

Audio Transcript

Responsiveness and Ongoing Support

0:03

Narrator

Once a relationship with CIFR is established, state fiscal staff can count on CIFR's ongoing support and responsiveness. Here's Angie Nickell in Missouri.

0:11

Angie Nickell

They didn't just come for those two days and say "We wish you luck." I've been able to follow up with them on a number of occasions, asking them clarifying questions, and their response time is wonderful. They get back with me either that day or within a couple of days, always providing just the information that I need to get my questions answered in a timely manner.

0:33

Narrator

Kathy Ehling in New Jersey says something similar.

0:36

Kathy Ehling

We now talk with them a couple of times a month. We're part of the community of practice, that we share that information.

0:43

Narrator

Michelle Neubauer at the Ohio Department of Education appreciates the care that CIFR puts into its collaborations with states.

0:50

Michelle Neubauer

They are very patient if I don't get it the first time. Sometimes it takes quite a bit of back and forth, and that's okay, so it's really the good customer service, the human piece of the customer service that's been most helpful to me. I mean the website and the

community of practice calls, those are good too, but the thing that stands out for me the most is you know, just the one-on-one back and forth when I need it.

1:18

Narrator

Renee Charleswell, Director of Special Education for the US Virgin Islands, says CIFR's thoroughness over time has really made the difference.

1:25

Renee Charleswell

There's no time that they meet with us that we feel "Um, I'm not sure if they know what they're saying." They're on point all the time, every time and CIFR has been able to deliver for us over and over again. We would not be in the position that we're in, and I'm talking about developing policies and procedures, had it not been for CIFR.

1:47

Narrator

CIFR often reaches out to other federally funded centers for additional information when needed. Tracie Coleman at the Virginia Department of Education.

1:54

Tracie Coleman

So, I can send a quick email, if someone can't get back with me immediately they will research, work with the other technical assistance centers throughout the country in order to come back with whether that question has come up recently in other areas of the country and provide me with lots and lots of options for us to decide on what works best for Virginia.

2:17

Narrator

The Center for IDEA Fiscal Reporting provides technical assistance to state educational agencies to help them meet their federal obligation to collect and report special education fiscal data under the Individuals with Disabilities Education Act, or IDEA. CIFR is a partnership among WestEd, American Institutes for Research, Technical Assistance for Excellence in Special Education at Utah State University, and Westat. Our evaluator is The Improve Group. These podcasts were developed under a grant from the U.S. Department of Education, #H373F140001. However, the contents do not necessarily



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