

# ACHIEVE Family Contact Validation

**Purpose:** Family contact information is imported into ACHIEVE from a variety of data systems, each of which have unique requirements regarding how contact information is entered. As a result, information received by the ACHIEVE system is inconsistent across learners. To remedy this, ACHIEVE users have previously been provided with the option to manually edit family contact information as needed.

The ACHIEVE Family Contact Validation process has recently been deployed to improve data quality and enhance the security of protected learner information. This enhancement includes the release of new relationship types, allowing Early ACCESS and Special Education providers to more clearly identify [IDEA Parent\(s\)](#). These changes are designed to support an effective roll-out of the ACHIEVE Family Portal by streamlining communication to eligible family contacts while maintaining IDEA compliance.

## ACHIEVE Family Contact Validation Roles

<p style="text-align: center;"><b>AEA/CHSC Family Contact Validation</b></p>	<p style="text-align: center;"><b>LEA (District) Family Contact Validation</b></p>
<ul style="list-style-type: none"> <li>● <b>Existing ACHIEVE User Roles</b> <ul style="list-style-type: none"> <li>○ <b>Early ACCESS/CHSC Case Owners:</b> IFSP Service Coordinators (e.g., AEA or CHSC staff) may validate assigned cases</li> <li>○ <b>AEA Case Owners:</b> AEA staff serving as IEP Facilitators (e.g., Speech-Only IEP Facilitators) may validate assigned cases</li> <li>○ <b>ACHIEVE Data Team:</b> AEA Data Techs and AEA Data Leads may validate Early ACCESS/Special Education learners assigned to AEA Case Owners</li> </ul> </li> </ul> <p><i>NOTE: ACHIEVE Data Team will not validate Special Education learners assigned to LEA Case Owners.</i></p>	<ul style="list-style-type: none"> <li>● <b>Existing ACHIEVE User Roles:</b> <ul style="list-style-type: none"> <li>○ <b>LEA Case Owners:</b> IEP Facilitators (e.g., Special Education Teachers) may validate assigned cases</li> </ul> </li> <li>● <b>New ACHIEVE User Roles (Must be assigned to designated staff by ACHIEVE Data Team):</b> <ul style="list-style-type: none"> <li>○ <b>Parent District Validation:</b> LEA staff may support validation of Special Education learners assigned to LEA Case Owners in attending district</li> <li>○ <b>Parent Building Validation:</b> LEA staff member may support validation of Special Education learners assigned to LEA Case Owners in assigned building in attending district</li> </ul> </li> </ul>

# Knowledge/Skills/Time Considerations: Family Contact Validators

## Knowledge:

- Working knowledge of [Iowa IDEA Parent](#) requirements
- Working knowledge of ACHIEVE/local agency student information system records
- Working knowledge of family contact relationships associated with local agency learners

## Skills:

- **Communication**
  - Ability to effectively communicate with local agency staff to implement family contact validation process
  - **AEA/CHSC Employees:** Ability to communicate with Early ACCESS family members to confirm accuracy of IDEA Parent contact information in ACHIEVE or modify as needed
- **Technology Skills**
  - **LEA Employees:** Ability to compare LEA student information system records to existing family contacts and relationship types in ACHIEVE to confirm accuracy or modify as needed
    - Training provided via [User Guide](#) / [Recorded Video](#)

## Time Commitment:

- At the beginning of the 2024-2025 school year, more time will be needed in order to validate all agency learners for the first time.
- IFSP Service Coordinators and IEP facilitators will re-validate IDEA Parent relationship contact information annually as a requirement completing subsequent IFSPs and IEPs.

## Responsibilities of Lead Family Contact Validators

- Determine agency-level plan on how family contact validation process will be completed
- Develop agency-level communication process to share training materials and provide assistance to designated validation staff
- Oversee completion of family contact validation of all agency-level learners by Oct 31, 2024

## Desired Outcomes of Family Contact Validation

- Each ACHIEVE family contact will have a defined relationship type in ACHIEVE.
- Contact information for Special Education IDEA Parent relationship types will be compared to Student Information System data for accuracy and updated as needed.
- Contact information for Early ACCESS IDEA Parent relationship types will be confirmed with IDEA Parents.
- (Ideally) each learner will have at least one IDEA Parent contact with a unique email address listed in ACHIEVE to provide IDEA Parent access to the ACHIEVE Family Portal.
  - *A unique email address is required to create an ACHIEVE Family Portal account.*
- After the ACHIEVE Family Portal goes live, each newly assigned case must have IDEA Parent relationship contacts validated before an invitation to create an account is sent.
- Each learner will require re-validation of IDEA Parent relationship contacts annually with subsequent IFSPs and IEPs.