

“IEP/ILP Support” – Who to Assign?

Clarifications & FAQ

The Indiana Department of Education is actively working with PowerSchool on implementing Indiana’s new Individual Education Program (IEP) and Individual Learning Plan (ILP) software, Special Programs, which will roll out for the upcoming school year. IDOE has added a new role, “IEP/ILP Support” to the LINK portal and the Data Exchange System. This role is to identify up to two individuals PER LEA who will be responsible for understanding the IEP/ILP system and be the person(s) authorized to contact PowerSchool Special Programs technical support when there are questions about the IEP/ILP system.

Many of you have already reported IEP/ILP Contacts and we thank you for this. IDOE has had a lot of questions regarding how to assign these contacts, especially for those LEA members of a network or special education cooperative. We are communicating the below FAQs with you so that you have the information needed. You can view who has been assigned at each organization at <https://link.doe.in.gov/contacts>

1. Tell me more about the IEP/ILP Support role

PowerSchool calls the IEP/ILP Support contact the Technical Contact for Special Programs. This isn’t a technician role, rather it is the person authorized to contact PowerSchool support for the LEA with regards to IEP or ILP support issues and questions.

2. What will the IEP/ILP Support role do?

The PowerSchool Special Programs support team will only be able to take cases from the 1-2 technical contacts listed at each LEA. So, we want the LEAs to identify who the contacts are at the LEA and avoid issues when it comes time to contact support.

3. *I am an LEA that utilizes the PowerSchool Student Information System (SIS) product. We already have a PowerSchool Technical Contact. How is this role different?*

This is the same role as you are used to for your SI, except this designation is for Special Programs. Your district can choose to use the same resources you have for your SIS technical contacts, or you may choose up to 2 different resources to be your Special Programs technical contacts. When using the PowerSchool Community, you will see products available to you for which you are listed as a technical contact. For example, if you are a technical contact for both the SIS and Special Programs, when you open a support case in the portal you will see both products in a drop-down menu to select from when creating a case.

4. *Can the same person be listed as IEP/ILP Support for more than 1 LEA?*

Yes. We can have the same resource assigned to as many LEAs as you'd like.

5. *What if my district has concerns that listing a co-op resource as the IEP/ILP Support means they have more access than I want them to have?*

The IEP/ILP support designation is being used to identify technical contacts for PowerSchool support and would be separate from the Special Programs system level access. The support designation would allow access to the PowerSchool support team and Community Portal, but would not override their system level access.

6. *What if my district uses a co-op for all special ed related tasks and we don't have the knowledge in the district?*

This is ok too. The IEP/ILP designation allows the support contact to call support if they need help. LEAs should be able to designate the cooperative contact as the IEP/ILP Support contact within the LINK Portal/Data exchange system.

7. *What if we use a co-op, but our district doesn't want a co-op resource to be listed as one of our IEP/ILP Support contacts?*

You are not required to use your co-op for this role. If you do not wish to use co-op resources, please identify the correct contacts from your district to be listed as technical contacts for PowerSchool support.

8. Is there a difference between this contact and the administrator within Special Programs? How are the system administrators for each LEA determined?

Yes, the IEP/ILP Support contact is authorized to contact PowerSchool support whereas the local Administrator would refer to the product and control access within the product. The implementation team is working through documentation for how administrators are identified, and it is expected to be communicated later this school year. At that time, there will be sessions to talk through the different roles, access points, available documentation, etc. This will focus on your system level access for administrators and how they obtain that access. If an LEA wants to make a cooperative person an administrator, this is possible and will be communicated at the appropriate time.

9. How will IDOE provide the IEP/ILP Contacts to PowerSchool Special Programs?

IDOE will perform a query based on the data that each LEA has provided the IDOE and provide **up to two contacts per LEA**. If an LEA has provided more than two contacts, IDOE will utilize the last two contacts, based on the entry date. If an LEA is a member of a network/cooperative that has provided IEP/ILP Support contacts at that level, IDOE will first utilize any support contacts identified by the LEA, then fill in additional IEP/ILP contacts from the network/cooperative. This will also be based on the latest entry date.

10. Do you have any advice for Cooperative Directors?

Ideally, you would work with your member districts to have each of them list the contacts as per local agreements. Please review who has been assigned at each organization at <https://link.doe.in.gov/contacts>. If both the cooperative and the member LEA have named contacts, IDOE will default to utilizing the contacts first identified by the LEA, then by the cooperative up until there are two IEP/ILP Support contacts.