Sample Communication to Parents

Early ACCESS (Birth-3)

The Iowa Department of Education has created the following materials to help inform parents about the launch and functionality of the ACHIEVE Family Portal. These communication templates are samples and can be edited as needed to include local information or contacts.

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[**Overview Video**](https://www.youtube.com/watch?v=Q1LcDhDIUV8)

[**ACHIEVE & Family Portal Logos**](https://drive.google.com/drive/folders/13y3RCA2LgJiBlQWVF3nrCvP60EtBX9sc?usp=sharing)

**[ACHIEVE Family Portal Graphic](https://drive.google.com/drive/folders/1xzzP3A2ce3uEdDlcNLi1xy3-PK7BdEM9?usp=sharing)**

[**Webpage for Families**](https://educate.iowa.gov/achieve-family-portal)

# Parent Newsletter Article

**Purpose:** An article to promote the benefits of the ACHIEVE Family Portal for families

**Intended Audience:** IDEA parents of learners who are receiving Early ACCESS (birth-3) services.

## ACHIEVE Family Portal - Coming Soon!

A tool to help you prepare for conversations with <insert AEA name> about your child’s early intervention progress is now available. The **ACHIEVE Family Portal** is an optional, online system that lets parents and guardians access information about their child's early intervention records electronically! This tool provides you with important information to support your child’s growth and development and helps you take part in Individualized Family Service Plan (IFSP) team meetings.

"Iowa is proud to be the first state to offer an online way for families to access real-time early intervention and special education information for their children through the ACHIEVE Family Portal,” said Betsy Lin, Bureau Chief of Student Evaluation, Instruction and Services. “The family portal will enhance the collaboration and communication between providers and families, supporting all children's progress."

### How will I get access?

If you have provided an email address to your IFSP team, you should have received an email invitation to join the ACHIEVE Family Portal. Look for an email with the subject: **"You’re invited to join the ACHIEVE Family Portal."** Click the link in the email to register for an account. To establish a connection to your child’s IFSP information, you will be required to enter the last 4 digits of your child’s State ID. This information will be provided to you by your IFSP team.

### What if I didn’t receive an email?

If you need an new invitation emailed, submit a [support request](https://achieve-family-portal-achievesupport.happyfox.com/new) or contact the person who handles your child’s IFSP to request an invitation or update your email address.

### Why should I create an ACHIEVE Family Portal account?

With an ACHIEVE Family Portal account, you can:

* Access information to support your child’s growth and development electronically
* Review the information you need to participate in IFSP meetings
* Download and print your child’s records anytime
* See accomplishments and real-time progress towards your child’s outcomes
* Receive meeting notices and view a calendar of upcoming meetings
* View and sign consent forms
* Complete family engagement surveys

### Can I log into the ACHIEVE Family Portal on my phone?

Yes, you can log into the ACHIEVE Family Portal on any device with an internet browser, including your computer, tablet, or phone. There are no apps to download.

### What if I don’t have the internet or don’t want to sign up for the ACHIEVE Family Portal?

Creating an ACHIEVE Family Portal account is completely optional. It is not meant to replace communication with your IFSP team. Meetings with your IFSP team continue to be required and paper copies of your child’s records can be provided at that time.

### What if I want more information?

To learn more, please visit the [ACHIEVE Family Portal webpage](https://educate.iowa.gov/ACHIEVE-Family-Portal).

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# Parent Email Announcement

**Purpose:** An email to promote the benefits of the ACHIEVE Family Portal for families.

**Intended Audience:** Learners with active IFSPs who have at least one validated IDEA Parent contact with an email address and have an approved Consent for Early ACCESS.

## ACHIEVE Family Portal Account

As a parent of a child (learner) with an Individualized Family Service Plan (IFSP), you are eligible to create an account in the ACHIEVE Family Portal. The ACHIEVE Family Portal lets you review your child’s early intervention information at any time. You can see documents, sign consent forms online, and access records whenever you need. This includes being able to review progress monitoring data on behalf of your learner’s outcomes in real-time.

If you have provided consent to receive early intervention services and provided your email address to your IFSP team, you should have received an email inviting you to create an account in the ACHIEVE Family Portal. The subject of the email is “You’re invited to join the ACHIEVE Family Portal.” Click the link in your email to start the registration process.

First, you’ll need to establish a connection to your learner. To do this, you’ll need to enter your child’s first and last name, date of birth. You will also be asked to enter the last 4 digits of your learner’s State ID number. This information will be provided to you by your AEA.

Next, you will set-up your account. You’ll enter your own name and make a password. You’ll use your email address to log in to the portal.

1. The **Interactive** option allows access to records as described above. In addition, you may sign consent forms electronically and receive emails when new items are available to review and sign.
2. The **View-Only** option allows access to records as described above. However, you will not be able to sign consent forms electronically.

If you need help making your account, please check out the [Quick Start guide](https://educate.iowa.gov/media/10903/download?inline).

Creating an ACHIEVE Family Portal account is optional. It does not replace talking directly with your child’s IFSP team. You can still get paper copies of your child’s records and information at your IFSP meetings.

If you haven’t received an email invitation or need to update your email address, please submit a [support request](https://achieve-family-portal-achievesupport.happyfox.com/new) for assistance. To learn more, visit the [ACHIEVE Family Portal web page](https://educate.iowa.gov/ACHIEVE-Family-Portal).

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# Account Creation Email - State ID

**Purpose:** To communicate the last 4 digits of a learner’s State ID to parents for account creation in the ACHIEVE Family Portal.

Intended Audience: Learners with active IFSPs who have at least one validated IDEA Parent contact with an email address and have an approved Consent for Early ACCESS.

**Recommended Sender:** IFSP Service Coordinator or Designee

**Recommended methods for sharing this information with the family:**

* Email or other secure digital communication platform
* Phone Call
* Home Visits

**Where to obtain information:** The following column will be added to the *Family Contact Validation* report in ACHIEVE to assist in distributing this information:

* Truncated State ID (Last 4 digits)

## Email Subject: ACHIEVE Family Portal: Account Creation

Dear <IDEA Parent First Name>,

You may receive an email invitation with the subject: **"You’re invited to join the ACHIEVE Family Portal."** to create an account in the ACHIEVE Family Portal. If you choose to create an account, you will need to enter the following information on behalf of <Learner First Name>.

<Last 4 Digits of State ID>

You will be required to enter this information once during the registration process. Keep this number for future reference along with your child’s records.

For additional information, please visit the [ACHIEVE Family Portal webpage](https://educate.iowa.gov/achieve-family-portal).

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# Social Media Sample Posts

**Purpose:** Social media posts to promote the benefits of the ACHIEVE Family Portal.

**Intended Audience:** IDEA parents of learners who are receiving Early ACCESS (birth-3) services.

## Social Media - Example 1

** A New Tool to Support Children Receiving Early ACCESS Services is Available Now!**

A tool to make it easier for families to stay informed about their child’s early intervention progress is now available. Introducing the **ACHIEVE Family Portal**—an optional, online system where you can access your child’s early intervention records anytime, anywhere!

** Why Sign Up?**  
 Access information to support your child’s growth and development electronically  
 Be prepared for IFSP meetings with records and real-time progress  
 View a calendar of meetings and get meeting notices  
 Sign forms and complete family engagement surveys

 Iowa is the first state to offer this kind of access to early intervention information to families!

** How to Get Started**

* Look for an email with the subject: **“You’re invited to join the ACHIEVE Family Portal.”**
* Click the link to register your account.

 Submit a [support request](https://achieve-family-portal-achievesupport.happyfox.com/new) or reach out to your child’s IFSP Service Coordinator to request an invitation or update your email address.

Visit the [ACHIEVE Family Portal web page](https://educate.iowa.gov/ACHIEVE-Family-Portal) to learn more!

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## Social Media - Example 2

 Exciting News for Families!

The **ACHIEVE Family Portal** is now available! This optional, online tool gives you access to your child’s early intervention records anytime, anywhere.

** Why Sign Up?**

* Download your child’s early intervention records
* Prepare for IFSP meetings
* View upcoming meetings and sign forms

** What to Expect:**

Look for an email with the subject: **“You’re invited to join the ACHIEVE Family Portal.”** Follow the link to register.

** Need Help?**

If you don’t get the email, submit a [support request](https://achieve-family-portal-achievesupport.happyfox.com/new) or reach out to your child’s IFSP Service Coordinator to request an invitation or update your email address.

Visit the [ACHIEVE Family Portal webpage](https://educate.iowa.gov/ACHIEVE-Family-Portal) to learn more!

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## Social Media - Example 3

** Now Available: ACHIEVE Family Portal!**

Stay connected with your child’s early intervention journey like never before. The ACHIEVE Family Portal is an optional online tool where you can:

 Access your child’s early intervention records anytime  
 Review information needed for IFSP meetings  
 View upcoming meetings and sign forms

 Getting Started: Look for an email with the subject: **“You’re invited to join the ACHIEVE Family Portal.”** If you don’t get the email, submit a [support request](https://achieve-family-portal-achievesupport.happyfox.com/new) or reach out to your child’s IFSP Service Coordinator to request an invitation or update your email address.

Visit the [ACHIEVE Family Portal webpage](https://educate.iowa.gov/ACHIEVE-Family-Portal) to learn more!

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