

Resource Specialist Program

Service Tracking, Monitoring and Reports



Division of Special Education
Los Angeles Unified School District
2017-2018



Learning Objectives

Using the Welligent Integrated System, you will be able to:

- Add RSP services to the IEP
- Locate a student's Service Record
- Create a new RSP Service Record
- Update/Edit a Service Record
- Inactivate a Service Record
- Document services using the *RSP Tracker*
- Access/Utilize self-monitoring reports

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MODULE 1

Policies & Procedures

- ❖ Legal Requirements
- ❖ Policies & Procedures
- ❖ Responsibilities of the RSP Teacher

Legal Requirements

Students must be provided special education services at the duration and frequency indicated in their Individualized Education Programs (IEPs). Failure to implement the IEP according to its specifications is a violation of federal law.

Resource Specialist Teachers (RSTs) are required to use the Welligent Integrated System at least weekly to document their delivery of services to students. RSTs and their administrators are also responsible for regularly using Welligent Service Delivery Reports to monitor service delivery and address any identified issues.

Responsibilities of the Resource Specialist Teacher

- Provide RSP services to students at the duration and frequency specified in FAPE Part 2 of the students' IEPs beginning the first week of school.
- For newly signed IEPs where RSP services on FAPE Part 2 are offered and consented to after the start of the school year, services are provided beginning the next school day, if the interval is *daily*; within 3 school days, if the interval is *weekly*; and within 10 school days, if the interval is *monthly*.
- Provide make-up services to students whose service sessions were cancelled due to provider-related absences, including the absence of the special education assistant/trainee.

Responsibilities of the Resource Specialist Teacher

- Develop a service plan to make-up minutes appearing as “Minutes Owed” on the SER300P report.
- On an annual basis, complete, and pass the *Resource Specialist Program: Service Tracking, Documentation and Reports* course or within 20 days of starting an RST position.
- Submit certificate of completion for the *Resource Specialist Program: Service Tracking, Documentation and Reports* course to the school principal no later than 5 days after completing the course.
- Log into the Welligent Integrated System and update and/or create service records for students on their service caseload.

Responsibilities of the Resource Specialist Teacher

- After an IEP team meeting is held and the IEP is signed, the RSP teacher is required to inactivate the previous RSP service record(s) and create a new one(s) for each performance area as specified on FAPE Part 2 of the IEP.
- Create a new service record for students who have transferred from another school district as soon as the IEP is reviewed and RSP services have been identified on the out-of-district IEP.
- Document services provided to students at the duration and frequency as specified in their IEPs on the Welligent RSP Tracker in the *Daily/Weekly Services Data Entry* module no more than five (5) days after providing the service. All service sessions must be documented in the Welligent RSP Tracker within five (5) days of providing the service.
- Document services provided by the special education assistant/trainee in the Welligent RSP Tracker within 5 days of service provision.

Responsibilities of the Resource Specialist Teacher

- Document comparable RSP services for students who have transferred from another school district within five (5) days of providing the services and until the 30-day IEP is held and signed. Then, inactivate the service records where the interim services were documented and create new service records for the newly signed IEP where RSP services were offered and consented to by the parent.
- Use cancellation codes to document student absences (REF-6900 Attachment A).
- Submit a signed *RSP Monthly Attendance Form* report to administrator on the 5th of every month for the previous month's service provision.

Responsibilities of the Resource Specialist Teacher

- Maintain a portfolio of all submitted *RSP Monthly Attendance Forms*, organized by school year for a period of five (5) years, which include an administrator's signature acknowledging the form was reviewed.
- Maintain up-to-date service delivery schedules accessible to all service providers.
- Maintain an up-to-date substitute folder in the Main Office which contains information on the days, times, and locations of services to students with RSP services on the provider's caseload.
- Review service delivery reports in Welligent, SER300P, SER315P and *RSP Monthly Attendance Form*, on a weekly basis to ensure RSP services meet the duration and frequency specifications of RSP services on students' IEPs.

RSP Services Flow Chart

Once IEP Team determines student's offer of FAPE includes RSP services,

During IEP Team Meeting

RSP services are to be documented on the IEP in Welligent in the areas of identified need.

Review FAPE Part 2 to verify each service grid that was created in the Services section of the IEP is listed on the FAPE Part 2 Summary Grid.

IEP TYPE

Initial

Review

Active IEP Status

If this is an initial RSP service, create a new RSP service record for each service area after parent indicates consent to implement RSP services and IEP has been locked and is in Active status.

If this is a continuing RSP service, inactivate old RSP service record(s). Then, create a new RSP service record for each service area after parent indicates consent to implement RSP services and IEP has been locked and is in Active status.

Begin RSP Services and within 5 days of service delivery, enter service minutes on the Daily/Weekly Services Data Entry module.

Monitor service delivery on a weekly basis by using Welligent Reports SER300P & SER315P
Submit RSP Monthly Attendance Form on the 5th of the month for previous month's service provision

MODULE 2

Adding RSP Services to the IEP

- ❖ Adding RSP service(s) to the IEP
- ❖ Reviewing RSP service(s) on IEP – FAPE Part 2

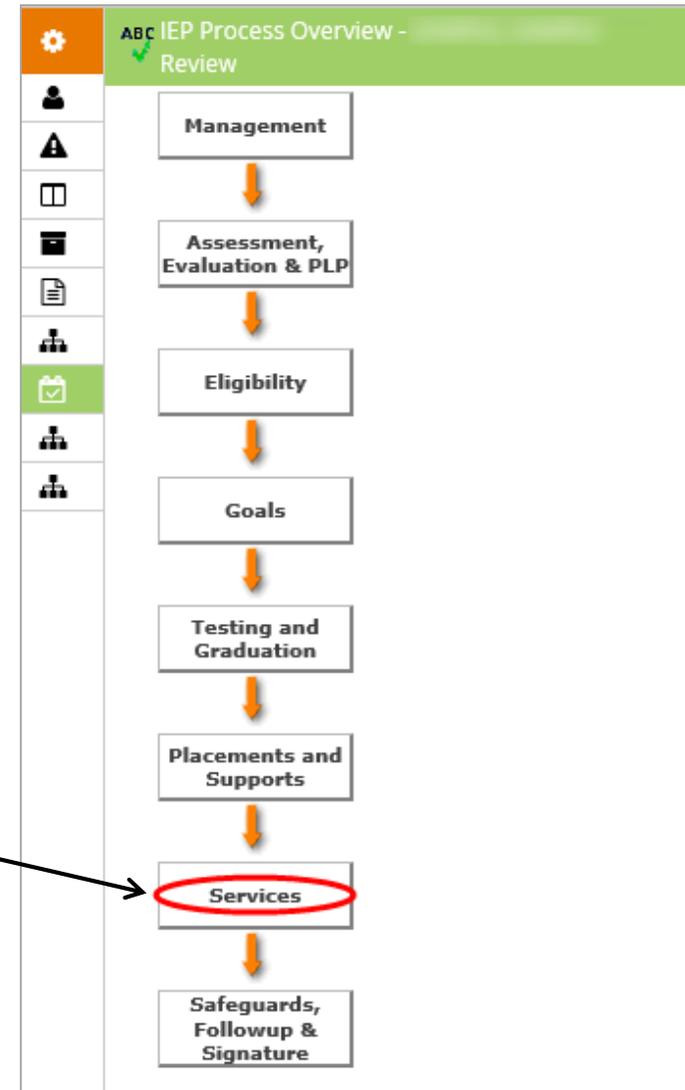
Adding RSP Service to the IEP

In order to document RSP as a service on the IEP, a Service Grid must be created.

The Service Grid will become a part of FAPE Part 2- Summary of Services and the FAPE Summary Grid.

Follow these steps to create a Service Grid:

- 1.) On the In Process IEP, locate the **Services** section.
- 2.) Click on the **Services** module.



Adding RSP Service to the IEP (contd.)

3.) On the IEP Navigator, click on the **Services** link.

The screenshot displays the IEP Navigator interface. On the left is a vertical sidebar with a process flow: Management, Assessment, Evaluation & PLP, Eligibility, Goals, Testing and Graduation, Placements and Supports, **Services**, and Safeguards, Followup & Signature. The 'Services' link is highlighted with a green bar. A red arrow points from this link to the 'Services' checkbox in the 'IEP Navigator' panel on the right. The main content area shows 'IEP Details - Services' with sections for Management Details and Associated Forms.

Management Details

Type of IEP:	Review	Type of Review:	Three Year Evaluation
IEP Status:	In Process	IEP Status Reason:	
Date Completed:		Parent Signature Date:	
Eligible for Spec Ed?	Yes		

Associated Forms

Form Name	Required?	Status
FAPE Part 2 - Summary of Services	Required	MISSING
FAPE Summary Grid	Optional	Missing
LAS Certification Form (New)	Optional	Missing

IEP Navigator

- Services
- IEP Documents
- Student Info.

Adding RSP Service to the IEP (contd.)

4.) Click on **“Add Service.”**

The screenshot displays the 'IEP Details - Services' interface. At the top, there is a green header bar with a gear icon, a checkmark, and the text 'ABC IEP Details - Services'. To the right of the header are four buttons: 'Reports', 'Notify Participants', 'Save', and 'Close'. Below the header is a navigation pane on the left with icons for 'Services', 'IEP Documents', and 'Student Info.'. The main content area is titled 'Services' and contains a table with two columns: 'Effective With This IEP' and 'Future Changes Related To This IEP'. A red arrow points to the 'Add Service' button located in the top right corner of the main content area.

	Effective With This IEP	Future Changes Related To This IEP

Adding RSP Service to the IEP (contd.)

5.) Complete the fields in the “Add Service” pop-up box.

NOTES:

- **Service:** RSP
- **Start Date:** Effective on Signature Date
- **End Date:** **LEAVE BLANK** unless there will be future changes **or** the service will end on a specific date per IEP Team’s recommendation
- **Service Applies To:** Select an option
- **Frequency:** Select a range
- **Interval:** Select an interval
- **Minutes/Interval:** **Total Minutes (Duration)**
- **Minutes/Interval Pullout from Gen Ed):** Part of total minutes that will be provided outside of GE
- Check off goals that the RSP Area selected will address (bottom portion)

ABC IEP Services -			Save	Fill Future	Delete	Close
	Effective With This IEP	Future Changes Related To This IEP				
*Service:	RSP					
*Start Date:	Effective on Signature Date					
End Date:						
*Service Applies To:	Regular					
*Frequency:	1-5					
*Interval:	Weekly					
*Minutes/Interval:	150	Total Minutes (Duration)				
*Minutes/Interval Pullout from Gen Ed):	30	Pullout minutes are PART of the Total Minutes				
*Service Delivery Model:	RSP: Collaborative Teaching and Planning					
*RSP Area:	Math					
*Responsible Personnel:	Resource Specialist Teacher					
Responsible Personnel:	General Education Teacher					
Responsible Personnel:	Other Provider(s)					
Responsible Personnel:						

Notes on Service Delivery Model

RSP Teachers should select one of the following Service Delivery Models on the IEP:

- **RSP: Collaborative Teaching and Planning** is co-teaching in general education core classes and co-planning with general education teachers. This is an essential service delivery option of the Resource Specialist Program, as these students spend the majority of their day in the general education program. These services take place in the general education setting, and are often complemented by services outside of the general education classroom in the Learning Center at secondary schools.
- **RSP: Direct Instruction Services** provide targeted, data-driven instruction in the content, skills, or strategies the student needs to access the general education curriculum in alignment with the student's IEP goals. These services are typically provided in one or more of the following IEP goal areas: reading, writing, speaking/listening, English language development, or mathematics. Additional support for IEP goals in the areas of behavior, social communication skills, and/or pre-vocational skills is often also addressed through Direct Instruction Services. These services may take place outside the general education setting, i.e., in the Learning Center at secondary schools.

Adding RSP Service to the IEP (contd.)

NOTES (continued)

- Service Delivery Model: RSP Teachers must select either
 - RSP Collaborative Teaching and Planning (instruction mostly inside GE)
 - OR**
 - RSP Direct Instruction Services (instruction mostly outside GE)

- After completing the fields in the “Add Service” pop-up box, select the IEP goals that this RSP Area will support.

*Minutes/Interval:	150	
*Minutes/Interval Pullout from Gen Ed):	30	
*Service Delivery Model:	RSP: Collaborative Teaching and Planning	
*RSP Area:	Math	
*Responsible Personnel:	Resource Specialist Teacher	
Responsible Personnel:	General Education Teacher	
Responsible Personnel:	Other Provider(s)	
Responsible Personnel:		

This service addresses the following goal(s): *

- (Health and Nursing Services)
- (Written Language)
- (ELD)
- (Mathematics)
- (Behavior Support)
- (Reading)

Note: This record has not been previously modified.

Reviewing FAPE Part 2 with Minutes Inside General Education

This FAPE Part 2 prescription indicates:
 Service area will address **3 goals** in **Literacy/ELA/ELD**.
 The service will be provided weekly at minimum **1 time, per week, to a maximum of 5 times, per week**. At the end of the week, sessions should total **150 minutes** as specified in the Minutes/Interval field on FAPE Part 2.

“Minutes/Interval” indicates **Total Minutes (Duration)** for service area. In this case = 150 Minutes

“Minutes/Interval (Pullout from Gen Ed):” indicates how many minutes **out of Total Minutes** will be delivered in a special education setting for the service area. In this case = 0 Minutes out of **150** will be in special education setting. Student will be provided all **150** minutes inside general education.

		Effective With This IEP	Future Changes Related To This IEP
Service 1	Start Date:	Effective on Signature Date 06-Feb-2017	
RSP	End Date:		
RSP	Service applies to:	Regular	
	Frequency:	1-5	
This service addresses the following goals:	Interval:	Weekly	
(Reading Comp) (Written Language) (ELD)	Minutes/Interval:	150 (Duration)	
	Minutes/Interval (Pullout from Gen Ed):	0	
	Service Delivery Model:	RSP: Collaborative Teaching and Planning*	
	RSP Area:	Literacy/ELA/ELD	
	Responsible Personnel:	Resource Specialist Teacher	
		General Education Teacher	
		Other Provider(s)	

Reviewing FAPE Part 2 with Minutes Outside General Education

This FAPE Part 2 prescription indicates:

Service area will address **4 goals** in **Multiple Academic Areas**. The service will be provided weekly at minimum **1 time, per week, to a maximum of 5 times, per week**. At the end of the week, sessions should total **260** minutes as specified in the Minutes/Interval field on FAPE Part 2.

“Minutes/Interval” indicates **Total Minutes (Duration)** for service area. In this case = 260 Minutes

“Minutes/Interval (Pullout from Gen Ed):” indicates how many minutes **out of Total Minutes** will be delivered in a special education setting for the service area. In this case = **260** Minutes out of **260** will be in special education setting. Student will be provided all **260** minutes outside general education.

Service 3	Start Date:	Effective on Signature Date 06-Feb-2017	
RSP	End Date:		
RSP	Service applies to:	Regular	
	Frequency:	1-5	
This service addresses the following goals :	Interval:	Weekly	
	Minutes/Interval:	260 (Duration)	
	Minutes/Interval (Pullout from Gen Ed):	260	
	Service Delivery Model:	RSP: Direct Instruction Services*	
	RSP Area:	Multiple Academic Areas	
	Responsible Personnel:	Resource Specialist Teacher	
		General Education Teacher	
		Other Provider(s)	

(Learning Center Example)

Reviewing FAPE Part 2 with Minutes Inside and Outside General Education

This FAPE Part 2 prescription indicates:

Service area will address **1 goal** in **Math**.

The service will be provided weekly at minimum **1 time, per week, to a maximum of 5 times, per week**. At the end of the week, sessions should total **150** minutes as specified in the Minutes/Interval field on FAPE Part 2.

“Minutes/Interval” indicates **Total Minutes (Duration)** for service area. In this case = 150 Minutes

“Minutes/Interval (Pullout from Gen Ed)”: indicates how many minutes **out of Total Minutes** will be delivered in a special education setting for the service area. In this case = **30** Minutes out of **150** Minutes will be in special education setting. Student will be provided **120** minutes inside general education **and 30** minutes outside general education. Total minutes 150 = 120 + 30

Service 4	Start Date:	Effective on Signature Date 06-Feb-2017	
RSP	End Date:		
RSP	Service applies to:	Regular	
	Frequency:	1-5	
This service addresses the following goals:	Interval:	Weekly	
(Math)	Minutes/Interval:	150	
	Minutes/Interval (Pullout from Gen Ed):	30	
	Service Delivery Model:	RSP: Collaborative Teaching and Planning*	
	RSP Area:	Math	
	Responsible Personnel:	Resource Specialist Teacher	
		General Education Teacher	
		Other Provider(s)	

Reviewing FAPE Part 2 with Future Changes

Service Grid must include the following so the future changes display on FAPE Part 2:

- (1.) End Date on first column;
- (2.) Start Date on second column;
- (3) Future changes on second column



	Effective With This IEP	Future Changes Related To This IEP
*Service:	RSP	
*Start Date:	Effective on Signature Date	15-AUG-2017
End Date:	09-JUN-2017	
*Service Applies To:	Regular	Regular
*Frequency:	1-5	1-5
*Interval:	Weekly	Weekly
*Minutes/Interval:	90	240
*Minutes/Interval Pullout from Gen Ed):	0	240
*Service Delivery Model:	RSP: Collaborative Teaching and Planning	RSP: Direct Instruction Services
*RSP Area:	Literacy/ELA/ELD	
*Responsible Personnel:	Resource Specialist Teacher	Resource Specialist Teacher
Responsible Personnel:	General Education Teacher	General Education Teacher
Responsible Personnel:	Other Provider(s)	Other Provider(s)
Responsible Personnel:		

		Effective With This IEP	Future Changes Related To This IEP
Service 1	Start Date:	Effective on Signature Date	15-Aug-2017
RSP	End Date:	09-Jun-2017	
RSP	Service applies to:	Regular	Regular
	Frequency:	1-5	1-5
This service addresses the following goals:	Interval:	Weekly	Weekly
(Reading)	Minutes/Interval:	90	240
(Written Language)	Minutes/Interval (Pullout from Gen Ed):	0	240
(ELD)	Service Delivery Model:	RSP: Collaborative Teaching and Planning*	RSP: Direct Instruction Services**
	RSP Area:	Literacy	ELA/ELD
	Responsible Personnel:	Resource Specialist Teacher	Resource Specialist Teacher
		General Education Teacher	General Education Teacher
		Other Provider(s)	Other Provider(s)

Reviewing FAPE Part 2 with Future Changes

FAPE Part 2 with future changes are created for students whose RSP services will encounter changes in the future. This may include, but not limited to:

- Students transitioning from elementary to middle school (or) middle to high school
- Students who may need a different service delivery model
- Students who may need an increase/decrease in service time
- Students who will be changing placement in the future. *If a student will be changing placement (ending RSP placement), there must be an End Date indicated on the first column. The Future Changes should be left blank.*

		Effective With This IEP	Future Changes Related To This IEP
Service 1	Start Date:	Effective on Signature Date	15-Aug-2017
RSP	End Date:	09-Jun-2017	
RSP	Service applies to:	Regular	Regular
	Frequency:	1-5	1-5
This service addresses the following goals:	Interval:	Weekly	Weekly
(Reading) (Written Language) (ELD)	Minutes/Interval:	90	240
	Minutes/Interval (Pullout from Gen Ed):	0	240
	Service Delivery Model:	RSP: Collaborative Teaching and Planning*	RSP: Direct Instruction Services**
	RSP Area:	Literacy/ELA/ELD	
	Responsible Personnel:	Resource Specialist Teacher	Resource Specialist Teacher
		General Education Teacher	General Education Teacher
		Other Provider(s)	Other Provider(s)

Notes on Ending RSP Services on the IEP

If RSP services will no longer be part of a student's IEP on a future date, the IEP must contain an End Date on FAPE Part 2.

ABC IEP Services		Save	Fill Future	Delete	Close
	Effective With This IEP	Future Changes			
*Service:	RSP				
*Start Date:	Effective on Signature Date				
End Date:	07-JUN-2018				
*Service Applies To:	Regular <input type="button" value="v"/>				
*Frequency:	1-5 <input type="button" value="v"/>				
*Interval:	Weekly <input type="button" value="v"/>				
*Minutes/Interval:	240				
*Minutes/Interval Pullout from Gen Ed):	240				
*Service Delivery Model:	RSP: Direct Instruction Services <input type="button" value="v"/>				
*RSP Area:	Multiple Academic Areas <input type="button" value="v"/>				
*Responsible Personnel:	Resource Specialist Teacher <input type="button" value="v"/>				
Responsible Personnel:	General Education Teacher <input type="button" value="v"/>				
Responsible Personnel:	Other Provider(s) <input type="button" value="v"/>				
Responsible Personnel:	<input type="button" value="v"/>				

Indicate an End Date if the RSP service will end on a future date.

(The District's service delivery reports do not reference Part 1 of the IEP or any other part of the IEP that indicate a change in a student's program. It is important to end the RSP service(s) when the service is being set-up so that it is accurately documented with an End Date on FAPE Part 2 of the IEP.)

Notes on Adding Future RSP Services on the IEP

If RSP services will be part of a student’s IEP and will begin on a future date, the IEP must contain “Future Changes Related To This IEP” details on FAPE Part 2.

ABC IEP Services -		Save	Fill Future	Delete	Close
	Effective With This IEP	Future Changes Related To This IEP			
*Service:	RSP				
*Start Date:	Effective with Future Changes	22-JAN-2018			
End Date:					
*Service Applies To:		Regular			
*Frequency:		1-5			
*Interval:		Weekly			
*Minutes/Interval:		240			
*Minutes/Interval Pullout from Gen Ed):		240			
*Service Delivery Model:		RSP: Direct Instruction Services			
*RSP Area:	Multiple Academic Areas				
*Responsible Personnel:		Resource Specialist Teacher			
Responsible Personnel:		General Education Teacher			
Responsible Personnel:		Resource Specialist Teacher			
Responsible Personnel:					

MODULE 3

SERVICE RECORDS

- ❖ Function of the Service Record
- ❖ When to Create a Service Record
- ❖ Locating, Creating, Editing and Inactivating Service Records
- ❖ When to Edit and/or Inactivate Service Records

Function of the Service Record

- A service record is the **gateway** to documenting services. It needs to be created in order to document/log services on the **Daily/Weekly Services Data Entry** module.
- The service record serves as a tool for the provider to manage service delivery and develop a plan on how services will be delivered.
- The service plan you create on the service record should match what's indicated on FAPE Part 2.
- SER report 300P captures actual minutes documented/logged on the **Daily/Weekly Services Data Entry** module. It does not count the service plan you create (white section). However, without a service record, a provider will not be able to document services provided to students.
- Service minutes from the **Daily/Weekly Services Data Entry** need to sum up to each FAPE Part 2 prescription.

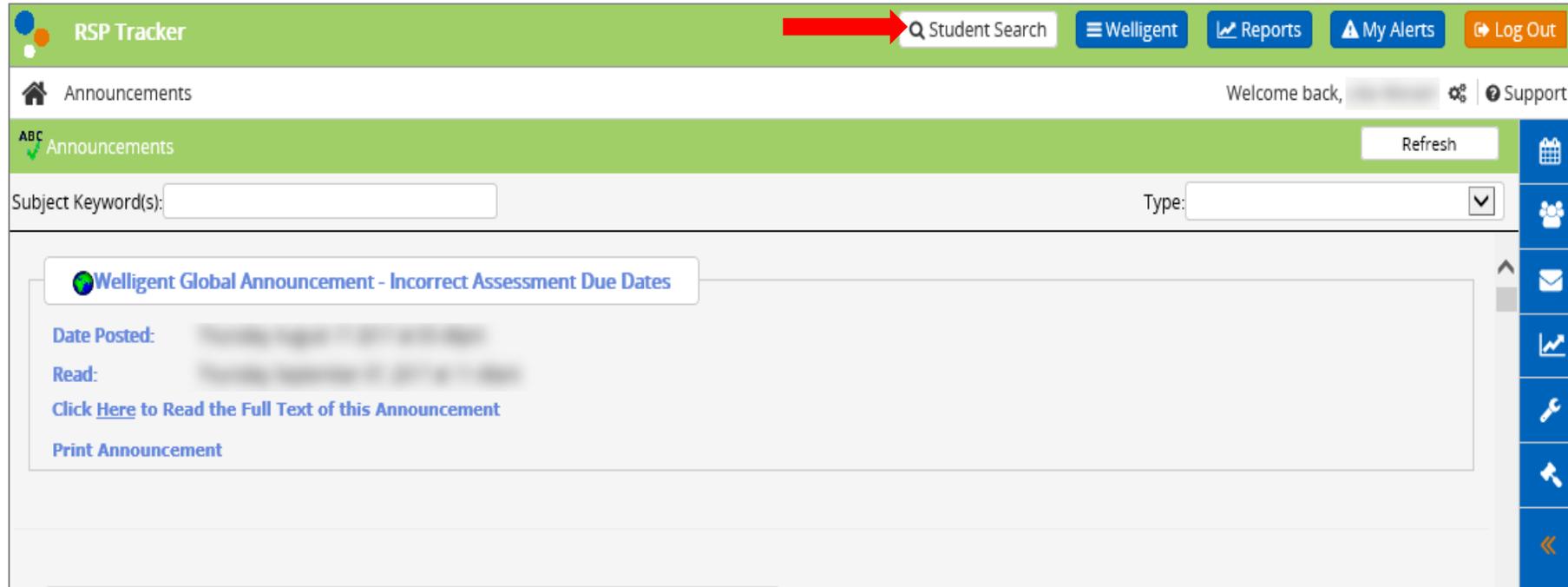
When to Create New Service Records

- Initial IEPs
- 30 Day IEPs
- Amendment IEP-
- Reviews
 - Annual
 - Triennial
 - Re-evaluation
- Due Process Implementation IEPs with new services on FAPE Part 2
- With 'Future Changes' on FAPE Part 2
- Compensatory services
- As a last resort, if the current service record does not update or take any edits

New IEP = New Service Record

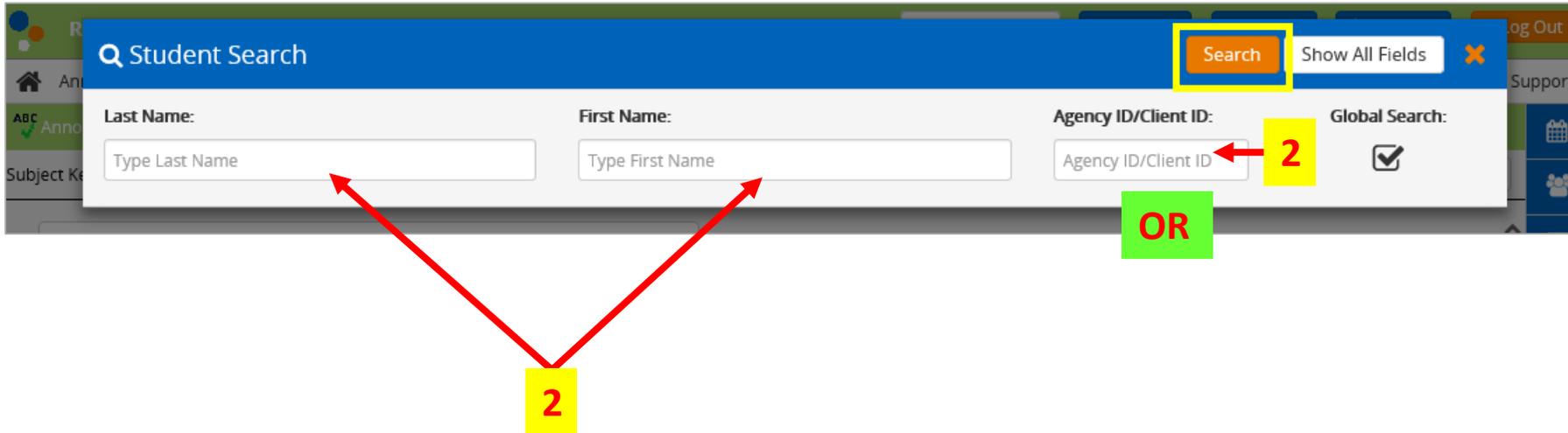
Locating a Student

1.) Click on the Student Search tab to locate a student.



Locating a Student (contd.)

- 2) Type the student's name (OR) the student's District ID number.
- 3) Click Search.



Locating a Student (contd.)

4) Review the student list.

(If you search by student name and/or provide RSP services at multiple locations, multiple student names may appear.)

5) Click on the Edit icon to retrieve the student's record.

Student Search									
Last Name:		First Name:		Agency ID/Client ID:		Global Search:			
<input type="text" value="sample"/>		<input type="text" value="sample"/>		<input type="text" value="Agency ID/Client ID"/>		<input checked="" type="checkbox"/>			
Edit	Info	Alert	Student	DOB	ID	Grade	Location	Status	
				07-Sep-2003		07th		Active	
				23-Jan-2008		04th		Active	
				04-Aug-2004		06th		Active	
				01-Jul-2004		Transition Kindergarten Expansion		Active	

Locating a Service Record(s)

Click on the **Services** icon on the Record Navigator. The menu will expand.

The screenshot shows the Record Navigator interface. On the left sidebar, the 'Services' icon (represented by three people) is highlighted with a red arrow. The main content area is divided into three sections: 'Reminders' with a table containing columns 'Date Due', 'Activity', and 'Detail'; 'Schedule for Sep 07, 2017' with a table containing columns 'Time', 'Provider', 'Description', and 'Status'; and 'Recent or Pending Lab Tests'.

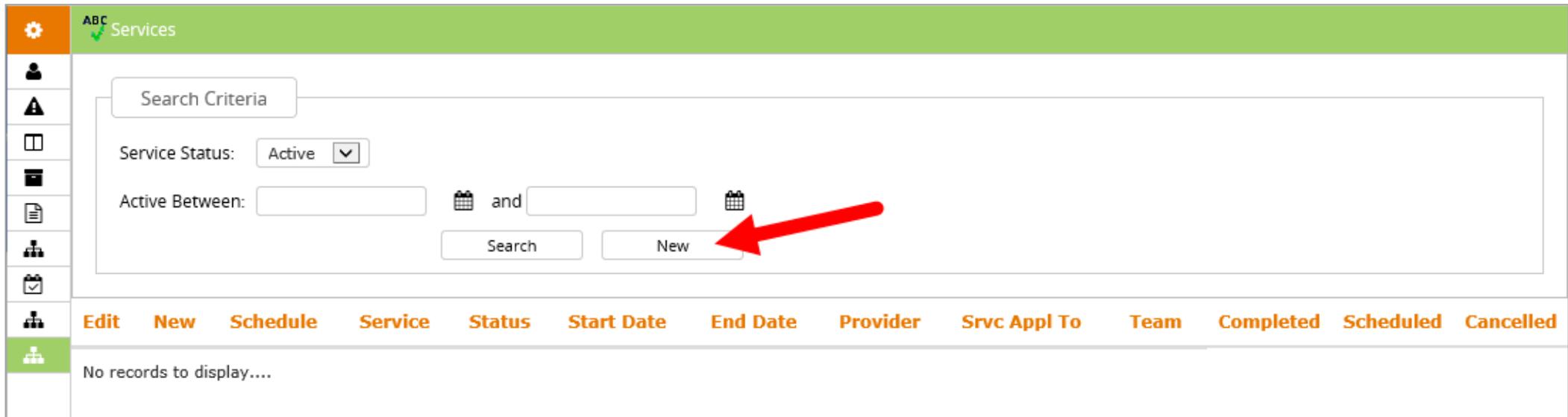
After the menu has expanded, click on **Services**. Following, click on the **Edit** button to retrieve the service record details.

The screenshot shows the 'Services' page. The 'Record Navigator' on the left has 'Services' expanded. The main area has a search criteria section with 'Service Status' set to 'Active' and 'Active Between' date pickers. Below is a table of service records. The 'Edit' button for the first record is highlighted with a red box.

Edit	New	Schedule	Service	Status	Start Date	End Date	Provider	Srvc Appl To	Team	Completed	Scheduled	Cancelled
			RSP	Active	27-FEB-17		Na	Regular	Na	0	0	0
			RSP	Active	27-FEB-17		Na	Regular	Na	0	0	0

Creating a Service Record

To create a new service record, click on “New” and follow the steps outlined in the next slides.



The screenshot displays the 'ABC Services' interface. On the left is a vertical navigation menu with icons for settings, user, alerts, calendar, folders, documents, groups, and tasks. The main content area features a search criteria section with a text input field, a 'Service Status' dropdown menu set to 'Active', and 'Active Between' date pickers. Below these are 'Search' and 'New' buttons. A red arrow points to the 'New' button. At the bottom, a table header lists columns: Edit, New, Schedule, Service, Status, Start Date, End Date, Provider, Svc Appl To, Team, Completed, Scheduled, and Cancelled. The table body is currently empty, showing 'No records to display....'

Creating a Service Record

(1.) Review the details on FAPE Part 2 to create and align service record details with the Duration (Minutes/Interval) and Frequency indicated on FAPE Part 2.



Service 3	Start Date:	Effective on Signature Date 27-Feb-2017
RSP	End Date:	
RSP	Service applies to:	Regular
	Frequency:	1-5
This service addresses the following goals:	Interval:	Weekly
(Reading Comp.) (Written Language) (ELD)	Minutes/Interval:	240
	Minutes/Interval (Pullout from Gen Ed):	240
	Service Delivery Model:	RSP: Direct Instruction Services
	RSP Area:	Literacy/ELA/ELD
	Responsible Personnel:	Resource Specialist Teacher

Service Details

Duration: From  * To: 

Type	Frequency	Time
Individual Direct Service	<input type="text" value="5"/> x/ <input type="text" value="Weekly"/> 	<input type="text" value="48"/> Minutes Per <input type="text" value="Session"/> 
Individual Indirect Service	<input type="text"/> x/ <input type="text"/> 	<input type="text"/> Minutes Per <input type="text"/> 
Group Direct Service	<input type="text"/> x/ <input type="text"/> 	<input type="text"/> Minutes Per <input type="text"/> 

RSP Teachers should use the "Individual Direct Service" line

Creating a Service Record

(2.) Continue to review the details on FAPE Part 2 to align the service record details with the Interval and Minutes/Interval indicated on FAPE Part 2.

From  FAPE Part 2

 To
SERVICE RECORD

Service 3	Start Date:	Effective on Signature Date 27-Feb-2017
RSP	End Date:	
RSP	Service applies to:	Regular
	Frequency:	1-5
This service addresses the following goals:	Interval:	Weekly
(Reading Comp.) (Written Language) (ELD)	Minutes/Interval:	240
	Minutes/Interval (Pullout from Gen Ed):	240
	Service Delivery Model:	RSP: Direct Instruction Services
	RSP Area:	Literacy/ELA/ELD
	Responsible Personnel:	Resource Specialist Teacher

In this example, the service plan indicates **5 times** weekly and each session will be **48 minutes**.
5 x 48 = 240 Minutes (Met Duration)

Service Details

Duration: From  * To: 

Type	Frequency	Time
Individual Direct Service	<input type="text" value="5"/> x/ Weekly 	<input type="text" value="48"/> Minutes Per Session 
Individual Indirect Service	<input type="text"/> x/ 	<input type="text"/> Minutes Per 
Group Direct Service	<input type="text"/> x/ 	<input type="text"/> Minutes Per 

RSP Teachers should use the "Individual Direct Service" line

Creating a Service Record (contd.)

(Same Prescription-Different Service Record Setup/Service Plan)

Note:

The frequency indicates 4 times weekly and the number of minutes align to the duration of 240 minutes. This service plan shows the provider will deliver a total of 240 minutes over the course of 4 encounters (times). The 4 sessions must total 240 minutes.

Service 3	Start Date:	Effective on Signature Date 27-Feb-2017	
RSP	End Date:		
RSP	Service applies to:	Regular	
	Frequency:	1-5	
This service addresses the following goals:	Interval:	Weekly	
(Reading Comp.) (Written Language) (ELD)	Minutes/Interval:	240	
	Minutes/Interval (Pullout from Gen Ed):	240	
	Service Delivery Model:	RSP: Direct Instruction Services	
	RSP Area:	Literacy/ELA/ELD	
	Responsible Personnel:	Resource Specialist Teacher	

Example:

Monday (60 min.)
Tuesday (60 min.)
Wednesday (60min.)
Thursday (60 min.)
The weekly total = 240 min

Service Details

Duration: From * To:

Type	Frequency	Time
Individual Direct Service	<input type="text" value="4"/> x/ <input type="text" value="Weekly"/>	<input type="text" value="240"/> Minutes Per <input type="text" value="Week"/>
Individual Indirect Service	<input type="text"/> x/ <input type="text"/>	<input type="text"/> Minutes Per <input type="text"/>
Group Direct Service	<input type="text"/> x/ <input type="text"/>	<input type="text"/> Minutes Per <input type="text"/>

Creating a Service Record (contd.)

(3.) Reference additional details on FAPE Part 2 to continue creating the service record.

On the service record, (1) enter the effective signature date, (2) select the option for 'Service Applies To' that aligns with the IEP (3) make a selection for 'Setting,' and (4) select an "Area."

Service 3	1	Start Date:	Effective on Signature Date 27-Feb-2017
RSP		End Date:	
RSP	2	Service applies to:	Regular
		Frequency:	1-5
This service addresses the following goals:		Interval:	Weekly
(Reading Comp.) (Written Language) (ELD)	3	Minutes/Interval:	240
		Minutes/Interval (Pullout from Gen Ed):	240
		Service Delivery Model:	RSP: Direct Instruction Services
	4	RSP Area:	Literacy/ELA/ELD
		Responsible Personnel:	Resource Specialist Teacher

The screenshot shows the 'Service Details' section of the RSP software. The 'Duration' is set from 27-FEB-2017. The 'Type' is 'Individual Direct Service' with a frequency of 5 x/ Weekly and 48 Minutes Per Session. The 'Setting' is 'Instruction Outside of General Education' and the 'Area' is 'Literacy/ELA/ELD'. The 'Service Applies To' is 'Regular'. The 'Service Assignment Information' section shows the 'Primary Provider' and 'Service Location' fields.

Creating a Service Record (contd.)

Complete the service record by completing the remaining steps.

- 5) Select the Service Delivery Model from the IEP
- 6) If there are no "Future Changes" and there is no end date specified on the IEP, clear the service end date
- 7) Click Save

Service Details

Duration: From 27-FEB-2017 To: [6] [Redacted]

Type	Frequency	Time
Individual Direct Service	5 x/ Weekly	48 Minutes Per Session
Individual Indirect Service	x/	Minutes Per
Group Direct Service	x/	Minutes Per

Assistive Tech Required: Transp. Needed: Total (Roundtrip) Mileage: miles(s)

Service Delivery Model: [5] RSP: Direct Instruction Services

Provider/Assistant Type: [Redacted]

Confidential: Confidential

Setting: Instruction Outside of General Education

Service Status: Active

Program ID: [Redacted]

Service Applies To: Regular

Diagnosis (ICD): [Redacted]

Included in the IEP?

Area: Literacy/ELA/ELD

Date Closed: [Redacted]

Status Reason: [Redacted]

Service Assignment Information

Primary Provider: [Redacted] Service Location: [Redacted]

Alternate Location: [Redacted]

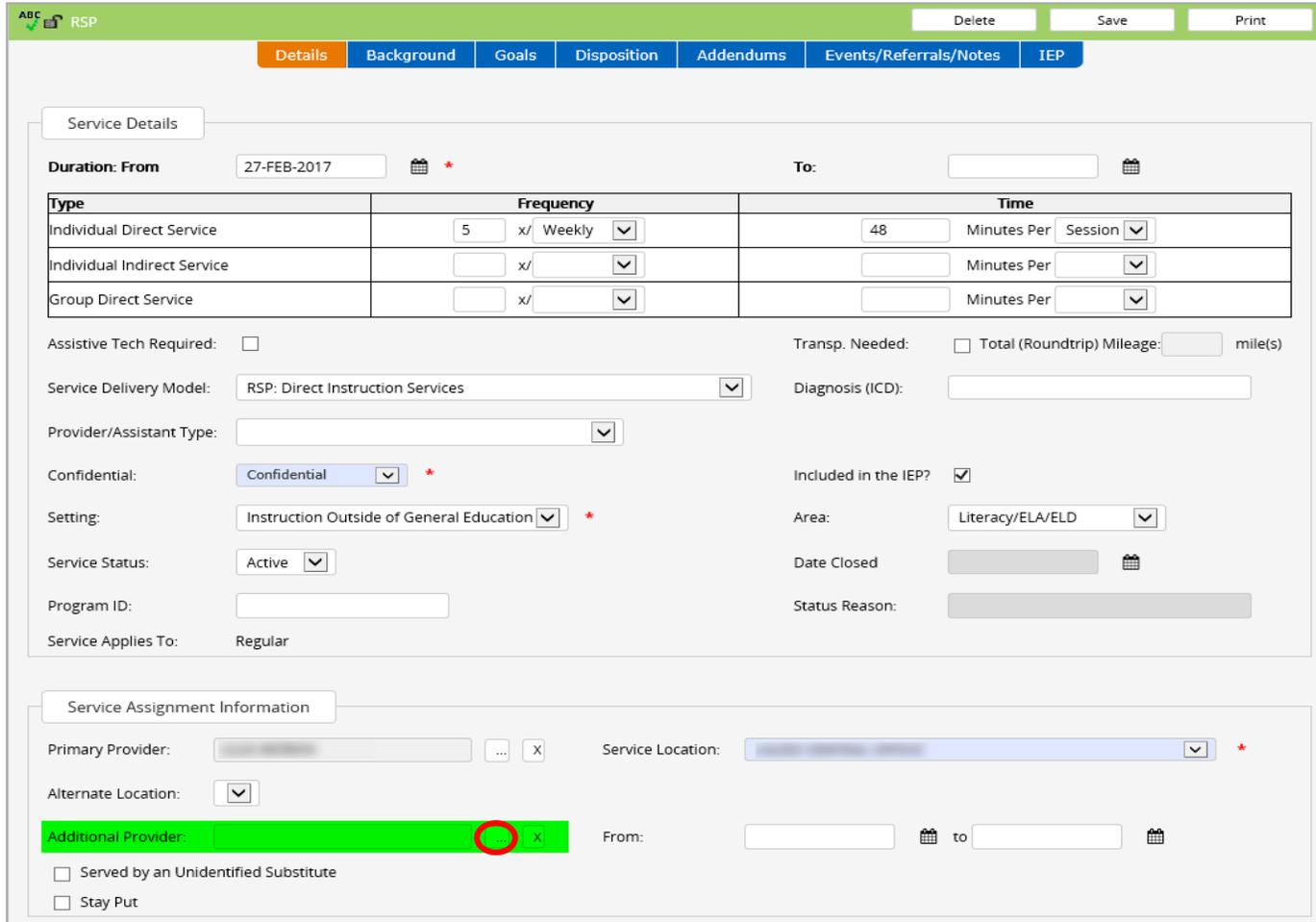
Additional Provider: [Redacted] From: [Redacted] to: [Redacted]

Served by an Unidentified Substitute

Stay Put

Adding an Additional Service Provider

- (1.) Locate the “Service Assignment Information” section on the service record.
- (2.) Then, click on the ellipsis  button to select an additional provider.



ABC RSP Delete Save Print

Details
Background
Goals
Disposition
Addendums
Events/Referrals/Notes
IEP

Service Details

Duration: From To:

Type	Frequency	Time
Individual Direct Service	<input type="text" value="5"/> x/ Weekly	<input type="text" value="48"/> Minutes Per Session
Individual Indirect Service	<input type="text"/> x/	<input type="text"/> Minutes Per
Group Direct Service	<input type="text"/> x/	<input type="text"/> Minutes Per

Assistive Tech Required: Transp. Needed: Total (Roundtrip) Mileage: mile(s)

Service Delivery Model:

Provider/Assistant Type:

Confidential:

Setting:

Service Status:

Program ID:

Service Applies To: Regular

Included in the IEP? Area:

Date Closed:

Status Reason:

Service Assignment Information

Primary Provider: 

Service Location:

Alternate Location:

Additional Provider: 

From: to:

Served by an Unidentified Substitute

Stay Put

Adding an Additional Service Provider (contd.)

(3.) Select a provider from the list on the “Service Assignment Wizard.”



(4.) Enter the date range the provider will provide services (required field).

The screenshot shows a form titled 'Service Assignment Information'. It contains the following fields and options:

- Primary Provider: [Text input field]
- Service Location: [Dropdown menu]
- Alternate Location: [Dropdown menu]
- Additional Provider: [Text input field]
- From: 08-SEP-2017 to 07-SEP-2018 (Date range field)
- Served by an Unidentified Substitute
- Stay Put

When to Edit Service Records



- If a student transfers to a school site from within LAUSD with an active IEP, edit the service record to reflect any modifications to the Service Plan, if needed (the white section).
- To make changes to “Primary Provider “ (change of providers mid-year)
- To add an “Additional Provider”

When to Inactivate a Service Record

- Inactive service records with ***ANY NEW IEP** after parental signature is received indicating consent to implement RSP services.
- Change of placement (RSP→SDP)
- Student no longer requires RSP services, but will continue with other services
- When compensatory services have been completely satisfied
- Student leaves District
- As a last resort, if the current service record does not update with edits that are made

If a service record is inactivated, the provider must indicate a Status Reason.

Inactivating a Service Record

Follow the steps indicated below to inactivate a service record:

- 1) Change **Service Status** to **Inactive**
- 2) Enter **Status Reason**
(brief-text capacity is limited)
- 3) Click on **Save**

The screenshot shows a web-based form for managing service records. At the top, there are navigation tabs: Details (selected), Background, Goals, Disposition, Addendums, Events/Referrals/Notes, and IEP. The form is divided into two main sections: 'Service Details' and 'Service Assignment Information'.

Service Details Section:

- Duration:** From 27-FEB-2017 to [empty].
- Frequency Table:**

Type	Frequency	Time
Individual Direct Service	5 x/ Weekly	48 Minutes Per Session
Individual Indirect Service	[empty] x/ [empty]	[empty] Minutes Per [empty]
Group Direct Service	[empty] x/ [empty]	[empty] Minutes Per [empty]
- Assistive Tech Required:**
- Transp. Needed:** Total (Roundtrip) Mileage: [empty] mile(s)
- Service Delivery Model:** RSP: Direct Instruction Services
- Diagnosis (ICD):** [empty]
- Provider/Assistant Type:** [empty]
- Confidential:** Confidential
- Included in the IEP?:**
- Setting:** Instruction Outside of General Education
- Area:** Literacy/ELA/ELD
- Service Status:** Inactive (annotated with a green box and '1')
- Date Closed:** 8-SEP-2017
- Program ID:** [empty]
- Status Reason:** [empty] (annotated with a green box and '2')
- Service Applies To:** Regular

Service Assignment Information Section:

- Primary Provider:** LILIA MORAN
- Service Location:** LAUSD CENTRAL OFFICE
- Alternate Location:** [empty]
- Additional Provider:** Armen Balayan
- From:** 08-SEP-2017 to 07-SEP-2018
- Served by an Unidentified Substitute
- Stay Put

At the top right of the form, there are buttons for 'Delete', 'Save' (annotated with a green box and '3'), and 'Print'.

Removing Primary Provider for Students Who Are at a New Location

Service records may be inactivated for students who have transferred to a new location, but continue to appear on a former provider's Daily/Weekly Services Data Entry module. The former provider may retrieve the service record in the *My Caseload* module for purposes of inactivating a service record to remove the student from their caseload/Daily Weekly Services Data Entry module.

1. Locate the My Caseload module under WELLPROVIDER.



Removing Primary Provider for Students Who Are at a New Location

- Click on the Edit icon to retrieve the service record that needs to be inactivated.

The screenshot shows the 'My Caseload' interface. At the top, there's a navigation bar with 'My Caseload' and a user greeting. Below that is a search and filter section with options for 'Caseload View' (Service List, Program List, Agency Case Manager, Detail, Alerts) and 'Context*' (Clinician, Supervisor). The main area contains a table of service records with columns for Edit, New, Student, Phone, Service, Notes, Start Date, End Date, # Sched, # Compl, # Cancel, Last Date, and Alert Level. The second row's 'Edit' icon is highlighted with a red box.

Edit	New	Student	Phone	Service	Notes	Start Date	End Date	# Sched	# Compl	# Cancel	Last Date	Alert Level
						05-Apr-2013		0	0	0		Green
						26-Sep-2016		0	0	0		Green
						28-May-2017		0	0	0		Green
	--					11-Sep-2016		10	1	0	03-Nov-2016	Yellow
						01-Feb-2017	09-Nov-2017	0	83	1	09-Jun-2017	Yellow

Removing Primary Provider for Students Who Are at a New Location

To remove a primary provider follow the steps outlined below.

1. Click on the X button located to the right of the *Primary Provider* field.
2. Click OK on the warning message regarding removing the provider.
3. Click on the “Served by an Unidentified Substitute” box.
4. Click on Save.

The screenshot displays a software interface for managing service records. At the top, there are navigation tabs: Details (highlighted), Background, Goals, Disposition, Addendums, Events/Referrals/Notes, and IEP. A toolbar on the right includes buttons for Delete, Save, and Print, with a blue circle containing the number 4 next to the Save button.

The main content area is divided into two sections:

- Service Details:** Contains a table with columns for Type, Frequency, and Time. The table lists:

Type	Frequency	Time
Individual Direct Service	5 x/ Weekly	30 Minutes Per Session
Individual Indirect Service	x/	Minutes Per
Group Direct Service		
- Service Assignment Information:** Contains fields for Primary Provider, Alternate Location, and Additional Provider. The Primary Provider field is highlighted in yellow and has a red arrow pointing to an 'X' button (labeled with a red circle and the number 1). Below this, there is a checkbox labeled "Served by an Unidentified Substitute" (labeled with a blue circle and the number 3) and a "Stay Put" checkbox.

A modal dialog box titled "Message from webpage" is open in the center, asking: "Are you sure you want to remove [redacted] as the primary provider of this service?". It has "OK" and "Cancel" buttons, with a blue circle and the number 2 next to the OK button.

Notes on Removing Primary Provider

If a student will be changing locations or a new provider will be providing services to a student, please remove yourself as a *Primary Provider* on the service record. ***Do not inactivate the service record.*** The service record follows the IEP and all session notes should be attached to its corresponding IEP.

A new service record should be created when a new IEP is made active. For any other changes, remove yourself from the Primary Provider field if you will no longer be providing services to a student.

(Q) How many service records should I create?

“I provide services two different times in the same RSP area. In one day, I see students two times for Literacy/ELA/ELD and one time for Math. I have one service record for Literacy/ELA/ELD and one for Math. I used to log the sum of minutes for each performance area on a given day. Do I now need to create a third service record to show a different time for ELA?”

*For example, one student receives 40minutes of **Literacy/ELA/ELD** at 8:00am and 30 minutes of **Literacy/ELA/ELD** at 1:00pm on Mondays. The student also receives 30 minutes of **Math** at 11:45am on Mondays.”*

For this example, the provider should create

- (1) Service record for **Literacy/ELA/ELD** for the 8:00 a.m. ‘Scheduled Time’
- (1) Service record for **Literacy/ELA/ELD** for the 1:00 p.m. ‘Scheduled Time’
- (1) Service record for **Math** for the 11:45 a.m. ‘Scheduled Time’

(3) Total Service Records

(A) How many service records should I create?

The number of service records you create should allow a provider to document RSP services that align to the service minutes offered in the IEP.

- Create a service record for every:
 - **RSP Area**
 - Literacy/ELA/ELD;
 - Math;
 - Multiple Performance Areas* (Recommended for secondary schools—Learning Center)
 - **Setting**
 - Instruction **Inside** of General Education
 - Instruction **Outside** of General Education
 - **Scheduled Time**
 - If services are provided 2 times during the same day
 - Example: Monday (Math 9:00 a.m.) and Monday (Math 1:00 p.m.)*

Create 1 service record for minutes provided *inside general education*, per RSP Area/Scheduled Time.

Create 1 service record for minutes provided *outside general education*, per RSP Area/Scheduled Time.

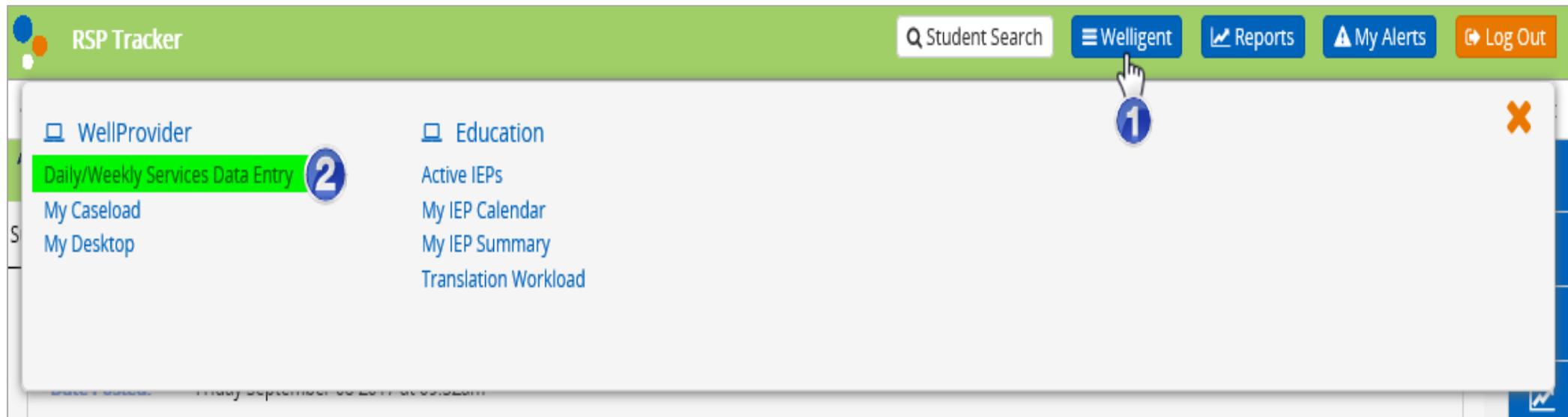
MODULE 4

SERVICE TRACKING

- ❖ How to Document/Log Minutes
 - ❖ Order of Operations for Documenting/Logging Minutes
- ❖ Welligent Attendance/Cancellation Codes
- ❖ Notes on Scheduled Time
- ❖ Notes on Service Tracking
- ❖ How to Fix Documentation Errors

Documenting Minutes

1. Click on “Welligent” on the top, right side of the screen.
2. Then, click on the “Daily/Weekly Services Data Entry” module.



Documenting/Logging Minutes (contd.)

1. Select RSP as “**Type of Service**” on the drop-down bar.
2. Make a selection for “**Service Location**” on the drop-down bar (if needed).
3. Select a Primary Provider. (If left blank, the screen will display all students receiving RSP services at the Service Location.)

🏠 Daily/Weekly Services Data Entry
Welcome back, [User] ⚙️ 📄 Support

ABC Daily/Weekly Services Data Entry
RSP Monthly Attendance Report
Print
Search
Save

Type of Service:
RSP ▼
1

Service Location:
[Blank] ▼
2

Primary Provider:
[Blank] 🔍
3

Show Dates of Service Between:

📅 and

📅

My Events:

Display Records: ▼

Select appropriate filters and click the Search button

#	ID	Student Information	Name	DOB	Performance Area:	Time	Frequency
							Monday

Legend

IEP = Active IEP (Print View)

🍷 = Allergies

⚠️ = Alerts

👤 = Student Information

🏥 = Chronic Conditions

℞ = Medications

To retrieve additional student information, click on an icon. Please note that your user role will determine your level of access to information.

📅
👤
✉️
📈
🔧
👉

Documenting/Logging Minutes (contd.)

4. Make a selection for “**Show Dates of Service Between**” by clicking on the calendars, or by manually inputting dates. *When selecting a range of dates, view and/or document minutes for **3** days or less to minimize room for error.*
5. “**My Events**” box: (If documenting minutes for students on your caseload, click inside the box so that only students on your caseload will populate. **{OR}** If documenting minutes for students you have provided services to as an additional provider, leave the box unchecked so that you can have access to all students with RSP services at the school.)
6. Click on Search.

Home **Daily/Weekly Services Data Entry** Welcome back, [redacted] Support

ABC **Daily/Weekly Services Data Entry** RSP Monthly Attendance Report Print **Search** Save

Type of Service: RSP

Service Location: [redacted]

Primary Provider: [redacted]

Show Dates of Service Between: 11-SEP-2017 and 11-SEP-2017

My Events:

Display Records: 1-50

Select appropriate filters and click the Search button

Legend

- IEP = Active IEP (Print View)
- Allergies
- Alerts
- Student Information
- Chronic Conditions
- Medications

To retrieve additional student information, click on an icon. Please note that your user role will determine your level of access to information.

#	ID	Student Information	Name	DOB	Performance Area:	Time	Frequency	Monday
---	----	---------------------	------	-----	-------------------	------	-----------	--------

Documenting/Logging Minutes (contd.)

This is the most critical aspect of service tracking.

7. On the **Minutes** column, enter the number of service minutes the student was provided. If the student was absent, enter the number of minutes the student was scheduled to receive on the day of their absence. Double-check all entries.

To minimize error, view/enter minutes for 3 days or less at one time. It is highly advisable to document services on a daily basis.

8. On the **Cancel Code** column, use one of the cancellation codes to record a student absence (only if needed). There are 5 cancellation codes available for use to document absences for students receiving RSP services.

9. Enter the start time of the service session on the **Scheduled Time** column. If the student was absent, enter the time the student was scheduled to be seen on the day of their absence.

#	ID	Student Information	Name	DOB	Performance Area:	Time	Frequency	Monday			
								September 11, 2017			
								Minutes	Cancel Code	Scheduled Time	Setting
1		IEP		27-AUG-09	Literacy/ELA/ELD	45/Session	3X/Weekly	<input type="text" value="7"/>	<input type="text" value="8"/>	<input type="text" value="9"/>	<input type="text" value="Q"/>
2		IEP		27-AUG-09	Math	60/Session	1X/Weekly	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Q"/>
3		IEP		04-JUN-06	Literacy/ELA/ELD	45/Session	3X/Weekly	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Q"/>
4		IEP		04-JUN-06	Math	60/Session	1X/Weekly	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Q"/>

Documenting/Logging Minutes (contd.)

This is the most critical aspect of service tracking.

- After inputting the minutes, cancel code (if needed) and scheduled time, doublecheck documentation before you save your work.

ABC Daily/Weekly Services Data Entry
RSP Monthly Attendance Report Print Search Save

Type of Service:

Service Location:

Primary Provider:

Show Dates of Service Between: and

My Events:

Display Records:

Select appropriate filters and click the Search button

Legend

= Active IEP (Print View) = Student Information

= Allergies = Chronic Conditions

= Alerts = Medications

To retrieve additional student information, click on an icon. Please note that your user role will determine your level of access to information.

#	ID	Student Information	Name	DOB	Performance Area:	Time	Frequency	Monday			
								September 11, 2017			
								Minutes	Cancel Code	Scheduled Time	Setting
1				27-AUG-09	Literacy/ELA/ELD	45/Session	3X/Weekly	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Q"/>

Order of Operations for Service Tracking

Daily/Weekly Services Data Entry Welcome back, [User]

Daily/Weekly Services Data Entry RSP Monthly Attendance Report

Type of Service: 4

Service Location:

Primary Provider:

Show Dates of Service Between:

My Events:

Display Records:

Select appropriate filters and click the Search button.

Order of Operations

1. Enter Minutes (Provided/Scheduled)
2. Enter Cancel Code (If student was absent)
3. Enter Scheduled Time (Actual Time OR Scheduled Time if student was absent)
4. Click on Save (Often)

Legend: = Student Information, = Chronic Conditions, = Medications

Student information, click on an icon. Please note that your user level of access to information.*

#	ID	Student Information	Name	DOB	Performance Area	Time	Frequency	Monday	Setting		
								September 11, 2017			
								Minutes	Cancel Code	Scheduled Time	
1		IEP		27-AUG-09	Literacy/ELA/ELD	45/Session	3X/Weekly	1	2	3	<input type="text" value="Q"/>
2		IEP		27-AUG-09	Math	60/Session	1X/Weekly				<input type="text" value="Q"/>
3		IEP		04-JUN-06	Literacy/ELA/ELD	45/Session	3X/Weekly				<input type="text" value="Q"/>
4		IEP		04-JUN-06	Math	60/Session	1X/Weekly				<input type="text" value="Q"/>
5		IEP		04-JUL-06	Literacy/ELA/ELD	45/Session	4X/Weekly				<input type="text" value="Q"/>

Notes on “Scheduled Time” Column

“Scheduled Time” column means:

- Student Present = Enter ACTUAL TIME service was provided (HH:MM am/pm)
- Student Absent = Enter SCHEDULED TIME student would have received service (HH:MM am/pm)

The “Scheduled Time” column input should be in the following format:

2-digit hour:2-digit minute am/pm (HH:MM am/pm)

Example: 09:15AM

- If the student is absent, enter the scheduled time the student would have received the service.
- If a student regularly receives a service session at a specific time, but a change of schedule occurred, enter the actual time the student received the service.

Service Tracking Cancellation Codes

Code	Cancellation Reason	Definition
SA	Student Absence	<ul style="list-style-type: none"> ☐ Use in the event any student was absent from school the entire day. ☐ Use if any student left or is leaving school early due to illness. ☐ Use if any student has a 'medical hold' (must include details in the case notes/session results text box in Welligent).
SN	No Show	<ul style="list-style-type: none"> ☐ Use in the event any student does not show to class or assigned location of service. ☐ Use in the event any student is too sick to provide service, but remains on campus (must include details in the event notes/session results text box in Welligent).
PR	Parent Refused Service	<ul style="list-style-type: none"> ☐ Use if parent declines or waives service sessions for a specified time period (must keep parent letter declining services in student file & cum file and must include details in the event notes/session results text box in Welligent). ☐ Use in the event any parent refuses service as specified on Sec Q – Page 10 of IEP (Initial IEPs & Parent Revocations) ☐ Use in the event any parent refuses a specific service as specified on Sec Q – Page 10 of IEP, but wishes to continue all other services and a new IEP team meeting will not be held. (IEP Team is to document parent request on Sec Q – Page 10, collect a written notice from parent indicating a refusal of service and upload into Welligent).
LT	School-Wide Testing	<ul style="list-style-type: none"> ☐ Use during Smarter Balanced (SBAC), California Alternate Assessment (CAA), CAASPP, CELDT, PFT (Fitnessgram), and NAEP testing per District testing calendar. (This code cannot be used for periodic assessments and/or progress monitoring.)
SR	Student Refused Service	<ul style="list-style-type: none"> ☐ Use in the event any student refuses services. (Documentation of the incident <u>must</u> be recorded in the session results/case notes within Welligent.)

Cancelled service sessions must be made-up. (Service sessions that are cancelled due to any of the five (5) cancellation reasons listed below do not need to be made-up.)

Notes on Service Tracking

- District holidays and unassigned days are accounted for and there is no need to document on those days
- The Welligent Integrated System has all school calendars programmed and documentation is not needed and/or required on District holidays, unassigned days, or extended breaks (Spring Recess, Winter Recess, etc.)
- If a student was not scheduled for services, leave the Minutes/Scheduled Time fields blank. (Do not enter ZERO minutes.)
- Do not attempt to fix errors by deleting the information on the Daily/Weekly Services Data Entry module. The session/event must be deleted (refer to instructions on deleting events/session).
- Document services on the Daily/Weekly Services Data Entry module within 5 days of providing the service.
- To minimize error, document service sessions that were provided for 1 to 3 days at a time and within 5 days of providing the service.
- Always double-check documentation before clicking on Save. There is a multi-step and time-consuming process that would need to be followed to fix documentation errors.
- **Do not use the 'CR' cancellation code.** It is intended to be used by Related Services and Psych Services as they use a different method of documenting services.

Fixing Documentation Errors on Daily/Weekly Services Data Entry

Errors made on the Daily/Weekly Services Data Entry module may be edited for the following:

EDIT

- Providers may edit the number of minutes in the “Minutes” column if an error was made.
- Providers may edit the “Cancel Code” column if an error was made.

Note: If the a service session was saved with an error in the “Scheduled Time” column, the event must be deleted.

Fixing Documentation Errors on Daily/Weekly Services Data Entry

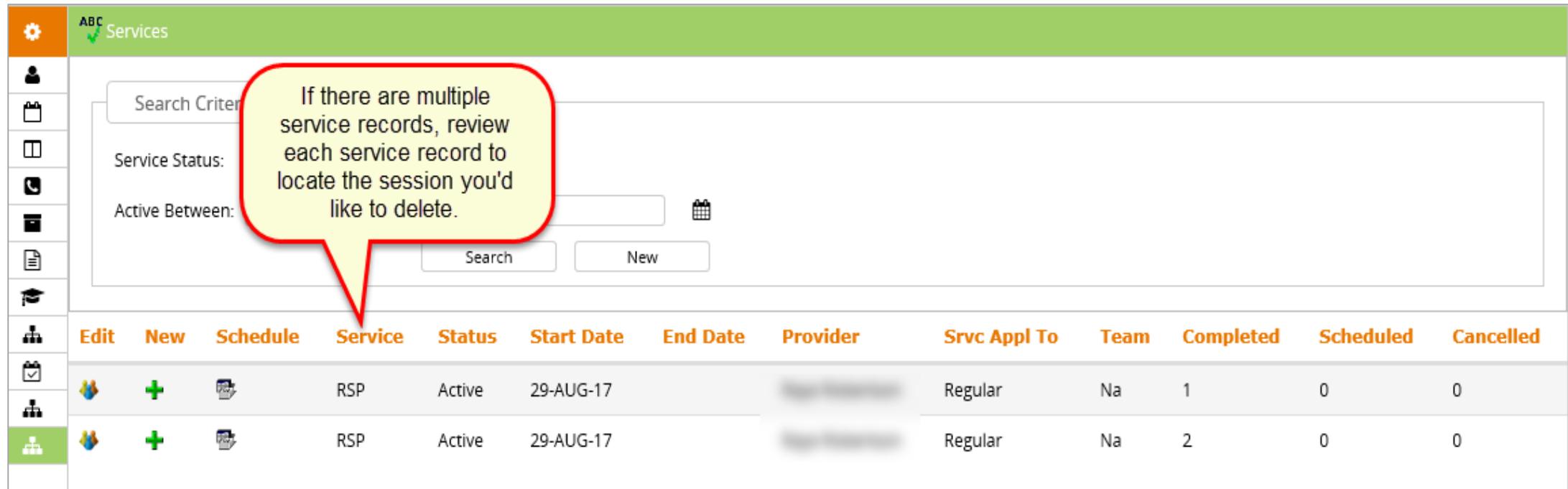
DELETE

- Providers may delete the event/session so that the data is removed from the Daily/Weekly Services Data Entry module.
 - This will allow the provider to go back to the Daily/Weekly Services Data Entry module and enter the correct information, or if the event was recorded in error, it will delete the event entirely.
- Providers may delete the event/session so that accurate data may be entered and reflected on the Daily/Weekly Services Data Entry module.
- If the a service session was saved with an error in the “Scheduled Time” column, the event must be deleted.

Fixing Documentation Errors on Daily/Weekly Services Data Entry

To delete an event/session that was saved in error, follow these steps:

1. Locate the service record that contains the session that was saved/documented in error. (Go into the Events/Referrals/Notes section to determine which service record contains the event/session with the error in documentation.)



The screenshot shows the 'ABC Services' interface. At the top, there is a search filter section with fields for 'Search Criteria', 'Service Status', and 'Active Between'. Below this is a table of service records. A callout box points to the search filter area with the text: 'If there are multiple service records, review each service record to locate the session you'd like to delete.'

Edit	New	Schedule	Service	Status	Start Date	End Date	Provider	Srvc Appl To	Team	Completed	Scheduled	Cancelled
			RSP	Active	29-AUG-17			Regular	Na	1	0	0
			RSP	Active	29-AUG-17			Regular	Na	2	0	0

Fixing Documentation Errors on Daily/Weekly Services Data Entry

2. Click on Events/Referral/Notes to view all events/sessions saved in the service record.
3. Then, click on *Events*.

The screenshot shows a software interface with a green header bar containing 'ABC RSP', 'Save', and 'Print' buttons. Below the header is a navigation menu with tabs: 'Details', 'Background', 'Goals', 'Disposition', 'Addendums', 'Events/Referrals/Notes' (highlighted with a red box), 'IEP', and 'IEP Goal Documents'. Underneath the tabs is an orange bar with buttons for 'Refresh', 'Scheduler', 'Recurrence', and 'Delete Incomplete Events'. The main content area is a table with the following data:

Item	Total	Description	Date	New
 Events	2	(Session Notes:2 Completed, 0 Pending, 0 Cancelled)	07-Sep-2017	
 Forms/Referrals	0	Forms and Referrals for this individual	--	
 Case Notes	0	Generalized case notes related to this individual's encounter.	--	
 Messages	0	Internal messages, reminders and alerts created in Welligent related to this encounter	--	
 Attached Documents	0	Electronic files attached to this event as related/considered documentation.	--	

Fixing Documentation Errors on Daily/Weekly Services Data Entry

4. Search for the event/session that will be deleted. (A list of events/session will display.)

ABC RSP Save Print

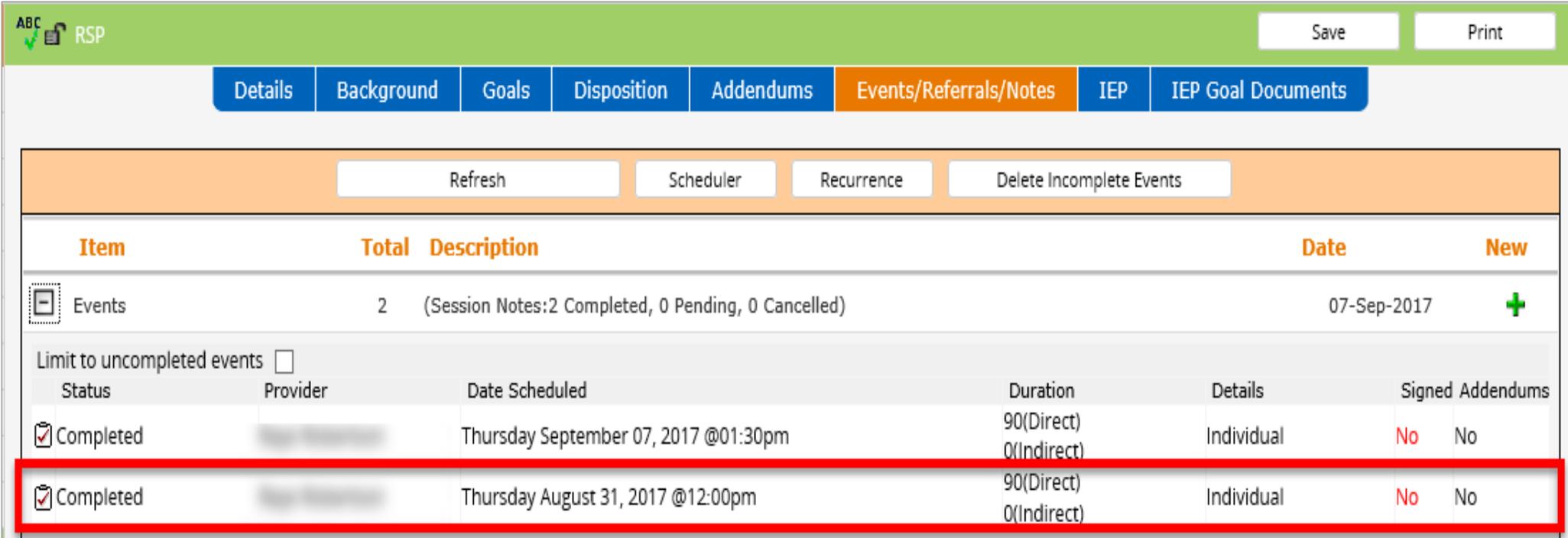
Details Background Goals Disposition Addendums **Events/Referrals/Notes** IEP IEP Goal Documents

Refresh Scheduler Recurrence Delete Incomplete Events

Item	Total	Description	Date	New	
<input type="checkbox"/> Events	2	(Session Notes:2 Completed, 0 Pending, 0 Cancelled)	07-Sep-2017	+	
Limit to uncompleted events <input type="checkbox"/>					
Status	Provider	Date Scheduled	Duration	Details	Signed Addendums
<input checked="" type="checkbox"/> Completed		Thursday September 07, 2017 @01:30pm	90(Direct) 0(Indirect)	Individual	No No
<input checked="" type="checkbox"/> Completed		Thursday August 31, 2017 @12:00pm	90(Direct) 0(Indirect)	Individual	No No

Fixing Documentation Errors on Daily/Weekly Services Data Entry

5. Click on the  (clipboard with red checkmark) to retrieve the event/session.



ABC RSP Save Print

Details Background Goals Disposition Addendums **Events/Referrals/Notes** IEP IEP Goal Documents

Refresh Scheduler Recurrence Delete Incomplete Events

Item	Total	Description	Date	New	
 Events	2	(Session Notes: 2 Completed, 0 Pending, 0 Cancelled)	07-Sep-2017	+	
Limit to uncompleted events <input type="checkbox"/>					
Status	Provider	Date Scheduled	Duration	Details	Signed Addendums
<input checked="" type="checkbox"/> Completed		Thursday September 07, 2017 @01:30pm	90(Direct) 0(Indirect)	Individual	No No
<input checked="" type="checkbox"/> Completed		Thursday August 31, 2017 @12:00pm	90(Direct) 0(Indirect)	Individual	No No

Fixing Documentation Errors on Daily/Weekly Services Data Entry

The screenshot shows a software interface for entering session notes. At the top, there is a blue header bar with the text "Session Notes -" and several buttons: "Other »", "Delete" (circled in red), "Save", "Print", and "Close". Below the header, a status bar indicates "*** This note was approved on 08-Sep-2017 ***" with a blue circle containing the number "1".

The main interface is divided into several sections:

- Event Schedule:** Contains fields for "Service:", "Date/Start Time:" (07-SEP-2017, 01:30pm), "Appointment Duration:" (90), and "Provider:".
- Additional Information:** Contains a "Student Information" section with fields for Client ID, Alt ID, Address, City/State/Zip, Home Phone, Cell Phone, Primary Language (English), Date of Birth (18-Sep-2005), and Age (11 yrs 11 mths).

A confirmation dialog box titled "Message from webpage" is overlaid on the interface. It contains the text "Are you sure you want to permanently delete this event?" and two buttons: "OK" (highlighted in green) and "Cancel". A blue circle with the number "2" is positioned over the "OK" button.

Click on *Delete* followed by *OK* on the pop-up that asks the provider if they are sure they'd like to permanently delete the event.

Module 5

SERVICE DELIVERY REPORTS

- ❖ Self-Monitoring Reports
- ❖ Accessing Welligent Reports
- ❖ Welligent Report SER300P
- ❖ Welligent Report 315P
- ❖ RSP Monthly Attendance Form

Accessing Welligent Reports

1. Click on Reports.
2. Click on the Report Category menu bar.
(All RSP Teachers should select STS Provider Service Reports Custom Grouping from this menu.)

Click here to expand the menu. Then, select **STS Provider Service Reports (Custom Grouping)**.

Report Category: STS Provider Service Reports(Custom Grouping) 2

Keyword: (Note: To search for multiple keywords, separate entries by a comma (e.g., Active, Code).)

Report ID:

Find Dashboards:

Select	Report Name	Report Description	Report ID	Category
<input checked="" type="checkbox"/>	RSP Monthly Attendance Form		380	Therapy/Service Reports
<input checked="" type="checkbox"/>	SER300P -- Service Delivery Report YTD (Single Provider)	This is a year-to-date report. The access to this report is limited to specific user roles. This report is run only by single service, single provider, and by one or all assigned locations. >>>Provider version of SER300 report Tier 1 = 100%; Tier 2 = 90% - 99.9%; Tier 3 = 70% - 89.9%; Tier 4 = 40% - 69.9%; Tier 5 = 0.1% - 39.9%; Tier 6 = 0%	2627	Therapy/Service Reports
<input checked="" type="checkbox"/>	SER300Q - Student Audit Report YTD (Single Student Audit)	This report lists all completed events, year-to-date, for a single student. The start date will always be '01-Aug-' and the end date will be the 'As of' date on the report. This report should be run for a single student and by single service to minimize network disruption. Please note that the report may 'time-out' if the user attempts to run the report by single student and all services for the student. It is highly recommended that the report be run by single student (Use Student ID) and by single service.	2821	Therapy/Service Reports

Select a report by clicking on the icon adjacent to the desired report.

Accessing Welligent Reports

Select report format.

- The “Run” option provides a PDF format of the report.
- The “Excel” option provides an Excel format of the report.

The screenshot displays the 'RSP Tracker' interface. At the top, there is a navigation bar with 'RSP Tracker', a search bar, and buttons for 'Welligent', 'Reports', 'My Alerts', and 'Log Out'. Below this, the 'Reports' section is active, showing a report titled 'SER300P – Service Delivery Report YTD (Single Provider)' for 'ABC (2627)'. The report engine is set to 'Print Listing'. The report description states: 'This is a year-to-date report. The access to this report is limited to specific user roles. This report is run only by single service, single provider, and by one or all assigned locations. >>>Provider version of SER300 report Tier 1 = 100%; Tier 2 = 90% - 99.9%; Tier 3 = 70% - 89.9%; Tier 4 = 40% - 69.9%; Tier 5 = 0.1% - 39.9%; Tier 6 = 0%'. A filter table is shown with 'School' set to 'All Assigned Locations'. On the right, the 'WellReports Desktop' sidebar contains links to 'My Report Hotlist', 'My Recent Reports', 'My Report Tools', 'Run Stock Reports', 'My Scheduled Reports', 'Report Inbox', and 'Report Quick Search'.

Filter	Value
School:	All Assigned Locations

Reviewing Welligent Reports

The recommended format to view the service reports (SER300P/SER315P) is Excel. It allows the provider to sort and review the data in various ways.

RSP Tracker Student Search Welligent Reports My Alerts Log Out

Home **Reports** Welcome back, [User] Support

SER300P – Service Delivery Report YTD (Single Provider)
 ABC (2627)
 Therapy/Service Reports

Schedule Run **Excel** (+) Hot List Reset Close

Report Engine: Print Listing
 Report Description: This is a year-to-date report.
 The access to this report is limited to specific user roles.
 This report is run only by single service, single provider, and by one or all assigned locations.
 >>>Provider version of SER300 report
 Tier 1 = 100%; Tier 2 = 90% - 99.9%; Tier 3 = 70% - 89.9%; Tier 4 = 40% - 69.9%; Tier 5 = 0.1% - 39.9%; Tier 6 = 0%

Filter	Value
School:	All Assigned Locations

WellReports Desktop

- My Report Hotlist
- My Recent Reports
- My Report Tools
- Run Stock Reports
- My Scheduled Reports
- Report Inbox
- Report Quick Search

Reading FAPE Part 2 Report Prescription

The prescription on SER reports is derived from 4 fields on FAPE Part 2.

On SER300P report, prescription appears like this: **(1-5/W/240/RSY)**

Service 3	Start Date:	Effective on Signature Date 27-Feb-2017	
RSP	End Date:		
RSP	Service applies to:	Regular	
	Frequency:	1-5	
This service addresses the following goals:	Interval:	Weekly	
(Reading Comp.) (Written Language) (ELD)	Minutes/Interval:	240	
	Minutes/Interval (Pullout from Gen Ed):	240	
	Service Delivery Model:	RSP: Direct Instruction Services	
	RSP Area:	Literacy/ELA/ELD	
	Responsible Personnel:	Resource Specialist Teacher	

*This prescription indicates RSP Mathematics goal will be addressed and service will be provided at a minimum 1 time per week to a maximum of 5 times per week for a total of 90 minutes weekly during the Regular School Year (RSY). Of those 90 minutes, 90 minutes will be provided outside of general education. **The total minutes = 90.***

SER300 Report (YTD) Considerations

Purpose of Report: To provide a **year-to-date** overview of service delivery for students according to FAPE Part 2 of their IEPs.

- Cumulative
- YTD and displays cumulative data for all Active IEPs within report window
- Report window is August 1st (through) As of Date on report
- As of Date has 2-day delay
- Minutes Owed are in relation to 100% of Target for all IEPs that have been active within the report window
- Minutes Over are in relation to 100% of the Target for all IEPs that have been active within the report window

Please note that the Target, Minutes Owed and Minutes Over are only computed after parent signature is obtained and services are consented on the IEP

SER300P Report

- Contains 24 columns
- The first 9 columns provide identifying information
- IEP Meeting column lists the date the most recent and Active IEP Team Meeting was conducted
- FAPE Part 2 column lists the FAPE Part 2 (prescription) from the most recent and Active IEP
- Please refer to the User Guide available in *Welligent Downloads* for additional information on the columns



SER300P -- SERVICE DELIVERY REPORT YTD
(SINGLE PROVIDER)

LAUSD ADMINISTRATION DISTRICT
333 South Beaudry Ave.
Los Angeles CA 90017

Report Criteria

School:

Create PDF

LD	School	Locn	DIS Code	Service	DOB	Last Name	First Name	Grade	Student ID	IEP Meeting	IEP Status	FAPE Part 2	Total Target	Total Provided	Pct Provided	Minutes Owed	Minutes Over	Tier	Met Target (100%)	Provider	Provider Email	As Of Date	Supervisor

SER315P Report Considerations

Purpose of Reports: To provide a quick overview of missing service delivery.

Considerations for Reviewing SER315P Report

- This report is a “snapshot” taken once a week, occurring on Sundays.
- Service prescription (duration and frequency) is taken directly from the **Active** IEP, specifically, FAPE PART 2.
- Service minutes must be documented onto the Daily Weekly Services Data Entry module before Friday at 5:00p.m. so that those minutes are updated and captured by the Sunday report.
- Report does not take into account the sign-date of the IEP, rather the meeting date.
- The targets (TGT column) are generated based on the past 30 calendar days by computing the number of school days available to the student according to their school calendar.
- Students will appear on this report if ZERO minutes were documented within the past 30 days.

SER315P Report

- The report will list all students with a **FAPE 2 prescription** with a TGT (target) that received **0 ACT** (actual minutes) for past 30 days.
- Will contain all identifying information for student and service
 - **MESSAGES**
 - Will list only 3 messages: **NO PROVIDER, NO SERVICE RECORD, SERVICE RECORD W/NO PROVIDER**

NOTE:
Report is refreshed every SUNDAY per the 'As Of:' date.

SER315P - 30 DAY SERVICE REPORT (MISSING SERVICES - SINGLE PROVIDER)

LAUSD ADMINISTRATION DISTRICT
333 South Beaudry Ave.
Los Angeles CA 90017

Report Criteria	
Service:	
School:	

[Create PDF](#)

SERVICE	DIS	District	SCHOOL	LOC	Last Name	First Name	Student ID	Trk	IEP Date	IEP FAPE PART 2	SCH DAYS	TGT MIN	ACT. MIN	MESSAGE	PROVIDER	AS OF:
RSP	RSP															
RSP	RSP															

Report Requested: 13-Sep-2017 10:00:22am
 Report Delivered: 13-Sep-2017 10:00:23am
 Report Requested By: [Redacted]

Accessing RSP Monthly Attendance Form

There are 2 ways an RSP teacher can access the RSP Monthly Attendance Form. It can be accessed through the STS Provider Service Reports (Custom Grouping) module or through the Daily/Weekly Services Data Entry module.

One way to access the RSP Monthly Attendance Form is through the Reports section. See below.

1 Click on the Reports button.

2 Expand the drop-down menu by clicking on the down arrow. Then, select STS Provider Service Reports (Custom Grouping)

3 Click on the check box.

Select	Report Name	Report Description	Report ID	Category
<input checked="" type="checkbox"/>	RSP Monthly Attendance Form		380	Therapy/Service Reports
<input checked="" type="checkbox"/>	SER300P -- Service Delivery Report YTD (Single Provider)	This report is run only by single service, single provider, and by one or all assigned locations. >>>Provider version of SER300 report Tier 1 = 100%; Tier 2 = 90% - 99.9%; Tier 3 = 70% - 89.9%; Tier 4 = 40% - 69.9%; Tier 5 = 0.1% - 39.9%; Tier 6 = 0%	2627	Therapy/Service Reports
<input checked="" type="checkbox"/>	SER300Q - Student Audit Report YTD (Single Student Audit)	This report lists all completed events, year-to-date, for a single student. The start date will always be '01-Aug-' and the end date will be the 'As of' date on the report. This report should be run for a single student and by single service to minimize network disruption. Please note that the report may 'time-out' if the user attempts to run the report by single student and all services for the student. It is highly recommended that the report be run by	2821	Therapy/Service Reports

Accessing RSP Monthly Attendance Form

Make a selection for each of the four fields displayed below.
Then, select the format in which you'd like to review the report.

- The “Run” option provides a PDF format of the report. (Recommended)
- The “Excel” option provides an Excel format of the report

Filter	Value
Service Month	<input type="text"/>
Service Year	<input type="text"/>
Service Location	All Assigned Locations
Type of Service	All Services

Review RSP Monthly Attendance Form

- Review this form to ensure that the minutes you documented were recorded.
- This form helps verify services you documented were recorded.
- This form may also assist in determining whether **duration** and **frequency** were met.
- Print and submit this form to the principal on the 5th of every month

(*Submit previous month's data—On the 5th of March, submit data for month of February.*)

LAUSD Administration District																													
Monthly Attendance Form																													
SERVICE DATES FOR CALENDAR MONTH: FEBRUARY 2017														SERVICE: RSP															
LOCATION CODE: _____														LOCATION NAME: _____															
PROVIDER NAME: _____														PROVIDER ID#: _____															
PROVIDER SIGNATURE: _____														DATE: _____															
ADMINISTRATOR SIGNATURE: _____														DATE: _____															
Legend																													
Setting							Performance Area							Attendance										Attendance Instructions					
P= Co-Planning T= Co-Teaching D= Direct Instruction Inside of General Education O= Outside of General Education							L= English/Language Arts M= Math O= Other E= Elective							Cancelled: No Show (SN) = SN Cancelled: Rescheduled (CR) = CR Cancelled: Student Absent (SA) = SA PSYCH SERVICES ONLY: NPS-RTC ERICS Approved Absence = DRNURSING ONLY: Direct Nursing Supervision = 30 NURSING ONLY: Indirect Nursing Supervision = 29 NURSING ONLY: Monitored by Trained School Staff = 31 NURSING ONLY: Out Of Medication, See Narrative = 5 NURSING ONLY: Procedure Not Needed, See Narrative = 17 NURSING ONLY: Provided by Parent/Designee = 41 NURSING ONLY: Refused Procedure, See Narrative = 38 Completed - enter actual minutes for session.										Cancelled: Parent Refused Service (PR) = PR Cancelled: School-Wide Testing (LT) = LT Cancelled: Student Refused Treatment (SR) = SR NURSING ONLY: Medication Not Needed, See Narrative = 16 NURSING ONLY: No Show, See Narrative = 39 NURSING ONLY: Out of Supplies for Procedure, See Narrative = 33 NURSING ONLY: Provided by Contracted NPA-Provider = 42 NURSING ONLY: Refused Medication, See Narrative = 37 NURSING ONLY: Student Sched Change For This Day = 24					
1. Make copies for yourself 2. Use the legend at left for attendance markings Use the legends at left for 3. model, setting and performance area 4. Attendance forms are due monthly on the 5th																													
Student ID	LAST NAME	FIRST NAME	DOB MM/DD/YYYY	SETTING	PERFORMANCE AREA	WE	TH	FR	SA	MO	TU	WE	TH	FR	SA	MO	TU	WE	TH	FR	SA	MO	TU	WE	TH	FR	SA	MO	TU
						01	02	03	04	06	07	08	09	10	11	13	14	15	16	17	18	20	21	22	23	24	25	27	28
			01/31/2006	Q	LITERACY	40	40			40	40	40	40			40	40	40	40			40	40	40	40			40	40
			01/31/2006	Q	MATH	30	30			30	30	30	30			30	30	30	30			30	30	30	30			30	30
			09/15/2008	Q	LITERACY	40	40			40	40	40	40			40	40	40	40			40	40	40	40			40	40
			09/15/2008	Q	MATH	30	30			30	30	30	30			30	30	30	30			30	30	30	30			30	30

Review RSP Monthly Attendance Form

Another way to access the RSP Monthly Attendance Form is through the Daily/Weekly Services Data Entry module. See below.

The screenshot displays the 'RSP Tracker' software interface. At the top, there is a green navigation bar with the 'RSP Tracker' logo and several utility buttons: 'Student Search', 'Welligent', 'Reports', 'My Alerts', and 'Log Out'. Below this is a white header for the 'Daily/Weekly Services Data Entry' module, which includes a home icon, the module name, a user greeting 'Welcome back, [username]', and a 'Support' link. A blue sub-header contains the text 'Daily/Weekly Services Data Entry' and a button labeled 'RSP Monthly Attendance Report', which is circled in red. To the right of this button are 'Print', 'Search', and 'Save' buttons. The main content area on the left contains several filter fields: 'Type of Service' (set to 'RSP'), 'Service Location', 'Primary Provider', 'Show Dates of Service Between' (set to '13-SEP-2017 and 13-SEP-2017'), 'My Events' (checkbox), and 'Display Records' (set to '1-50'). A 'Legend' box on the right lists icons for 'Active IEP (Print View)', 'Allergies', 'Alerts', 'Student Information', 'Chronic Conditions', and 'Medications'. A note at the bottom of the legend states: '*To retrieve additional student information, click on an icon. Please note that your user role will determine your level of access to information.*' A vertical sidebar on the far right contains several navigation icons.

Ensuring Duration and Frequency are Met

Was FAPE Part 2 prescription met for literacy?

On a service report, the FAPE Part 2 prescription will appear in the following format: (1-5/W/160/RSY)

Prescription	Meaning
1-5	How many times (Frequency)
W	Weekly (Interval)
160	Duration = Minutes/Interval
RSY	Regular School Year

Was FAPE Part 2 prescription met?

On a service report, the FAPE Part 2 prescription will appear in the following format: (1-5/W/160/RSY)

Ensuring Duration and Frequency are Met

LAUSD Administration District
Monthly Attendance Form

SERVICE DATES FOR CALENDAR MONTH: FEBRUARY 2017 **SERVICE:** RSP

LOCATION CODE: _____ **LOCATION NAME:** _____

PROVIDER NAME: _____ **PROVIDER ID#:** _____

PROVIDER SIGNATURE: _____ **DATE:** _____

ADMINISTRATOR SIGNATURE: _____ **DATE:** _____

Legend

Setting	Performance Area	Attendance	Attendance Instructions
P= Co-Planning T= Co-Teaching D= Direct Instruction Inside of General Education O= Outside of General Education	L= English/Language Arts M= Math O= Other E= Elective	Cancelled: No Show (SN) = SN Cancelled: Rescheduled (CR) = CR Cancelled: Student Absent (SA) = SA NURSING ONLY: Medication Not Needed, See Narrative = 16 NURSING ONLY: No Show, See Narrative = 39 NURSING ONLY: Out of Supplies for Procedure, See Narrative = 33 NURSING ONLY: Provided by Contracted NPA-Provider = 42 NURSING ONLY: Refused Medication, See Narrative = 37 NURSING ONLY: Student Sched Change For This Day = 24	1. Make copies for yourself 2. Use the legend at left for attendance markings 3. Use the legends at left for model, setting and performance area 4. Attendance forms are due monthly on the 5th

This documentation example shows duration and frequency were met for the following prescription: (1-5/W/160/RSY)

Student ID	LAST NAME	FIRST NAME	DOB MM/DD/YY	Q	PERFORMANCE AREA	01	FR	SA	MO	TU	WE	TH	FR	SA	MO	TU	WE	TH	FR	SA	MO	TU	WE	TH	FR	SA	MO	TU
			01/31/2006	Q	LITERACY	40			40	40	40	40			40	40	40	40			40	40	40	40			40	40
			01/31/2006	Q	MATH	30			30	30	30	30			30	30	30	30			30	30	30	30			30	30
			09/15/2008	Q	LITERACY	40			40	40	40	40			40	40	40	40			40	40	40	40			40	40
			09/15/2008	Q	MATH	30			30	30	30	30			30	30	30	30			30	30	30	30			30	30

Documentation indicates

- Duration (160 minutes) was met: $40 + 40 + 40 + 40 = 160$
- Frequency (1-5 times) was met: There are 4 sessions documented in one week.

Module 6

Contacts

- ❖ Program Specialist
- ❖ Assistant Principal, EIS
- ❖ LRE Specialist Support
- ❖ Welligent Support Help Desk

Contacts



For additional information on RSP Service Tracking, please contact the Program Specialist or APEIS assigned to support your school. If further support is needed, contact the LRE Specialist assigned to support your school.

For questions on the Welligent functionality or Welligent navigation, contact the Welligent Integrated System Help Desk at

(213) 241-4174

FAX: (213) 241-8455

(or)

Visit Welligent Support Section at: <https://achieve.lausd.net/welligentsupport>

e-mail: welligentsupport@lausd.net