ACHIEVE Family Portal User Guide

ACHIEVE
Iowa IDEA

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Table of Contents

Welcome to the ACHIEVE Family Portal 1

General Navigation 1

Enable Pop-Ups 1

Screen Responsiveness 1

Quick Access Menus 1

View Icon 1

Navigating in ACHIEVE 1

Drop-Down Menus 2

Accordions 2

Modals, Pop-Ups, and New Tabs 2

Prompts and Warnings 2

Tables 2

Signing in to Your ACHIEVE Family Portal Account 3

Unlock ACHIEVE Family Portal Account Access 4

ACHIEVE Family Portal Dashboard 5

Settings 5

Sign Out 6

Left Navigation Menu 6

My Family 7

Recent Documents 7

Consents to Review and Sign 8

IOWA I.D.E.A. HINT 9

ACHIEVE Calendar 9

IOWA I.D.E.A. HINT 11

Learner Management 12

Learner and Family Information 13

Learner Dashboard 14

Documentation 14

Procedural Safeguards Manual 14

IOWA I.D.E.A. HINT 15
Family Consent 15
IOWA I.D.E.A. HINT 17
Documents 17
Data History 19
Early ACCESS Data History 19
Special Education Data History 20
Individualized Family Service Plan (IFSP) 20
IOWA I.D.E.A. HINT 20
IFSP Navigational Stepper 20
IFSP Management 21
Summary of IFSP Outcomes and Services 22
Family Guided Routines Based Intervention Plans 22
Monitoring for Progress 23
Transition Planning 23
IOWA I.D.E.A. HINT 25
Transition to Special Education 25
IOWA I.D.E.A. HINT 25
Exiting Early ACCESS 26
Individualized Education Program (IEP) 26
IOWA I.D.E.A. HINT 26
IEP Navigational Stepper 26
IEP Management 27
Monitoring for Progress 27
Postsecondary Summary Navigational Stepper 28
IOWA I.D.E.A. HINT 28
Transition of Rights at Age of Majority 29
Exiting Special Education 30
Additional Support Resources 31

If you have not yet created an ACHIEVE Family Portal account, please review the Quick Start Guide.

Welcome to the ACHIEVE Family Portal

General Navigation

Upon logging in, you will be directed to **My Dashboard**. This landing page provides quick access to personalized information and tasks.

Enable Pop-Ups

The ACHIEVE Family Portal will require pop-up menus to be enabled on your web browser in order to download/print documents. Review this video for assistance in enabling pop-up menus on your computer or laptop's web browser. If you are using a tablet or mobile device, review this video for support.

Screen Responsiveness

The ACHIEVE Family Portal is designed to function for use no matter what type of technology you are using or the size of your screen. It will automatically adjust to fit best on your desktop, laptop, tablet, or smartphone screen. Depending on the size of your screen, you may need to use scroll bars at the bottom of a section to view all of the available content or fields.

Quick Access Menus ⋮

Quick Access Menus allow you to navigate from one section of the system to another with ease. Selecting a Quick Access Menu icon will bring up a list of options from which to choose and will redirect you to that section of the ACHIEVE Family Portal.

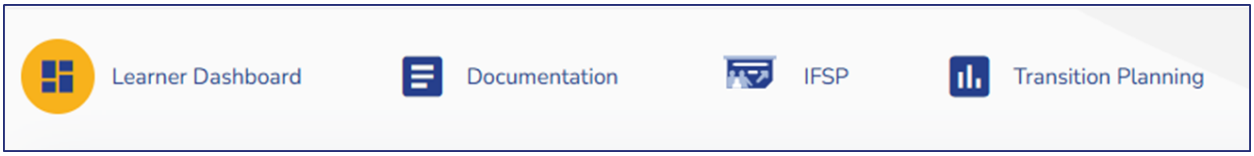
View Icon

The View icon appears next to Meeting Notices in the Documentation stepper. Selecting the icon displays an on-screen modal with details about previously completed meetings.

Navigating in ACHIEVE

Many pages within the ACHIEVE Family Portal contain related content. To move back and forth between this content, navigational stepper icons are displayed throughout the ACHIEVE Family Portal.

Several navigational steppers are displayed on the **Learner Dashboard**. Each navigational stepper icon redirects you to relevant content about your learner's IFSP or IEP. These icons are designed to allow you to easily move between IFSP/IEP records within the ACHIEVE Family Portal.



Drop-Down Menus

Drop-down menus are indicated by a filled caret. Selecting one will open a menu with options specific to the field/task.

Accordions

Most pages in the ACHIEVE Family Portal use accordions to organize information. Accordions are used to compress and expand displays. To expand or compress each accordion, click on the caret to the right of a heading.

Selecting the caret or heading name associated with an accordion will display additional information and/or actions to be taken.

Modals, Pop-Ups, and New Tabs

As you navigate the system, you will encounter many different ways the system collects and displays information including modals (keeps you on the same page in the system), pop-ups (opens a new window), and opening new tabs in your browser (keeps you in the same window and opens a new tab).

*Note: For best functionality of the ACHIEVE Family Portal, you will need to make sure your browser **allows** pop-up windows. This is an option that can be manually adjusted within your browser settings on each of your devices.*

Prompts and Warnings

Throughout the ACHIEVE Family Portal, you will see help text to assist you in navigating the system. Help text is embedded on the page and may appear in a different color. In some instances, a warning may appear to alert you when you are moving away from the page without saving information.

Tables

Tables are used throughout the ACHIEVE Family Portal to help organize data.

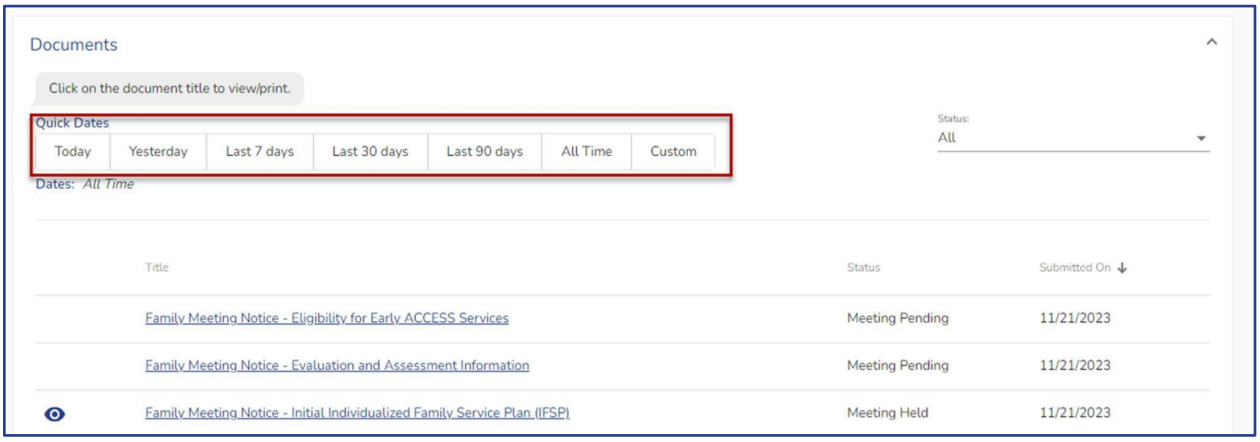
Sort

Tables can be sorted by column. When a column is sortable by date or alphabet, an arrow appears next to the column heading when selected. An upward pointing arrow

indicates that the column will sort in ascending order (A-Z, 1-9) while a downward pointing arrow indicates a descending column sort (Z-A, 9-1).

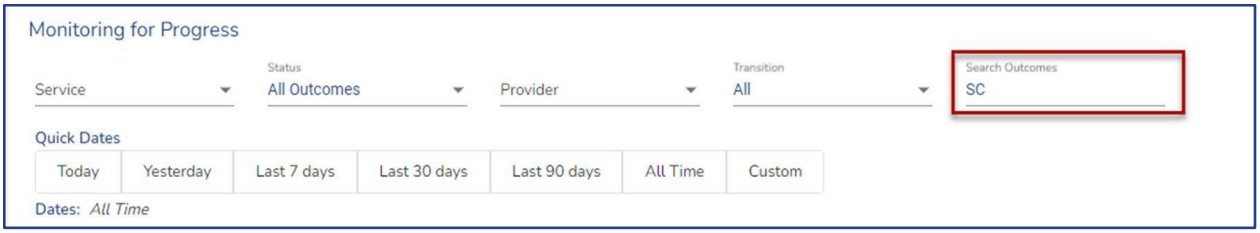
Filter

Some tables can be filtered, allowing you to hide entries that are not relevant to your search. Filtering options may include buttons and/or drop-down menus.



Search

Some tables have a search function that allows you to limit the number of rows that appear on the screen. The dynamic search function will automatically begin to limit results based upon the search criteria entered.



Signing in to Your ACHIEVE Family Portal Account

After successfully creating your **ACHIEVE Family Portal** account, you may sign in using your username (email address) and password.

Next, you will be prompted to enter a Verification Code. This randomly generated numeric code will be sent to your ACHIEVE Family Portal username (email address). You will be required to enter a Verification Code each time you log in.

Unlock ACHIEVE Family Portal Account Access

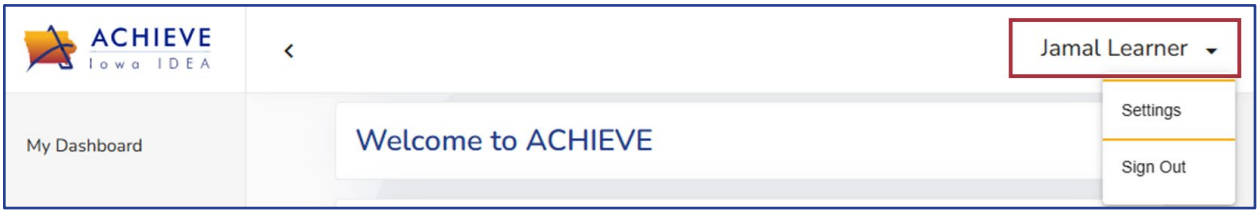
If you unsuccessfully enter your account password or validation code three times, your account access will be locked. If this occurs, you will receive an email stating:

Your ACHIEVE Family Portal account has been locked. Visit the link below to request assistance with unlocking your account access.

ACHIEVE Family Portal Support Request

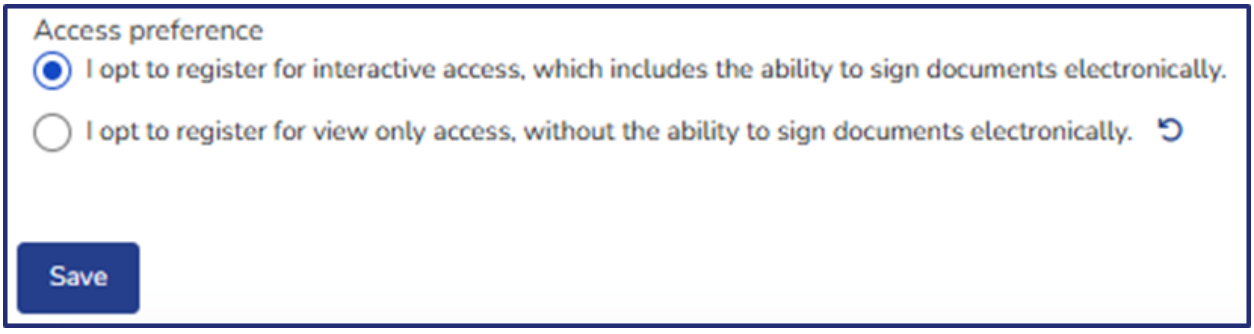
ACHIEVE Family Portal Dashboard

After successfully logging into your ACHIEVE Family Portal account, you will be redirected to **My Dashboard**. Your name should appear in the upper right corner. Selecting the caret next to your name will provide the option to review your account settings or sign out.



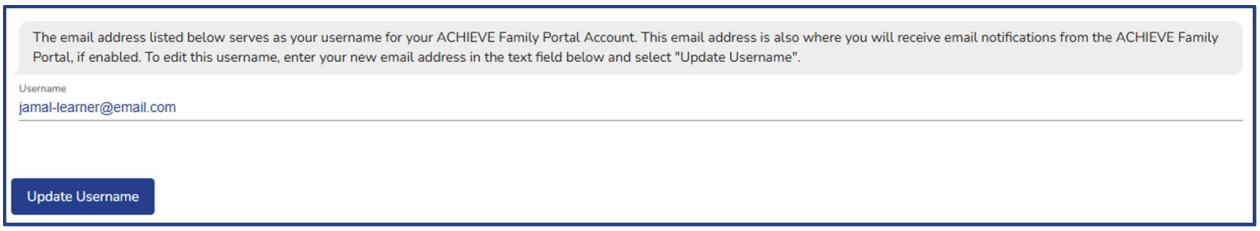
Settings

- To update your account settings, select the caret next to your name at the upper right side of the screen, then select *Settings*.
- Once there, you can change your account's access type. You may select from the following options:
    - **Interactive access:** Allows you to view information, print or electronically sign consent documents, view and print other PDF documents, complete surveys, and receive email notifications when new documents are available to review and sign.
    - **View-only access:** Allows you to view information, print consent documents, view and print PDF documents, and complete surveys. View-only users will not receive email notifications when new documents are available to review unless they have signed a *Consent to Receive Electronic Communication.*



- Within your account settings, you may also update your ACHIEVE Family Portal account username (email address).

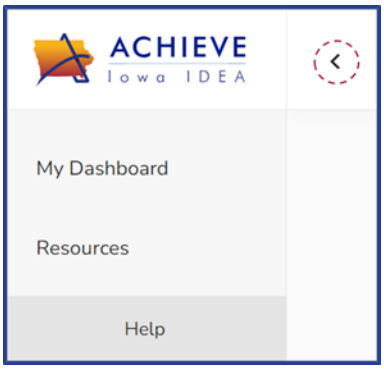
  Note: Updating your ACHIEVE Family Portal account username (email address) will change your log-in information for of all learners connected to your account.



Sign Out

To log out of the ACHIEVE Family Portal, select the caret next to your name in the upper right corner of the screen, then select *Sign out*.

Note: After 30 minutes of inactivity, you will automatically be logged out of the ACHIEVE Family Portal to protect the confidentiality of learner information.



The left navigation menu will be visible and available on all pages within the ACHIEVE Family Portal unless you choose to collapse/hide the menu by selecting the caret to the right of the ACHIEVE logo at the top of the page. After collapsing the left navigation menu, selecting the caret again will expand/display this menu.

You will find the following headings in the left navigation menu links: **My Dashboard**, **Resources**, and **Help**.

Left Navigation Menu

My Dashboard serves as your account landing page. It provides access to information and tasks that are specific and unique to your family. The **My Dashboard** link in the left navigation menu appears on all pages within the ACHIEVE Family Portal. Selecting this link will return you to your account landing page.

The **Resources** section contains links to informational supports for families, including the Procedural Safeguard Manuals for Parents manuals for Early ACCESS and Special Education and a link to procedural information regarding the Individuals with Disabilities Education Act (IDEA). Families with Early ACCESS learners will also have access to the Iowa Family Support Network.

A **Help** link is displayed at the bottom of the left navigation menu. Selecting **Help** opens a pop-up menu with a searchable word bank. This can be used to find explanations for words and phrases commonly used in education.

The dashboard has three sub-sections:

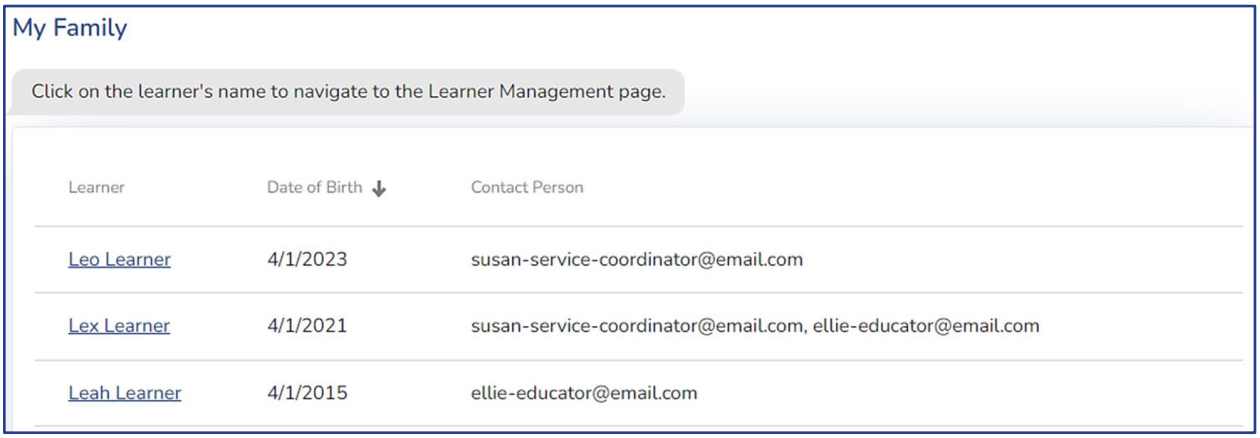
- **My Family**
- **Recent Documents** and **Consents to Review and Sign**
- **ACHIEVE Calendar**

My Family

This section will include all learners for which you have:

- Approved consent for Early ACCESS and/or Special Education and Related services, and
- Completed the ACHIEVE Family Portal account learner registration process.

Each learner's name appears as a link that redirects you to a **Learner Management** dashboard for that child. The **Contact Person** column lists the email address of your learner's IFSP Service Coordinator or IEP Facilitator.

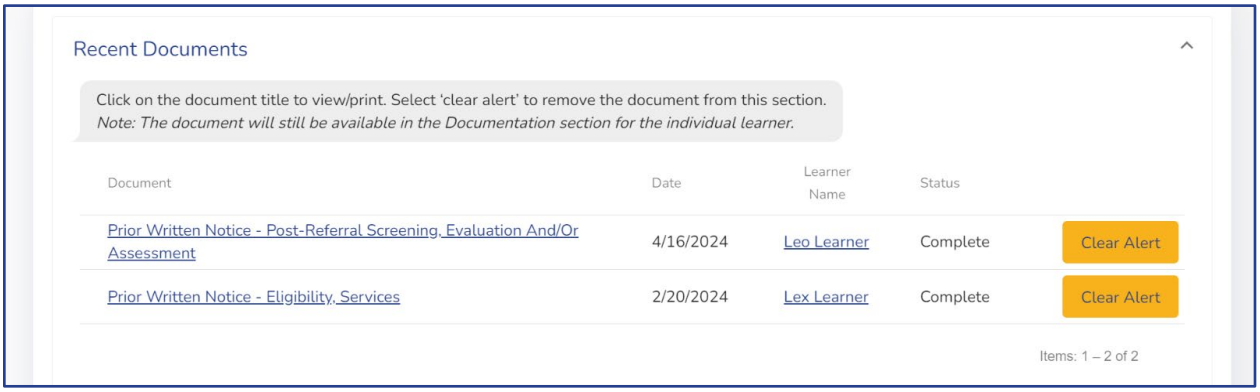


By selecting a learner's name, the **Learner Management** page will open to provide details about your learner's IFSP/IEP, a history of all documents received, access to progress monitoring data and more.

Recent Documents

The **Recent Documents** section will appear at the top of your dashboard. It is intended to function similarly to "Notifications" on other applications. The section includes a table of documents that have been shared by a provider on your learner's IFSP/IEP team.

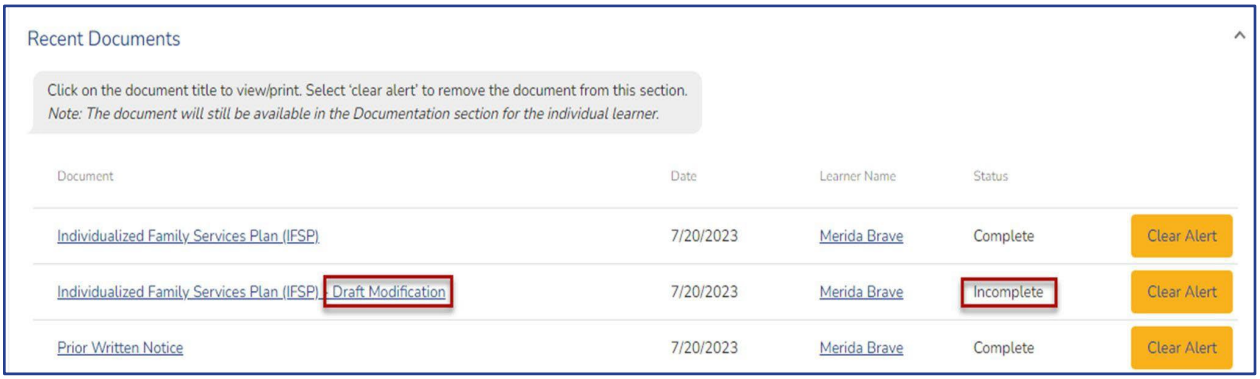
Each time a document is shared to the ACHIEVE Family Portal, it appears on this list with an optional action button to *Clear Alert* after you have had a chance to review it.



- By selecting the *Clear Alert* button, the recent document no longer appears in the **Recent Documents** section of the ACHIEVE Family Portal Dashboard. However, all documents can still be accessed on the **Documentation** navigational stepper of the **Learner Management** page.
- If more than five documents are shared, you may select the carets to view additional documents or select the drop-down menu to change the maximum number of documents displayed on one page.
- Selecting the caret in the upper right corner will collapse the section, and re-selecting it will expand it.

When looking at the **Recent Documents** section, please note that:

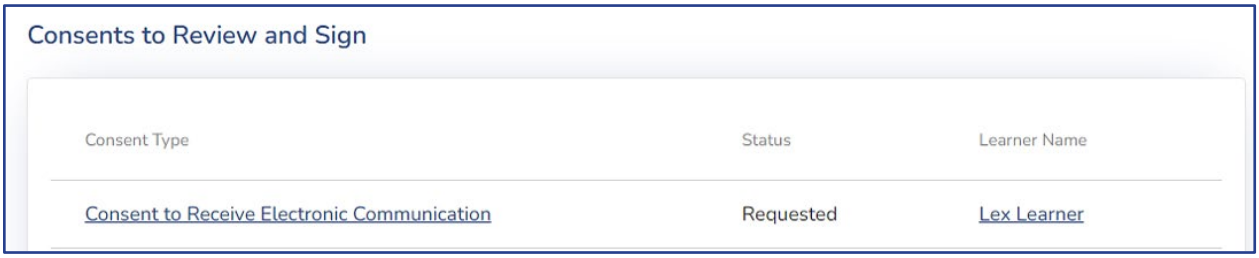
- Draft documents will include the word "draft" in the document name. Draft documents will also have a **Status** of Incomplete. Upon opening a draft document, a draft watermark will also be displayed.
- Finalized documents will have a **Status** of Complete.



Consents to Review and Sign

This section will include a list of consents or documents that have recently been requested by your learner's team.

- Selecting a document link will redirect you to the appropriate **Learner Management** page in the **Documentation** navigational stepper.
- All consent information can be found in the **Family Consent** section of the **Documentation** navigational stepper. Newly requested consent documents will have a status of *Requested*.



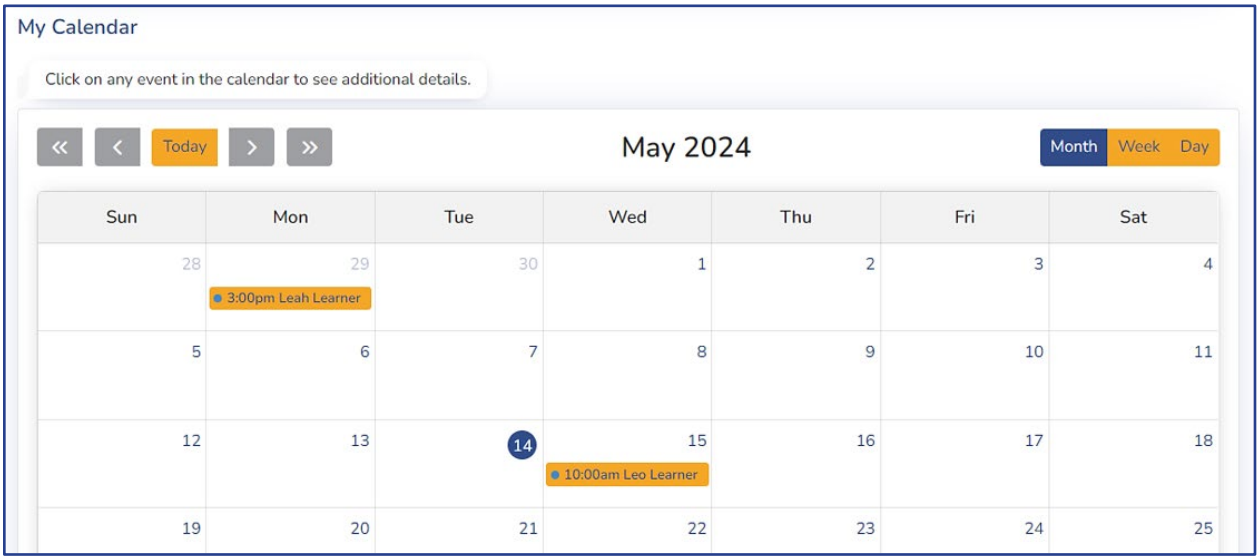
IOWA IDEA HINT

You may find the following resources beneficial in understanding your rights.

- Early ACCESS: Parent Consent
- Special Education: Parent Consent

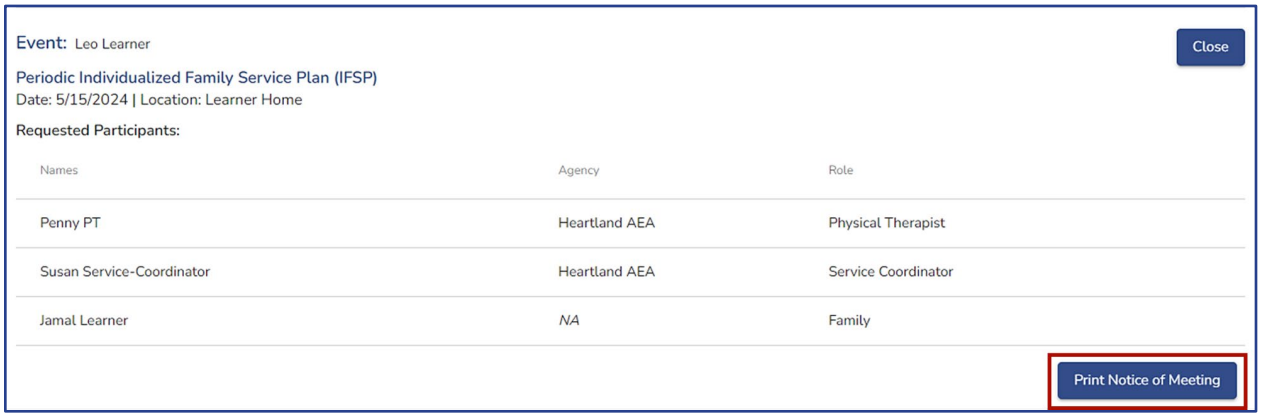
ACHIEVE Calendar

Meetings scheduled for learners in the **My Family** section can be reviewed within the calendar tool.

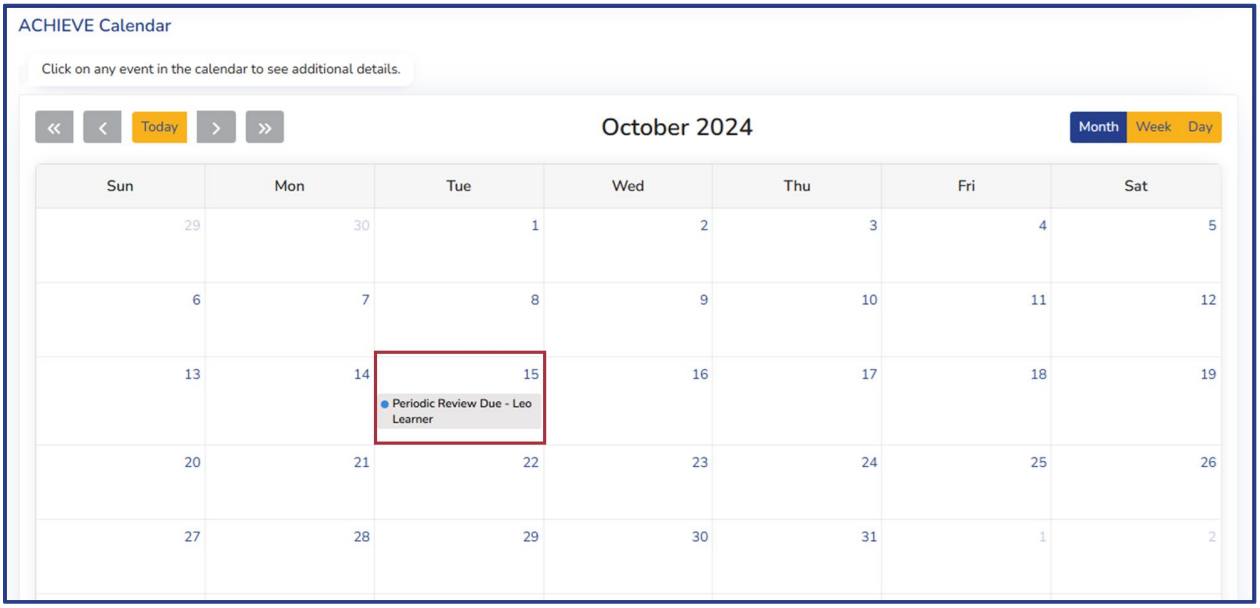


- Clicking on a yellow calendar event opens event details, including the meeting date, location, purpose and requested participants.

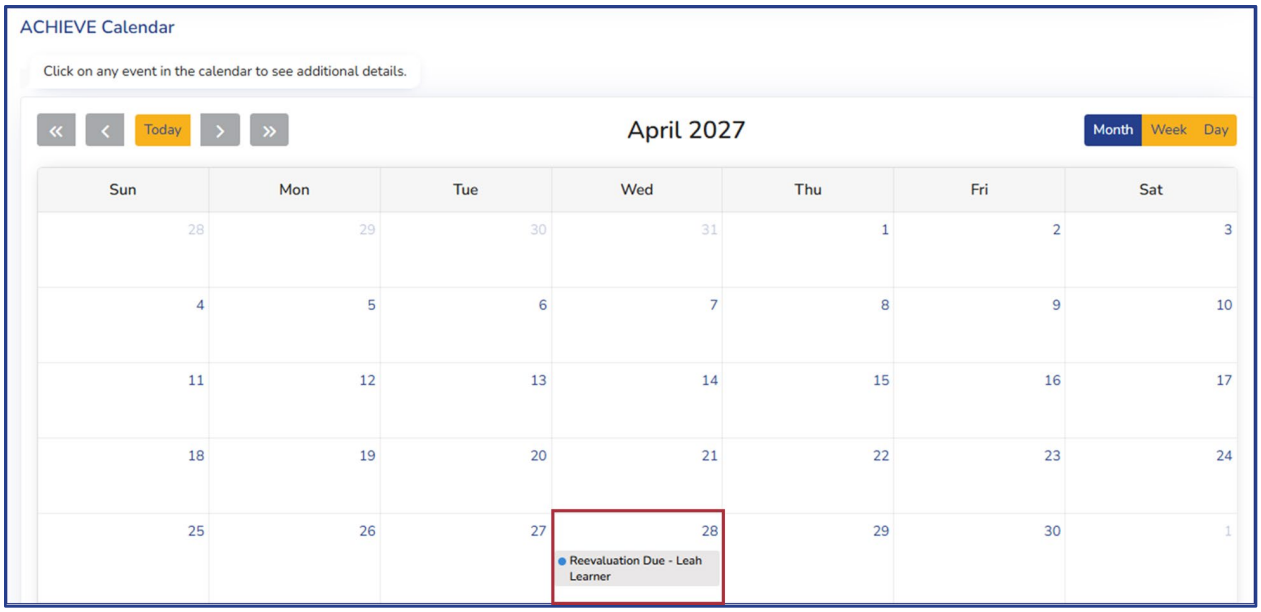
- There is also a blue *Print Notice of Meeting* button that allows you to review, download, and print meeting notices.



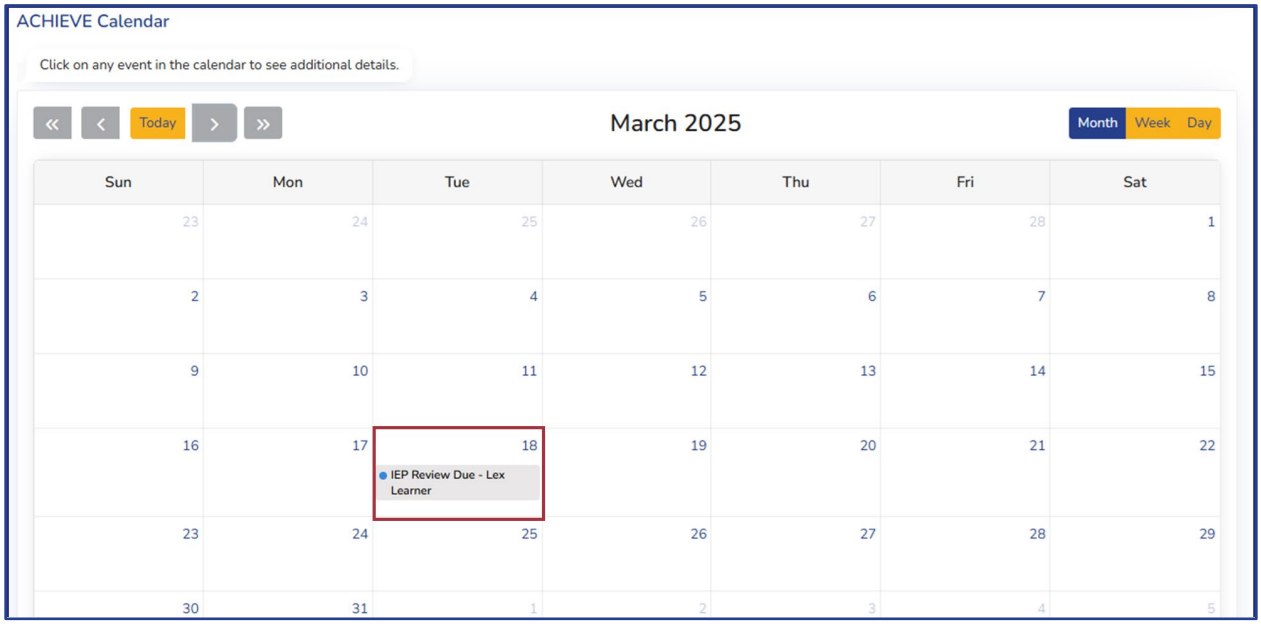
- Family users for Early ACCESS learners can review the **due dates** for periodic reviews and annual reviews on the calendar.
    - Once an initial IFSP has been finalized, all pending periodic review dates and annual review dates will appear on the calendar as **Periodic Review Due** / **Annual Review Due**.



- Family users for Special Education learners can review **Reevaluation due dates** and the **IEP "duration to" dates** on the calendar.
    - Once any evaluation has been finalized (initial or reevaluation), the reevaluation due date will appear on the calendar as "Reevaluation Due".



- Once an IEP has been finalized, the IEP "duration to" date (or IEP end date) will appear on the calendar as "IEP Review Due".



IOWA I.D.E.A. HINT

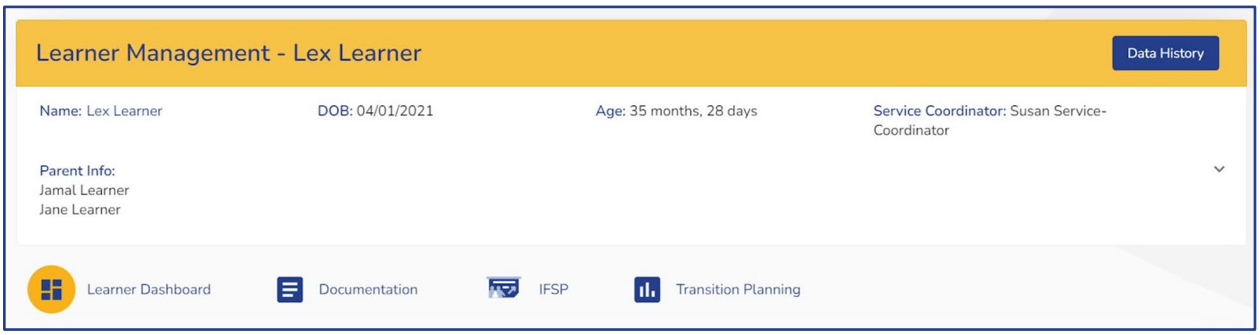
You may find the following resources beneficial as you prepare for meetings with your learner's team.

- Early ACCESS: Parent Participation
- Special Education: Parent Participation
- Parental Role Questions and Answers

Learner Management

The **Learner Management** dashboard is the central source of information about your learner. From this page, you can access different sections of the ACHIEVE Family Portal. Navigational steppers that are displayed will vary as learners move through evaluation, eligibility, and transition processes in Early ACCESS and special education.

- **Early ACCESS Navigational Steppers**:
  - **Learner Dashboard**
  - **Documentation**
  - **IFSP**: appears after a child is found eligible either during Intake or through an Evaluation and Assessment process)
  - **Transition Planning**: appears after a child's age reaches 2 years, 3 months)
    - Exiting Early ACCESS
  - *Data History* button: In the *Data History* section, you may review progress monitoring data entered by a provider on your learner's IFSP team.



Note: The navigational steppers displayed will vary depending on where your learner is within the IFSP process.

- **Special Education Navigational Steppers**:
  - **Learner Dashboard**
  - **Documentation**
  - **IEP:** appears after a child is found eligible through a Full and Individualized Initial Evaluation
    - IEP Requirements for Early Childhood (3-5 years old)
    - IEP Requirements for Secondary Transition (no later than 14 years of age in Iowa)
  - **Transition**
    - Pre-K to Kindergarten Transition
    - Secondary Transition
    - Exiting Special Education

- *Data History* button: In the *Data History* section, you may **review progress monitoring data** entered by a provider on your learner's IEP team.
- *Invite Learner to Portal* button: IDEA Parents of Special Education learners have the option to invite their learner(s) to create an ACHIEVE Family Portal account.
    - Prior to reaching the age of majority, IDEA parents with an active ACHIEVE Family Portal account can choose to invite their learner(s) to create an account with view-only access.
    - While logged in as an IDEA Parent, open the **Learner Dashboard** for the child you wish to invite. Click the blue *Invite Leaner to Portal* button at the top of the page. This will open a modal asking if you are sure you want to continue. Selecting Yes will:
        - Prompt you to provide a personal email address for the learner and
        - Present you with Terms and Conditions to read and accept on behalf of your child.

    - After you provide an email address and accept the Terms and Conditions, click the *Submit* button. The learner will then receive an email inviting them to create an account.

Learner and Family Information

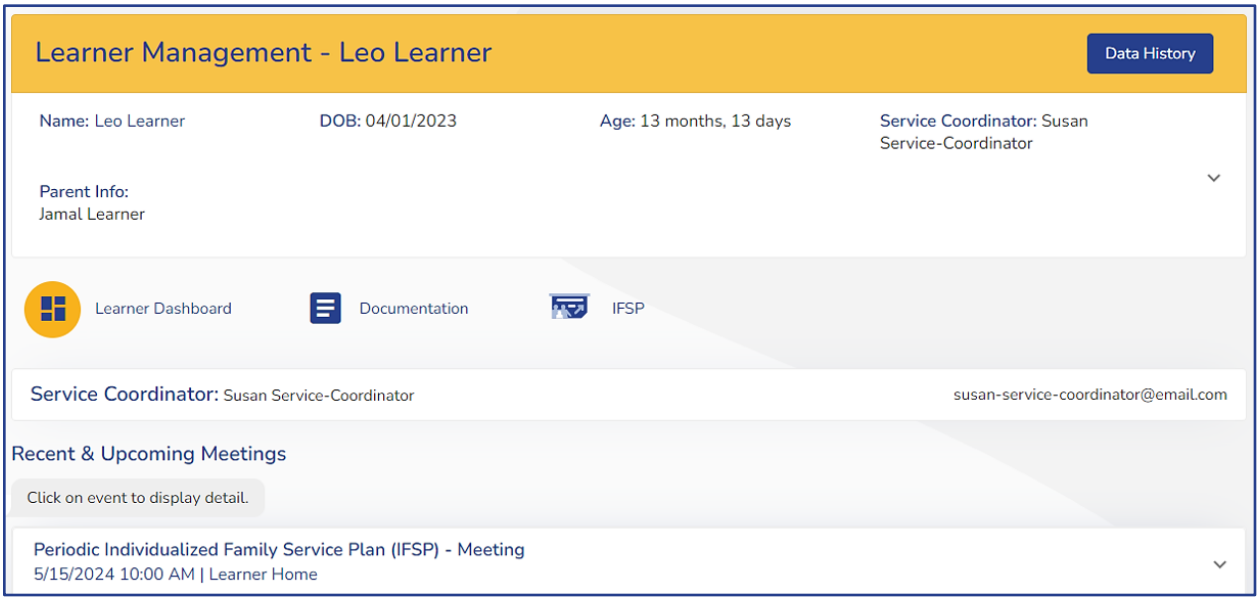
Basic information about a learner is displayed at the top of the **Learner Management** page as well as all other pages associated with their case. More information about the learner and their family may be viewed and collapsed by selecting the caret at the right of the box.

*Note: If a surrogate parent has been assigned to a learner, you will see the surrogate listed under the **Family Info** heading.*

Learner Dashboard

When opening **Learner Management** you will start on the **Learner Dashboard** navigational stepper. It has the following sections:

- **Service Coordinator/Facilitator**: The name and email address of the IFSP Service Coordinator and/or IEP Facilitator for your learner will be at the top.
- **Recent & Upcoming Meetings**: This section lists all meetings related to the learner. Selecting a meeting will expand it and show additional details.



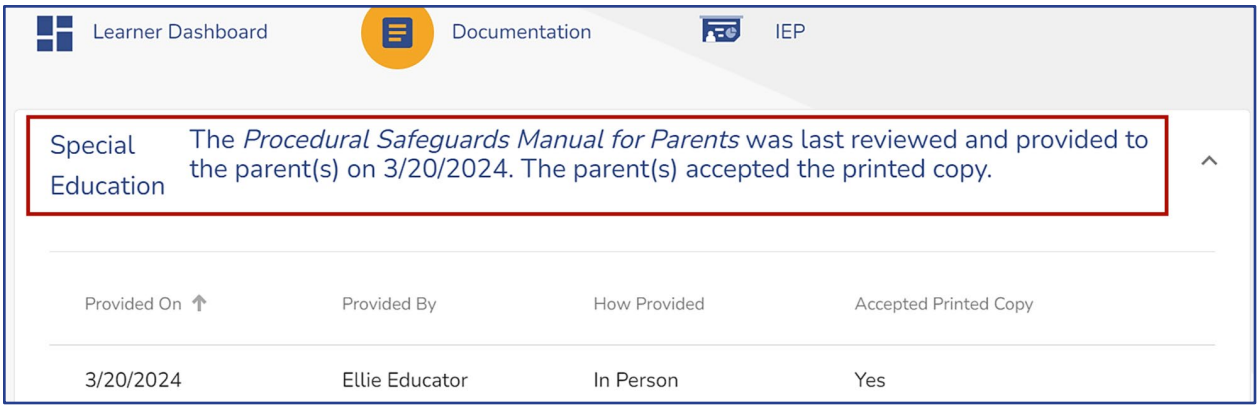
Documentation

The **Documentation** navigational stepper of **ACHIEVE Family Portal** contains details regarding the provision and review of **Procedural Safeguards for Parents**, **Family Consent** and authorization forms, and **Documents** sections.

Procedural Safeguards Manual

The **Documentation** stepper indicates whether you have been provided with a printed copy of the ***Procedural Safeguards Manual for Parents***. Unique manuals exist for Early ACCESS (Birth-3) and Special Education (3-21) learners. A link to these manuals can also be found in the left navigation menu in the **Resources** page.

- This section indicates the date the *Procedural Safeguards Manual for Parents* was last reviewed and whether you accepted or declined a printed copy.



IOWA IDEA HINT

The Individuals with Disabilities Education Act (IDEA) requires parents/ guardians receive a copy of the procedural safeguards on behalf of their learner with a disability at least one time each year. In addition,

Early ACCESS (Birth-3) learners will be offered a copy:

- Upon request,
- Whenever a prior written notice is sent:
    - Proposing or refusing to initiate or to change the identification, evaluation, or placement of your child or the provision of appropriate Early ACCESS services to your child and/or family.

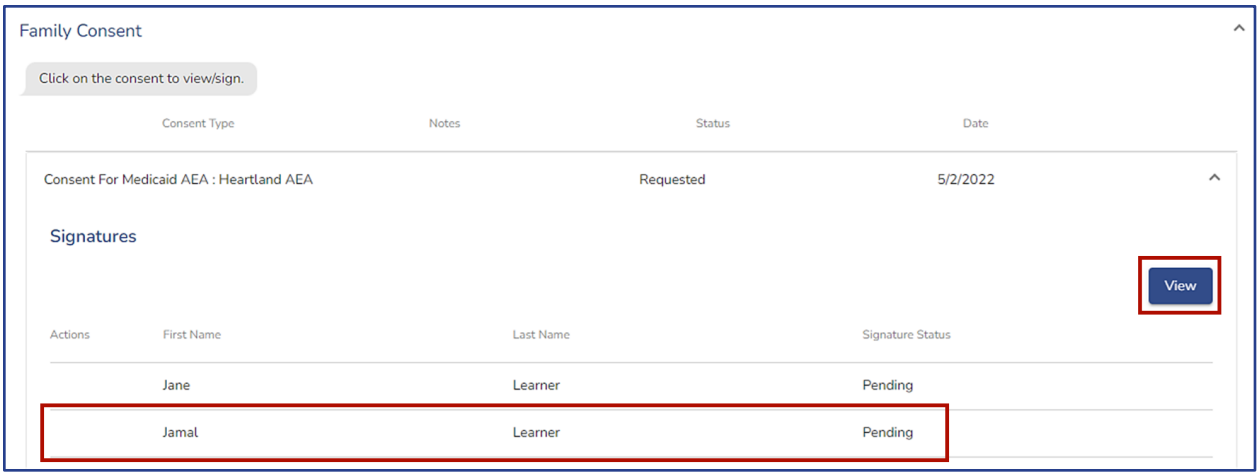
Special Education (3-21) learners will be offered a copy:

- Upon an initial referral or your request for evaluation for your child;
- Upon your filing of a first due process complaint or first state complaint in that school year;
- Whenever a decision is made to take a disciplinary action that constitutes a change of placement; and
- Upon request.

Family Consent

In the **Family Consent** section, you can view all consent and authorization documents that require signatures as well as previously signed consent forms. By selecting a consent type, the accordion menu will expand to display details.

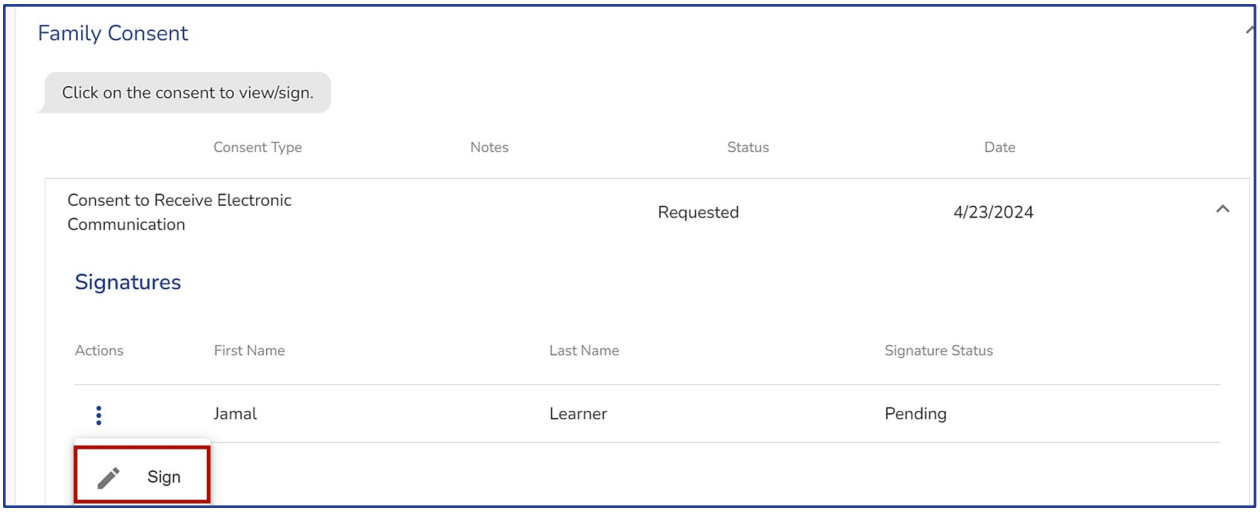
- Users who have opted for view-only access will be able to view and print unsigned consent forms.



Note: In the image above, although a consent was requested, Jamal has opted for view-only access. As such, Jamal may only View and Print this document.

*To enable the ability to provide electronic signatures on consent forms, access preferences can be changed in account **Settings** on the ACHIEVE Family Portal.*

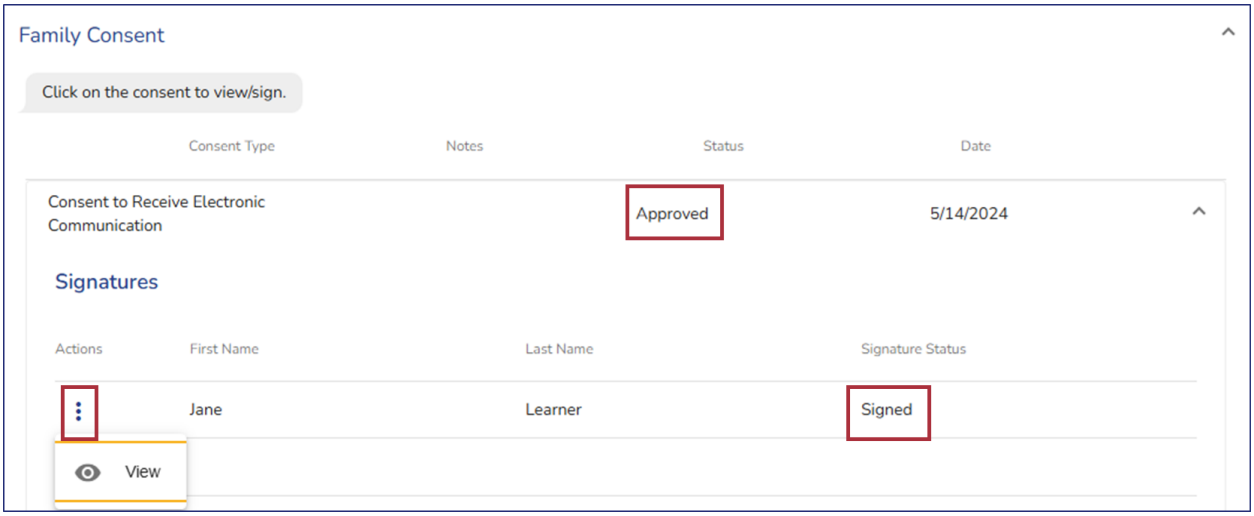
- Users who have opted for interactive access will be able to view consent forms which can be printed and physically signed or may choose to electronically sign consent forms via the ACHIEVE Family Portal. To complete this action, expand the consent section's accordion menu. Then select the Quick Access Menu and select *Sign*.



- Once the document has been signed, the *Sign* button will change to the *View* button. Selecting this will open the document in a new tab.

Note: Only one signature is required for most consent forms, even if two or more IDEA parents are included on a requested consent. The one exception to this is

for Consents to Receive Electronic Communication, which requires each person to sign a unique consent form.



- When reviewing a document, it will open in a new tab. From here, you can view, print, and download the document as needed.
- When signing a consent, it will open in a new tab. From here you can fill in the document as needed. There will be a *Sign* button enabled when you can sign.
- Consent can be revoked at any time. To revoke consent, please submit a request in writing to the IFSP Service Coordinator or IEP facilitator.

IOWA IDEA HINT

You may find the following resource beneficial as you review your rights to revoke consent for special education.

- Right to Revoke Consent

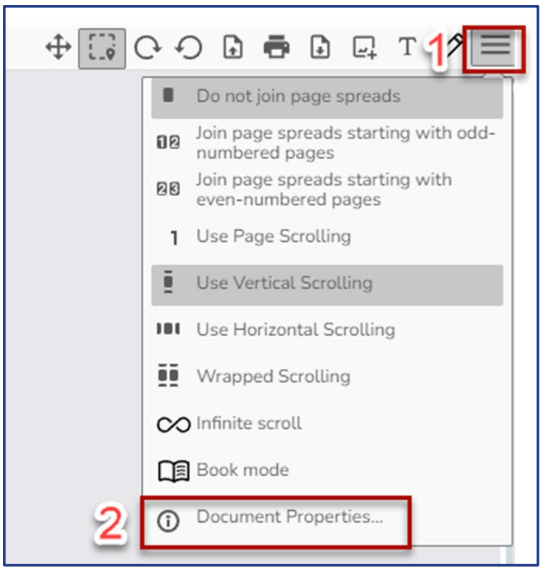
Documents

The **Documents** section contains a copy of all system-created documents and items that have been uploaded by the IFSP or IEP team that relate to a learner's case.

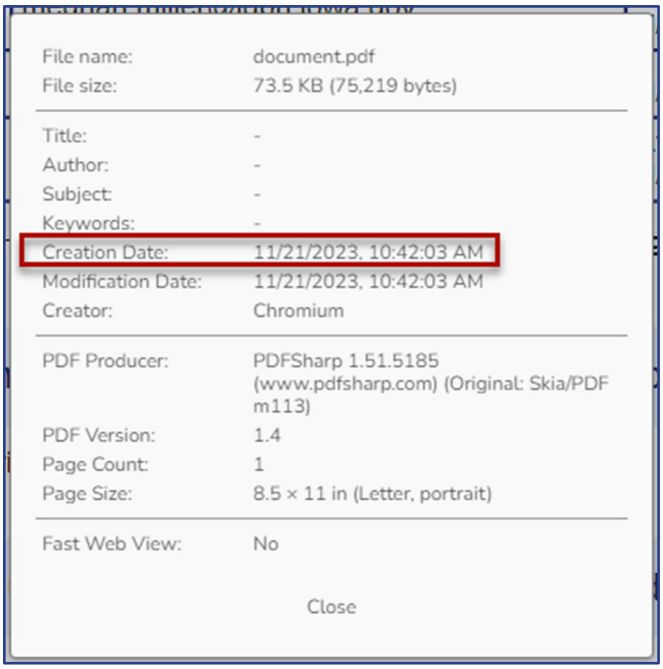
- This page contains information about the provision and review of **Procedural Safeguards Manual for Parents**, **Family Consent** forms, and **Documents**.

After Opening a document, you can view when it was created by:

1) Selecting the three bars symbol in the top left
2) Then selecting *Document Properties*

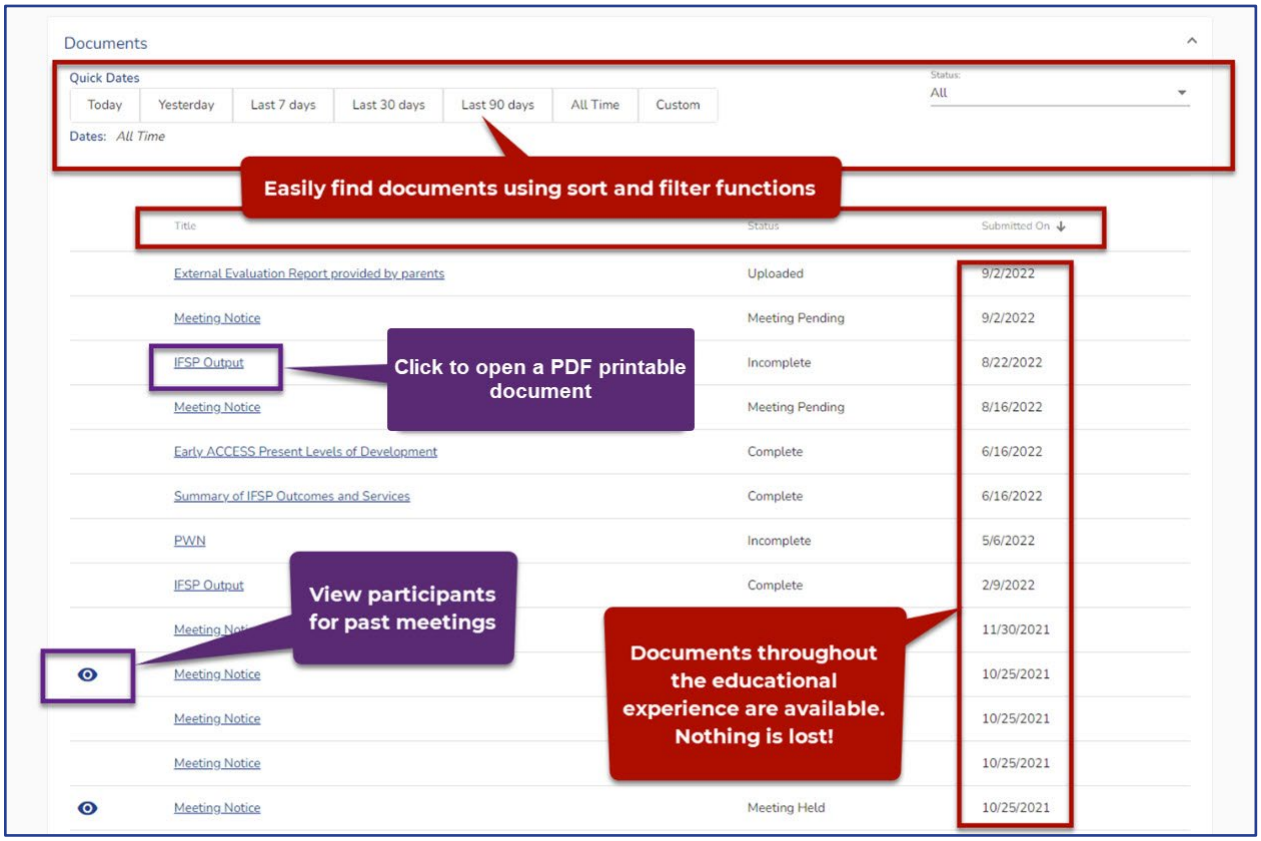


3) This will open up a modal with document information, including the **Creation Date**. Below the creation date, you will also find the **Modification Date**, indicating the last time the document was modified/changed, if applicable.



- Documents can be filtered or sorted in a variety of ways, including:
  - **Quick Dates** buttons: filters documents by date range
  - **Status** drop-down menu: filters documents by status
  - **Title** heading: sorts documents by title (A-Z or Z-A)
  - **Status** heading: sorts documents by status (complete or incomplete)
  - **Submitted On** heading: sorts documents by date

- Meeting Notices will display a **View icon** next to it. Selecting this icon opens an on-screen modal with details about completed meetings.



Data History

A blue **Data History** button appears in the right corner of the Learner Dashboard. Selecting this button opens a summary of your learner's progress over time.

Each section of the Data History page contains information that helps the team make decisions about a learner's individualized program. Information displays will vary based on the age of the learner.

Early ACCESS Data History

- **Diagnosis**: Details about a diagnosed condition(s) that impact the learner's eligibility for services

- **Early Childhood Outcomes (ECO) Description**: Details about the learner's current status in each outcome area: Positive Social-Emotional Skills, Acquisition and Use of Knowledge and Skills, Use of Appropriate Behaviors to Meet Needs
- **Eligibility**: Dates and results of eligibility decision made by Early ACCESS team
- **Evaluation and Assessment**: Dates of evaluations conducted by Early ACCESS team
- **Monitoring for Progress**: Data tables, graphs, and summary of results of IFSP Outcome progress monitoring data entered in ACHIEVE
- **Summary of Services**: Current and prior services provided through the IFSP
- **Early Childhood Outcomes (ECO) History**: Progress over time in each outcome area

Special Education Data History

- **Assessment**: Statewide assessment results
- **Attendance and Behavior**: Summary of absences and disciplinary incidents from each academic year
- **Evaluation**: Dates of evaluations conducted under IDEA
- **Progress Monitoring**: Data tables, graphs, and summary of results of IEP Goal progress monitoring data entered in ACHIEVE
- **Secondary Transition**: Transition Assessments and Learner's Course of Study

Individualized Family Service Plan (IFSP)

IOWA IDEA HINT

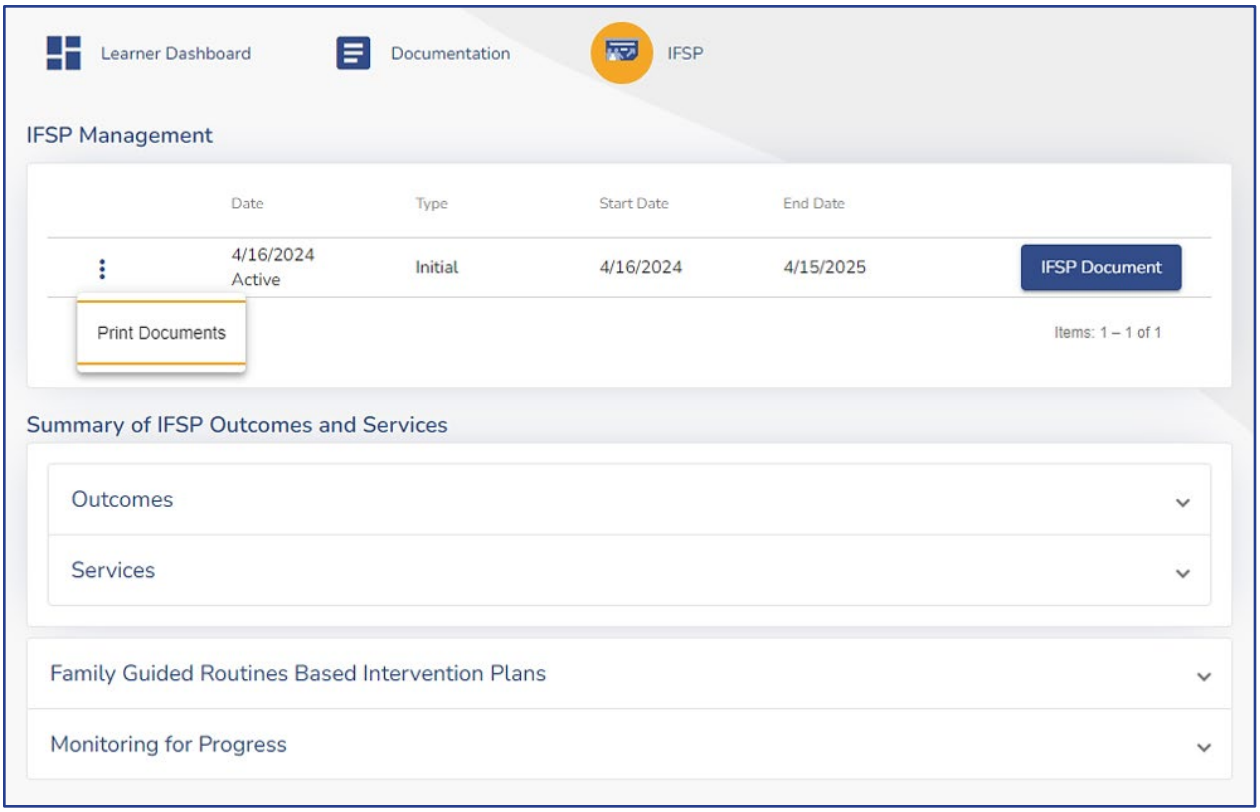
You may find the following resources beneficial while navigating through your learner's IFSP.

- Contents of an IFSP
- Types of IFSPs

IFSP Navigational Stepper

In the **IFSP** navigational stepper in Learner Management, you will find:

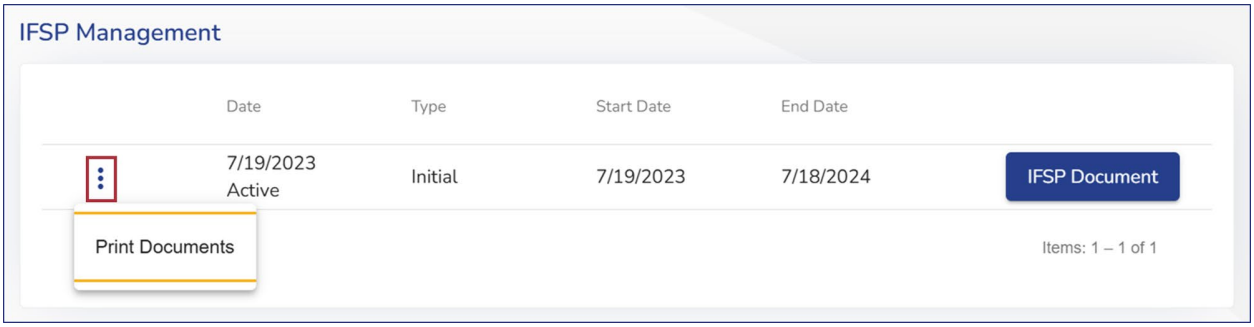
- **IFSP Management**
- **Summary of IFSP Outcomes and Services**
- **Family Guided Routines Based Intervention Plans**
- **Monitoring for Progress**



IFSP Management

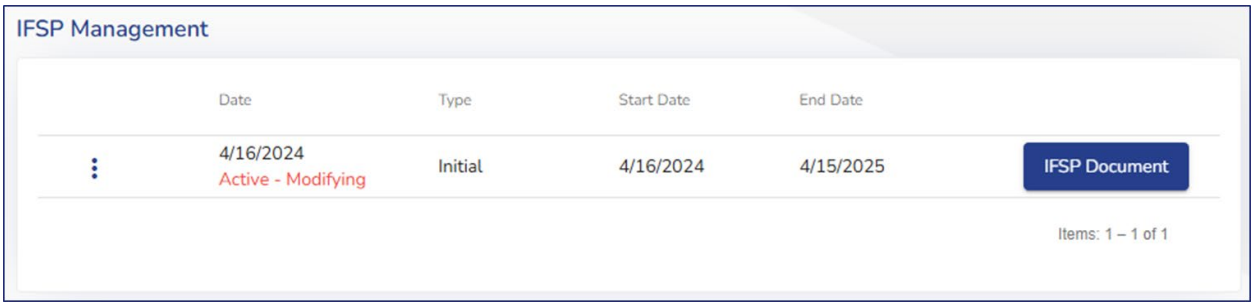
IFSP Management is at the top of the **IFSP** navigational stepper. This area will list all IFSPs for this learner. Finalized versions of IFSPs can be viewed, printed, and downloaded from the ACHIEVE Family Portal.

- To view the finalized IFSP in the IFSP navigational stepper, select the blue *IFSP Document* button. Once opened, you can download or print this document.
- The Quick Access Menu icon allows you to print selected documents related to the IFSP.



- When an IFSP is finalized by your team, you will find an alert in the Recent Documents section of the ACHIEVE Family Portal. A copy of this document will also be stored in the Documentation navigational stepper.

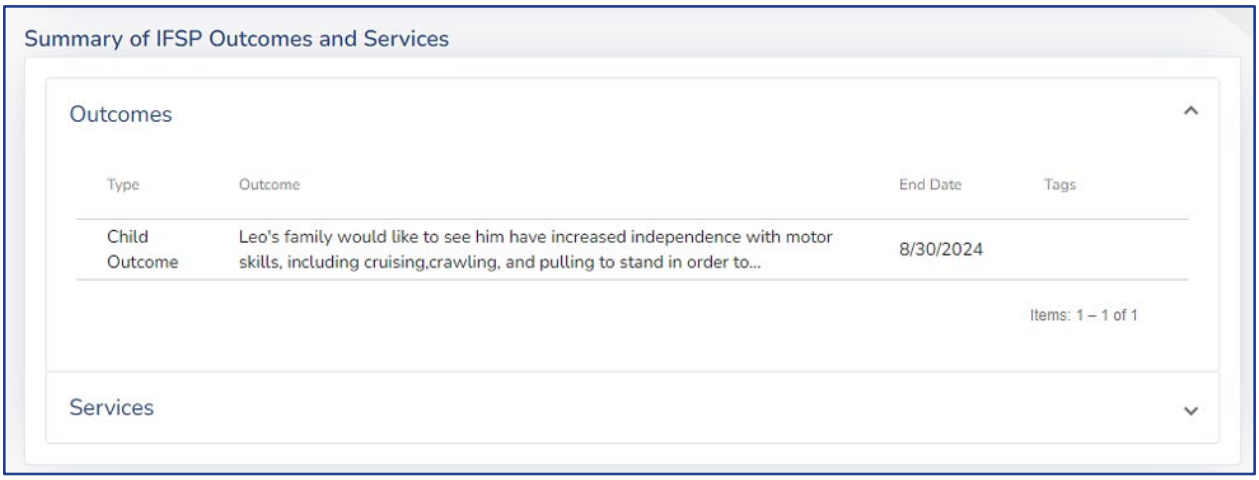
- If your learner's IFSP is being modified, you will see the status of *Active - Modifying* in the IFSP Management section. In-progress IFSP modification documents will only be available to you in the Recent Documents section if it has been pushed to the ACHIEVE Family Portal by your IFSP team.



Summary of IFSP Outcomes and Services

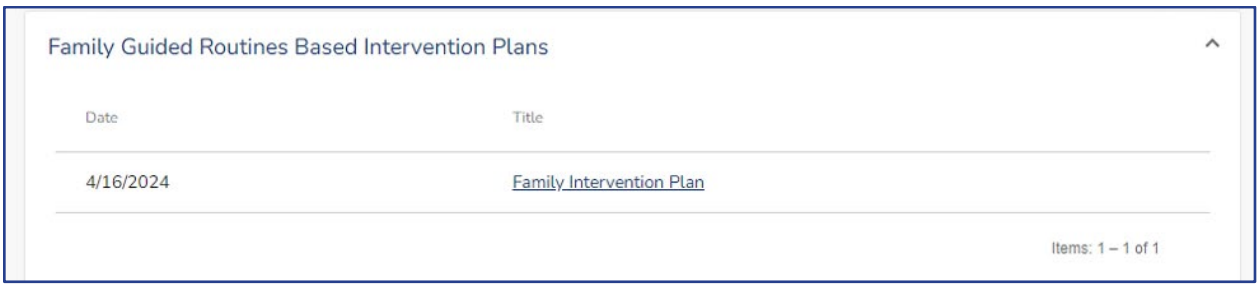
Here you will find two sections: **Outcomes** and **Services**.

- Selecting either of the two sections will expand them and list all of the Outcomes/ Services for this learner. Selecting them again will close them.



Family Guided Routines Based Intervention Plans

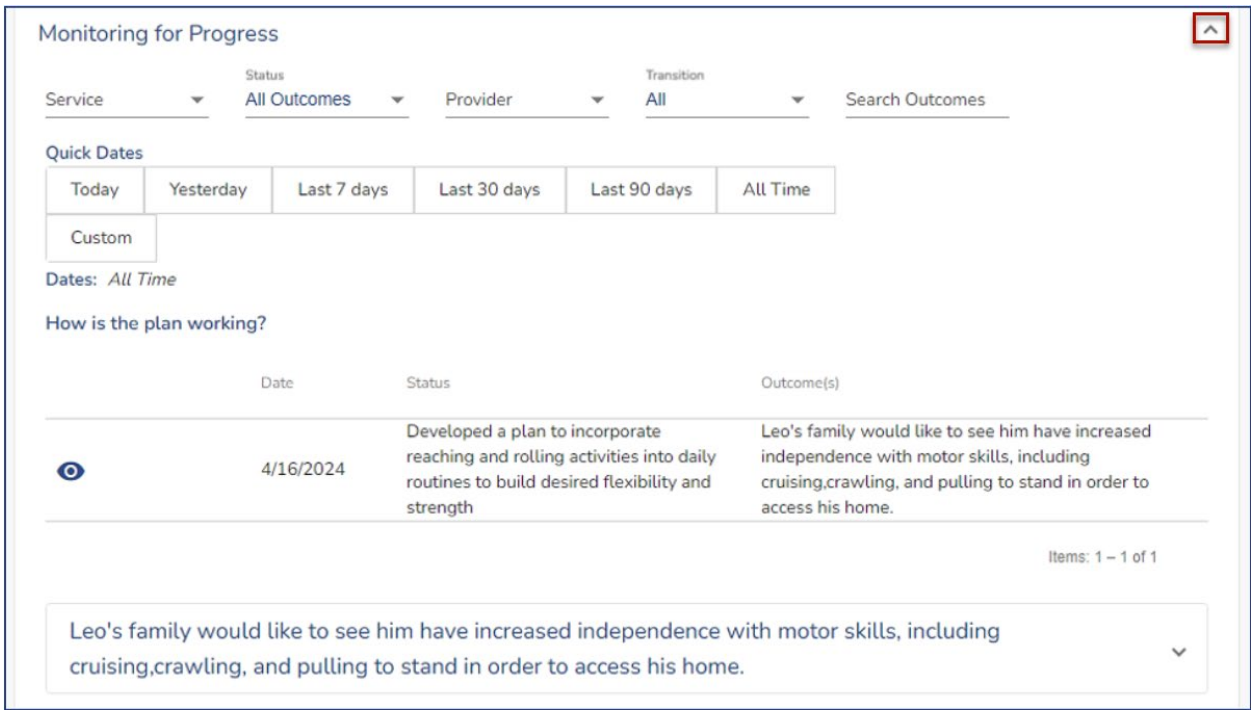
Here you will find copies of intervention plans for this learner. Selecting one will open a PDF document in a new tab where you can review, print, and download the plan.



Monitoring for Progress

Selecting **Monitoring for Progress** will open the section and display filter features as well as accordions for each outcome.

- For a child with multiple outcomes, you have the option of using the filter feature to narrow your search in order to find a specific outcome.
    - You can filter by any combination of the following drop-downs: Service, Status, Provider, or Transition
- Keywords searches can be conducted to filter the list based on Outcomes.
- Quick Dates buttons can be used to filter the list by the date(s) progress data was recorded on any outcome(s).
- Selecting the name of the outcome will expand it and display any previously-recorded progress data.

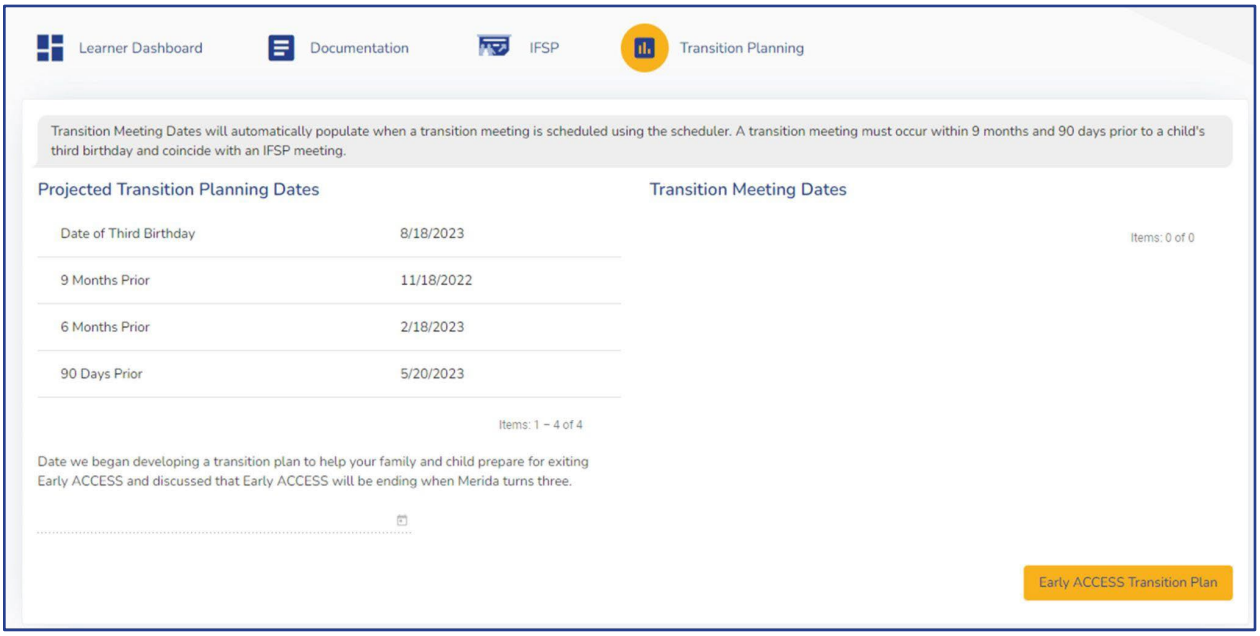


Transition Planning

Once the learner reaches 2 years and 3 months of age, the **Transition Planning** navigational stepper becomes available.

- Under the **Projected Transition Planning Dates** header, there will be a list of dates related to when the learner will reach the age of 3. The dates will be:
    - The date of the 3rd birthday
    - 9 months prior to the 3rd birthday
    - 6 months prior to the 3rd birthday
    - 90 days before the 3rd birthday

- These dates represent times when transition planning should take place. Next to these dates, a list of scheduled meetings related to transition will be displayed.



- The *Early ACCESS Transition Plan* button will create and open a document of the transition plan for the learner based on the current information in this navigational stepper.
- Below the transition planning dates you will find five more sections:
    - **Reflection and Looking Ahead**: Here is where goals and progress will be listed in relation to transitioning.
    - **Potentially Eligible**: Here you can see a questionnaire that the team fills out. You can view all of the questions and the team's answers. The answers to these questions will help determine if the learner is eligible for Special Education services.
    - **Supporting Family/Child after Early ACCESS**: For both the Family and Child sections, there will be a list of steps that the family/child should take as part of transitioning. Items listed in these sections are chosen based on the family's decision in the Reflect and Looking Ahead section.
    - **Transition Determinations**: Here you will find three documents that are filled out by the team, marking the current status of the learner before entering Special Education. This area will be empty if the team has not yet completed these documents.

IOWA IDEA HINT

You may find the following resource beneficial as your learner exits Early ACCESS.

- Transition Toolbox

Transition to Special Education

Transition to Preschool Special Education: The Preschool Special Education section of ACHIEVE Family Portal is designed to take preschoolers through the Special Education process beginning with **Suspecting a Disability**, commonly referred to as **Child Find**.

IOWA IDEA HINT

You may find the following resources beneficial as you consider the transition from Early ACCESS to Special Education.

- Defining Disability
- Suspecting a Disability
- Consent and Planning: Full and Individual Initial Evaluation
- Completing an Evaluation
- Documenting the Initial Evaluation
- **Educational Evaluation Report**: This report summarizes information gathered during the evaluation process and will be used by the eligibility team to determine if the learner is eligible for special education services. The team will review the following areas:
    - Strengths and Concerns
    - Learner Performance
    - Learner Progress
    - Educational Needs
- Additional Factors: Exclusionary Factors, Assessment Methods
- Determining Eligibility for Special Education

A copy of the **Educational Evaluation Report** can be found in the *Recent Documents* section on the **My Dashboard** page or under the *Documents* section of the **Documentation** navigational stepper.

The team must specifically address the following items:

- Disability Decision
- Instruction Need Decision
- Special Education Eligibility Decision
- Specific Learning Disability Decision (if applicable)

Exiting Early ACCESS

If the learner exits Early ACCESS and does not continue on to Special Education, you will lose access to the ACHIEVE Family Portal 90 days after the learner has exited.

- You will receive two notifications about your access to the ACHIEVE Family Portal ending: one on the day your learner exits from Early ACCESS and another reminder one week prior to your access ending. During this time, you may still access the ACHIEVE Family Portal and download/view anything you need.
- If your learner exits Early ACCESS and moves directly into Special Education, you will maintain access to the ACHIEVE Family Portal. This access will continue until 90 days after your learner exits from Special Education.

Individualized Education Program (IEP)

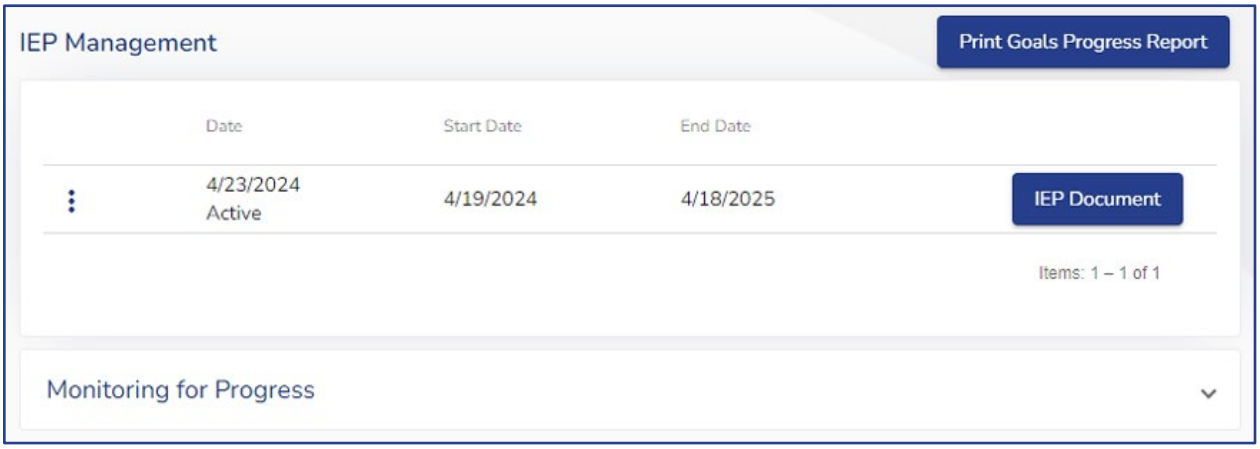
IOWA IDEA HINT

You may find the following resources beneficial while navigating through your learner's IEP.

- Components of an IEP
- Types of IEPs
- Early Childhood Special Education (3-5 years old)
- Secondary Transition (13 years and older)

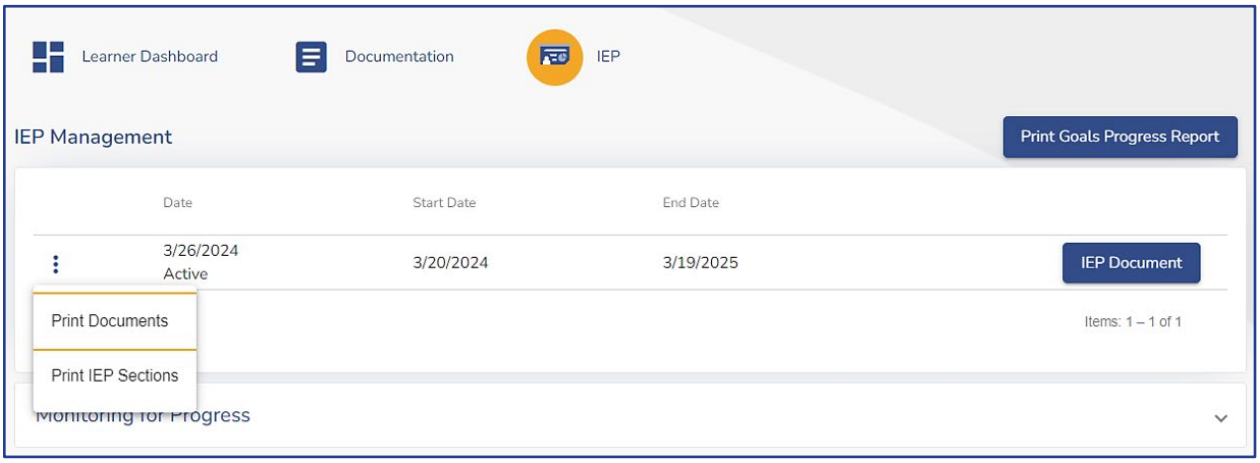
IEP Navigational Stepper

The **IEP** navigational stepper in **Learner Management** will take you to two sections: **IEP Management** and **Monitoring for Progress**.



IEP Management

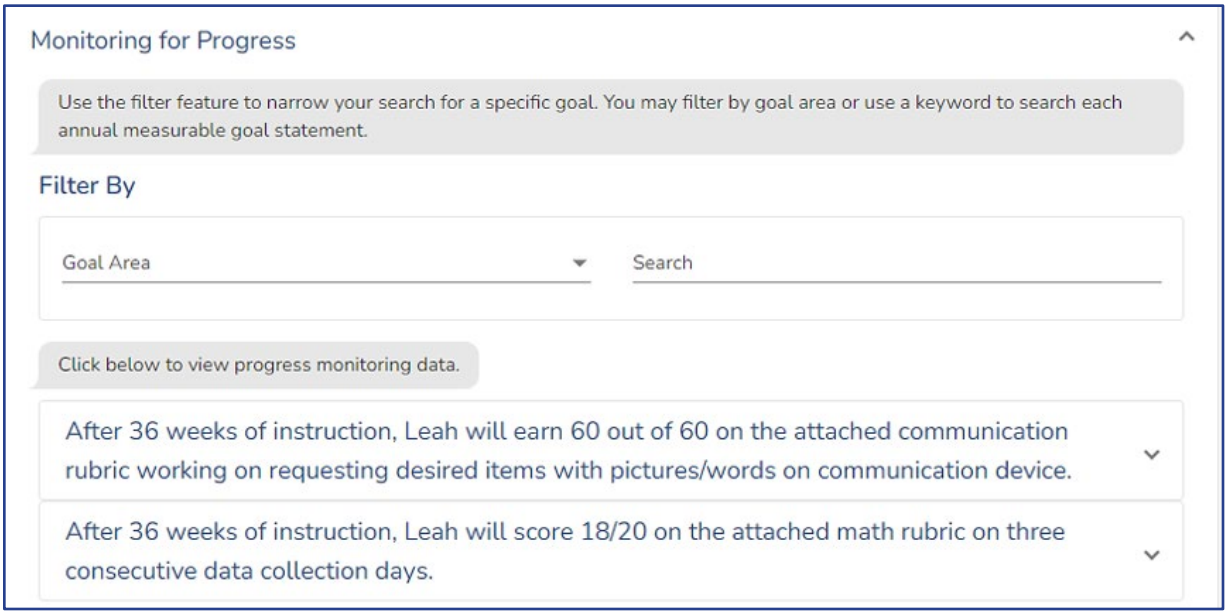
- Finalized versions of IEPs can be viewed, printed, and downloaded in many ways from the ACHIEVE Family Portal. To view a finalized IEP in the IEP navigational stepper, select the blue *IEP Document* button. To download or print the entire IEP or select sections, click the Quick Access Menu icon next to the IEP information you want to view.



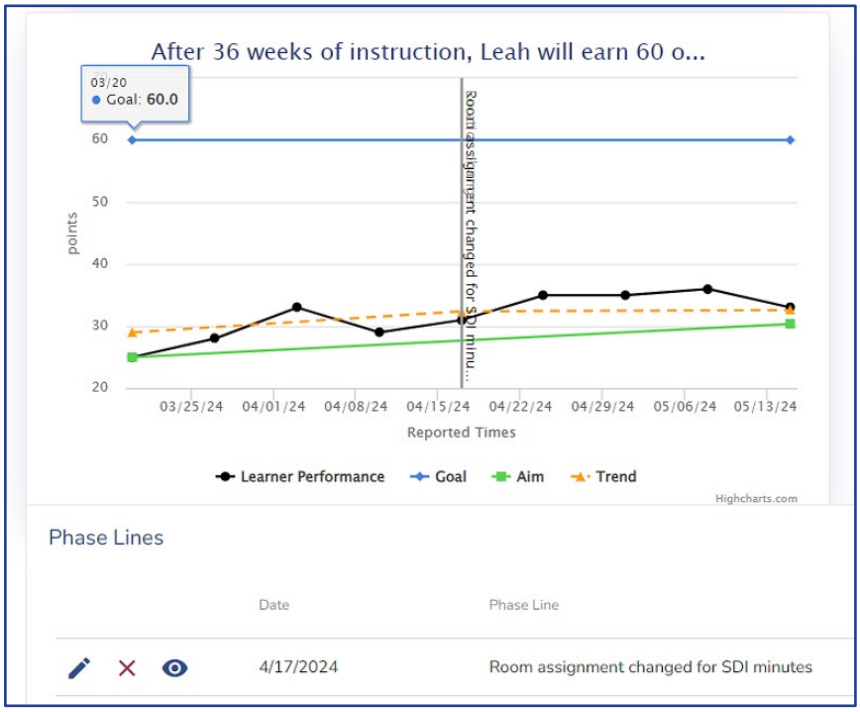
Monitoring for Progress

Here you can view all active goals for your learner and progress towards those goals.

- A list of all goals will be displayed. You can filter goals in two ways:
    - **Goal Area**: Allows you to limit results based on a selected goal area.
    - **Search**: Allows you to filter results based on a keyword search.



- Selecting a goal will expand to show more information. This includes a table displaying previous scores and a graph of previous scores with a goal line. Below the graph are two more sections:
    - **Phase Lines**: Phase lines display if the team has created phase lines.
    - **Comments**: Displays all comments made by the team about this goal.



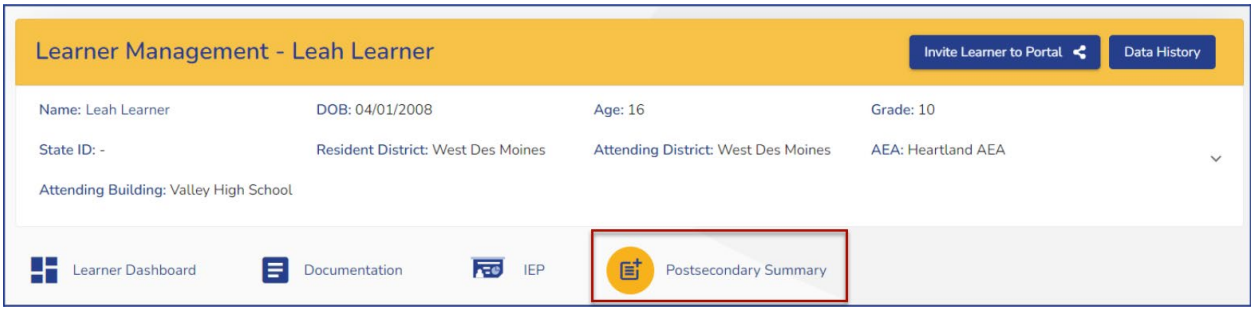
Postsecondary Summary Navigational Stepper

IOWA IDEA HINT

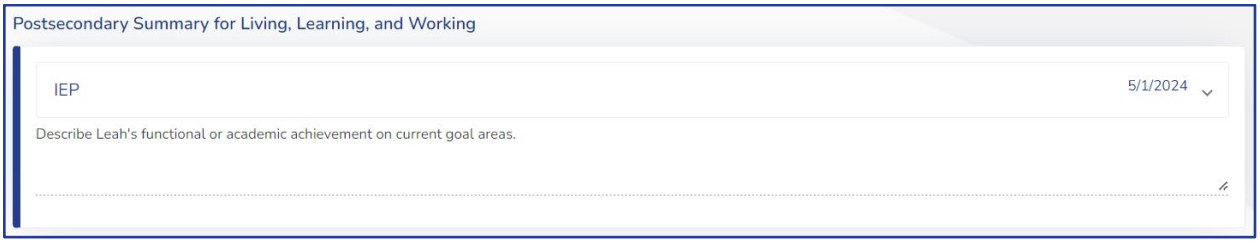
You may find the following resources beneficial as your learner prepares for secondary transition.

- Understanding Secondary Transition Planning
- Transition Iowa

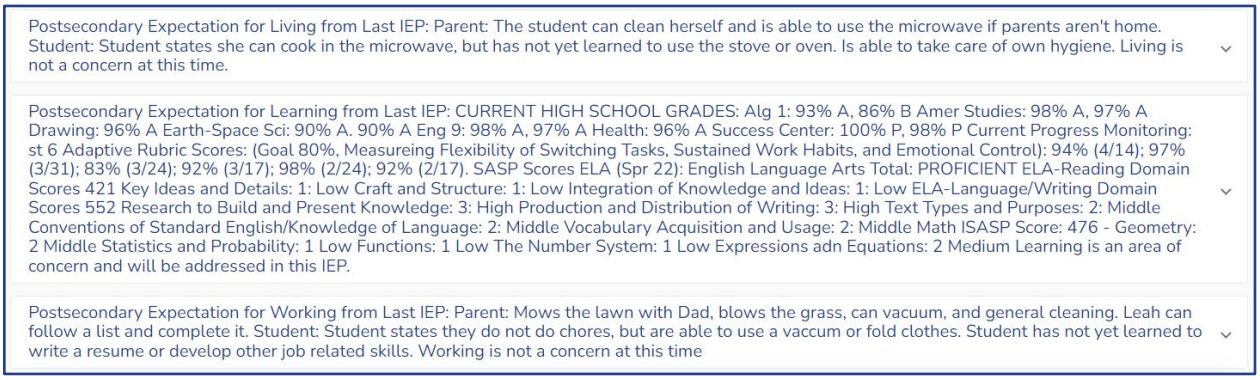
The **Postsecondary Summary** navigational stepper becomes available in the **Learner Management** section during the first IEP in effect when the learner reaches age 14.



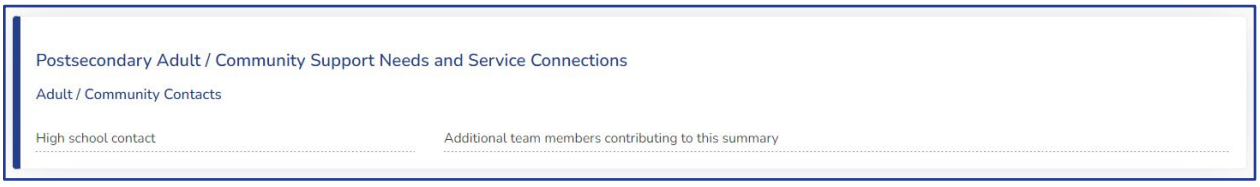
- The first section is **Postsecondary Summary for Living, Learning, and Working**. Here you will find all current and archived IEPs. Selecting one will expand it and display the goal areas for that IEP.



- Next, you can find a list of summarized **Postsecondary Expectations** taken from the IEP.



- The final section includes **Postsecondary Adult / Community Support Needs and Service Connections** where all additional people who are involved in this learner's IEP are listed.



Transition of Rights at Age of Majority

- When a learner reaches the age of majority, educational decision-making permissions and rights transfer to the learner. This transfer of rights allows

learners to establish interactive or view-only access to the ACHIEVE Family Portal as desired.

- IDEA Parents who had previously established interactive account access will automatically transition to view-only access at this time, unless the learner grants permission to maintain interactive access as a Power of Attorney.

  ***Note**: Learners to whom rights have transferred have the right to appoint/remove individuals as a Power of Attorney* to share educational decision-making rights.

- IDEA Parents maintain the right to view-only access in the ACHIEVE Family Portal for as long as the child is claimed as a dependent on the IDEA Parent's income tax return. It shall be presumed that a student who has not graduated from high school is a dependent of his or her parents until such time as satisfactory evidence to the contrary is presented to AEA or school officials.
- IDEA Parents may determine that a legal guardian must be appointed to make educational decisions on behalf of their child who has reached the age of majority. In such cases, upon reaching the age of majority, rights will be transferred to the learner until IEP teams are provided with legal documentation appointing legal guardian(s) on behalf of the learner. At that time, educational decision-making rights and corresponding access to the ACHIEVE Family Portal will be updated accordingly.
- Educational decision-making rights may be transferred to a learner prior to reaching the age of majority. This occurs when a learner is legally married or tried, convicted, and sentenced to incarceration as an adult and is confined in an adult correctional facility before reaching the age of majority. In such cases, the learner will be granted interactive or view-only access as desired. IDEA Parents will maintain view-only access to the ACHIEVE Family Portal as long as the learner is claimed as a dependent on tax returns.

Exiting Special Education

If your learner exits Special Education, access to ACHIEVE Family Portal records on behalf of this learner will expire 90 days after the learner has exited.

- You will receive two notifications about your access to the ACHIEVE Family Portal ending: one on the day the learner exits from Special Education and another reminder one week prior access expiration. During this 90-day period, you may continue to review, print, or download records as needed.

Additional Support Resources

Additional information regarding the ACHIEVE Family Portal can be found on the Iowa Department of Education website.

Resources include:

- A language translation guide with instructions on how to translate documents and the ACHIEVE Family Portal website content into your preferred language.
- A detailed explanation of who can create an ACHIEVE Family Portal account.
- An introductory video about the ACHIEVE Family Portal.
- Answers to frequently asked questions.