

### Feedback from Providers of Designated Instructional Services, 2019

Table 1. Services provided by survey participants (N=874)

Service Type	N	%
Language and Speech (District or Non-Public Agency Services/per diem - Speech)	310	35.5%
Pupil Counseling/Counseling and Guidance, School Mental Health, or ERICS	310	35.5%
Occupational Therapy or Occupational Therapy – Clinic	115	13.2%
Adapted Physical Education	66	7.6%
Deaf/Hard of Hearing Itinerant or Audiology	21	2.4%
Physical Therapy	21	2.4%
Least Restrictive Environment Itinerant Service (Inclusion, Least Restrictive Environment Counselor, or Orthopedic Impairment)	17	1.9%
Visual Impairment Itinerant Service (Blind/Partially Sighted Itinerant or Orientation Mobility for Blind)	11	1.3%
Pre-School (Pre-Kindergarten Itinerant or Head Start LAS)	3	0.3%

#### **Major Factors Affecting Service Delivery.**

Table 2. Major and moderate or major factors negatively impacting providers' ability to complete their student service sessions (N=874)

Factor	% major factor	% major or moderate factor
Conducting assessments and/or writing reports	45.6%	71.7%
Attending IEP meetings	36.3%	68.1%
Number of students	30.5%	63.3%
Completing paperwork (non-Welligent)	26.1%	58.3%
Time spent entering Welligent documentation	25.8%	60.1%
Coordinating and scheduling IEP meetings	16.1%	40.3%
Number of schools	13.8%	37.3%
Limited availability of APEIS or other Administrator	9.1%	27.4%
Traveling between sites	6.3%	19.4%

#### **Caseload/Workload**

Table 3. To what degree does the following SCHOOL FACTOR negatively impact your ability to complete your student service sessions (frequency and duration):

	Not a factor	Minor factor	Moderate factor	Major factor
Unable to make up sessions due to limited time spent at school site (if more than one site)	22.3%	24.5%	31.7%	21.5%
Unable to make up sessions due to student's schedule	13.1%	28.3%	36.4%	22.2%
Providing services or consultation to general ed students, families, and colleagues (not working directly with students on your base caseload)	21.9%	35.2%	27.3%	15.7%

Table 4. How much of a factor is your caseload on how you deliver services?

Not a factor	Minor factor	Moderate factor	Major factor
10.5%	18.3%	33.3%	38.0%

Table 5. How much of a factor is your workload on how you deliver services?

Not a factor	Minor factor	Moderate factor	Major factor
8.2%	12.9%	30.4%	48.6%

Table 6. If you are falling behind on delivery of services, what are some of your strategies for catching up?

	% who selected this choice
Group more students into sessions	71.7%
Extend future session(s)	52.1%
Double up or increase frequency of sessions	57.2%
Contact specialist or supervisor for additional assistance	23.3%
Other - Write In	8.4%

Table 7. If you are falling behind on delivery of services, what are some of the strategies that LAUSD has instructed to use for catching up?

	% who selected this choice
Group more students into sessions	45.7%
Extend future session(s)	41.3%
Double up or increase frequency of sessions	45.8%
Contact specialist or supervisor for additional assistance	42.9%
My department has not provided strategies	17.0%
Other - Write In	8.6%

**How much do you agree or disagree with the following statement:**

Table 8. I have adequate tools to get the job done.

Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
3.1%	14.0%	19.8%	51.3%	11.8%

**Prescription of Services and Welligent**

Table 9. Prescription of Services and Welligent

	Not sure	No	Yes
Do you think the adjustment of targeted minutes, when a cancel code is applied, accurately represents service delivery rates?	49.3%	33.1%	17.6%
In general, do you think the application of canceled minutes might encourage some providers to not fulfill these services when the student is repeatedly absent?	42.9%	39.1%	18.0%
At times, do you think that Welligent is susceptible to manipulation of logs to favorably show higher delivery rates?	50.6%	41.3%	8.1%

**How much do you agree or disagree with the following statement:**

Table 10. Retaining professional service providers is difficult for LAUSD.

Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
1.1%	10.8%	34.6%	31.0%	22.6%
			No	Yes
Do you know someone (service provider) who has left the district for caseload, workload, work conditions (morale), or management reasons?			22.6%	77.4%
Do you think management considers workload and job factors when creating assignments?			34.7%	65.3%

**In general, please indicate how effective you find the management of your service delivery mechanisms for your department:**

Table 11. Indicate how effective you find the management of your service delivery mechanisms for your department:

Very ineffective	Ineffective	Neither ineffective nor effective	Effective	Very effective
2.7%	10.4%	32.9%	46.0%	8.1%

**How much do you agree or disagree with the following statement:**

Table 12. The way services are currently prescribed is an issue/problem for meeting service obligations for some students on my caseload.

Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
1.5%	19.2%	34.8%	31.4%	13.0%

Table 13. Centralized or decentralized (local district) structure

	Don't know	Decentralized	Centralized
Does your related service department have a centralized or decentralized (local district) structure?	40.4%	27.3%	32.3%
What do you think would be most effective for your related service department, having a centralized or decentralized (local district) structure?	52.4%	25.1%	22.5%