coordinator Individual Professional Development Plan (IPDP). However, this does not preclude the supervisor or provider from completing any related activities or paperwork for the MIW or IPDP observation.

14. Can you review the timelines for completion for new hires again, please?

Timelines and additional helpful information on the steps to implement the coaching practice within your program are presented and explained in the Coaching Rollout Protocol document. Please take the time to review this document and familiarize yourself with timelines and expectations.

All providers will be given up to three months after the coaching kick-off date to complete the Coaching Families module; with rollout starting on May 1, 2019, programs should have providers view the module and complete the required pre/post-tests by July 31, 2019. New providers who are hired after the rollout date will be given one month to complete the Coaching Families module (or 3 months after rollout, whichever is later). All providers should have an observation completed within six months of viewing the Coaching Families module, whether they are a new hire or a continuing provider.

15. When did you say the handouts for the webinar and other items will be posted on extranet? (not the fidelity checklist- I see that here)

During the webinar it was stated that the coaching tools and resources referenced during the presentation would be available on the ECI Extranet within the next week. All of the items except for the Data Collection Tool were posted on Tuesday, April 23, 2019. The final Coaching Practice – Data Collection Tool template was posted on Friday, April 26, 2019.

The ECI state office has made the decision to pre-populate provider data into the Coaching Practice – Data Collection Tool for each ECI program, to support data entry. Individual program data collection tools will be emailed to programs between May 1st and 3rd, 2019. Additionally, the state office is creating a coaching protocol flowchart to provide a simpler and less narrative- heavy visual representation of the coaching rollout protocol. This document will be posted to the ECI Extranet on May 1, 2019.

16. What was the reason again that the state office could not enter the data?

The ECI state office acknowledges the amount of data entry that is associated with statewide coaching rollout, and is required to adequately report on SSIP progress. In an effort to make the process more amenable, the state office will be taking a few steps to support programs with data entry. First, the state office will pre-populate provider data into individual program data collection tools and email them to programs. It will then be the program's responsibility to properly maintain this data.

Additionally, the state office will also be sharing with programs a list of email addresses from the Coaching Families post-module survey, that show who in their programs has been identified as having already completed the Coaching Families module between rollout of the training in November 2016 and now. This should help programs to complete the Coaching Families - Completion tab on the data collection tool. Also related to viewing the Coaching Families module and completing the coaching rollout pre and post-tests, the state office will be able to provide programs with a quarterly document downloaded from Survey Monkey that allows them to cross reference or double-check which of their providers have completed these components.

At the most recent review of the TRADS Employee Reports, two weeks ago, there was nearly 2,600 providers eligible to receive coaching observations across the 42 contracted programs.

17. Is the state under a hiring freeze? If not, could you hire additional staff to gather the data to take it off of program staff?

The Legislature allocates the ECI state office a set amount of positions, and we are not able to hire additional staff beyond this allocation.

18. Who can do the observations: Team Leaders, QA Staff or Supervisors?

The Coaching Fidelity Checklist is generally not intended to be a peer-to-peer observation tool. Observations of providers should be done by supervisors, team leads, program directors, or those in similar leadership positions. The state office understands that each ECI program is set up differently, so supervisory positions may differ across programs. The underlying intent is that observations be conducted by staff that oversee or supervise the continuum of direct service provider types.

To provide some context for managing the completion of required observations, let's take a look at a sample of programs of different sizes:

- ECI's largest program has approximately 318 providers that should be observed using the Coaching Fidelity Checklist. Within this program there are also approximately 27 supervisors. If 318 providers need to have an observation completed within six months, this means that 53 observations should be completed during each of those months. Depending on how supervisory responsibilities are split, each of the 27 supervisors would need to complete approximately two observations during each of the six months.

- ECI's other large programs have approximately 135 providers each that should be observed using the Coaching Fidelity Checklist. On average, there are also approximately six supervisors. If 135 providers need to have an observation completed within six months, this means that 23 observations should be completed during each of those months. Depending on how supervisory responsibilities are split each of the six supervisors would need to complete approximately three to four observations during each of the six months.

- Across all current ECI programs, the mean number of providers that require an observation using the Coaching Fidelity Checklist is 61. On average, there are also approximately three supervisors in programs of this size. If 61 providers need to have an observation completed within six months, this means that 10 observations should be completed during each of those months. Depending on how supervisory responsibilities are split each of the three supervisors would need to complete approximately three to four observations during each of the six months.

- ECI's small programs have approximately 25 providers each that should be observed using the Coaching Fidelity Checklist. On average, there are also approximately two supervisors. If 25 providers need to have an observation completed within six months, this means that 4 observations should be completed during each of those months. Depending on how supervisory responsibilities are split, each of the two supervisors would need to complete approximately two observations during each of the six months.

19. If I have a staff who cannot or will not reach fidelity what are the consequences to the individual staff and/or the program?

There currently are no specific consequences in place from the state level for individual providers that do not meet fidelity, or for programs that have a large number of providers that do not meet fidelity. Programs can determine for themselves how to hold staff accountable to service delivery expectations.

Nonetheless, an educational or coaching approach to ECI services is the model that programs are contracted to provide – versus a medical model. While there are no consequences related to the SSIP with regard to meeting or not meeting fidelity, a program's performance and quality of services is still being monitored based on the using Texas' agreed upon approach to early intervention service delivery.

20. I will be doing the observations of all supervisors to make sure they reach fidelity before they begin supervision of their staff; however, since I no longer provide services except for an occasional evaluation who will make sure that I am scoring the fidelity checklist appropriately?

There is not a specific process to ensure that all supervisors have achieved fidelity and are scoring the fidelity checklist appropriately before beginning to supervise and observe providers. The state office assumes and trusts that supervisors will have completed the Coaching Families module, thoroughly examined the Coaching Fidelity Checklist, and familiarized themselves with the Coaching Rollout Protocol and other coaching tools and resources (tip sheets, data collection tool, etc.) prior to beginning to observe and rate providers. Three months is given from coaching rollout kick-off to view the Coaching Families module, with an additional six months to complete observations, which should provide ample time for supervisors to familiarize themselves with the coaching tools and resources.

As noted in response to Questions #6, the state office is also working on additional guidance to operationalize and exemplify the Coaching Fidelity Checklist rating scale. This guidance should also support supervisors' comfort level that they are scoring the fidelity checklist appropriately.