

case study: Special Education Management



PCG | Education

Public Focus. Proven Results.™

THE CLIENT

School District of Broward County, Florida

- District type: large urban
- Total SPED students: 35,000

THE PROJECT

- Medicaid Recovery
- Design and Implementation of a district-wide ESE Management System
- Design and Implementation of an integrated, district-wide RTI System

THE OPPORTUNITY

Broward County Public Schools is the 6th largest district in the nation, servicing almost 300,000 students. In October 2000, PCG was selected via a competitive bid process to initiate Broward County Public Schools' Medicaid Fee-For-Service recovery program. To support this effort, Broward implemented Public Consulting Group's (PCG's) EasyTRAC™ web-based solution for the documentation of health-related services provided to special education students.

EasyTRAC™ allowed Broward clinicians to document services electronically from any computer connected to the Internet. For Medicaid eligible students, these services were then automatically submitted for direct federal reimbursement. For a district with 262 schools and over 35,000 special education students, the additional revenue that EasyTRAC™ helped to recover proved to be significant: to date, PCG has helped Broward County recoup \$4.0 million.

In 2002, Broward administrators began to consider introducing a comprehensive student management system to their special education framework. Their search focused on web-based systems with the functionality to store student data historically, from year to year. They also sought a system that could accommodate Broward's unique size and customization demands: the county's 262 schools are divided into four geographic areas. Administrators wanted a new system that would provide these four areas with a centralized set of forms and documents. Broward also considered the potential for long-term expansion and access adaptability. Over time, administrators wanted their system to expand to provide parents and general education teachers with limited configurable log-in access. Recognizing the opportunity this afforded the District, PCG worked with Broward to completely revamp their special education practices. PCG assisted the District in creating the relevant process flows, best practices, and change management planning for the transition from paper to a completely automated system. This comprehensive consultative process took almost one year to complete.

In early 2007, PCG began working with Broward on their Response to Intervention process. PCG has completed the process flow and re-engineering process critical as the precursor to any technical design and implementation. We worked with key District representatives to ensure a clear and concise understanding of how RTI should be implemented on a district-wide basis in Broward. This will serve as the cornerstone of their intervention management system.

"PCG's staff has been professional, bright, and hard-working. They are highly responsive to the needs of the customer and work quickly to resolve issues. They continually strive to improve processes based on customer feedback."

Wendy Gonsler, Director
Data and Fiscal Operations
School Board of Broward County

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THE PCG APPROACH

PCG works diligently to maintain a long-term relationship with our clients, and this is manifested in our client retention rate of over 90%. PCG differentiates itself in the marketplace by developing our applications to support our clients' best practices; we do not ask our clients to change their processes to match our applications!

PCG is not a software company. We provide consulting solutions that are supported by our technologies.

Our approach also embraces the best practice of integrated solutions. Our national experience affords us the perspective to have firsthand knowledge of how districts struggle with data quality issues when their applications are not integrated. PCG offers a fully integrated set of solutions to provide a more holistic picture of the student's educational history.

THE RESULT

The School Board of Broward County and PCG are approaching a decade of partnership and together have achieved considerable success. During Fiscal Year 2007, Broward's 5,517 active users logged in to our integrated education management system over 840,000 times and, to date, have created more than 1 million documents.

In the fall of 2006, Broward County added PCG's EasyFAX™ tool to its IEP system. EasyFAX™ gives the District the ability to capture paper documents and convert them to electronic format. The software allows educators to quickly and easily add signature pages, meeting comments, and other previously paper-based information to a student's digital portfolio.

"PCG tools have allowed us to gather data which reflects the quality of our education process and to monitor and identify weaknesses as they occur. The electronic system focuses on the IEP process rather than the forms. It allows us to focus on the 'spirit' of IDEA rather than the paperwork."

Wendy Gonsler, Director

